

## **Morrisville Water & Light Contracts with CRC to Assist with Call Handling**

Morrisville Water & Light is pleased to announce it has contracted with the Cooperative Response Center, Inc. (CRC), headquartered in Austin, Minnesota. CRC is a nationwide, 24/7 contact (call) center, handling after-hours calls for over 350 electric cooperatives & municipal utilities nationwide. CRC also has regional offices in Dunlap, Tennessee, and Abilene, Texas and has been providing services since 1992.

CRC takes outage calls and handles line crew dispatching. CRC's support and service to Morrisville Water & Light will be a seamless operation of call handling. You'll still call the same number – 802-888-2162 – to report electrical outages. You will initially be greeted by an automated greeting prior to reaching a live customer service representative. Calls are automatically forwarded to CRC when not being handled by the office. CRC will be handling calls for Morrisville Water & Light from 4:00 pm to 7:30 am weekdays, and on weekends and holidays.

We made the decision to contract with CRC after Burlington Electric Department (BED) informed us they were no longer interested in providing services after June 30, 2018. BED had been providing after-hour call answering and dispatching services to Morrisville Water & Light since 2006.