

Illinois LDC Customer Service and Outreach

Illinois Commerce Commission 2016-2017 Winter Preparedness Policy Session

November 1, 2016

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*Vice President, Customer Service
Peoples Gas and North Shore Gas*



Key Communication Themes

- Financial Assistance
 - Programs and support for low-income customers
 - Customer Education
- Customer Experience
 - Options for customers to obtain information, manage billing and payment options
- Customer Safety
 - Winter safety advice, recommendations and support
- Energy Efficiency
 - Comprehensive programs available

Financial Assistance

- 2017 Program Year federal LIHEAP funding for Illinois
 - \$165 million
- Illinois ranks 4th in federal funding levels
- Approximately 330,000 Illinois LIHEAP recipients
- PIPP was reinstated September 1, 2016
- LIHEAP advocacy
 - February 15, 2017 - LIHEAP action day
 - August LIHEAP action month



Financial Assistance

- Ameren Illinois
 - Warm Neighbors Cool Friends
- MidAmerican Energy
 - I Care
- Nicor Gas
 - Sharing Program
- Peoples Gas/North Shore Gas
 - Share the Warmth



WARM NEIGHBORS  COOL FRIENDS

Financial Assistance - Customer Education

- Customer education about financial assistance options is priority. We use multiple channels:
 - Advertising
 - Customer inserts/brochures
 - Customer service center



Financial Assistance Radio Ad

 **North Shore Gas** @NorthShoreGas - Sep 1
LIHEAP applications are now available for seniors (60+) & people with disabilities ow.ly/nUvT303O4bQ



Where there's help to be had, we're here to help.

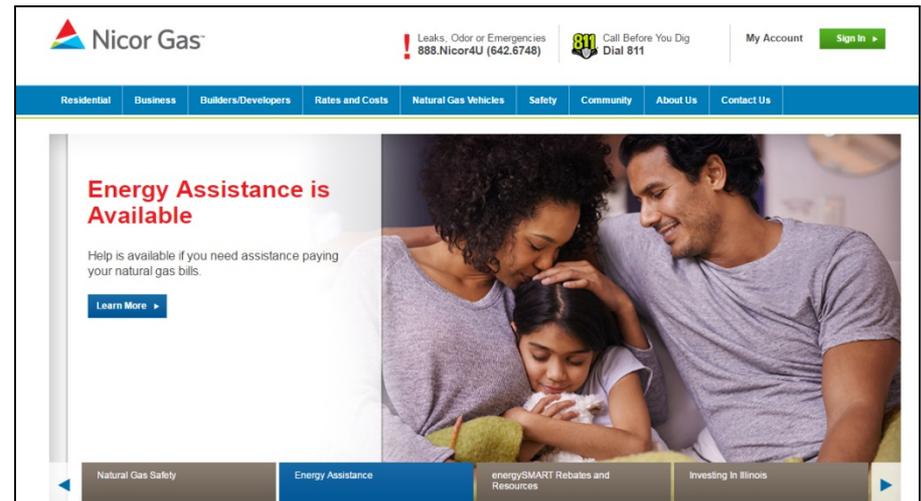
 **NORTH SHORE GAS**
NATURAL GAS DELIVERED



Financial Assistance - Customer Education – Cont.

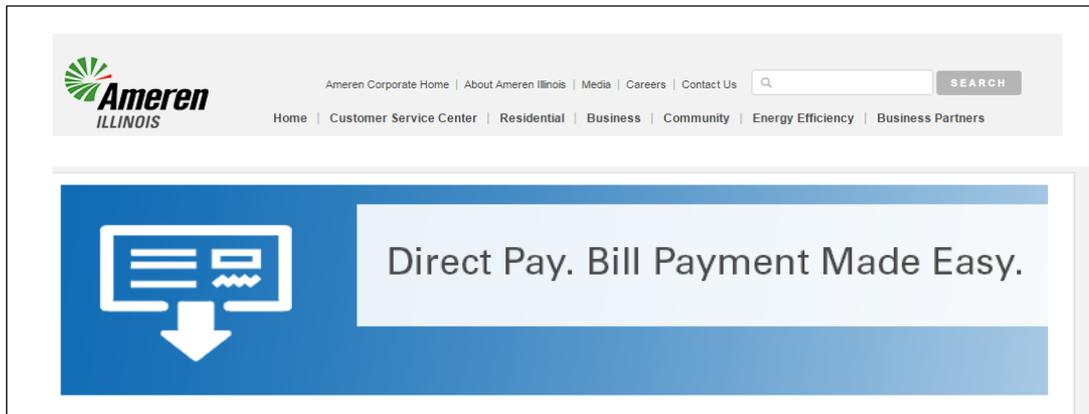
Channels Cont.

- Call center refresher training
- Community Action Partnerships
- Elected official events
- Emails/texts
- Informational sessions throughout IL
- IVR
- Media
- News release
- Outbound calling
- Partner outreach
- PIPP customer support
- Social Media
- Utility resource fairs

