



# Engage & Build Trust

Transparent, digital communications through an entire service incident

## Never leave customers in the dark during a service issue

Customers have changed. They expect real-time information from the service providers in their lives. Utilities are no exception. When an outage hits or a water-main breaks, customers want answers, on their terms.

Silence isn't the answer. When customers don't hear from their utility during a service interruption, frustration sets in. That frustration becomes distrust. And distrust is hard to reverse. Every service event is an opportunity to build trust, don't miss it.

Daupler is trusted by **over 200 utilities across 42 states** to keep customers informed throughout an entire service incident.

## From first report to final resolution

### Collect Critical Information

58% of customers opt in to submit photos and details about their issue when given the opportunity. A photo of a flooded meter pit or tree limbs on a line tells your crew what they're walking into. Fewer wasted trips. Faster resolution.

### Provide Real-Time Updates

92% of customers accept a link to track the status of their service issue in real-time. Give customers visibility at their fingertips. Live incident tracking slashes repetitive calls during high-stress events, freeing your team to focus on the work.

### Target Notifications and Alerts

When larger events occur, such as outages or main breaks, top-rated utilities reach out to affected customers before the phones start ringing. Geo-targeted notifications position your organization as prepared, organized, and customer-first.

### Get Ahead of Questions

Many customers will look for answers before picking up the phone. A public-facing outage map lets them self-serve: confirm the issue exists, see its reach, and know crews are already responding. One tool. Significant call volume reduction.

## THE CHALLENGE

### Rising Customer Needs

Digital-first customers expect the same transparency from their utility as they do from any other service provider. Falling short erodes confidence.

### Repetitive Calls

Without proactive updates, customers call in repeatedly during outages and incidents, overwhelming your team exactly when capacity matters most.

### Incomplete Information

Crews often arrive on site without the full picture. Missing context means more truck rolls, slower resolution, and higher operational cost.

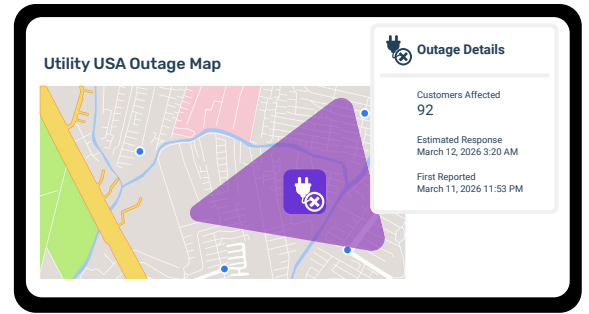
### Reactive Communication

Utilities that wait for the phone to ring miss the opportunity to get ahead of the narrative and build goodwill with their community.

# How Daupler Makes This Possible

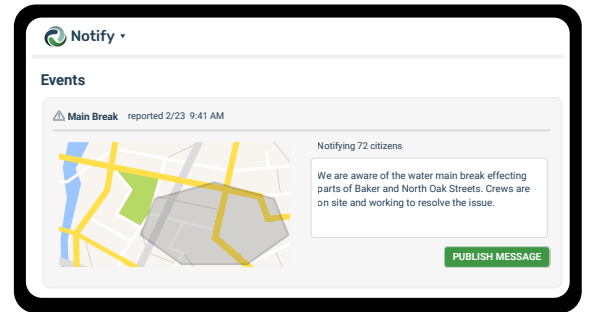
## Daupler Outage Map

Daupler's customer-facing map automatically populates to display active disruptions across your service area. Customers see immediately whether their neighborhood is affected and staff save time spent manually updating data. This solution significantly reduces inbound calls, demonstrates operational awareness, and turns a reactive situation into a visible, organized response.



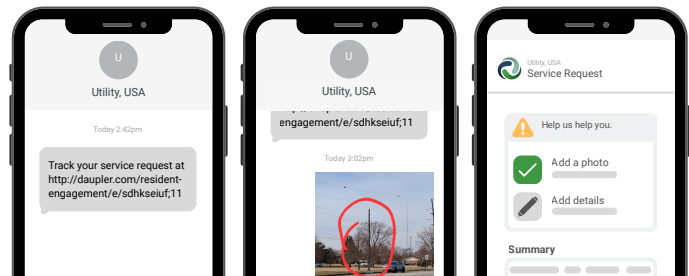
## Daupler Notify

Multi-channel mass notifications built for utilities. Reach customers by region, pressure zone, or full district with the right message at the right moment. Built-in TCPA compliance, intelligent failover, and multi-channel delivery mean every message gets through. Two-way communication allows customers to respond with information your team can act on immediately.



## Daupler Engage

A two-way digital portal connecting customers to the real-time status of their service request and giving crews the context they need before arriving on site. Customers can upload photos, track incident progress, and verify crew identity for added safety. The result: fewer calls, faster resolution, and more customer appreciation.



## THE DAUPLER ADVANTAGE



**Seamless integration** - Works with your existing systems. Synch data between systems to maintain up-to-date information and clear documentation.



**Fast, reliable delivery** - Messages are sent instantly. Automatic failover monitors delivery success and provides clear visibility into any contact issues.



**Predictable pricing** - Clear pricing so you can communicate with confidence. Send critical information to your customers and keep your peace-of-mind.



**Built for any utility** - Municipal district or investor-owned utility. Water or electric. Daupler scales to meet every utility's unique needs

## Why Utilities Trust Daupler

Built by Utilities for Utilities | Designed and Delivered in the US | SOC 2 Type II Compliant | 24x7x365 Reliability