

**Testimony before the House Committees On
Economic Development and Business and
Labor and Public Employment**

**By Enrique Che
Manager, Customer Service
Hawaiian Electric Company, Inc.**

March 15, 2013; 11:00 am

**HCR 59/HR 45 - Urging Hawaiian Electric Company, Inc. to Return
Its' Call Center Operations to Hawaii**

Chairs Tsuji and Nakashima, and Members of the Committees:

My name is Enrique Che and I am testifying on behalf of Hawaiian Electric Company and its subsidiaries Maui Electric Company and Hawaii Electric Light Company. We are offering comments on these resolutions.

The Companies' Call Center Operations have always remained in Hawaii.

In May of 2012 the Companies embarked on the replacement of our customer information and billing system. In preparation for this change, additional call center staff was hired at all three companies. Due to the necessary training, initial anticipated call influx, and learning curve of utilizing a new system for our call center employees, a third-party call center that specialized in utility type calls was hired as an interim solution to supplement our staff until service levels and performance are stabilized.

Although there is an increasing trend for companies nationwide to utilize more affordable outsourcing options, we support hiring Hawaii employees. Hawaii Electric Light Company has already returned all call handling to in-house. It is our intent that eventually all transactional calls will be handled in-house by Hawaiian Electric and Maui Electric call center staff. Hawaiian Electric continues to add capacity to its local call center operations by hiring more representatives to meet the higher call demands. The mainland call center is still needed at this time to provide supplemental assistance in answering calls and to allow current staff to complete additional training as we continue to strive to provide our customers with the quality level of service that they desire. It is also important at this stage of our technology development to provide a contingency option for calls should anything happen locally, which is critical during emergencies.

Thank you for the opportunity to testify on this matter.

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HR45

Submitted on: 3/12/2013

Testimony for EDB/LAB on Mar 15, 2013 11:00AM in Conference Room 309

Submitted By	Organization	Testifier Position	Present at Hearing
Troy Abraham	Individual	Support	No

Comments: i support urgent passage of this bill

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HCR59

Submitted on: 3/12/2013

Testimony for EDB/LAB on Mar 15, 2013 11:00AM in Conference Room 309

Submitted By	Organization	Testifier Position	Present at Hearing
Benjamin Shafer	Individual	Support	No

Comments:

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