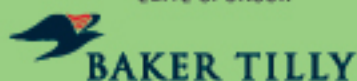




# Business & Financial Conference

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# Pay as You Please: More Options for Customers

Jolisa Bagley

Customer Account Manager – Credit & Collections and  
Remittance Processing



September 18<sup>th</sup>, 2018

# Agenda



- Introduction to Austin Energy
- Current Payment Channels/Options
- Providing Exceptional Customer Service
- Selecting New Vendors
- Physical and Financial Controls in place
- Path Forward



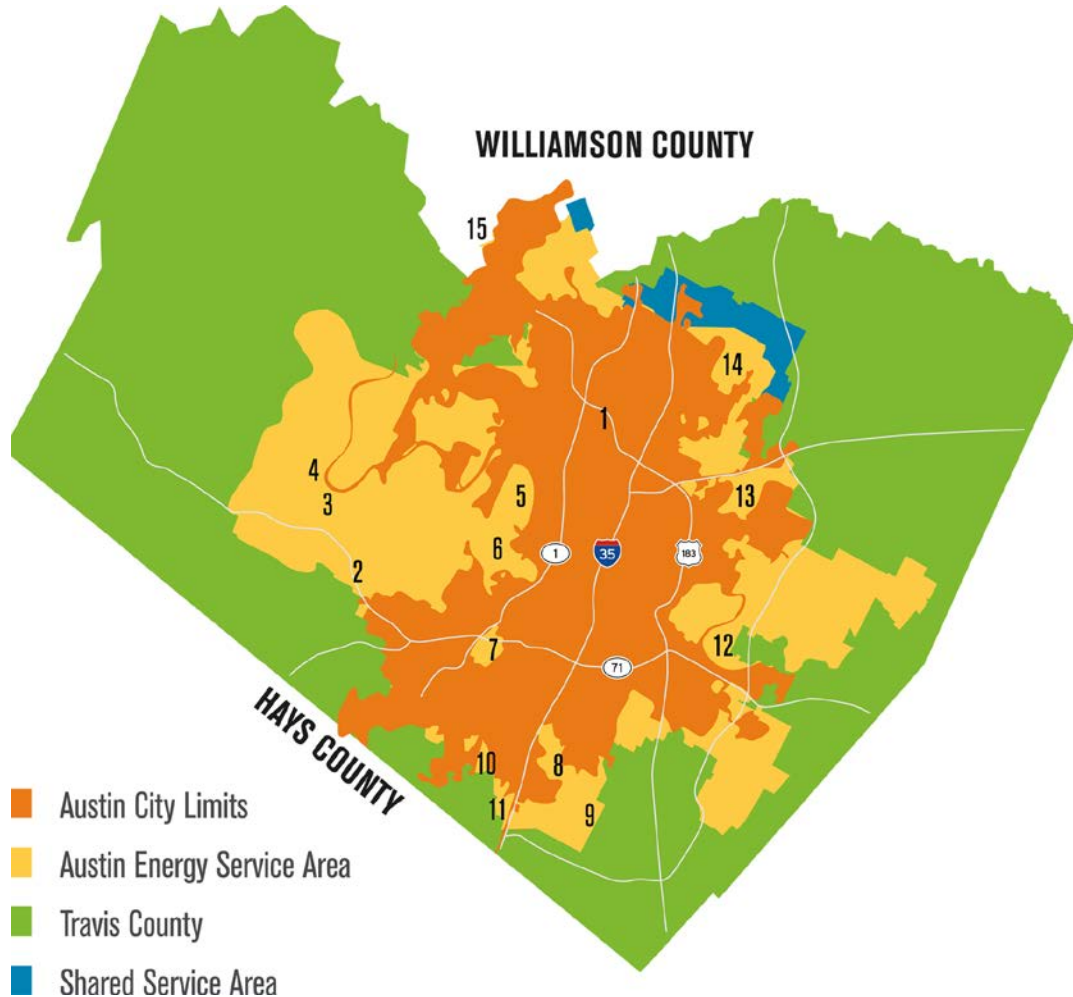
# Overview of Austin



- Capital of Texas; County Seat for Travis County
- 4<sup>th</sup> largest city in Texas; 11<sup>th</sup> in United States
- Growing population is over 950,000
- Home to live music, high tech, and 1.5 million bats
- 6 universities, a robust community college, and numerous other institutions of learning
- 45.6% of adults hold a Bachelor's or advanced degree



