



Illinois Commerce Commission

NEWS

For Immediate Release

July 11, 2016

Bob Gough

217-782-5793

bgough@icc.illinois.gov

Illinois Commerce Commission to Host Customer Service & Technology in the Utility Space Policy Session

CHICAGO – The Illinois Commerce Commission will host a policy session addressing Customer Service and New Technology in the Utility Space on Tuesday, July 19.

The purpose of the meeting is to address the current revolution in customer engagement including innovative technologies, evolving services, and customer awareness and expectations, and how these factors are contributing to an overhaul of the customer service landscape.

Participants will address where technology can improve customer service and how to overcome some of the existing barriers to deploying new technologies.

Panels will include a presentation by JD Power, analyzing utility customer satisfaction, and roundtable discussions regarding the types of technologies that utilities can deploy and how to improve the current state of residential, commercial, municipal, and industrial customer service.

The discussion will begin at 1 p.m. in the Main Hearing Room at the ICC's Chicago Office located at 160 N. LaSalle Street, Suite C-800. An audio link will be available at www.icc.illinois.gov.

To see the session's agenda, [click here](#).

###

Follow the Illinois Commerce Commission on twitter [@ILCommerceComm](https://twitter.com/ILCommerceComm).

About the Illinois Commerce Commission

The Illinois Commerce Commission's mission is to pursue an appropriate balance between the interests of consumers and existing and emerging service providers to ensure the provision of adequate, efficient, reliable, safe and least-cost public utility services. The Commission pursues this mission through three bureaus: The Bureau of External Affairs, which provides educational information on utility issues for consumers, governmental entities and communities and through its Consumer Services Division, resolves customer/utility disputes and develops rules on utility service and consumer protection; the Public Utilities Bureau, which focuses on financial and operational analysis, policy development, public safety and enforcement activities related to electric, natural gas, water, sewer and telecommunications companies; and the Transportation Bureau, which includes

trucking insurance and registration, railroad safety, relocation towing, safety towing and household goods moving company enforcement activities. The ICC's five commissioners are appointed by the Governor and approved by the Illinois State Senate for five-year terms.