

**CUSTOMER ENGAGEMENT COMMITTEE
AND SPECIAL MEETING OF THE
ELECTRIC UTILITY BOARD
AGENDA
July 16, 2024
10:00am**

**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. 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:
 - New technology for enhancing customer service in business operations and potential technology that will address Chat AI as the first option in AI, and discussion of AI systems demonstrated to LP&L.
 - Personnel issues regarding the salary study of UCSC personnel, and performance improvement strategies working with UCSC personnel, including use of PTE and adding phone lines to UCSC.
 - Website redesign and complimentary information
 - Kubra Payment Enhancements
 - Alerts about payments due and payments made

4. Presentation and discussion regarding APPA event held on June 7-12 regarding community engagement and energizing our communities through engagement.

5. Adjourn.

Posted on the bulletin board outside the south entrance of Citizen's Tower, 1314 Ave. K., Lubbock, Texas, on the 12th day of July 2024, at 3:00 PM.

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.
