



MEDIA CONTACTS

[Andrew Cauthen](#)

Communications Manager

404-371-2806 (o)

470-553-4408 (c)

[Suzanne Forte](#)

Public Information Officer

404-371-2709 (o)

470-512-0148 (c)

FOR IMMEDIATE RELEASE

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DeKalb Utility Customer Operations Upgrades Call System

DECATUR, Ga. – DeKalb County’s Utility Customer Operations Center has updated its phone and customer service system to include call back capabilities beginning Aug. 6 with a “First In Line” system by Swampfox Technology.

The “First In Line” system allows customers to receive a call back once an agent is available, holding their place in line if an extended wait time occurs.

“This new service will keep customers from being on hold for extended periods during peak call times,” said Antrameka Knight, interim assistant director of the Finance Department. “We will call customers back once they have reached the front of the line.”

DeKalb customers also will be given the option to remain on hold once an agent is available. The callback option can be received on a home, business or mobile number.

For more information, customers are encouraged to call 404-378-4475.

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