# Austin Energy



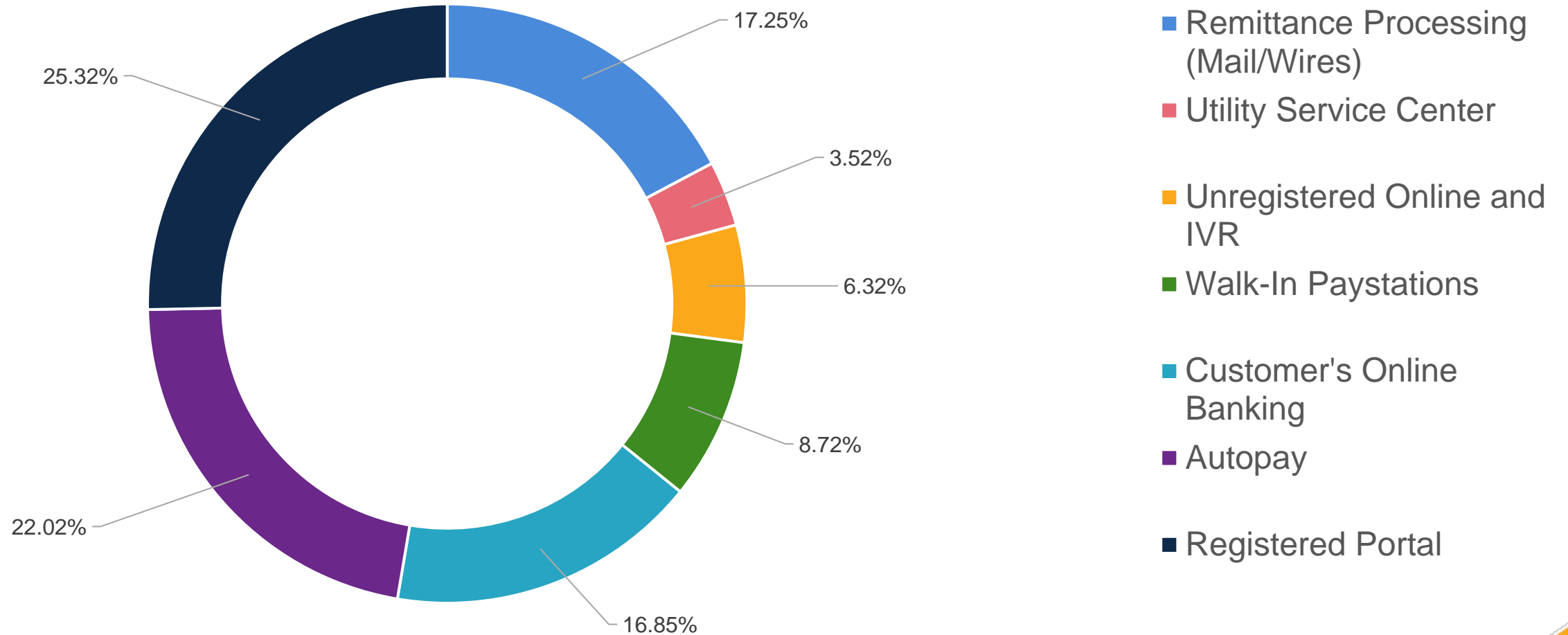
- Nation's 3<sup>rd</sup> largest municipal electric utility
  - Serves over 475,000 customers
- Austin Energy bills and collects for up to seven City utility services and fees
  - Generates over 5M combined utility bills annually
  - Bills for over \$2B in annual utility revenue
  - Electric, water, wastewater, solid waste, anti-litter fee, transportation fee, and drainage fee

