

Regular Session

September 18, 2024 – 6:00 P.M.

- I. Call to Order
- II. Roll Call
 - _____ Tom Groneman, District 2
 - _____ David Haley, At Large, Position 2
 - _____ Stevie A. Wakes, Sr., District 1
 - _____ Rose Mulvany Henry, At Large, Position 3
 - _____ Brett Parker, District 3
 - _____ Mary L. Gonzales, At Large, Position 1
- III. Approval of Agenda
- IV. Approval of the Minutes of the Work Session of September 4, 2024
- V. Approval of the Minutes of the Regular Session of September 4, 2024
- VI. Visitor Comments
- VII. General Manager / Staff Reports
 - i. My Meter Update
 - ii. Customer Service Experience Update
 - iii. Miscellaneous Comments
- VIII. Public Comments on Agenda Items
- IX. Board Comments
- X. Adjourn

Simplifying the Customer Experience and Interaction

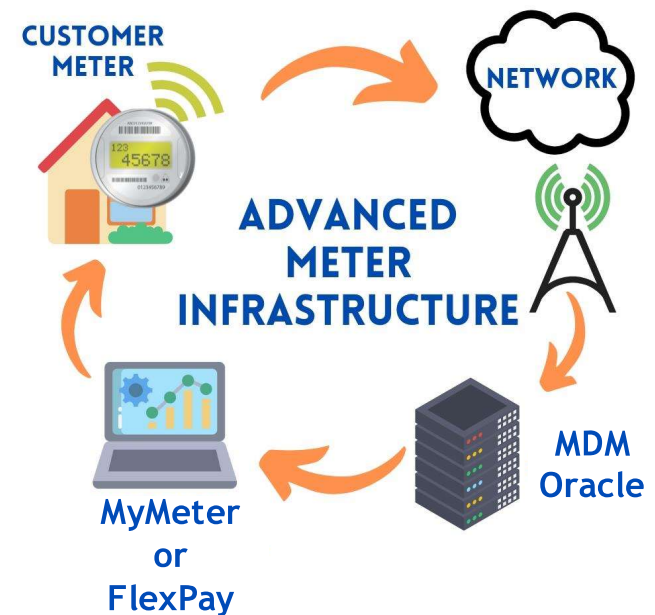
Via the [New BPU MyMeter Portal](#)

Information Technology
September 18, 2024

Advanced Meter Infrastructure

1. Water and Electric meters out in the field
2. Communicate over our network and back to BPU system
3. Meter consumption data is loaded into the MDM
4. Customers can access their accounts
 1. Post Pay Customers: mymeter.bpu.com
 2. Pre-Pay Customers: myusage.com

HOW DOES AMI WORK?



Oracle MDM (MSCS) & MyMeter Project

Recently Completed:

- Start, Stop, Transfer (also known as SST) Go Live was Monday, September 16th

Key Dates (What's Next):

- All Completed

Testing:

- Complete



MDM Go Live 4/29, SST Go Live 9/16



↑
We are here

What a difference in 8 months

Jan 2024 Old MDM and Old Customer Portal

1. Vendor's Meter Data Management (MDM) licensing and support costs we increasing. Customer Portal reached end-of-life.
2. MDM system functionality and analysis were limited for staff and customers
3. Customer Portal that was not customer/user-friendly
4. Cumbersome processes for Customers to Start or Stop service, or Transfer (move) within the County Manual processes by Customer Services to accomplish tasks for Customers

New MDM and New Portal

1. We implemented a low cost, high value option, including automatic upgrading system when upgrades available
2. Meets all of our 300+Customer Service and Elec/water requirements for a new system
3. Demo will show better, more user-friendly experience for both BPU Steff and external customers
4. Now a better functioning, more automatic self-service experience

We implemented a better application, easy for customers to use, easy for customer service to handle more transactions quicker -- a great self-service option that customers can use today!

