



**FOR IMMEDIATE RELEASE**

**FOR ADDITIONAL INFORMATION**  
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## **Nashville Electric Service Chooses Milsoft Utility Solutions Interactive Voice Response System**

**ABILENE, Texas – June 5, 2013 — Milsoft Utility Solutions, Inc.**, Nashville Electric Service (NES) in Tennessee has chosen the Milsoft Communications Interactive Voice Response (IVR) system.

Customer communications is critically important to NES. Last year the utility handled approximately 1.9 million calls and inquiries. NES has chosen Milsoft in order to be able to communicate even better with its customers. “Our strategic plan calls for us to continue proactive communication with our stakeholders,” said NES Teresa Corlew, NES Chief Customer Care Officer, “and the Milsoft IVR is a new and better way to enhance our customer communication.”

Milsoft’s communications modules are used by 250+ utilities for customer communications and service as well as employee communications and scheduling. It includes two-way IVR, email messaging and text messaging integration, and it integrates with a utility’s customer information, billing and service systems. Milsoft Communications will enable customers to communicate with NES 24/7/365 while ensuring the same consistent, accurate and clear information every time.... Further, it will virtually ensure that no customer is turned away by a busy signal.

### **About Nashville Electric Service**

NES is one of the 12 largest public power systems in the nation, distributing energy to more than 360,000 customers in Middle Tennessee. NES is one of only six public power systems in the nation to receive the industry’s highest recognition for reliability and safety, the American Public Power Association’s Reliable Public Power Providers (RP3) Diamond status. NES is deeply customer-focused and steadily seeks and deploys better ways to enhance customer communications in order to achieve its strategic direction: “NES will be the No. 1 utility among its peers for customer and employee satisfaction.” Learn more at [www.nespower.com](http://www.nespower.com).

### **About Milsoft Utility Solutions, Inc.**

The Milsoft team has provided industry leading engineering and operations software and support to electric utilities in the US and abroad for more than 25 years. Some 1,000 utilities, consultants, universities and others use Milsoft solutions for planning, analysis and operations. Milsoft’s E&O System integrates Milsoft’s Engineering Analysis, Outage Management, Geographic Information, Field Engineering and IVR Communications with each other and with a utility’s other applications and data to enable the most efficient and effective planning, operation and management of an intelligent grid. Learn more at: [www.milsoft.com](http://www.milsoft.com).

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