



CONNECTIONS SUMMIT

◆ ELECTRICITIES

Streamlining Business Systems to Lighten the CSR Load


Mariana Greene, New River Light & Power

Lucia Marquez-Henning, Town of Ayden

Matthew Nestor, City of Wilson



**Session Moderator:
Mariana Greene
Public Communications Specialist
New River Light & Power
Appalachian State University**



Matthew Nestor
Asst. Dir. of Finance, Business Operations
City of Wilson

◆ **ELECTRICITIES**

| **CONNECTIONS** ▲ **SUMMIT 2025**

City of Wilson Utilities




Customer Portal – Developed In-House

The screenshot displays the 'Users' management interface of the My Wilson North Carolina customer portal. On the left is a blue sidebar with navigation options: 'Make payment', 'Dashboard', 'Users' (highlighted), 'Requests', 'Links', 'Community Events', and 'Configuration'. The top right corner features a notification bell and a user profile icon labeled 'M'. A 'New Customer Invite' button is located in the top right of the main content area. The main content area is titled 'Users' and contains a 'Current Users' section with a search bar for 'Email address or account ID...'. Below the search bar is a table header with columns: 'Email', 'Account Enabled', 'Account Validated', 'Invite Status', and 'Created At'. The table is currently empty, showing a 'No matching users' message with a person icon and the instruction 'Search for portal users by email address or account ID'.

Welcome Screen

[Back to Dashboard](#)

 **WILSON**
NORTH CAROLINA



[Log out](#)

Welcome

Select an option to begin


Create a New Account

Account Type
Please select the type of account you wish to create

-  **New Customer**
I would like to establish Utility and/or Greenlight services.
-  **Current Customer**
I have active City of Wilson, Wilson Energy and/or Greenlight services.

[Next](#)

Profile Search

[Save & Exit](#)  [Log out](#)

Location **Profile**

Profile Search

Enter the required information below to retrieve your profile and account information

Profile Information

*Indicates a Required Field

First Name Last Name *

Unique Identifier
Please provide one of the following


Last 5 SSN

Greenlight Account ID

Utilities Account ID

[Back](#) [Search](#)



Creating an Account

[Back to Dashboard](#)[Log out](#)

Create a New Account

Account Type


Please select the type of account you wish to create

-  **New Customer**
I would like to establish Utility and/or Greenlight services.
-  **Current Customer**
I have active City of Wilson, Wilson Energy and/or Greenlight services.

[Next](#)

Choosing a Location Type


[Save & Exit](#)


 WILSON
NORTH CAROLINA

[Log out](#)

Location


Location Type
Please select the type of location you are activating.

 **Residential**
The property is used as a personal residence.

 **Commercial**
The property is used for business activities.

[Back](#) [Next](#)

Application for Services

[Save & Exit](#)  [Log out](#)

Location Application

Apply for Services

Application

I am applying as an **Individual** [Organization](#)

Applicant Information

*Indicates a Required Field


First Name *	Last Name *
<input type="text"/>	<input type="text"/>
Service Address to Connect *	Mailing Address (if different)
<input type="text"/>	<input type="text"/>
Driver's License State/Number *	SSN ⓘ
<input type="text"/>	<input type="text"/>

Optional: Failure to submit a Social Security number will require a High Risk Deposit.


[Back](#) [Next](#)

Documentation

Save & Exit Log out




Location Application



Documentation

Reliable. Safe. Secure.
Words that describe our Electric, Gas and Water utilities - and how we treat your personal information. All required documentation can be securely submitted using the file upload features below.

Proof of Identity
Can be a Driver's License, Passport, or ID Card



Drag and drop or [browse](#) your files
City of Wilson supports .pdf, .png, .jpeg, .jpg, .heic (Max 20MB)

