



**KENNEWICK  
IRRIGATION DISTRICT**

NEWS RELEASE  
For further information:  
Chuck Freeman, District Manager  
(509) 586-9111  
Friday, June 30<sup>th</sup>, 2017

## **FOR IMMEDIATE RELEASE**

### **Public Notice- Corporate phone number added to better serve KID customers**

The Kennewick Irrigation District (KID) Customer Service Department received over 23,000 phone calls in April this year. Due to the large amount of phone calls, the KID Board of Directors chose to purchase an automated Interactive Voice Recognition (IVR) phone system.

On July 10<sup>th</sup>, 2017, KID will be launching the corporate phone number 509-586-6012. Customers will use this number to speak directly to a specific KID department. When a call is made to the corporate number, it will transfer the caller to the department or employee they select.

The current 509-586-9111 number will continue to serve as the customer service line. When customers call this number they will be directed to an automated phone system. The customer will then have the option to make a payment, listen to information regarding an outage, report a problem or get answers to Frequently Asked Questions.

Helping customers is a priority at KID and the new automated phone system and corporate number will help to eliminate hold times as well as getting the customers to where they need to go. If you have further questions please contact Dana Hernandez at 509-586-6012.