Ameren’s outage experience

Consulting case study
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To develop and implement an improved outage strategy, Ameren Corp. partnered with E Source Consulting and Advisory Services. Since the project launched in 2016, efforts have improved the customer outage experience and streamlined operations, leading to:

- A 30% reduction in calls transferred from the interactive voice response system (IVR) to a customer service representative
- A decrease in social media complaints related to changing restoration times
- Favorable feedback from customers—94% of customers in Illinois and 83% in Missouri who are part of the Potential Power Outage pilot find it valuable or highly valuable

Read our case study for more details and to learn how E Source can help you optimize the customer experience at your utility.

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