

# IMPORTANT INFORMATION REQUEST

Wallingford Electric Division (WED) has implemented an Interactive Voice Response (IVR) system. The IVR is integrated with WED's Outage Management System (OMS) and provides WED staff useful outage restoration information. In order to better serve our customers it is important for WED to have correct contact phone numbers updated in our Customer Information System (CIS).

Many electric service accounts may have been set up with land line phone numbers which customers have since cancelled. It is important for our customers and WED to have the customer's latest contact information on file. WED strongly recommends cell phone numbers be used as the contact information because many land lines will not operate after power to a home or business is interrupted. When a customer calls to report an outage into the IVR from a known number, along with other customers also calling about a power outage, the IVR will populate the OMS system, providing key information that WED utilizes to dispatch line crews and make timely repairs.

Contact phone numbers (preferably cell phone numbers) associated with customer accounts will also be used in the event WED staff needs to reach customers regarding outages. In the future customers will be able to receive texts from WED regarding their estimated outage restoration time.

To update your contact information, you can contact the WED customer service office at (203)-294-2020 and speak with a customer service representative or fill out the form below and mail it back with your payment.

Customer Name: \_\_\_\_\_

Customer Account Address: \_\_\_\_\_

Customer Account Number: \_\_\_\_\_

Customer Phone Number (provide up to three numbers)

1) \_\_\_\_\_

2) \_\_\_\_\_

3) \_\_\_\_\_

Thank you for your assistance on this important request.