

Back to the Future w/PrePay

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✓ A historical look at TPU PrePay Service

✓ What's in store for the future?

Evolution of PrePay Solutions



Operated by coins

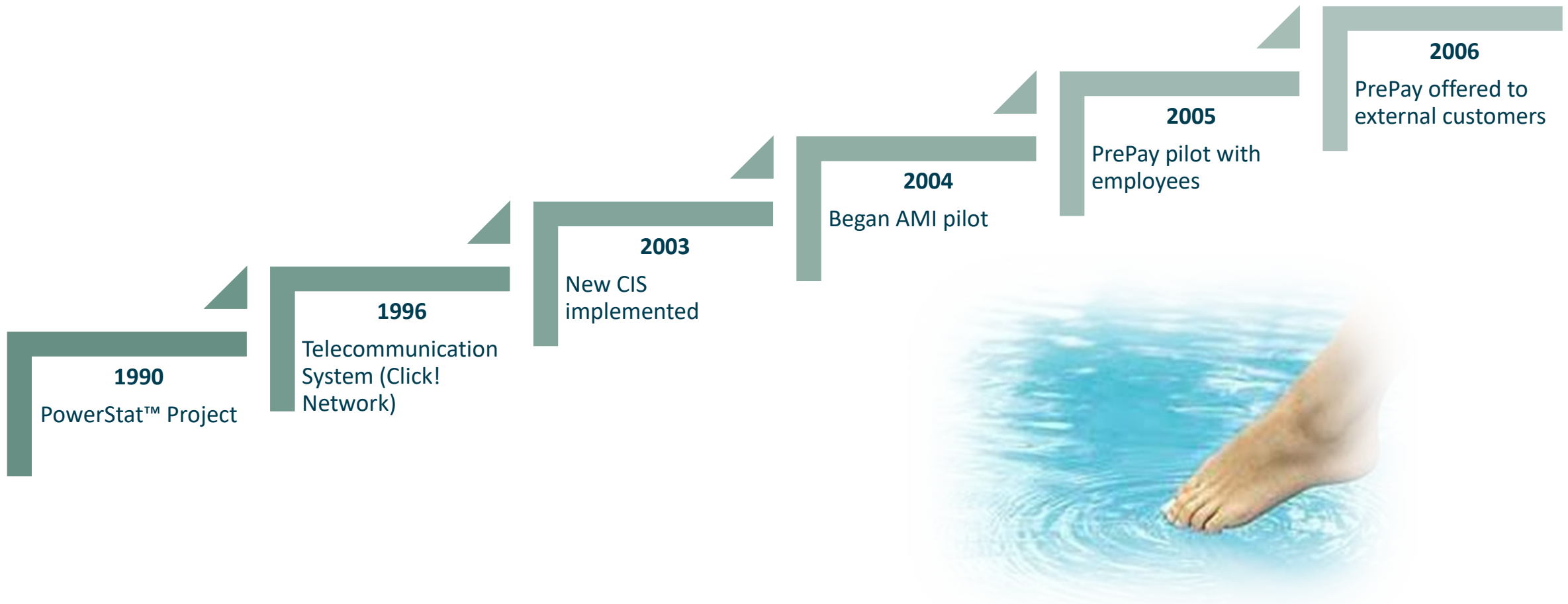


Operated by cards



Operated by technology

Testing The Waters With PrePay



Early Bells & Whistles



- **Hourly updates available via in-home displays & cell phones**
 - Yesterday's Use
 - Last 7 Days
 - Last 30 Days
 - Amount Remaining
 - Date and amount of last payment
 - Low balance reminder, email & text
- **Website view of usage and balance**
- **Cardless system**



- **Ways to Pay**
 - Online
 - Pay kiosks throughout service area
 - Automated system – available 24/7
 - Mail
 - In person

Built-In Protections



- **No enrollment for households with life sustaining equipment.**
- **Disconnections suspended between 8 pm and 8 am.**
- **No disconnections on weekends and holidays.**
- **Ability to hold all accounts for technical issues or inclement weather.**
- **Ability to hold individual accounts for pledges/promise to pay.**
- **Quick and easy access for customer service staff to review account information.**

Quick Glance Information



- Information staff could see at a glance to more quickly view PrePay accounts.

