



INDUSTRY: Municipality

Services: Utility & Telecommunications

BACKGROUND

Electric Cities of Georgia formed a strategic partnership with IUC in 2015. The purpose, to provide ECG participants a local contact center service with industry knowledge, experience and shared values. Monroe utilities is an ECG participant.

What began in 1904 with the forming of the Water, Light, and Gas Commission has evolved into the Monroe Combined Utilities Department. Monroe Utilities is a full service municipal utility provider, offering its more than 13,000 customers electric, cable and HD television, broadband cable internet, and voice over IP phone service, natural gas, water, and wastewater services.



OBJECTIVE

Monroe Utilities was using an answering service to handle after-hour calls regarding utility and telecommunication provided services. Due to an increasing focus on quality control, rapid growth of communities requesting telecommunication services the utilities department sought out a partner. That partner was required to comply with Federal Phasma Doug and Alcohol Standards, provide a sufficiently staffed and trained workforce, and have the necessary technology to support the complex nature of work of utility systems and telecommunication services. The Monroe Combined Utilities Department wanted to improve service to their customers and the support provided to their On – Call Crews.

RESULT

The Monroe Utilities selected to IUC to provide after-hours contact center and dispatch services. Within a short period of time, Monroe Utilities has experienced an improvement in response time, reduction in dispatching errors and seamless communications through IUC's dispatch center with crews and citizens. The knowledge of the staff and the technology used to support the service issues reported by the citizens has had a positive impact on customer satisfaction.

Our partnership is in its 4th year and continuing to expand through technological enhancements and strategic planning.

CLIENT TESTIMONIAL

"IUC has made an immediate impact on our operation. The stability, consistency and accuracy of your services supports our efforts to expand our telecommunications network and provides outstanding customer support for the after-hours services needed for all of our utility departments. Thank you for dedication and commitment to quality."

- **Brian Thompson**, Director of Electric & Telecommunications, Monroe Utilities, Georgia