

# Meeting Customer Demands for Payment Options

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# Agenda

- Introduction to Bryan Texas Utilities
- Customer Payment Options
  - Traditional
  - Prepaid metering
  - Electronic payments
  - IVR
  - Remote pay stations
- Questions & Answers



# Bryan Texas Utilities

- Established in 1919
- City of Bryan, Texas – population 65,660
- Brazos, Burleson, Robertson counties
- 800 square mile service territory
- 45,000 electric meters
- Bills for City water, sewer, and solid waste



# BTU Customer Service

- 40 employees
- Meter reading
- Field activities
- Contact center
- Billing
- Payment processing
- Collections

# Traditional

- **Front Counter**
  - 7:00am to 6:00pm, M-F
  - Cash, check, credit card
  - Night drop
- **Drive Through**
  - 7:30am to 6:00pm, M-F
  - Cash, check, credit card
  - Night drop
- **Phone Center**
  - 7:00am to 6:00pm, M-F
  - Electronic check, credit card

# Prepaid Metering

# Prepaid Metering

- Allows customers to prepay for electricity at the same rate as other residential customers.
- Allows customers to monitor their usage in order to prevent overspending.
- Since electricity is paid for in advance, customers are exempted from paying the standard electric utility deposit.

# Prepaid Metering

- Also offers customers the ability to transfer existing past due utility balances to the prepaid system.
- A percentage of every prepaid transaction is automatically applied toward the existing balance until it is paid off.
- Enables BTU to virtually eliminate extensions and payment plans.

# How does it work?

- Each customer is issued a Power Track card, similar to a credit card, with a magnetic stripe that is used to apply credit to their account.
- When the card is swiped through the display, the credited amount is stored in the system and shown on the display.
- This represents the total prepaid dollar amount that has been applied toward the purchase of electricity.

# How does it work?

- Money continues to tick away as energy is consumed. The new amount is updated and displayed for the customer to view.
- When this amount reaches \$0.00, the power will automatically be disconnected via a switch in the sleeve located at the meter. The power will remain off until a card with credit purchased towards that account is swiped through the display unit.

# How does it work?

- Once the unit senses that the dollar amount remaining is less than four times the amount used the day before, the display will go into an alert mode.
- It will periodically sound an audible beep and display a “low amount remaining” message to alert the customer to purchase more electricity.

# How does it work?

- Customers have several locations to add money to their card.
  - BTU main office (24 x 7)
  - 3 convenience stores (1 24 x 7)
  - 1 grocery store
  - 2 apartment complexes

BRYAN TEXAS UTILITIES



THE ENERGY TO SERVE YOU SINCE 1919

# Electronic Payments

# Electronic Payments

- Bank drafts – all customers
- ACH wire payments – commercial only
- Online billing/payments

# Online Billing/Payments

- Customers can pay bills online at BTU's website
  - [www.btutilities.com](http://www.btutilities.com)
- 24 x 7 access
- Secure site – username and password required
- Electronic check or credit cards (MasterCard, Visa, Discover) accepted
- Paperless option also available
  - Customer receives email each month with bill attached as a pdf file.

# IVR

- Accessible 24 x 7 via Customer Service phone number or toll-free phone number
- Utilizes Faxback software
- Customer must know account number
- Customer may check balance and make a payment using a credit card only

# Remote Pay Stations

- Contract with Western Union
  - 7 locations (negotiated by WU)
    - 4 grocery stores
    - 3 check cashing services
  - WU collects \$1 per transaction
  - Payments transmitted electronically each day



# Contact Information

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