



Lenoir City Utilities Board

Full-fledged utility service company in eastern Tennessee.

PROFILE

The Lenoir City Utilities Board (LCUB) serves Lenoir City, Farragut, Knoxville, unincorporated northern Loudon County, and unincorporated west Knox County. LCUB provides electric, gas, water and wastewater services throughout the Tennessee Valley.

CHALLENGES

With a workforce spread out across the Tennessee Valley LCUB needed a way to track a fleet of vehicles that serviced different parts of the area throughout the day. With remote areas to cover safety was a concern for drivers and the ability to dispatch a worker closest to the location was a desire, as well.

SOLUTION

Actsoft's Comet Fleet was the solution LCUB needed. Comet Fleet has taken their performance to the next level.

BENEFITS

Since using Comet Fleet LCUB Operations Manager Mitch Ledbetter estimates as much as \$1000 saved per month.

"We monitor the daily whereabouts of our drivers and track our full fleet of vehicles," Ledbetter said. "We've used the dispatching feature to determine who the closest worker is to a location. It's saved a lot of time."

In addition to saving time and money, safety concerns have been reduced at LCUB thanks to Comet Fleet. LCUB uses Comet Fleet to keep track of vehicle mileage and can easily keep an eye on wear and tear on vehicles.

One of the biggest surprise benefits for LCUB was the ability to resolve contentions with customers.

"We've been able to rectify disputes regarding if a customer was actually serviced or if our vehicle was speeding. We have all of the information, so we always know what actually happened."

Ledbetter said he is pleased with Comet Fleet's use for LCUB.

"Not only will we recommend Actsoft to friends and business owners, but we have over time recommended Actsoft to others."