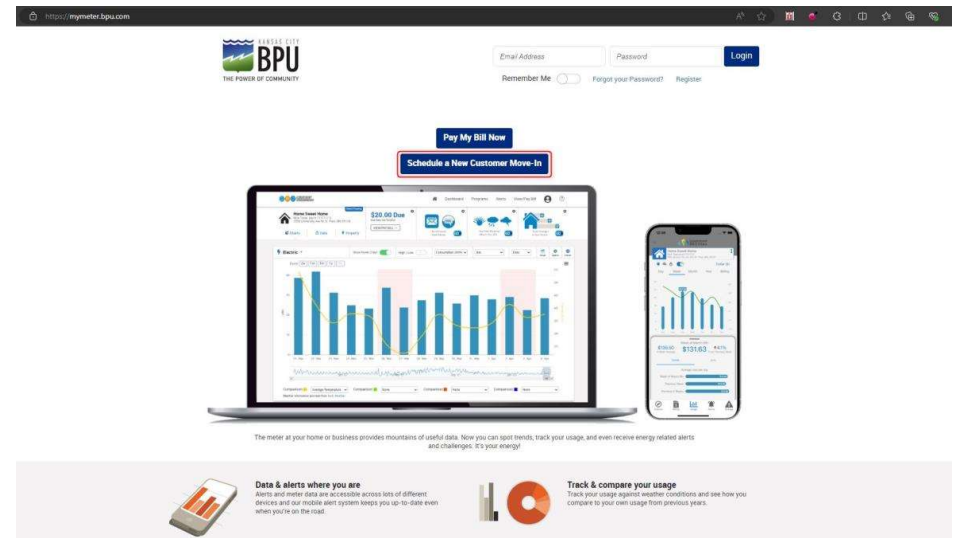
Start, Stop, Transfer

- Easy to understand, easy to complete, & easy to communicate

Overall Experience

- MyMeter has several features to improve the Customer Experience over our old portals
 - Sign up for paperless billing
 - Set up automatic payments
 - Direct access to download usage data
 - Track Changes in your home and see how they impact your bill

mymeter.bpu.com



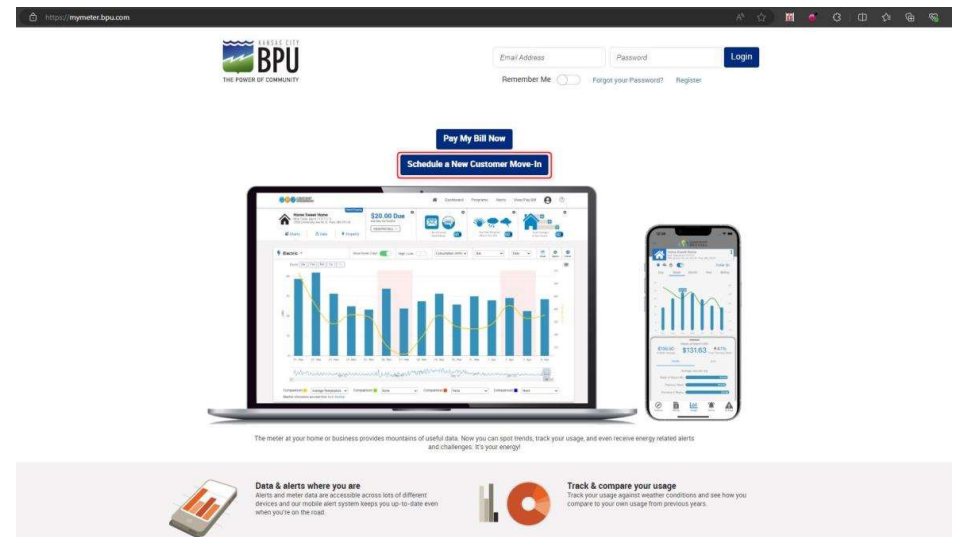
Mobile Applications

- iOS app is live in the Apple app store
 - Users can search for "KCBPU"
 - <https://apps.apple.com/us/app/kcbpu/id6467277759>
- Android app coming soon...

Overall Experience

- MyMeter has several features to improve the Customer Experience over our old portals
 - Automated Alerts and reminders
 - Text or Email
 - Set up a secondary account user
 - Providing more payment options to better serve our customers

mymeter.bpu.com





**THANK
YOU!**



CUSTOMER SERVICE EXPERIENCE

September 18, 2024

Customer Service Line

- The Customer Service phone number is 913 573 9190.
- The hours of operation are Monday-Friday from 7:00am-6:00pm.





Customer Service Calls

Customer Service handles a multitude of call types. Our most frequent call types are:

- Billing Questions
- My Meter assistance
- Flex Pay inquiries
- Payment arrangements due dates and amounts
- Street light outage status

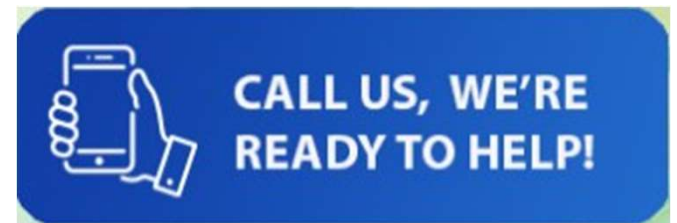


What is an IVR

- IVR stands for Interactive Voice Response
- Our IVR allows customers to access self-service options via a touch tone key pad without speaking to a live agent.
- Self-service options are available 24 hours a day 7 days a week.

Caller Options

- Access self-service options
- How to Start, Stop or Transfer service
- Report a water or electric outage
- Speak to a customer service rep for personal assistance





IVR Self-Service Options

Customers must have their account number or the phone number associated with their account to use the IVR self-service options.

- Get account Balance
- Due date of the bill
- Make a payment
- Disconnect Eligibility
- Kiosk Locations
- Set up a payment arrangement

Recent Changes

- New signage has been added out front with options customers have to set up an in-person appointment.
- We added the in-person information to the IVR to make customers aware they can set up an in-person appointment online or by calling 913 573 9960.





Looking Ahead

- Voice response system
- Phone number recognition
- Predictive intent
- Spanish IVR
- Language Line

CONNECTING
WITH BPU IS EASY!



Customer Service

QUESTIONS?

