

Total Experience

Public Utilities AI Agents

THE CHALLENGE

Public utilities face rising customer expectations while managing aging infrastructure, fragmented systems of record, and high operational workloads. Customers experience friction when reporting outages, understanding bills, arranging payments or service changes, and receiving timely restoration or account updates — leading to frustration, longer handle times, and higher call volumes.

THE SOLUTION

TX Public Utilities AI Agents are purpose-built solution accelerators designed to support the five core customer intents across the utility customer journey.

- ◆ **I Need Information (Account Information Agent)** - Provides instant access to account details, billing explanations, balances, and usage insights.
- ◆ **I Need to Pay or Avoid Disconnection (Payment Agent)** - Enables secure payments, payment arrangements, and real-time past-due management with immediate confirmation.
- ◆ **My Power Is Not Working (Outage Agent)** - Captures outage reports, delivers restoration updates, and escalates safety-related issues.
- ◆ **I Need to Change My Service (Service Orders Agent)** - Manages start, stop, and transfer service requests with appointment scheduling and status tracking.
- ◆ **I Have a General Question (FAQ Agent)** - Delivers 24/7 self-service support for FAQs, assistance programs, and account inquiries with seamless live-agent escalation.
- ◆ **Proactive Notifications (Notify Agent)** - Sends automated alerts for outages, billing reminders, service updates, etc.

KEY BENEFITS

- ◆ **Improved Customer Experience** – Fast, intuitive self-service and proactive notifications reduce friction and increase satisfaction across billing, payments, outages, and service changes.
- ◆ **Operational Efficiency** – Automation of high-volume inquiries lowers call center workload, reduces handle times, and optimizes workforce utilization.
- ◆ **Scalable & Flexible** – Built on leading contact center platforms, these accelerators integrate with meter, OMS, CIS, and workforce systems and scale as service area needs grow.

WHY PRESIDIO

Presidio is here to guide your business transformation journey by helping you carefully navigate the fast changing tech landscape. As the bridge between where you've been with foundational IT, and where you're going with modern AI and cloud services, we measure success with you on the terms you define. We strive to build lifetime relationships with each of our customers, and we do so by being fearless, fast, flexible, and compassionate. It's our mission to earn your trust and deliver innovative, high-quality outcomes at speeds once not thought possible, so you can achieve your business goals faster.

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