



# Pay As You Go Service S & T Challenges

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# Easiest Way to Understand “Pay As You Go”



# Strategic Goals

## ▶ BCES Internal Goals

- ▶ Customer Options to Higher Traditional Customer Deposit (\$300.00)
- ▶ Minimize Customers In Arrears/Struggling
- ▶ Reduce Yearly Bad Debt Write-Off
- ▶ Reduce Fraudulent Activities
- ▶ Utilize AMI Infrastructure to full potential

## ▶ Customer Specific Goals

- ▶ Customer Option to Higher Traditional Customer Deposit (\$300.00)
- ▶ Give Customers Payment Options and Control
- ▶ Provide Customer's Options that Fit into their Lifestyle and Budget
- ▶ Provide Customer's Access to their usage information on a Daily/Hourly Basis
- ▶ Provide Traditional Customer's Access to their Daily/Hourly Usage information
- ▶ Assist Customer's with managing their energy usage.

HOW! WHAT!...It's the  
BIG BAD Electric  
Company's Fault. I  
can't pay that!!!!



# Strategic Goals -Outside the TVA Valley





# Strategic & Technical Challenges



KNOW THE RULES!

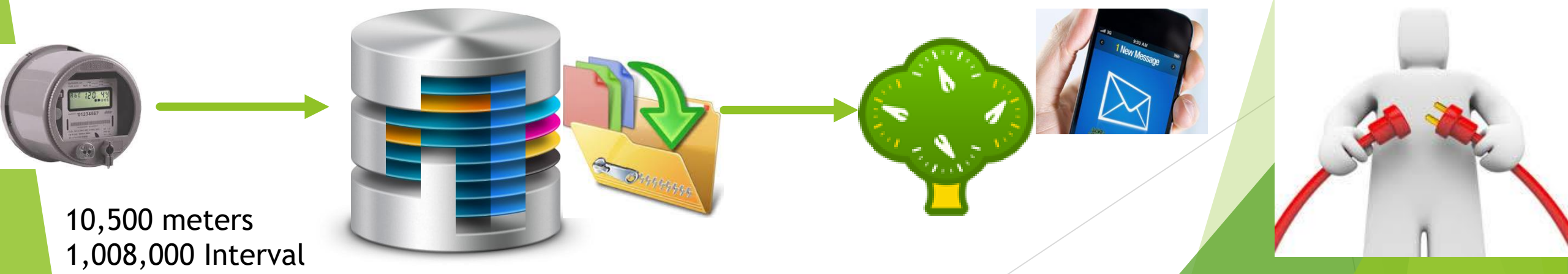


Business Procedures....Training Philosophy.....Implementing.....Managing....Confidence

# Specific Operational and Technical Challenges

- ▶ **IT NEEDS TO UNDERSTAND THE BUSINESS**
- ▶ **VERIFY METER DATA EXCHANGE**
- ▶ **PROCESSING...Racing the Clock for “Open for Business”**
- ▶ **Transitioning Customers to Pay As You Go Services**
  - ▶ **PROCEDURES**
  - ▶ **FINAL THE CUSTOMER/SETUP AS NEW CUSTOMER**
  - ▶ **WHY WE WILL TAKE \$1.25 Payment for the CSR's**
- ▶ **Reconcile THE BILLING SYSTEM ALWAYS WINS**
- ▶ **Not Cutting off on Weekends or Holidays**

# Racing the Processing Clock “Open for Business”



10,500 meters  
1,008,000 Interval

# Transitioning Customer to Pay As You Go



## ▶ Transitioning Customers to Pay As You Go Services

- ▶ PROCEDURES
- ▶ MOVING BALANCES FROM ONE LOCATION TO ANOTHER
- ▶ REINSTATING A WRITTEN OFF BALANCE
- ▶ FINAL THE CUSTOMER/SETUP AS NEW CUSTOMER (Proration's)
- ▶ WHY WE WILL TAKE \$1.50 Payment for the CSR's



