

Customer Satisfaction

INSPIRING UTILITY ACTION IN GRID PROBLEM AREAS

Despite the grid improvements utilities are making, **customer satisfaction is on the decline***. This trend, combined with new regulations, is having a significant impact on daily operations, driving utilities to take action.

Customer COMPLAINTS

"It's always my house."

Frustration from repeated outages in grid problem areas while seeing neighbor's lights on.

"Stop stomping through my yard!"

Utilities can annoy customers by entering their yards to access backlot lines.

"Why does this keep happening?"

Customers are irritated by outages on blue-sky days, even if the outages only last a few seconds.

"I'm always last."

Customers located at the end of the line are often last to get power restored.

Utility CHALLENGES

"We come face to face with upset customers."

Line crews field complaints in customers' backyards, slowing restoration efforts.

"We can't keep up."

Rising customer expectations result in an onslaught of calls for every outage.

"We have to do reputation damage control."

Social media complaints are an unerasable public record of negative customer perception.

"We need to fix this."

Customer complaints can reveal where and how the system can be improved.

Industry PRESSURE

"Tracking new metrics will drive improvement."

CEMI

CUSTOMERS EXPERIENCING MULTIPLE INTERRUPTIONS

tracks individual customers with several outages per year.

CELID

CUSTOMERS EXPERIENCING LONG INTERRUPTION DURATION

tracks individual customers with exceptionally long outages.

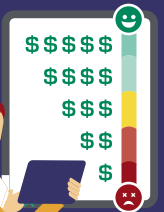


SAIFI SCORE ≠ **CEMI SCORE**

After implementing CEMI, a Tennessee utility found **over 20,000 customers still experienced 6+ interruptions**, despite a SAIFI[®] of <1.5[■].

"There are new ways to incentivize utilities."

Performance-based rates are gaining momentum in Canada and the U.S., incentivizing customer satisfaction improvements.



The Solution

Improve customer satisfaction with a **targeted fault-management solution** that pinpoints grid problem areas and automatically restores power for temporary faults.

DISCOVER MORE



*ACSI Energy Utilities Report 2018

■ System Average Interruption Frequency Index

■ Memphis Light, Gas and Water [MLGW], T&D World: "Customer Oriented Reliability" (<https://www.tdworld.com/node/24220>)