# Current Payment Channels



| Payment Channel                              | Payment Types Accepted                                    | Customer fee per transaction |
|--|---|------------------------------|
| Utility Service Center                       | Cash, Checks, Money Orders, Cashier's Checks              | No                           |
| Remittance Processing (Mail/Wires)           | Checks, Money Orders, Cashier's Checks                    | No                           |
| Registered Online Portal Payments            | Checking and Savings Accounts                             | No                           |
| Customer's Online Banking                    | Checking and Savings Accounts                             | No                           |
| Autopay                                      | Checking and Saving Accounts                              | No                           |
| Unregistered Online and IVR                  | Checking, Savings, Credit Card                            | \$3.49                       |
| 3 <sup>rd</sup> Party Walk - In Pay Stations | Cash, Checks, Money Orders, Cashier's Checks, Debit Cards | \$1.00                       |

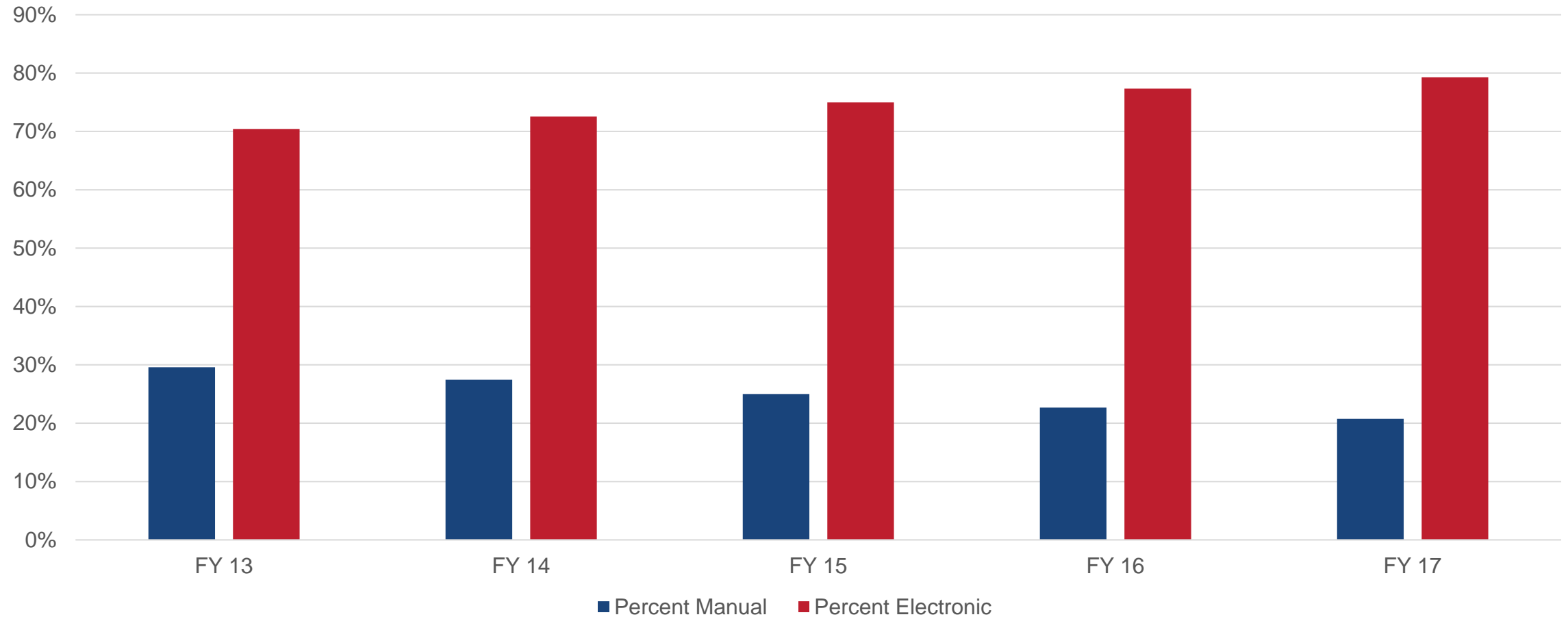
# Percent of Number of Payments Received – FY 17



