LUMA's Response to Hurricane Fiona

NEPR-MI-2022-0003

Response: RFI-LUMA-MI-2022-0003-20221118-PREB-F009

SUBJECT

Call Center - Functions Unavailable

REQUEST

Were any customer-oriented functions unavailable during the emergency event?

Explain fully.

RESPONSE

During an emergency, the contact center activates "storm mode" to allow for customers with emergency storm related calls to speak to an agent in the LUMA contact center and during this time, the only functions activated by phone are emergencies and outages. Other functions are deactivated in order to ensure that LUMA maintains service levels such as average speed of answer of no more than 10 minutes. LUMA was able to achieve this and maintained an average speed of answer throughout the emergency response of 1 minute and 49 seconds.

All customer-oriented functions remained available during Hurricane Fiona through a variety of channels. For functions that were unavailable by phone while the contact center was in storm mode, customers still had access to multiple channels to address their needs via LUMAPR.com, MiLUMA application and customer service centers.

During Hurricane Fiona, LUMA added a new customer-oriented function by developing and implementing the IVR payment function that was put in place to allow customers to process their payment through the IVR without the assistance of an agent. This functionality did not exist before the hurricane and the implementation represents a positive step forward for LUMA Contact Center service and efficiency.