Halifax Water

Benefits of Halifax Water's recently Deployed Portal

Customer Connect

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STRAIGHT from the SOURCE



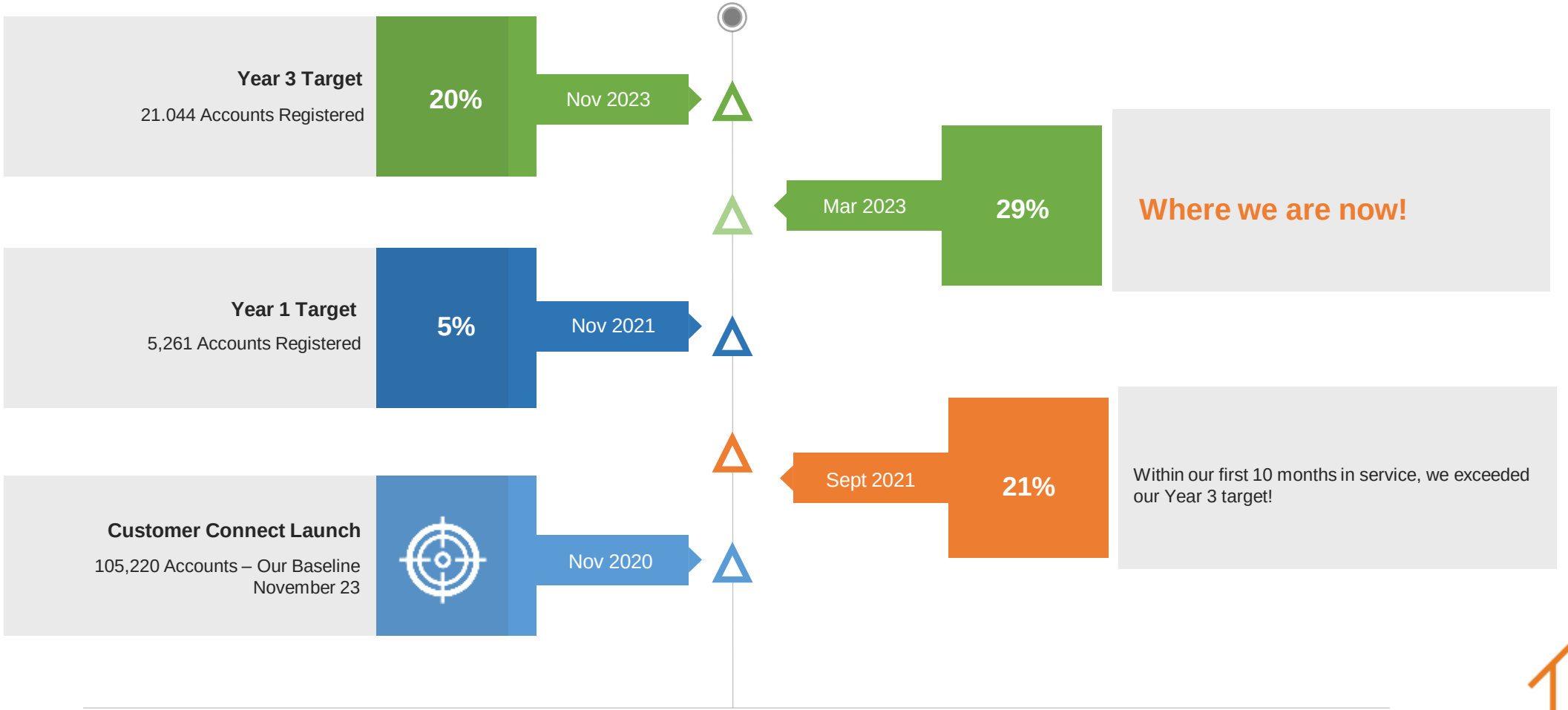
Benefits of Customer Connect

Journey from Quarterly to Hourly Consumption

- Prior to 2019: HWC bills quarterly – with manual meter reading
  - Consumption alerting manual process and at times, 5 months after the event
- 2019: Completion of our AMI roll out
  - Consumption alerting remained a manual process, however, in much more real time
  - Manual notification resulted in limited alerting capability
- 2020: Customer Connect deployed
  - Self-serve functionality
  - Real time consumption data
  - Paperless billing
  - Alert functionality – bill readiness, leak and high consumption
  - Customer preference – email or text msg

Benefits of Customer Connect

Uptake of Our Customers



Benefits of Customer Connect

Customer Benefits

- Self serve – 24 hours
  - Start/Stop Service
  - Bill availability
  - Consumption information
  - Change personal information
  - Bill Forecast
  - Customer Comparison
  - 3000 logins/day 24,000/month
- Leak & High Consumption Alerts
  - Current manual allows for 90 alerts a day vs unlimited (current volume is 200)

Financial Benefits for HWC

- Paperless billing (63%) up by 14% from previous source
  - 14,555 customers at $0.99 per bill vs $0.18 (2 notifications) savings of 80% which will increase with increased volume
  - Previous paperless billing was $0.56/bill vs $0.18
- Analytics
  - Increase subscription
  - Continual improvements on services offered

Benefits of Customer Connect

Leak

- Examine hourly readings for the previous 3 days between the hours of 2 a.m. and 5 a.m.
- If no reads are below 25L/hour during this time a potential leak is identified
- Alert is sent via text or email Monday to Friday and only 1 time. Restarts weekly

High Consumption

- Previous 7 daily average calculated and compared to previous 30 day daily average
- If 7 day average is 100% over the 30 day average identifies High Consumption
- Alert is sent via text or email Monday to Friday and only 1 time. Restarts weekly

Benefits Customer Connect

Future ROI Expectations

- Savings on dunning costs
- Reduced DRO costs for High Consumption complaints
- Continued increase in savings from paperless billing
- Savings on customer surveys
- Customer communications previously done via mail and bill inserts
- Continued reduction of contact volume in both Email and Calls

Q & A