# Electronic vs Manual Payment Trends



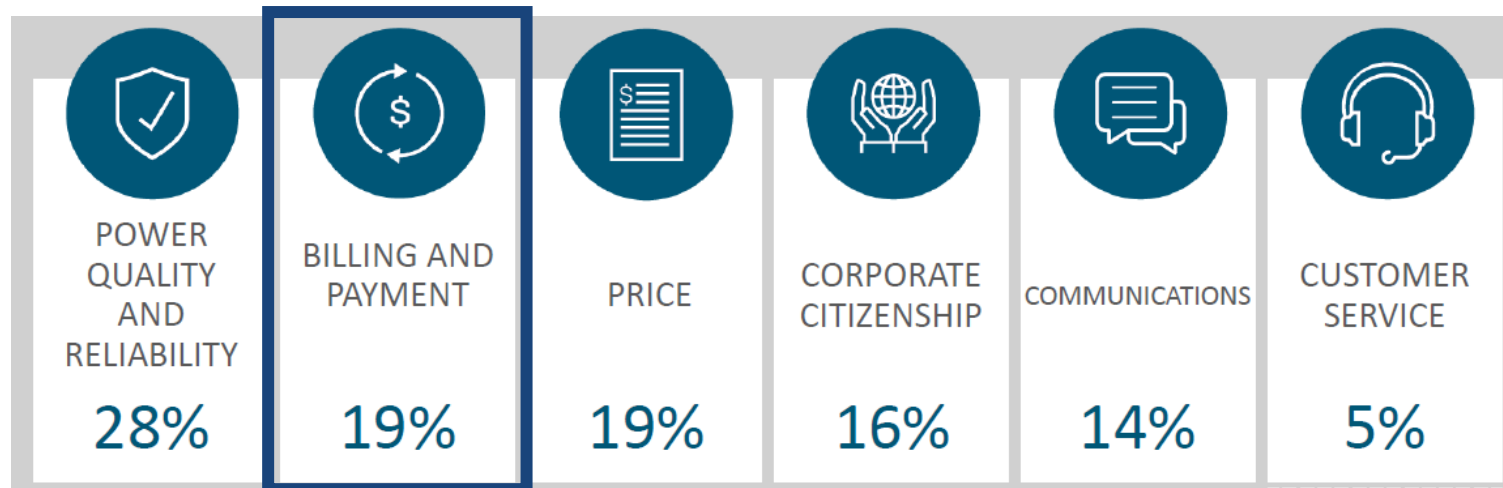
Percentage of Number of Payments Posted



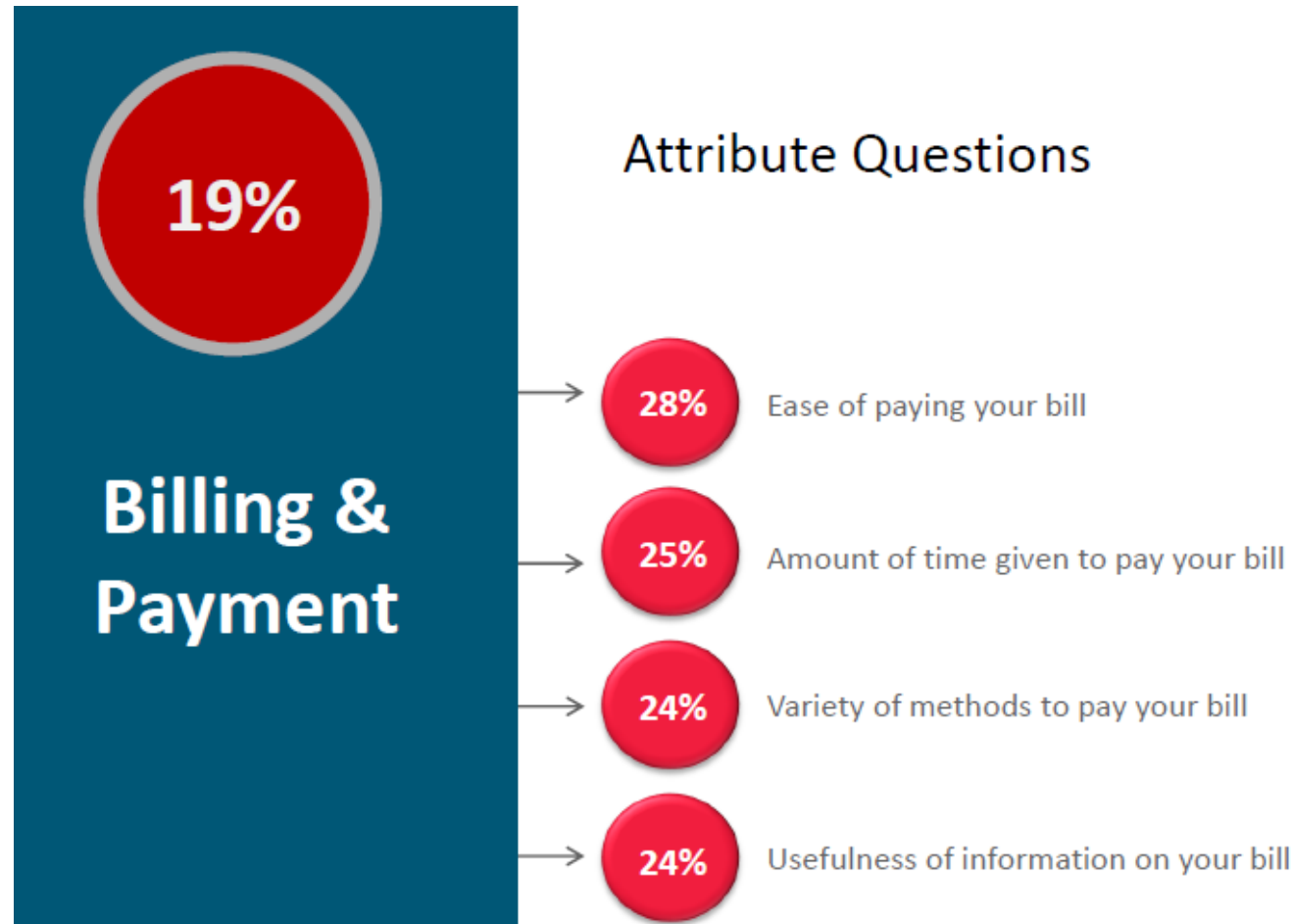


# Customer Service Standards

Key Index Factors for JD Power



# Billing and Payment Attributes



# Vendor Selection



- Request for Proposal
  - Change in process
  - New requirements
  - Allowed for vendors to demonstrate what they could do outside of our scope



# Physical Controls



- Cash Handling Controls
  - Internal cashiers and payment processors
  - Protect financial integrity
- Data Handling Controls
  - External vendors
  - Protect customer personal and financial data
- Customer Data Privacy Assurance Program
  - Internal users of Customer Information System
  - Protect customer data



# Financial Controls

Remittance  
Processing / Utility  
Service Centers

Austin Energy  
Finance

City of Austin  
Treasury



# Path Forward



- Kiosks (2019)
- Quick Read (QR) Code (2020)
- Walk – In Pay station RFP (2020)
- Full roll out of Select Your Due Date
- Portal upgrade with ability to add self service payment options
- Utilize new marketing campaign functionality in billing system upgrade (2019)





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