Customer Portal
Utility Modernization
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Customer portals present an easy way for customers to engage with their utility.
Customer portal features

• Control account information
• Review bill history
• Make payments
• Request service appointments
• Find outage information
• Set communication preferences
• Enroll in new programs
• Manage energy & water usage
Customer benefits

• Enables greater customer convenience & control

• Meet rising customer expectations in a digital world

• Become our customer’s trusted utility advisor

• All device types supported (smartphone, web, tablet)

• Share new products, services, & rebates with customers

• Empower customers to set communication preferences
Utility benefits

- Cost savings
- Automate/streamline common utility customer processes
- Lessen environmental impact thru paperless bill enrollment
- Market products/services to customers most likely to use them
- Improve customer data quality
- Flexibility to add new customer programs, products, & services
MyAccount portal will be replaced with an updated system...

- Contemporary branding & look/feel
- Integrates with new outage portal
- Supports mobile app capability
- Improves preference center features
- Enables conservation features
- Energy savings gamification capable
- Improved ability to add new features without custom development
A modern customer portal to serve all customers...

- Residential & Small Business
- Commercial & Industrial
- Third Party Customer Agencies
- Property Managers & Landlords

United Way of Pierce County

Make bill assistance pledges & payments on behalf of eligible customers
A modern customer portal providing features our customers expect...
A modern customer portal enables TPU’s objectives

**Equitable customer service**
Choice & convenience for all customers

**Economic development**
Simplifies engagement with TPU

**Environmental stewardship**
Minimizes customer printing & mailing

**Reliability & resiliency**
Provides customer outage details
AMI Customer Benefits Roadmap

Updated January 3, 2019

Phase 1: Delivered Functionality
To be completed by end of 2021

1. Basic meter to bill
2. Basic meter data reporting
3. Monthly billing
4. Customer meter options policy
5. Support for existing manual prepay process

Phase 2: Delivered Functionality
To be rolled out between 2021 and 2023

1. Enhanced prepay functionality (via customer portal)

Phase 1 Dependencies

1. Deploy AMI Network & Meters
2. SAP integration
3. MDMS implementation
4. New Customer Portal Deployment & Integration
5. New SAP Functionality for Fees

Phase 2 Dependencies

1. Data Lake integration
2. webMethods ESB integrations
3. AMI Stabilization Work

Customer Benefits Key

- Reliability & Resiliency
- Billing & Payment
- Convenience

Enabled Functionality
Features enabled by AMI not in program scope
To be prioritized after 2023

1. New real-time rate models
2. Support for multi-service prepay (water, sewer, trash)
3. Choose your own bill date

Future Dependencies

1. SAP Customer Interaction Center Replacement
2. OMS & ESRI GIS Integration
3. Energy Management System Integration
4. SAP Configuration for New Rates
5. Embedded Taxes in Rates Removed from SAP