



Customer Portal Replacement

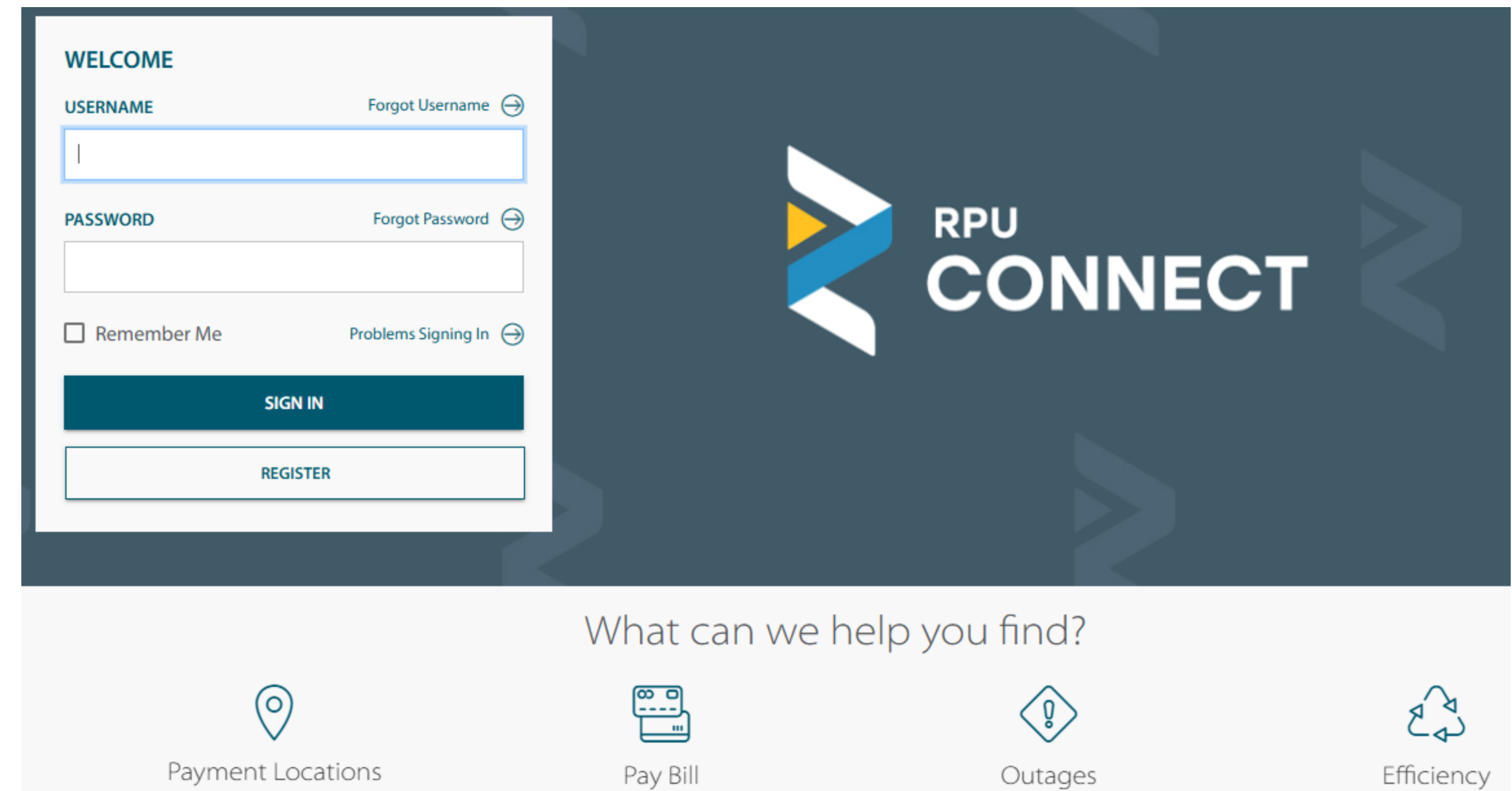
RPU BOARD MEETING
INFORMATIONAL ITEM
DECEMBER 17, 2024





Background

- Smart Energy Water (SEW) is RPU's customer self-help portal.
- The SEW platform went live in tandem with the Cayenta project in 2019.
- Access by mobile or www.rpu.org.
- SEW allows our customers to:
 - Make online payments
 - View bills and bill history
 - View usage and usage history
 - View the outage map
 - Receive notifications via text messaging or emails





Drivers for Change

- **Nearing end-of-life.**
 - Requires us to do something.
 - No AMI capabilities such as providing customer interval data.
- **Challenges with support and offshore development/technical assistance.**
 - There is a disconnect between the technical support and development teams.
 - This leads to slow response times on support tickets, causing delays in addressing issues, which negatively impacts daily operations when issues arise.
- **Costly Modifications.**
 - Any modifications to the system are expensive and cannot be managed internally by the RPU team.
 - We are reliant on SEW staff to make basic changes.
- **Upgrading to the newest version is a new project (6-8 months).**
- **Contract ends November 2025.**



Project Planning

- As part of the 2024-2025 budget process, we included project dollars in the 2025 budget.
- Initiated a gap analysis and requirements gathering.
- Attended conferences to learn more about other customer portal platforms.
- RFP issued in late summer.
- Three vendors responded.
- Vendor demos took place in the fall.
- The team landed on Accelerated Innovations (MyMeter).





Accelerated Innovations

Deciding factors included:

- Multiple integrations with Cayenta
- Strong references from other utilities using MyMeter
- Scalable functionality
- Outage map will change
- AMI capabilities
- Easier user experience
- Staff accessibility to backend
- Commercial benchmarking tool





Next Steps

- We are working on a Statement of Work (SOW) and a final agreement with Accelerated Innovations (MyMeter).
- Next month, we will bring forward the SOW and agreement for Board approval.
 - Dollars are included in the 2025 budget.
- Initial project timeline includes:
 - A project start in February 2025
 - 90-day notification to SEW that we are ending our contract by August
 - Expected go-live by November 2025





Questions?

THANK YOU!