Overview

Watchlist

Current balance	\$ 2.52			
Last purchase	\$ 30.00	Last available interval read	03/21/2019 11:00:02	
Last Payment date:	03/04/2019	Calculated average usage	3.638 kWh/hour	
Approximate days remaining	0	days	Current rate	0.08778600 \$/kWh
Approximate hours remaining	11	hours	Discount percentage	30.000000 %
kWh Remaining	29	kWh		

Disconnection Holds

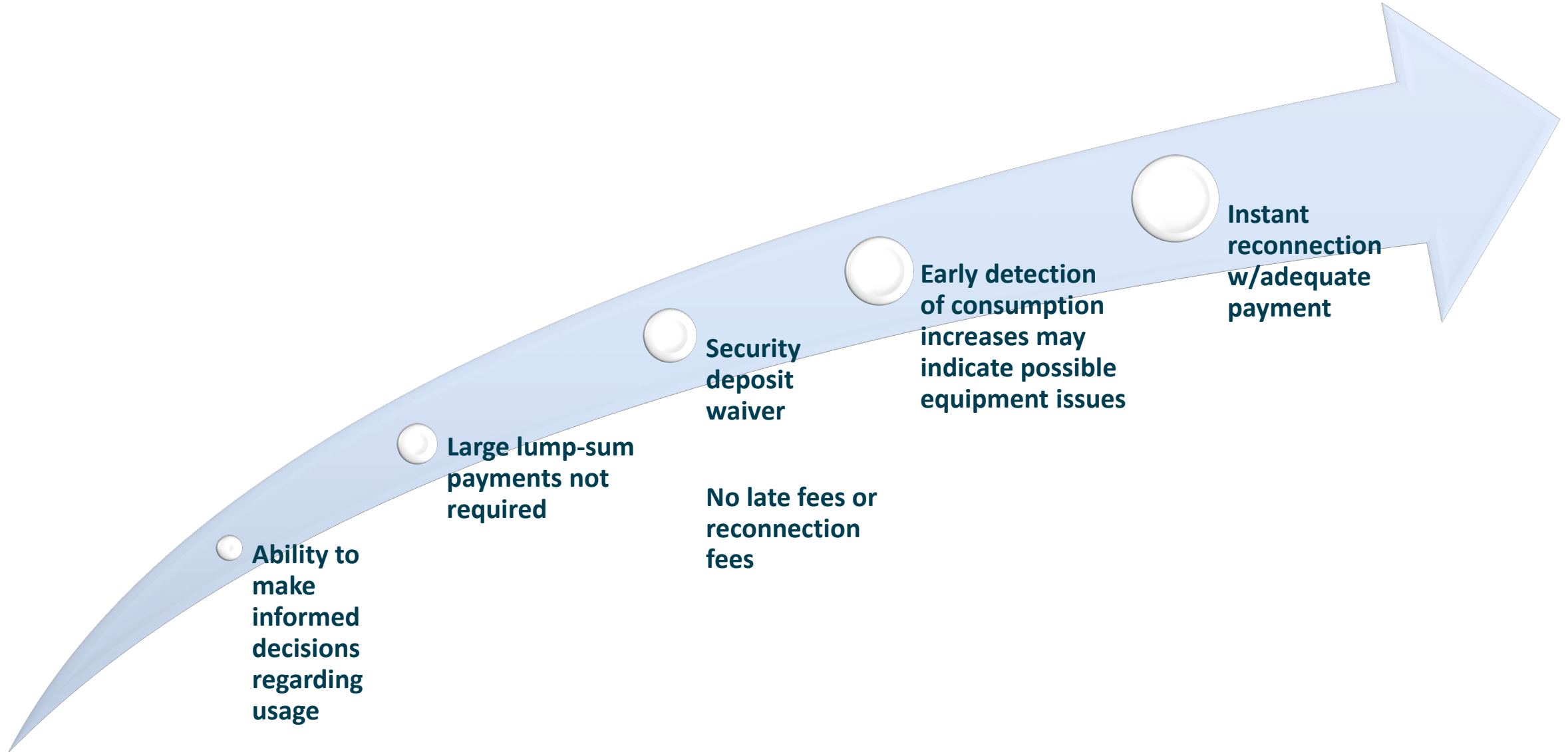
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The installation is not disconnected and there is currently no disconnection hold.

