

FIELD SERVICE OPTIMIZATION RAISES CUSTOMER SATISFACTION AT ELECTRIC COOPERATIVE

KOOTENAI ELECTRIC COOPERATIVE

Established in 1938, this private, nonprofit electric utility is owned by the members it serves. Because a cooperative cannot exist without its members, Kootenai Electric Cooperative (KEC) wanted to provide more effective, economical service to its members and customers.

THE ASK

- KEC's largely rural customer base wanted more timely response to service requests and better order status information.
- The cooperative was unable to track service orders throughout their life cycles, and therefore could not accurately forecast service completion for its customers.
- Inefficient dispatching of line crews and service technicians caused excessive travel time and travel-related costs.
- KEC needed a solution that would drive notable improvements in service levels and shorten outage durations.

"Our main goal going into this project was to improve customer service and to give the customer a date when they would have power at their home or business."

— Greg Hart, Line Superintendent, Kootenai Electric Cooperative

THE CHALLENGES

- Deregulation's impact on the industry landscape required that KEC quickly improve overall customer satisfaction and reduce the cost of service delivery.
- KEC recognized that its entire field operations needed to consolidate on a single information system in order to provide the visibility required for optimizing field force management and scheduling.

THE KEY INSIGHT

KEC chose the Ventyx Service Suite because of Ventyx's proven workforce optimization technology, impressive client base, and demonstrated ability to generate a rapid return on investment. By standardizing on a single solution, KEC would be able to drive cost and productivity efficiencies across its field service operations.

"We are very pleased with our ability to more effectively and efficiently serve our members and customers with streamlined field service processes."

— **Greg Hart, Line Superintendent, Kootenai Electric Cooperative**

THE SOLUTION

- KEC can now track service orders from the call center to engineering, operations, and back again, confidently predicting when a customer can expect service.
- With the Ventyx solution, customers can monitor service order status from any web browser, improving their satisfaction.
- The new scheduling process enables real-time, intelligent routing of work by location, and more efficient dispatch of field service technicians. The closest available technician with the right skills and tools on hand is assigned to the job, saving time and reducing costs.
- The field force has immediate access to up-to-date customer and schedule information, and can update, close or reschedule service orders from the field. Delays caused by insufficient data and unnecessary travel time have been eliminated.

KEC FACTS: KEC serves approximately 17,000 members over 1,216 miles of electric line in northern Idaho and eastern Washington. Established in 1938, this private, non-profit electric utility is owned by its members.