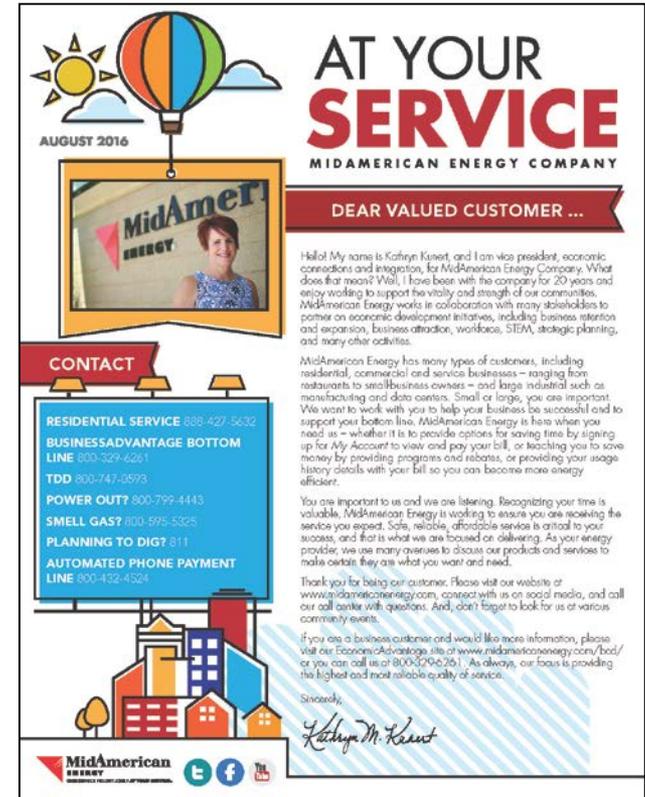


Customer Experience

- Multiple billing and payment options
 - Electronic billing and payments
 - Budget billing
 - Payment plans
 - Company-specific options
 - The Illinois Patriot Plan



The screenshot shows the Ameren Illinois website header with navigation links: Home, Customer Service Center, Residential, Business, Community, Energy Efficiency, and Business Partners. A search bar is also present. Below the header is a large blue banner with a white icon of a bill and a downward arrow, and the text "Direct Pay. Bill Payment Made Easy."



AT YOUR SERVICE
MIDAMERICAN ENERGY COMPANY

AUGUST 2016

DEAR VALUED CUSTOMER ...

Hallo! My name is Kathryn Kueert, and I am vice president, economic connections and integration, for MidAmerican Energy Company. What does that mean? Well, I have been with the company for 20 years and enjoy working to support the vitality and strength of our communities. MidAmerican Energy works in collaboration with many stakeholders to partner on economic development initiatives, including business retention and expansion, business attraction, workforce, STEW, strategic planning, and many other activities.

MidAmerican Energy has many types of customers, including residential, commercial and service businesses – ranging from restaurants to small-business owners – and large industrial such as manufacturing and data centers. Small or large, you are important. We want to work with you to help your business be successful and to support your bottom line. MidAmerican Energy is here when you need us – whether it is to provide options for saving time by signing up for My Account to view and pay your bill, or teaching you to save money by providing programs and rebates, or providing your usage history details with your bill so you can become more energy efficient.

You are important to us and we are listening. Recognizing your time is valuable, MidAmerican Energy is working to ensure you are receiving the service you expect. Safe, reliable, affordable service is critical to your success, and that is what we are focused on delivering. As your energy provider, we use many avenues to discuss our products and services to make certain they are what you want and need.

Thank you for being our customer. Please visit our website at www.midamericanenergy.com, connect with us on social media, and call our call center with questions. And, don't forget to look for us at various community events.

If you are a business customer and would like more information, please visit our Economic Advantage site at www.midamericanenergy.com/beat/ or you can call us at 800-294-2781. As always, our focus is providing the highest and most reliable quality of service.

Sincerely,
Kathryn M. Kueert

CONTACT

- RESIDENTIAL SERVICE 888-427-5632
- BUSINESSADVANTAGE BOTTOM LINE 800-327-6261
- TDD 800-747-0593
- POWER OUT? 800-799-4443
- SMELL GAS? 800-595-5305
- PLANNING TO DIG? 811
- AUTOMATED PHONE PAYMENT LINE 800-432-4524

MidAmerican ENERGY
t f

Customer Safety

- Fire prevention
- CO safety
- Safe removal of ice and snow build-up
- Billing scams

[Ameren Illinois Safety Video](#)

MidAmerican Energy Company
Published by Samantha Sickles [?] · 6 hrs · Edited [?] ·

Carbon monoxide gas is colorless, odorless and tasteless. Keep your home safe by installing a CO detector on each level of your home, especially near bedrooms.

CARBON MONOXIDE (CO) POISONING

 **CAN'T BE SEEN**

 **CAN'T BE SMELLED**

 **CAN'T BE HEARD**

 **CAN BE STOPPED**

CUSTOMER connection DECEMBER 2015

Ideas, Advice and News from North Shore Gas

KEEP Vents & Meters CLEAR

If you have a high-efficiency furnace, power-vented water heater or other natural gas appliance that vents out the side of your home, remember to keep the vent pipe clear of ice and snow.

It's also important to keep natural gas meters clear of ice and snow for safety and accessibility during service calls and emergency situations. *Follow these simple steps this winter:*

REMOVE HANGING ICICLES to prevent dripping water from refreezing on your meter.

NEVER SHOVEL SNOW UP AGAINST YOUR VENT OR METER or let excessive snow cover it.

REMOVE SNOW AND ICE from your vent and meter by hand or with a broom. Shovels and other tools can damage the equipment.

Customer Safety

- Utility companies warn customers about utility billing/payment scams using traditional and social media channels.



Customer Safety

- Customer safety is a priority for all Illinois utilities.
- Social media as well as traditional communication methods are used to share gas safety information.
- Winter season safety is eminent.



Winter Preparedness Outreach

- Natural gas utilities communicate about winter-storm safety and preparation through multiple channels:
 - Grassroots: Informational satellite fairs about storm safety and winter preparedness.
 - PR: Press releases, social media, media inquiries, news conferences
 - Marketing: Advertising, newsletters, website, collateral
- Content/Topics:
 - Upcoming heating season
 - Natural gas costs
 - Natural gas savings (tips)
 - Natural gas safety
 - Storm safety
 - Winter preparation

Questions