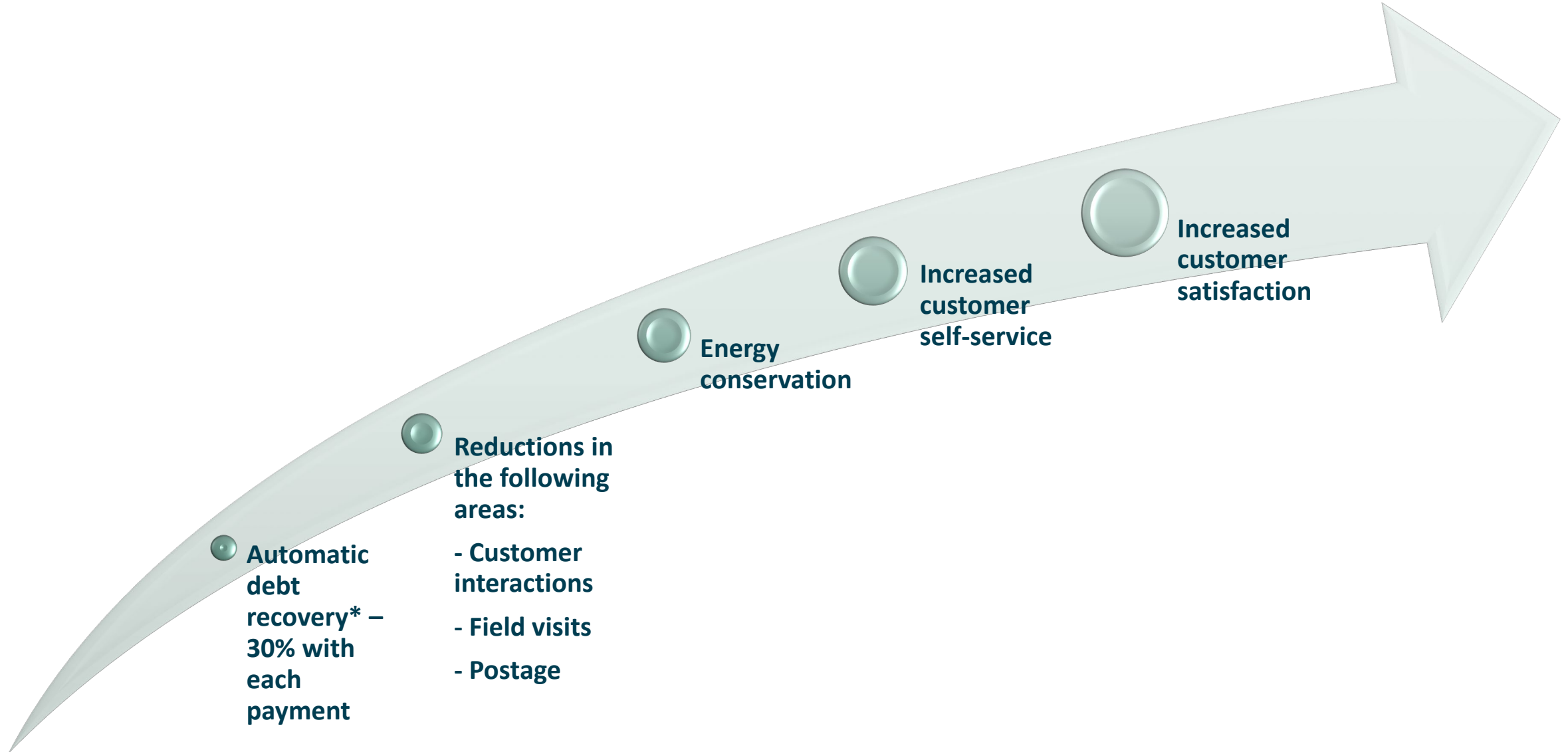
Create Disconnection Hold

Hold reason	End Date	Created by	Creation Date	Creation Time	Changed by	Change Date	Change Time
				00:00:00			00:00:00

Customer Benefits



Utility Benefits



Lessons Learned



- **Offering PrePay for one service on a multi-service bill can be very challenging.**
- **Managing utility assistance pledges on PrePay accounts can be complicated.**
- **Customer education is important and should be available in various languages.**
- **Customers like being able to access information on their phone.**
 - The easier it is for customers to access account balance information on their own, the less they will call seeking information from staff.
- **Disconnecting 24/7 means you need customer service hours to match.**
- **Not everyone is excited about PrePay.**
 - Some landlords do not want tenants to have the ability to let the power go off and on.

Customer Comments



- **“It’s always fun to show my friends the energy usage from the previous day. It’s usually cheaper than the money I spend buying lattes every morning!”**
- **“I like the control factor. Tacoma Power doesn’t control us and we know what we’re using. Now I like TPU a lot more.”**
- **“The best part to me is not getting that huge bill every two months.”**

Future PrePay

Future PrePay – Getting Started



- **Launch: May 2023**
- **Offer enrollment via the MyAccount portal only.**
 - For ease of enrollment, program management, and customer experience
- **Offer to customers that are:**
 - Residential
 - Power only service
 - AMI meter is remote capable
 - Zero balance (paid as of the last bill with no active payment agreement)
 - Not dependent on life sustaining equipment
 - Not currently enrolled in Budget Billing

Future PrePay – How It Works



- **Account balance calculated daily around 8 a.m.**
- **Disconnections happen once per day at 2 p.m. for negative balance accounts.**
 - Automatic reconnections with adequate payment – 24/7
- **Notifications can be proactively sent to help manage the service.**
 - Customers can set a low balance alert at their desired amount.
 - Easy process to establish an amount to automatically replenish the account once it hits the low balance level.
- **Estimated hours remaining and credit balance available via MyAccount.**

Next Steps For PrePay



- **Ensure the program development is stabilized.**
- **Once we've achieved stabilization and comfort:**
 - Manually enroll accounts that don't meet eligibility requirements for online processing.
 - Expand eligibility to reach more households.