



## Saving Time with Automation

SET UP TEXT AND EMAIL notifications to stay informed on your account. As a member-owner, we give you the option to choose the types of notifications you want to receive based on your preferences. We know summertime is a busy time, and you may not frequently check your account for that new bill. As your co-op, we are here to help you out by providing an option to notify you when your new bill is available.

Additionally, we offer a seven-day due date reminder. This automated notification is a friendly reminder that your bill has not been paid and is due soon. For that extra sense of security, there is the payment confirmation notification to let you know your payment has been received.

For members who like to track their electric use, the daily usage alert sends you how many kilowatt-hours you consumed in a day so you can put the power of your electric use in your hands. ■

## Online Portal Saves Time

BY CAMERON SMITH, COMMUNICATIONS INTERN

**AS YOUR ELECTRIC COOPERATIVE**, we are always here to help. Our committed member service team is the first point of contact at the co-op and answers all your calls and emails. Recently, the team has experienced an increase in calls through our call center leading to longer wait times. If you have called into our offices the past few months, you may have spent more time waiting to talk to a representative.

In June, the member service team fielded 9,394 member calls. The average member spent four minutes on hold and nearly six minutes speaking with a member service representative. During our busy times, when call volumes are highest, members were on hold for nearly 10 minutes waiting for assistance from a representative. 8003895901

Almost half of the calls that came into the queue were questions related to member accounts. Questions like account balance and bill due date were asked most frequently. We know your time is valuable and understand you do not always have time to call in or stay on hold. Members have a variety of options to access information when needed, or when payments need to be made.

You can find your account balance and bill due date on the online member portal or TCEC Connect, our mobile app, in less than a minute. Not only will it save you time, but it is on your schedule. Our member service team is available 8 a.m. to 5 p.m. Monday through Friday. When you have questions outside of these hours, the portal and app are there to answer your questions.

### Easy Ways to Pay

Approximately 1,383 members called to make a payment with one of our representatives. When you need to pay your bill, it's easy to make a phone call. After all, you are our top priority, and we are here to help you. But if you are in a time crunch, consider paying online through the member portal or TCEC Connect. You can even set up auto draft through the portal so you can leave the worry of missing a payment behind. We also offer payment through an Interactive Voice Response (IVR) system that puts you through to a secured automated payment service.

Tri-County Electric Co-op is your co-op, and we are here to help, whether that be on the phone, through email or simply by helping you set up notifications to take one less thing off your to-do list. We are always here to take care of you. ■

## Best Times to Call

Call Times	Monday	Tuesday	Wednesday	Thursday	Friday
8 AM					
9 AM					
10 AM					
11 AM					
Noon					
1 PM					
2 PM					
3 PM					
4 PM					
5 PM					

⚡ Shortest Hold Time

⚡ Average Hold Time

⚡ Longest Hold Time