Speech Success in Utilities

Steve Thibodeau
Manager of Telecommunications
Energy East
Agenda

• About Energy East
• The Opportunities
• The Solution
• The Benefits
• 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
• Multiple state regulations to meet for service levels
  • Customer satisfaction rates
  • Average speed of answer
• Agents transitioning to new customer information system
  • New account number 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
• 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
• 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

SpeechTEKI 2006
The Voice Solutions Showcase

Thank You