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 $
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- 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
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Member makes payment
- Phone
- Internet
- Kiosk
- Walk-in
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- 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
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- 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
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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
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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 before Prepaid
Managing Prepaid with MultiSpeak®

- Issues resolved with MultiSpeak® interface
  - Meter information entered in CIS is automatically built in AMR system
    - Data immediacy
    - Data accuracy
  - Disconnect is sent automatically to AMR system
  - Reconnect is sent automatically 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