



City of San Antonio

Legislation Details (With Text)

File #:	16-2594
Type:	Staff Briefing - Without Ordinance
In control:	Transportation, Technology and Utilities Committee
On agenda:	4/13/2016
Title:	An update on CPS Energy Customer Service. [Ben Gorzell, Chief Financial Officer; Phyllis Baston, VP Customer Engagement & Care, CPS Energy]
Sponsors:	
Indexes:	
Code sections:	
Attachments:	

Date	Ver.	Action By	Action	Result
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DEPARTMENT: Finance

DEPARTMENT HEAD: Ben Gorzell, Chief Financial Officer

COUNCIL DISTRICTS IMPACTED: City Wide

SUBJECT: CPS Energy Customer Service Update

SUMMARY:

This item will provide an update on customer care initiatives by CPS Energy in providing electric and gas utility service to over 1.25 million customers in their service territory.

BACKGROUND:

The information being provided to Council has been part of an ongoing conversation over the last year amongst the CPS Energy management team, the CPS Energy Board of Trustees and Members of City Council, regarding improvements in various aspects of their customer service experience. The presentation will provide an update on current enhancements being executed at CPS Energy, recent successes and longer-term opportunities that exist for improvements.

ISSUE:

CPS Energy will provide a briefing on current customer service initiatives.

ALTERNATIVES:

This item is for briefing purposes only.

FISCAL IMPACT:

This item is for briefing purposes only.

RECOMMENDATION:

This item is for briefing purposes only.