

Speech Success in Utilities

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Agenda

- About Energy East
- The Opportunities
- The Solution
- The Benefits





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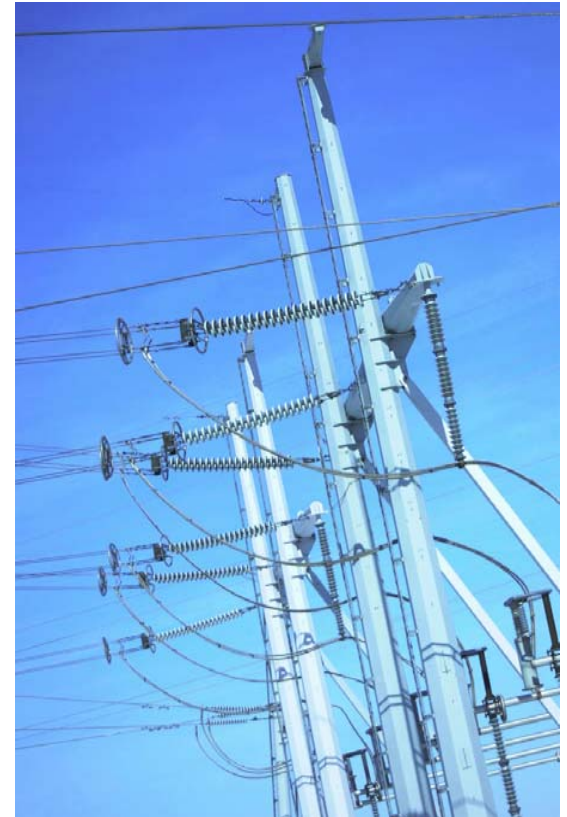
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- The parent company of six electric & gas utilities that distribute services across NY, CT, ME and MA
 - The Berkshire Gas Company
 - Central Maine Power Company
 - Connecticut Natural Gas Corporation
 - New York State Electric & Gas
 - Rochester Gas & Electric
 - The Southern Connecticut Gas Company
- Through acquisition the customer base has tripled in last three years



Opportunities

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- Multiple state regulations to meet for service levels
 - Customer satisfaction rates
 - Average speed of answer
- Agents transitioning to new customer information system
 - New account numbers are longer
 - Longer hold times
 - New customer bills
- Customer facing systems causing higher call volumes
- Agents need more time for complex calls
- Continued use of rotary phones in rural areas



The Solution

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- Solution: replace touch-tone with speech-enabled IVR system
- Speech software from Nuance
- VoiceXML-based IVR platform from Vocalocity
- Solution integration by MicroAutomation
- Self-service options include:
 - Meter Readings
 - Pay By Phone
 - Outage Reporting



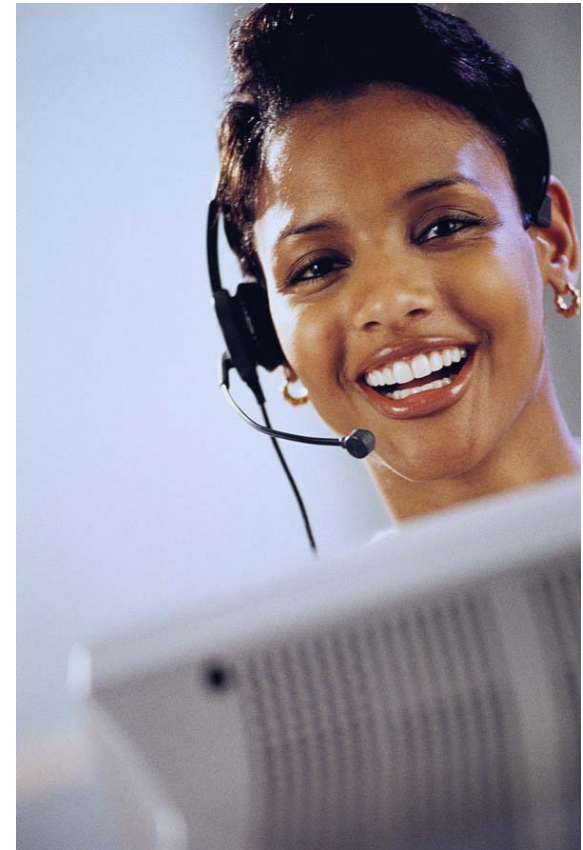
The Benefits

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- Call completion rate almost doubled from the old IVR touchtone system
- Speech recognition rate is 98% due to detailed grammar
- Agents more available to handle complex calls
- Callers are empowered with self-service options
 - Rotary callers can now use self-service IVR options
 - Callers may now pay by phone
 - Callers now have speech recognition



Empowering Your customers and employees with speech technologies

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Thank You