LUMA's Response to Hurricane Fiona

NEPR-MI-2022-0003

Response: RFI-LUMA-MI-2022-0003-20221118-PREB-F005

SUBJECT

Call Centers – Live Representative

REQUEST

Do customers have the option to speak with a live representative if they wish?

Explain fully.

RESPONSE

Customers always have the option to speak to a live representative if they wish. While in storm mode, the customer is always routed to a representative unless the customer selects the option to make a payment. During storm mode, the payment process is not supported by a representative. The customer must follow the prompts and complete their payment on their own or complete a payment online. As noted in RFI-LUMA-MI-2022-0003-20221118-PREB-F004, the option to make payments independently is a positive step forward for customer contact center functionality that was introduced during Hurricane Fiona to ensure the highest priority calls were managed efficiently.