

SUMMARY OF MEETING
TOUR OF AMEREN MISSOURI
JEFFERSON CITY DISPATCH AND
CONTACT CENTER
101 MADISON, JEFFERSON CITY, MO
1:00 – 2:45 p.m.

On Wednesday, April 3, 2013 the following from the Missouri Public Service Commission participated in a tour of the Ameren Missouri Jefferson City Dispatch Center and the Contact Center.

Commissioner Stephen Stoll
Commissioner Bill Kenney
Commissioner Advisor Mark Hughes
Commissioner Advisor Rachel Lewis
PSC Staff Scott Glasgow
PSC Staff Robin Kliethermes
PSC Staff Brad Fortson
PSC Staff Randy Gross

Those participating from Ameren Missouri included:
Director of Distribution Operating Steve Brophy
Superintendent of Distribution Dispatch Jon Albrecht
General Supervisor of Customer Service Judy Farnam
State Regulatory Liaison Gaye Suggett

Steve Brophy and Jon Albrecht explained the Ameren Missouri service territory maps and emphasized the importance of using those maps along with many other tools and technology to quickly respond to customer outages and customer requests. Mr. Brophy discussed Ameren Missouri's response and procedures during major storms.

Judy Farnam discussed the importance of quick customer response in the contact center. She said Ameren Missouri has 3 contact centers (St. Louis, Jefferson City and Cape Girardeau) and they handled approximately 3.6 million customer calls in 2012. Approximately 70% of the calls were handled by agents and 30% were handled by the Interactive Voice Response System. She said the annual average speed of answer was consistently under 60 seconds. She said the contact center utilizes advanced telephony, and they record and monitor all calls for quality assurance. She said the contact center has received the JD Powers certified call center of excellence four years in a row.