Fairfax Water

Redefining utility of the future:

Self-Service *customer empowerment* with *automated* Start/Stop Service.

01.

Company

Fairfax Water introduction

02.

Self-Service Portal

First-release transition

03.

Start/ Stop Service Automation

Second-release

04.

Future Plans

The Impact



Our Speakers



Christal Hardy

Customer Service Supervisor
Fairfax Water



Theresa Robey

Director of Technology
Fairfax Water



Giancarlo Reyes

Chief Customer Officer
Avertra Corp

About Us

Under the *Virginia Water and Waste Authorities Act* by the **Fairfax County Board of Supervisors** and chartered by the *State Corporation Commission* on September 26, 1957

- Single-purpose ***not-for profit authority***
- Serves almost ***2 million*** Northern Virginians
- Over ***$2 billion*** in infrastructure assets
- **4,100** miles of pipe
- **30** Tanks
- **31** pump stations
- **29,700** hydrants
- **102,300** valves



2 Treatment Plants

345 MDG Production Capacity



Purchase 31 MGD from Washington Aqueduct



3 Sources of Supply



Occoquan Reservoir



Potomac River

Background

270k
Residential Accounts

11k
Commercial & Industrial Accounts

2M
Retail & Wholesale Customers Served

6k
Municipal & institutional Accounts

18
Call handlers

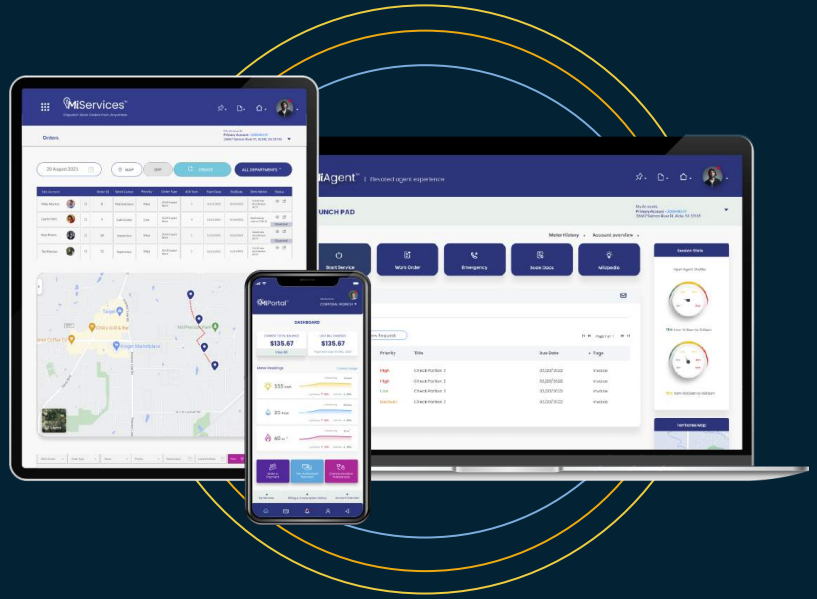
First Release

Deployment approach

3-multi release

Migration to SAP S/4

Version 1909



Time to deploy

3-month implementation

Innovation

Self-service functionalities

First Release Success

80%
Decrease in customer inquiries

14,879
Digital service requests

59%
Adoption rate

85,977
Total enrollments in e-billing

Release Two:

Automated *Start & Stop Service*

Start & Stop Service

Start & Stop Service

Work Orders



Automation: An extension of Fairfax Water's customer service department.

The automated Start and Stop enhancement allows customers the option to *self-service* and *cut down on call volumes and wait time.*

Expectations



The Scope

The program was one of the most complex projects to date.

1

Identifying all **start & stop** processes scenarios (150+)

2

Defining a **customer journey map** for each persona types

3

Implementing all processes scenario within the customer **self-service platform**

The Scope

The program was one of the most complex projects to date.

4

Integrating with SAP CIS system *(real-time)* o automatically create customer information, processes service request, create work orders, and send notifications to customer

5

Integrating with the following 3rd party systems, CIS systems, work order management system, payment vendor

Before & After Automation

Before

After

Manual, tedious, & lengthy process for employees and customers.

Intuitive, user-friendly & quick digital applications from the comfort of customer homes.

