

NEW MODEL HELPS UTILITY ADDRESS CUSTOMER SERVICE



EASTERN U.S. BASED UTILITY

Customer ticket program improvements leads to nearly 20% savings

THE CHALLENGE

A prominent eastern U.S. based utility needed a solution to address customer services challenges and reactive work assignments costs.



ASSET
MANAGEMENT



ENVIRONMENTAL
CONSULTING



LINE
CLEARANCE



STORM
RESPONSE



VEGETATION
MANAGEMENT



TELECOM
CONSTRUCTION



THE SOLUTION

Davey Resource Group began with an assessment of the customer ticket process and designed a system to reduce costs without negatively impacting key performance indicators. They also examined the subjectivity of the planning team, which functioned as both assigner and contractor.

THE RESULTS

- DRG was able to assign customer request ticket jobs only where work was actually required for safety and reliability– a reduction of 10%.
- The DRG operational model proved to be more cost effective, netting a significant savings to the client's program.

These two improvements combined result in a savings of approximately 19.8% for the customer ticket program.



CONTACT US FOR MORE INFORMATION

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