

CUSTOMER SERVICE 100: MANAGING CUSTOMER ACCOUNTS

This course will provide customer service providers with best practices focus on...

- Managing customer accounts and information consistent with federal and state laws
- Establishing customer accounts and billing and collections
- Disconnecting service including the right to disconnect, the customers rights, and the exceptions

COURSE OUTLINE

Revisiting the FACTAct of 2003

- Sensitive Information
- Identity Theft Protection Programs
- Red Flag Rules

Establishing Customer Accounts

- Acceptable Government Issued Identification and Forms of Address
- Unacceptable Forms of Identification
- Social Security Numbers
- Deposits & Co-Applicants
- Denying Service to Applicants-Adverse Action Letter

Billing and Collection

- Required Information on Bill
- Forms of Payment
- Prepayment Programs
- Under and Overbilling Remedies
- Customer Use Data

Disconnecting Service

- Legal Right to Disconnect
- What's NOT Allowed When Disconnecting and Exceptions
- Customer Dispute Policies & Extensions
- Bankruptcy
- Extreme Heat/Cold Policies

RECOMMENDED CREDITS

CPE: 3 PDU: 3 PDH: 3 CEU: .5

CEUs Continuing Education Units may be recognized by your professional board. Contact your professional board to find out what's required. Call our office for required documentation.

PREREQUISITES

None

CANCELLATION POLICY

If a course is cancelled by ElectriCities, all registrants will be notified with a full registration fee refund.

Participant Cancellation and No Shows: A non-refundable registration fee will be charged for cancellations after the **registration deadline of April 27, 2021.**

COURSE DATES

May 11, 2021

Registration deadline April 27, 2021

PRICE

Members: \$159

Associate Members: \$189

Non-Members: \$229

Price includes Participant Guide

Technology Requirement: All participants must login via RingCentral Platform using microphone and video camera.

Class size is limited to 18.

TIMES

Sign in: 8:15 a.m.– 8:30 a.m.

Class: 8:30 a.m.– 12:00 p.m.

VIRTUAL ENVIRONMENT

This course will be delivered virtually using ElectriCities' RingCentral platform. Customer Service training requires active participation from students. **In order to receive credit for the course, each student must be able to attend utilizing audio AND video camera on their own device.** After registering, students will be invited to take part in a technology test session the first week of May. A link to attend the class will be distributed in the week prior to the class. If you have any questions prior to enrolling, please contact Jill LaBorde at jlaborde@electricities.org.