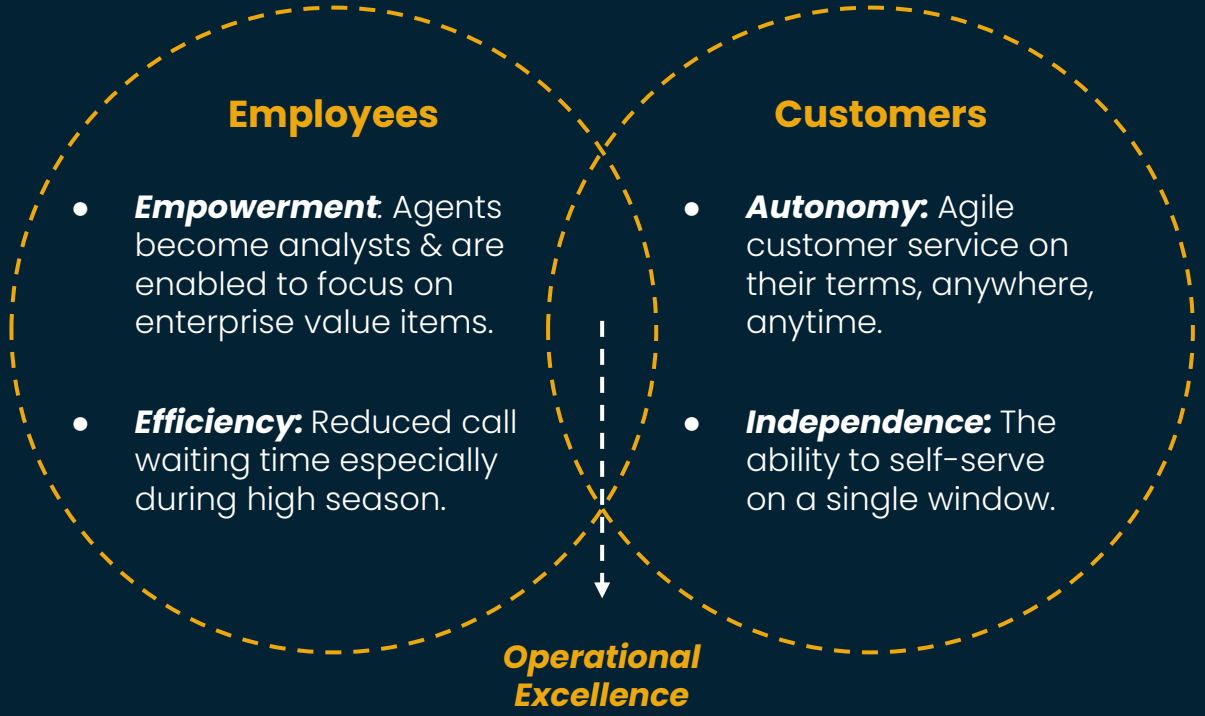
Multistep process & main call drivers for the front office.

A streamlined automated process with less human intervention.

Demo


Fairfax Water
Start Service
Stop Service
One Time Payment
FAQ
Welcome to the Fairfax Water Customer Service Portal
The Customer Portal is also available as a mobile app, search Fairfax Water in your app store.
Below are some of the many benefits of registering:
Ability to view balance, current and past bills
Ability to make a one-time payment
Simple recurring payment enrollment and cancellation
Ability to compare water usage quarter to quarter
Self-service to update profile information such as email, phone numbers, or mailing address
Ability to "turn-off" paper bills
Ability to send messages such as billing questions, reporting a leak, downloading/submitting a Tenant Authorization Form, etc
Login
Username
Password
Forgot Username?
Forgot Password?
Remember me
Login
Or Register below:
Register

Value-adds


Employees
Empowerment: Agents become analysts & are enabled to focus on enterprise value items.
Efficiency: Reduced call waiting time especially during high season.
Customers
Autonomy: Agile customer service on their terms, anywhere, anytime.
Independence: The ability to self-serve on a single window.
Operational Excellence

Our Success



Automated
Start Service



Automated
Stop Service

Our Success



Reduced overtime payment annually



Saved in overtime hours annually

What's Next?

Modernize our **CIS** and **Call Center**

Fairfax Water



AVERTRA
SIMPLICITY · SYNERGY · INNOVATION

Partnering with **Avertra** to add more innovative digital enhancements for an **omnichannel customer experience**

Q&A

Let’s talk



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