

Customer Services Update Water Authority Board October 19, 2016



Albuquerque Bernalillo County
Water Utility Authority

Agenda

- E-bill Express online payment portal
- Low Income Discount Program
- Meter and Billing Update
- Innovations



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WUA E-bill Express

LOGIN ONE-TIME PAYMENT

Welcome to Albuquerque Bernalillo County Water Authority!

Login ID

Password

[Forgot your Login ID?](#)
[Password Help?](#)

Don't have a Login ID? Enroll for these benefits:

- Save banking information securely
- Setup or change recurring payments
- Pay multiple accounts
- See account balance and payment history

PLEASE RE-ENROLL WITH YOUR ACCOUNT INFORMATION

It's now easier to make your payments online, but Western Union users need to re-enroll and set up your accounts again. You will need to setup your bank accounts again. To enroll click the "Enroll Here" button above, enter your

RECURRING PAYMENTS NEED TO BE SETUP AGAIN

Online recurring payment set ups were not transferred to the new system, you will need to enroll and set them up again. To enroll click the "Enroll Here" button above, enter your Account Number and Service Address Zip Code from

NEED HELP? SELECT FAQs OR VIDEOS AT TOP MENU

View how to videos on: One-time payments, enrolling with your account information, setting up payment accounts and recurring payments, linking accounts and making payments and Living River Fund donations. Call Customer Service

WUA E-bill Express



CURRENT OWNER

Home

Account Number

All Account Numbers
7624649560
8387829560

2 Invoices

[View all Items](#)

Amount Due

\$70.13

Payment Amount
\$ 70.13

Payment Method [Add A Payment Method](#)
1114 Visa *****9640

Security Code

Pay Date
10/12/2016

[Pay All](#)

Payments confirmed before 6:00 pm MT today will be posted on the next business day. If funds are not collected or are returned from the financial institution for any reason, a \$30 fee will be added to the account. You may also be charged a delinquency fee. A Confirmation Number shows the payment was initiated, not that funds have been received by ABCWUA.

Previous Payments

Confirmation #	Payment Method	Payment Date	Total Amount	Status
3003268868	CreditCard	9/23/2016	\$57.75	Paid

MESSAGES

Our online bill payment system has changed!

● ○ ○

\$ DONATE

Living River Fund

\$ (optional)

RECURRING PAYMENT

[Add](#)



E-bill Express Stats

- 29,149 enrolled customers as of 9/30/16
- 9,567 reoccurring payments as of 9/30/16

COMPLETED PAYMENTS	IVR		Web		TOTAL	
	Count	Amount	Count	Amount	Count	Amount
06-30-16 to 07-31-16	10,477	1,316,115	36,831	4,809,312	47,308	6,125,426
08-01-16 to 08-31-16	10,811	1,469,509	38,895	5,871,177	49,706	7,340,687
09-01-16 to 09-30-16	9,995	1,421,112	37,681	5,048,060	47,676	6,469,172

Living River Fund	Count	Amount
06-30-16 to 07-31-16	196	392.63
08-01-16 to 08-31-16	172	44.12
09-01-16 to 09-30-16	158	374.35

Low Income Credit Program

- The program has doubled since our partnerships with the Storehouse
- WUA employees have partnered with United Way and the Storehouse to create the New Mexico Water Fund a one-time customer assistance program
- E-bill express will allow for donations e.g. roundup program



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Meter and Billing Updates

- Meter reading Accuracy 99.9%
- Stopped meters down to ~35 a month from 3300
- AMI meters 70,000
- 60/90 day delinquency 1.57% as of 6/30/16



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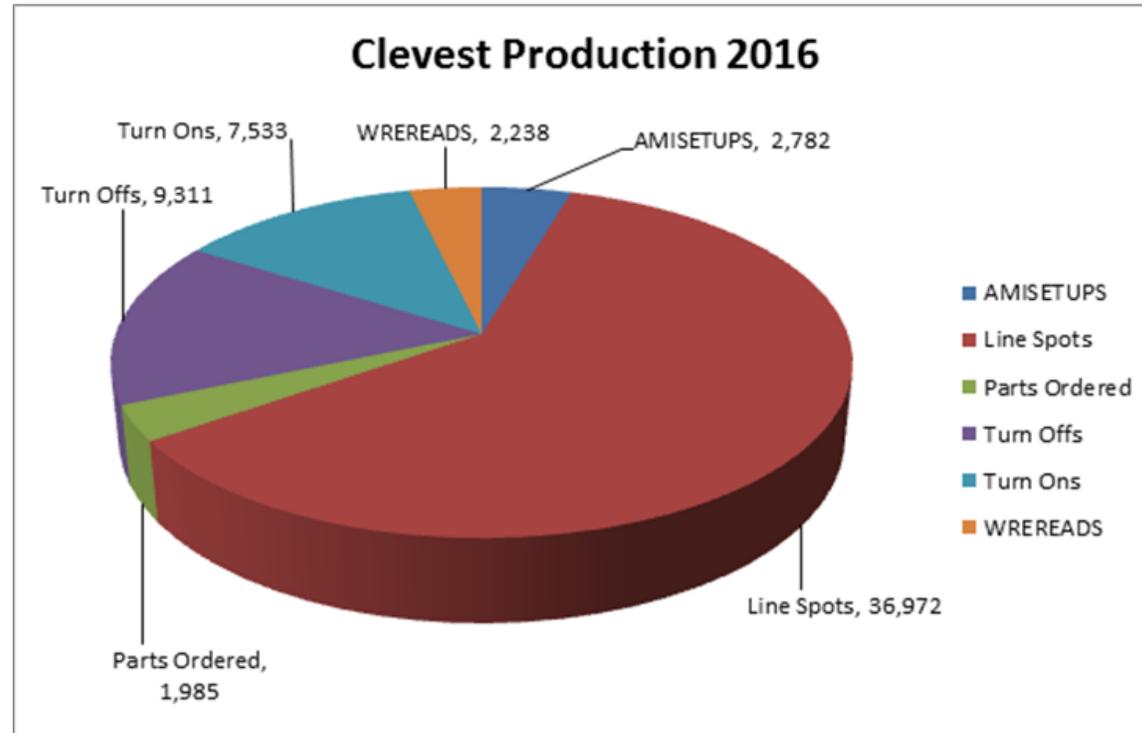
Innovations

- Clevest Mobile Workforce
 - saved \$90,000 AMI meter install cost and \$15,000 in data entry ytd
- Hi/Lo meter error script
 - Automated 70,773 of 80,162 manual reviews
- Live chat soft roll out 10/17/16



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Clevest Stats



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Questions?



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