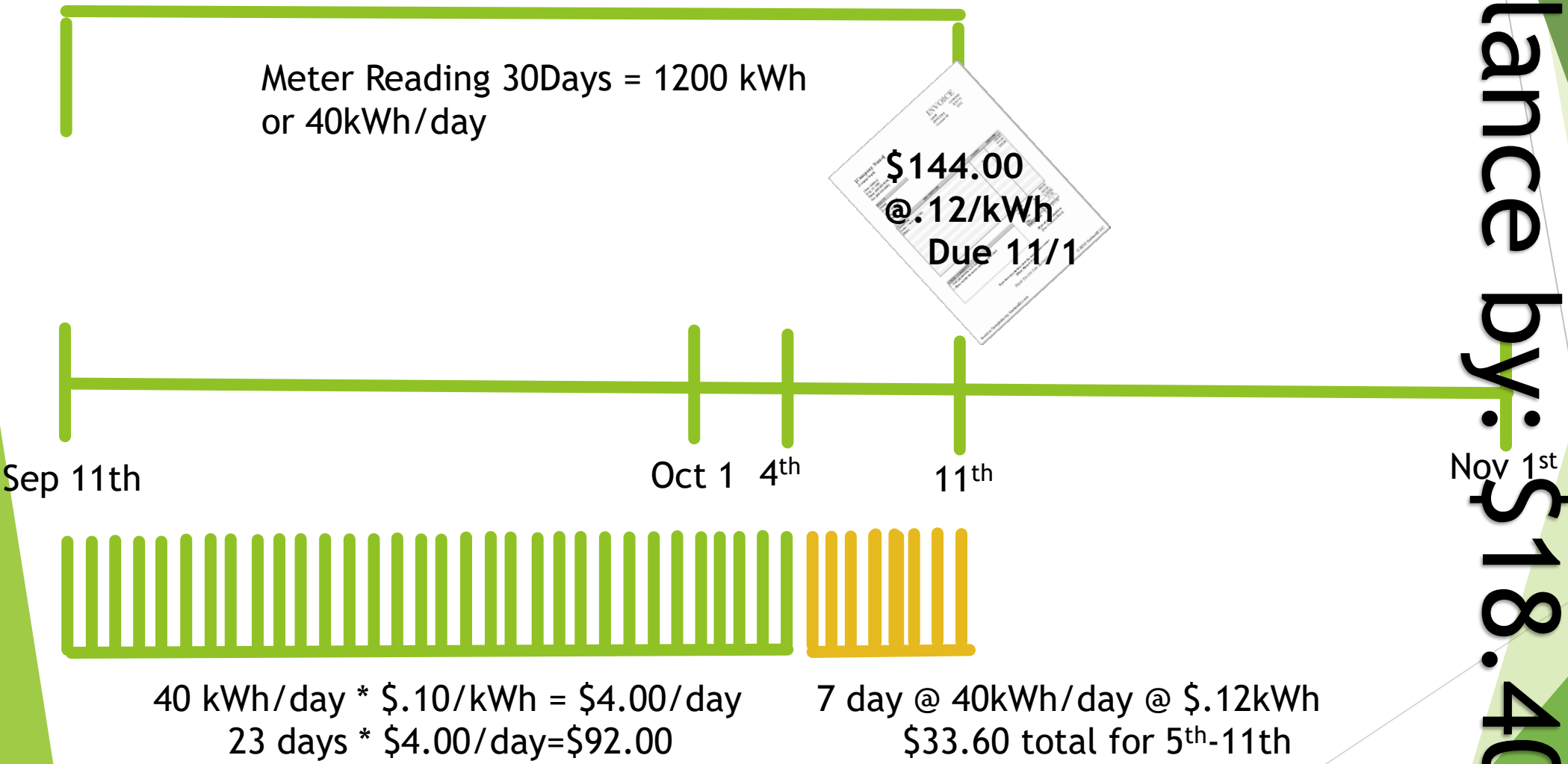


# RECONCILE

Reduce My Usage. [com](http://www.com)

Balance by: **\$18.40**

## Traditional Cycle Billing Versus "Pay As You Go"



**\$125.60 Pay As You Go Calculated in Total**

# No Disconnects on Weekends/Holidays

HOW! WHAT!...It's the BIG BAD Electric Company's Fault. I can't pay that!!!!



- ▶ Confusing Notifications
- ▶ Monday Disconnect
- ▶ 24 hours Pending Disconnect
- ▶ No Payment Kiosk only Credit/Debit/E-Chk on Weekends

Friday Morning -Pending Disconnect Pay \$2.75 to Avoid Disconnect  
Saturday Morning -Pending Disconnect Pay \$5.25 to Avoid Disconnect  
Sunday Morning -Pending Disconnect Pay \$9.75 to Avoid Disconnect  
Monday @ 8:30am -Pending Disconnect Pay \$12.25 to Avoid Disconnect

If they confuse messages,  
and pay anything less  
\$12.25 it will cut them out at 10:30AM TODAY





Pay As You Go Service

Technical Setup: EASY

Monitoring : EASY

Business Process Change: MODERATE

Customer Response: EXCELLENT



# Questions?



KNOW THE RULES!



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