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
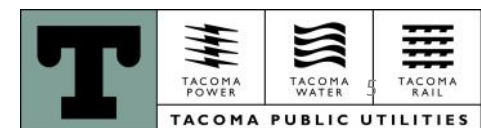
MyAccount portal will be replaced with an updated system...

- Contemporary branding & look/feel

- Integrates with new outage portal

- Supports mobile app capability

- Improves preference center features

- Enables conservation features

- Energy savings gamification capable

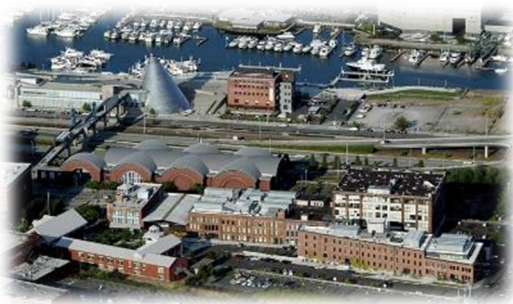- Improved ability to add new features without custom development
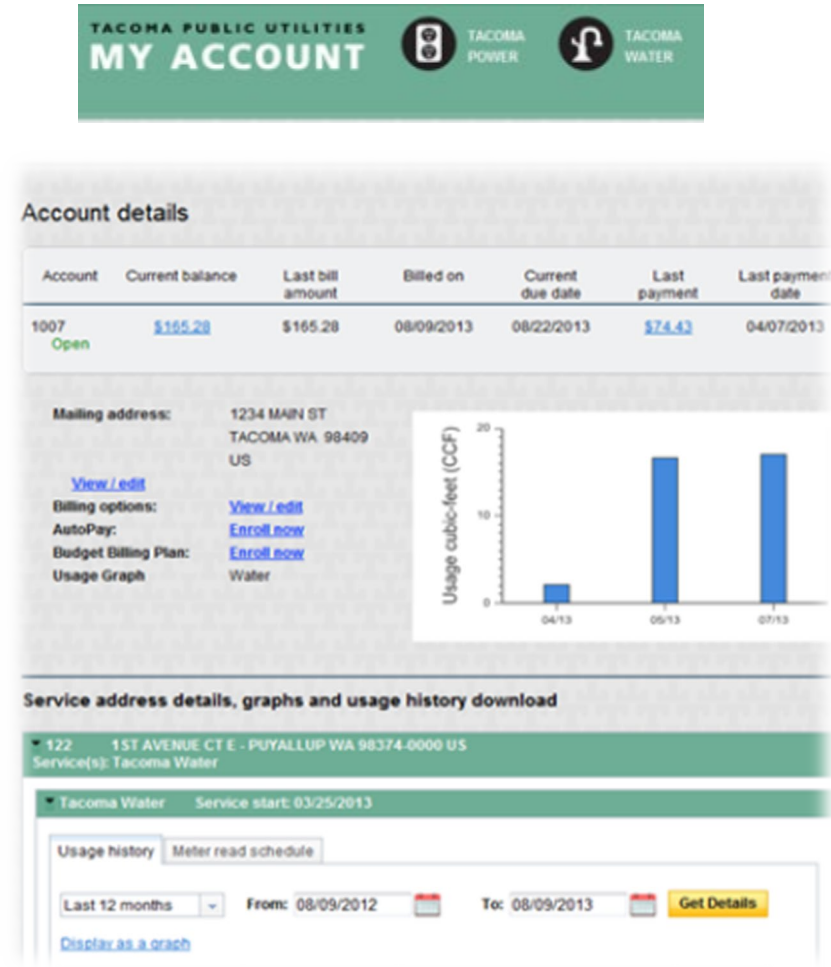
A modern customer portal to serve all customers...

Residential & Small Business

Commercial & Industrial

Third Party Customer Agencies

Property Managers & Landlords

Make bill assistance pledges & payments on behalf of eligible customers

A modern customer portal providing features our customers expect...

Text · **Email** · **IVR** · **Push**

My Account · Usage · Compare · Billing · Notifications · Connect Me · Outages · Efficiency · Smart Home · Electric Vehicle · Footprint · Services

Social Media · Information Letter · Videos · Email · Web Banner · Mail Insert

Energy Analytics · Program Management · Marketing & CRM · Use Patterns · High Usage Alerts · Complaints · District Metering Analysis

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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

1. Enhanced customer portal
2. Consumption data available via new portal

1. Remote meter reading
2. Remote disconnect/reconnect for power
3. Automated service order creation

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: Delivered Functionality
To be rolled out between 2021 and 2023

1. Enhanced prepay functionality (via customer portal)

1. Enhanced outage notifications
2. Abnormal consumption notifications
3. Emergency water leak notifications

1. Asset analytics use cases
2. Engineering analysis & systems planning use cases
3. Enhanced voltage monitoring
4. Revenue protection

Phase 2 Dependencies

1. Data Lake Integration
2. webMethods ESB Integrations
3. AMI Stabilization Work

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

1. Enhanced SAP contact center tools via CIC upgrade
2. Enhanced demand & load forecasting
3. Enhanced grid & outage mgmt. operations
4. Distribution automation
5. Smart City integration

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

| 2020 | 2021 | 2022 | 2023 | 2024 and beyond... |

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