



Customer Engagement Strategies:
CIO 100 Winner Lightning Rounds
& Workshop Session





Customer Engagement Strategies

CIO 100 Winner Lightning Rounds

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Move, look and join

We fit into our customers lives and welcome them seamlessly, instilling confidence. We help our customers move in and connect reliably and consistently, creating peace of mind. We make the sign-up, on-boarding and connection process seamless and easy. We help our customers move out and disconnect with ease.



Manage my account

We surface relevant and personalized account insights that customers can take positive action on. We enable customers to self-serve through digital channels, and provide personalized support through assisted channels. We make it easy for customers to manage their account, obtain information and make changes.



Pay for my service

We create and publish/distribute accurate bills that are informative and easy to understand. We help customers pay their bill and make the payment process simple and easy, shifting their attention from the amount due to the value we provide. We support those who need assistance and adapt to changes in their life circumstance.



Solve a problem

We transform problems into positive experiences by helping customers solve issues efficiently and on their terms. We proactively identify, evaluate and communicate service issues and engage reliability and consistently. We expose operational data on issues (e.g. faults, leaks) to provide a transparent service experience.



Engage with my water

We engage and educate customers about water, establishing the future for SUEZ customer engagement around smart water management and intelligence. We provide proactive personalized advice and recommendations on conservation strategies to help our customers better manage their consumption and optimize water usage.



Your Green Profile

4 of 5 complete



eBilling

view survey results



Take the Survey



Direct Debit

learn
more



Smart Water
Meter



Conservation
Goal

Your Green Profile Summary

Complete your green profile and see all the things you can do to improve your conservation footprint, reduce water consumption and save money.

Set Your Conservation Goal

Your Conservation Goal

Your goal is: 15% less water in the next month.  edit

You are behind your goal!

You're not quite there yet! If you try just a few things you should be able to see some great results, check out some [Conservation Tips](#).

You are using 52% more water than last month.



Consumption To Date

This month
1,600 Gallons

Last month
1,050 Gallons

CIO
100
FROM IDG



AUGUST 19-21, 2019



Introducing the SUEZ skill for Alexa. An easy way to manage your water.

