



INDUSTRY: Utility Commission

Services: Gas, Propane, Electric, Water & Sewer

BACKGROUND

IUC gives utility service providers an opportunity to partner with a utility- focused contact center service that has industry knowledge, technology, experience and shared values.

Established in 1907, Fitzgerald Utilities supports more than 5,000 customers with electric, water & sewer and more than 2,400 natural and propane gas customers. Their goal is to serve their customers through professionally trained employees providing safe, affordable and reliable electricity, water, sewer, natural and propane services.



CLIENT TESTIMONIAL

“Since the IUC transition, we have experienced several major outages. It is obvious to Fitzgerald Utilities and our customers that we could not have provided the level of service without the system and support from IUC during these events. During a one-hour period Fitzgerald’s NE and IUC were able to respond to more than 400 calls from customers. Experiencing these events just confirmed to us that we made the right decision in selecting IUC as our service provider.”

- **Jeff Lewis, General Manager/CEO**, Fitzgerald Utilities, Fitzgerald Georgia

OBJECTIVE

Fitzgerald Utilities employs night engineers (NE) to provide facility security, propane refill services, and answer after-hour service calls and dispatch crews.

The issues:

- Security checks and propane refills pulled the NE away from the phone.
- During major power outages the call volumes were too high for one person to manage.
- Customers received a fast busy signal when the call volume exceeded the capacity of the phone system.

RESULTS

After an introduction by ECG, and several face to face meetings, Fitzgerald Utilities selected IUC to provide after-hours contact center and dispatch services. To resolve the issues, Fitzgerald enhanced the telecom infrastructure to provide a more stable connection to the IUC VOIP system. IUC installed a Polycom VOIP phone for the NE. The NE is included in the IUC queue and receives the first ring. If the NE is unavailable to answer, the call defaults to the IUC call center.

In addition to the above successes, Fitzgerald Utilities’ customers now have the option of reporting service issues through an automated process. More than 10% of the service issues have been reported through the automated system. With IUC in place to handle calls, during major events the NE is able to provide significant event updates to crews such as tree limbs on the lines, blown transformers or poles down that have been reported by customers to IUC.