

The City of Concord's Customer Care center has been the main point of customer contact over the phone since January, 2000. The Care Center is not simply a call center or switchboard that would direct callers elsewhere in the City organization. Rather, it is a team of professionals who have the training and ability to help customers resolve most questions or issues with the convenience of a phone call.

The services listed here, along with many other needs, can be resolved with one simple phone call to the Customer Care Center at 704-920-5555. The Care Center is staffed weekdays between 7:00 a.m. and 6:00 p.m., however after hours needs can be reported to the same number.

During periods of heavy call volume, the Customer Care Center uses a queue system to manage calls to help you speak to a representative as soon as possible. Customer Service Manager Tammy Linn suggests that customers remain patient while holding, because hanging up and calling back will place the caller at the end of the queue. The City has recently improved the phone system to play music while callers are on hold, which will make holding slightly more pleasant. The Customer Care Center's goal

# Customer Care Center helps provide the best service to you

Here are just a few services the Customer Care Center can provide:

- New utility account setup
- Utility balances inquiry
- Utility payment over the phone
- Spills, dead animals, or other environmental issues
- Damage to streets, sidewalks, or other public property
- Citizen claims
- Missed garbage or recycling
- Interruption of City electric or water service

The Customer Care Center is ready to assist you. Call **704-920-5555** for assistance, or you can also email requests to [custcare@concordnc.gov](mailto:custcare@concordnc.gov).

is to answer 90 percent of calls within twenty seconds.

When the City's Electric System experiences power outages, customers should call 704-920-5555. During outages, an interactive voice response system (IVR) is in place to help customers avoid waiting during the high volume of calls during a service problem. The system can process eight times the calls that a live operator could handle. The system works with an outage call manager (OCM) to provide customers with fast, efficient outage call management and processing. The complete outage management system answers customer calls during outages, offers quality customer service with increased accessibility, identifies callers and retrieves customer information, manages collected data, and provides customers with current outage information including known outage areas, current restoration efforts, and estimated time of restoration. Should the customer desire, they can request access to a live representative, although not required. Once service problems have resolved, the system will call back each customer who reported a service problem, confirming that their service is working correctly again. As you can see, calling 704-920-5555 during power outages is very important to helping the City know you have an outage and providing you the information you need.

## Did you know...

Did you know the City's Electric Systems department offers a rebate to residential customers who install qualified new or replacement heat pumps? For more information, please call 704-920-5335 or visit

[concordnc.gov](http://concordnc.gov)