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Christina Veltcamp, Manager of Customer Service and Collections



## ENSTAR Improves Bill Payment with Convenient Self-Service QuotePro Kiosks

ENSTAR has been serving Alaskans with reliable, economical natural gas service for over 55 years. With their headquarters in Anchorage, ENSTAR serves more than 144,000 residential, commercial and industrial customers. The safety of employees and customers is ENSTAR's number one priority and their motto is "All our energy goes into our customers". That dedication to service shows in everything they do - from surveying thousands of miles of pipelines on foot, by truck, helicopter, or snow machine, to making it easier for customers to pay bills.

To better serve their customers, while still lowering their operational costs, ENSTAR implemented QuotePro Kiosks.

# At a Glance

- Natural gas utility with over 144,000 customers in Alaska
- Started with indoor kiosks and moved to outdoor models for 24/7 payments
- Kiosk accepts credit, debit, checks, cash and makes change
- Eliminates the need for two full-time cashiers in office
- Eliminates manual processing, improves security
- Reduces need for physical offices

## Eliminating the Summer Line

Like many utilities, ENSTAR has a very seasonal payment cycle. Summer is especially busy due to commercial construction projects and a higher number of consumers who face a service disconnection if their bills are not paid, something the utility does not do in the winter. With so many customers visiting their payment offices, there were often long lines. Christina Veltkamp, Manager of Customer Service and Collections, explains: "Summer is our busy season and we needed two full-time cashiers at our offices. Even so, we would often have lines. No one likes to wait in line to pay a bill and customers would get frustrated, creating an unpleasant situation for our employees and everyone in the office. We also had security concerns due to the high volume of cash we were accepting. We wanted a convenient and cost-effective solution that would improve our customer service and eliminate the lines."

## The Appeal of Self-Service Kiosks

When one of ENSTAR's payment processing partners suggested QuotePro, Christina was immediately intrigued. "I could see how a self-service kiosk would solve a lot of our problems and when I spoke to the team at QuotePro, I was impressed with their responsiveness. They quickly demonstrated exactly how the kiosk could be used at ENSTAR and showed me an attractive ROI. It was a very positive first impression. From the president to the technical team, everyone at QuotePro was extremely helpful and answered all of our questions."

## Quick Install

ENSTAR decided to move forward with the project and within a couple months, had two kiosks installed in their Anchorage office. "The installation was very quick. The QuotePro technical team had done all the preparation before the kiosk was shipped and when it arrived it was plug it in and go. It was operational the same day. We were impressed!" enthuses Christina.

## Results and Key Benefits

ENSTAR employees welcomed the new addition to their office and took the time to personally show customers how to use it. "If we pulled people out of line and showed them how to use the kiosk the first time, on their next visit, they went right to it. The kiosk has a very intuitive interface that walks them through the bill pay steps" says Christina.

Some of the convenient features include:

- Accepts all payment types – takes cash and makes change, accepts credit and debit cards and checks
- Eliminates manual handling of cash, reduces errors and shrinkage
- Office no longer needs a change order since the kiosk provides change
- Built-in scan feature lets customers pull up their billing information from the bar code on their mobile phone, no need for their paper bill
- Staff have screenshots on their terminals that display exactly what the customer is seeing at the kiosk so they can easily troubleshoot
- Intuitive user interface minimizes training and support
- Custom reporting quickly reconciles branch payments

The kiosk eliminated the need for two full-time cashiers and enabled one team member to focus on other duties within the department instead of manually handling payments.

"Our QuotePro Kiosk allows our customers to pay their ENSTAR bills in cash, card or check 24/7/365. It also provides custom reporting to reconcile our branch payments in minutes" Christina summarizes.

## Outdoor Kiosks Perform Flawlessly, Even in Sub Zero Weather

After the success of their indoor kiosks, ENSTAR piloted one outdoor kiosk to provide self-service 24/7/365. The pilot was a success and the kiosk performed flawlessly even in the harsh winter conditions of Alaska, where temperatures often dipped below zero. Based on the success of those first units, ENSTAR is now installing three additional outdoor kiosks.

## Better Customer Service Around the Clock

The ENSTAR branches are staffed from Monday to Friday from 8 am to 5 pm for payment processing. With the kiosk, customers can make payments at any time of day or night, 365 days a year. For many customers with busy work schedules, that is a very valuable improvement in customer service.

## A Strong Endorsement

Christina endorses QuotePro with no reservations, "If a utility is looking for a self-service kiosk solution I would highly recommend QuotePro. They make installation painless, deliver the kiosk right to your door, and have it running the same day. The service team is proactive and always available if needed. Moving away from manual payment processes to QuotePro Kiosks has been a wonderful experience."

## Contact Us

For a demo, call 800-630-8045,  
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