

The background is a light blue gradient with several realistic water droplets of various sizes scattered across it. The droplets have highlights and shadows, giving them a three-dimensional appearance.

# **WATER BILLING/CUSTOMER SERVICE DEPARTMENT**

**SUPERVISOR IRENE FATTIG**

**BILLING CLERK II ANDREA RIVERA**

**BILLING CLERK I TERESA GAGNE**

**CUSTOMER SERVICE REPRESENTATIVE CRISSIE COLUMBUS**

**CS FIELD TECHNICIAN XAVIER WELLS**

**CS FIELD TECHNICIAN AMY ROBERTS**

# BEACON (SMART METER) REPLACEMENT PROJECT

- **2016**-BEGAN SEEKING OUT A BETTER SOLUTION TO REPLACE MANUAL METER READING.
- **2017**-MET WITH SEVERAL COMPANIES TO COMPARE THREE TECHNOLOGIES.
  - CELLULAR
  - SATELLITE
  - RADIO FREQUENCY
- **2018**-DECIDED ON A BADGER PRODUCT. BEACON<sup>®</sup> ADVANCED METERING ANALYTICS (AMA) CELLULAR SYSTEM.
- **4/2019**-BEGAN METER CHANGE OUTS.
- **2020**-CONTINUED CHANGING METERS.
- **12/2021**-ALMOST COMPLETE.
- **12/2022**-UNDER 100 METERS TO CHANGE. BADGER MANUFACTURING IS HAVING ISSUES SHIPPING OUT 2" METERS.





# BEACON (SMART METER) REPLACEMENT PROJECT

- 12/2020 APPROX. 11,800 METERS IN THE GROUND.
- 12/2021 APPROX. 16,200 METERS IN THE GROUND.
- 12/2022 APPROX. 17,800 METERS IN THE GROUND.

# BEACON SYSTEM

- BILLING HAS BECOME VERY STREAMLINED.
- BILLING CLERKS ARE ABLE TO SPEND MORE TIME ANALYZING WATER USAGE THROUGH THE BEACON PORTAL.
- BETTER COMMUNICATIONS WITH CUSTOMERS REGARDING UNUSUAL WATER USAGE.
- BETTER DETECTION OF ILLEGAL WATER USAGE.
- THE APP IS BEING UTILIZED BY MORE CUSTOMERS TO HELP THEM BE MORE PROACTIVE IN MONITORING THEIR USAGE. [WWW.EYEONWATER.COM](http://WWW.EYEONWATER.COM)

# INVOICE CLOUD

- LAUNCHED OUR NEW PAYMENT PORTAL AND PAPERLESS BILLING IN AUGUST 2021.
- THE PAYMENT PORTAL IS HOSTED BY INVOICE CLOUD.
  - OFFERS MORE PAYMENT OPTIONS INCLUDING GOOGLE PAY, AMEX, APPLE PAY, AND ELECTRONIC CHECK.    
  - OFFERS PAPERLESS BILLING. THIS OPTION ELIMINATES MAIL SERVICE ISSUES AND THE CITY SAVES MONEY ON POSTAGE AND PRINTING.
  - CURRENTLY WE HAVE OVER 8000 CUSTOMERS ON PAPERLESS BILLING. THAT IS A COST SAVINGS TO THE CITY OF APPROX. \$4,000 PER MONTH.

# INVOICE CLOUD (CONT.)

- PAYMENT OPTIONS ARE ONLINE, BY PHONE WITH AUTOMATED SYSTEM, AND BY TEXT.
- OFFERS PAYMENT REMINDERS BY TEXT AND EMAIL.
  - RECEIVE THE FIRST REMINDER WHEN THE BILL IS GENERATED.
  - RECEIVE THE SECOND REMINDER SEVEN DAYS BEFORE THE DUE DATE.
  - RECEIVE THE THIRD REMINDER THE DAY BEFORE THE DUE DATE.
- SINCE DECEMBER 2021, THE ARREARS LIST HAS DECREASED BY 50%.



# Texas City



EST. 1911