

**CUSTOMER ENGAGEMENT COMMITTEE
AND SPECIAL MEETING OF THE
ELECTRIC UTILITY BOARD**

AGENDA

September 17, 2024

9:30am

**OPEN SESSION:
CITIZENS TOWER**

1314 Avenue K

Lubbock, Texas 79401

2nd Floor Conference Rooms 201A and 201B

1. Call to order.
2. Public Comment. Public comment is an opportunity for the public to make comments and express a position on agenda items.
 - a. This period, of up to thirty minutes, is dedicated to public comment. Each member of the public will have three minutes to speak. Any member of the public that requires the assistance of a translator will have six minutes to speak. Comments must be limited to only those items posted on the Customer Engagement Committee/EUB Special agenda. Any member of the public wishing to speak shall sign up on the public comment sheet on the day of the Customer Engagement Committee/EUB Special meeting. The Customer Engagement Committee/EUB shall follow the order of persons wishing to speak as listed on the sign-up sheet. If everyone who signed up to speak has been given an opportunity to speak and the thirty minutes designated for public comment has not been exhausted, the Customer Engagement Committee/EUB may, at its discretion, open the floor to anyone else wishing to address the Customer Engagement Committee/ EUB, subject to all the same procedures and guidelines.

Open Session

3. Presentation and discussion of APPA event held on June 7-12 regarding community engagement and energizing our communities through engagement.
4. Discuss and provide updates regarding customer service following transition to retail choice and competition. This discussion shall include but is not limited to the following items for discussion:
 - An update on the possibilities of utilizing new technology for enhancing customer service in business operations and potential technology available to LP&L for AI assistance to CSRs when on telephone calls with customers;
 - Community Service opportunities for employees (Food Bank volunteering, Arc Demonstration to Schools, Habitat for Humanity, Meals on Wheels, etc);
 - Weather effects on Business/Call Center Operations;
 - Updates on upcoming project timeframes; and
 - Update on the retail market and customer choice.

5. Adjourn.

Posted on the bulletin board outside the south entrance of Citizen's Tower, 1314 Ave. K., Lubbock, Texas, on the 13th day of August 2024, at 9:00 AM.

By: Beatrice Duenez

CITY OF LUBBOCK CUSTOMER ENGAGEMENT COMMITTEE AND EUB MEETINGS ARE AVAILABLE TO ALL
PERSONS REGARDLESS OF DISABILITY. IF YOU REQUIRE SPECIAL ASSISTANCE, PLEASE CONTACT THE
CITY SECRETARY AT (806) 775-2026 OR WRITE P. O. BOX 2000, LUBBOCK, TEXAS 79457, AT LEAST 48 HOURS
IN ADVANCE OF THE MEETING.
