MultiSpeak® and Prepaid Metering

A Case Study by
Oklahoma Electric Cooperative
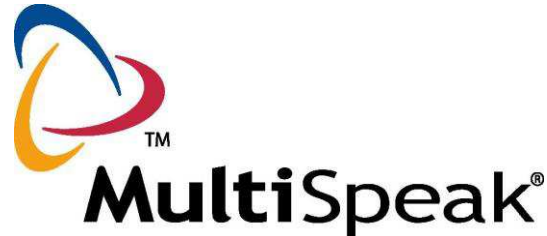
OEC Background

- Located in Central Oklahoma
- 45,000 Meters
- Urban and Rural -- serving several apartment complexes
- 112 Employees
- Not Regulated by PUC
- High Deposits

Software

- CIS—NISC iVUE 1.10
  - Nine cycles
- AMR—Cannon and TWACS
  - 100% Residential AMR
  - Over 2,500 meters capable of remote disconnect
- Prepaid Metering—Exceleron
  - Began offering to members in August, 2006
    - "Soft" rollout to permit evaluation
  - Approximately 275 members participating
    - Growth has been slow but steady
      - Increasing marketing efforts
      - Requires reevaluation of business rules

Managing Prepaid Before MultiSpeak®

- **Member decides to use prepaid**
  - Truck rolls to set equipment
  - Customer/Metering Information is entered into CIS
  - Metering information entered into AMR system individually or by batch
  - Prepaid system pulls information from CIS/AMR
  - Customer is happy…..has electricity for very little $
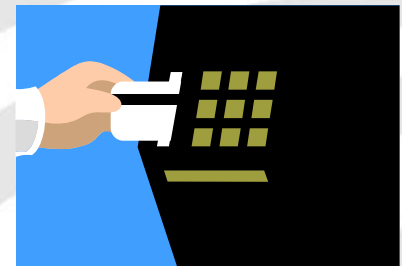
Managing Prepaid Before MultiSpeak®

■ Daily usage calculated in PAMS

– Daily shift readings pulled from AMR

– Payments and miscellaneous charges pulled from CIS ODBC View

– Member is notified when balance is low

- Email
- IVR
- Text messaging
- www.MyUsage.com

Managing Prepaid Before MultiSpeak®

- **Member makes payment**
  - Phone
  - Internet
  - Kiosk
  - Walk-in

Managing Prepaid Before MultiSpeak®

- Some members don't pay
  - Cut-off list is evaluated each day
  - Cut-off list is sent to dispatcher
  - Dispatcher disconnects each account via AMR software
    - Meter state is verified
  - Account is noted as disconnected in CIS

Managing Prepaid Before MultiSpeak®

- Member makes payment
  - Prepaid system recognizes payment
  - Dispatcher receives email to reconnect
  - Dispatcher reconnects via AMR software
    - Meter state is verified connected
  - Dispatcher notes reconnect in CIS

Managing Prepaid Before MultiSpeak®

- **Prepaid accounts are different**
  - Accounts become eligible for disconnect more frequently
  - As many as 5% eligible for disconnect every day
    - Disconnect every business day
    - Not eligible for arrangements
    - Payments are smaller
    - No weather moratoriums

Managing Prepaid Before MultiSpeak®

- ■ Issues to resolve
  - – Real-time data is critical for program success
  - – Data entry delay or errors creates big problems
  - – Significant time is required to disconnect and reconnect accounts manually
  - – Dispatcher is not happy!
    - • Already had full time job <u>before</u> Prepaid

Managing Prepaid with MultiSpeak®

- ■ Issues resolved with MultiSpeak® interface
  - – Meter information entered in CIS is **<u>automatically</u>** built in AMR system
    - • Data immediacy
    - • Data accuracy
  - – Disconnect is sent **<u>automatically</u>** to AMR system
  - – Reconnect is sent **<u>automatically</u>** to AMR system

Managing Prepaid with MultiSpeak®

- Time and Dollars saved
  - Saves dispatcher approx. 2.5 hours/week ($2,600.00/yr)
    - As program grows, savings increases
  - Saves data processing approx. 8 hours/ week ($8,320.00/yr)
    - Data entry—every meter, not just Prepaid
    - Data verification
  - Decreases time customer is without power— Happy member--Priceless!

Managing Prepaid with MultiSpeak®

- **Future/other benefits**
  - Integrate the automatic disconnect with postpaid disconnects
    - Increases member satisfaction
    - Even less work for dispatcher
  - Saving increases as disconnect devices deployed on system
    - Fewer truck rolls during regular disconnects
  - New interfaces
    - Payment interface

Summary

- ■ We've only just begun
  - – Vendors know the potential value to their customers
    - • Takes commitment and **resources**
  - – We need to be vocal with our needs
  - – We need to be persistent and patient
  - – The pain is worth the gain