



ADOBE STOCK PHOTO BY SUPRACHAI

# Report Outages Through SmartHub



Throughout the last few years, Klickitat PUD has implemented new technologies to better serve customers. The first round of changes was to our customer billing, accounting and an outage management software package, including adopting SmartHub.

Offered through National Information Solutions Cooperative, SmartHub provides customers a platform to pay their bills, review usage, manage payment options and communicate with KPUD through an app or website.

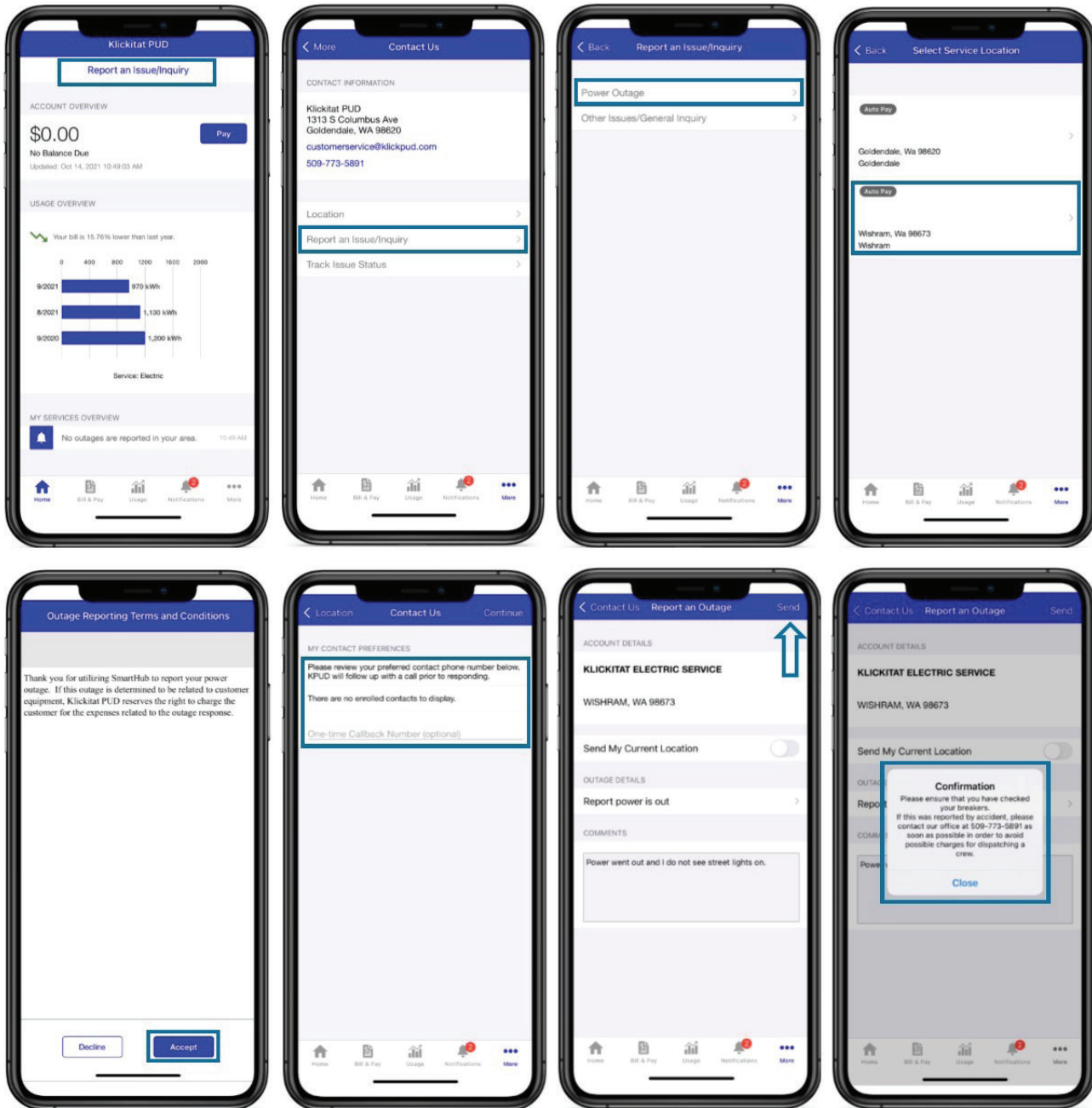
One feature previously missing from SmartHub was an option to report power outages, due to after-hours notification challenges. Determined to provide the best customer experience, KPUD began conversations with after-hours answering service vendors that could work with SmartHub.

In January, KPUD decided to work with Cooperative Response Center on

outage reporting. Partnering with CRC has improved after-hours service for our customers and allowed KPUD to expand SmartHub customer options.

Serving more than 500 utilities across the United States, CRC provides utility-specific call center and dispatching services year-round. The organization has three redundant call center locations—in Minnesota, Tennessee and Texas—to serve large call volumes regardless of local conditions. CRC has an agreement with NISC allowing CRC to assist customers with inquiries about account balances, submit monthly meter reads directly into KPUD's billing system, update account contact information and more. CRC also helps with call volume overflow during business hours.

KPUD customers can now report power outages directly from their SmartHub accounts. To report an outage, select the



**Report outages through SmartHub in eight steps. First, select “Report an Issue/Inquiry” from the home tab, or from the more tab. Then select the issue you are facing and the location. Accept the terms and conditions, and review your contact information. Fill in any comments, then send the report. You should receive confirmation the report has sent.**

Report an Issue/Inquiry section. Customers answer the same questions they would be asked by KPUD staff or CRC.

Once an outage report is submitted, CRC will receive an alert indicating a KPUD customer is without power and will begin dispatching a KPUD lineworker. This tool will indicate if a customer’s service is currently impacted by a

reported power outage.

For more information on SmartHub, please visit the KPUD website and follow the link to SmartHub. You can also contact the customer service department in Goldendale at 800-548-8357 or White Salmon at 800-548-8358 for enrollment assistance. ■