



FIRST QUARTILE CONSULTING

Utility Customer Service Benchmarking Program

In the dynamic world of providing service to utility customers, staying ahead requires more than just keeping the lights on – it demands excellence.

A partnership with First Quartile Consulting means working together to discover areas of needed improvement within your company, then finding customer solutions to get the results you want.

Join our thriving community to access comprehensive customer service performance benchmarks and best practice analysis that will set you apart from the rest.

UNLOCK EXCELLENCE

Manage What you Measure: Work with 1QC and the benchmarking community to determine the right metrics, assess your performance, and set targets.

Support Continuous Improvement: Discover practices and tools that will help you improve and grow for years to come.

Connect and Share: Network with peer utilities, share insights, and build valuable relationships.

Regulatory Support: Enhance regulatory filings with our comprehensive data sets by adding better/deeper insights and providing a better and broader perspective.

Our Benchmarking Community :

As of Sept. 2023

- Austin Energy
- Ameren Missouri
- Ameren Illinois
- Consumers Energy
- CPS Energy
- DTE Energy
- Entergy (Arkansas, Louisiana, Mississippi, Texas, New Orleans)
- ComEd
- BGE
- PECO
- Delmarva
- Pepco
- Lakeland Electric
- Oncor Electric
- PSE&G
- PSEG Long Island
- Énergir
- Pacific Gas and Electric
- Arizona Public Service
- B.C. Hydro
- Centerpoint
- Northern Virginia Electric Coop
- Omaha PPD
- Tucson Electric
- TVA
- Hydro-Quebec
- Atlantic City Electric
- Alabama Power

A DEEP DIVE...

...INTO UTILITY CUSTOMER SERVICE

Our annual survey will identify opportunities along the entire “meter-to-cash” process in the vital aspects of customer service, including performance evaluation in:

Traditional customer service functions

- Metering
- Billing
- Credit and Collections
- Payment handling
- Field Service
- Customer Contact

Operations and Maintenance (O&M) expenditures

- Costs: functional, unit, and customer process

Service levels

- Contact Center Service
- Outage Communications
- Billing Accuracy
- Arrears Management
- Self-service
- First Contact Resolution

Enabling practices

- Customer experience initiatives
- Staffing
- Digital/technology and supporting functions



GET IN TOUCH

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WHAT WE BRING

1 We dive deep into every vital aspect of utility customer service with our annual survey, including financials, performance metrics, best practices, and customer experience.

2 We've been trusted to benchmark for our network of over 30 utilities for over 15 years.

3 You'll be able to tap into our network through our First Quartile Consulting discussion forums. We recognize the need to bring together experts from diverse areas of the industry to develop, share, and align-on best practices and measures.

4 Our team members individually have a minimum of 30 years utility and benchmarking experience. Our services are built around responsiveness to our client's needs and interests.

COMMUNITY BENEFITS

Members of our benchmarking community have used the insights and results from benchmarking to:

- develop performance profiles/scorecards
- measure progress
- set targets
- support regulatory filings
- identify emerging trends

What will you do?