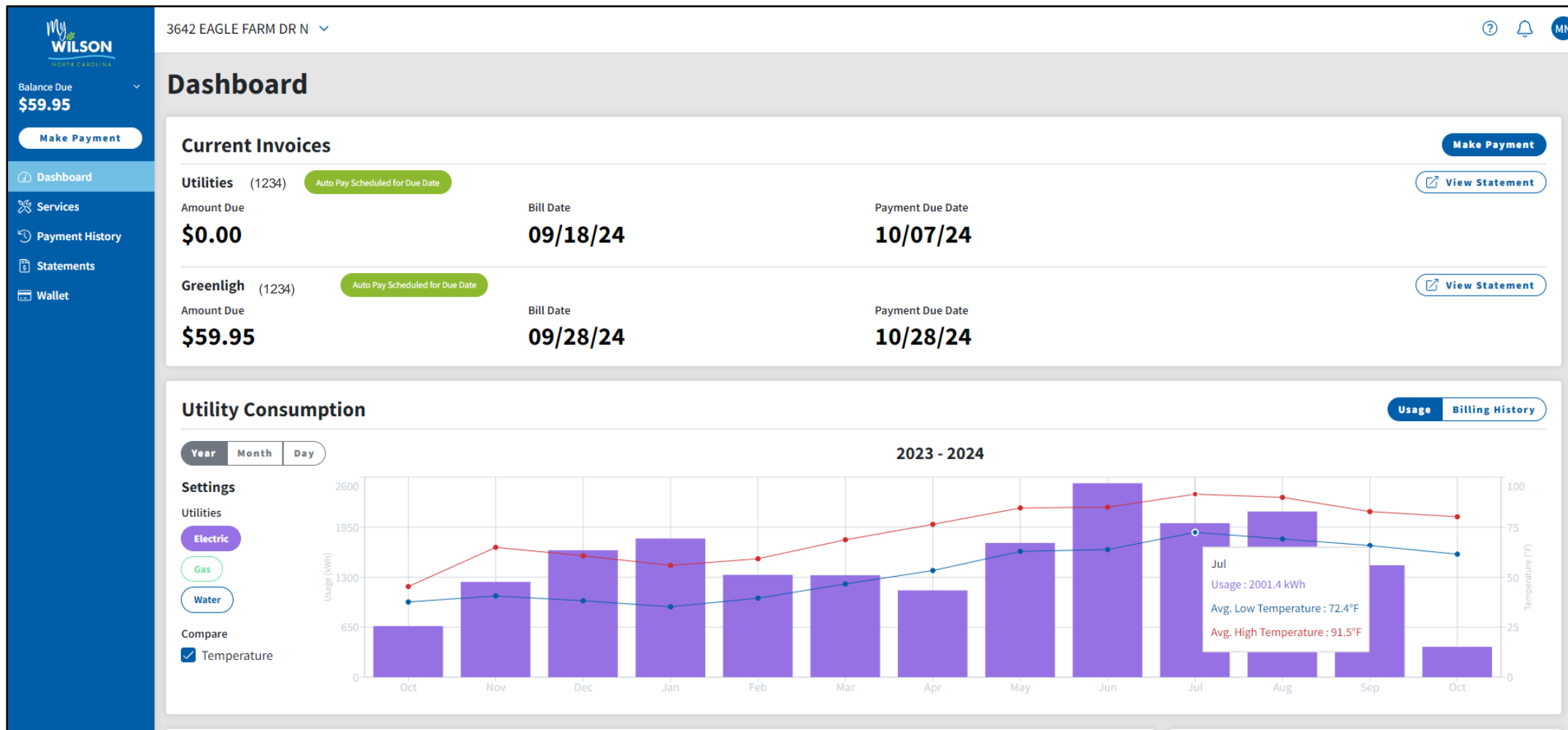
Uploaded Files

No Files Uploaded

Social Security Card ⓘ
Optional: Failure to submit a Social Security number will require a High Risk Deposit

[Back](#) [Next](#)

Dashboard



Billing History

Dashboard

Services

Payment History

Statements

Wallet

Billing History [View All](#)

Bill Date	Due Date	Type	Amount	Status	
01/29/25	02/28/25	Greenlight	\$59.95	Unpaid	View
01/17/25	02/04/25	Utilities	\$0.00		View
12/29/24	01/28/25	Greenlight	--		View
12/17/24	01/06/25	Utilities	\$0.00		View

Community Events

Lunch & Learn: What is Gig East Smart Ag
Wilson has its very own Smart Ag testbed, but what does that mean and how will it help our community?

Greenlight Ed Classes
Morning & evening classes available to learn how to use the Greenlight Wi-Fi app and more!

Recycle & Dispose: Fuel, Oil, & Gas
Properly dispose of fuel, oil, and gas drop off event on Saturday, March 8 from 9 am - noon.

Resources [View All](#)

Fix It Wilson
An app to report all issues to the city from a broken streetlight, pothole, missed trash pickup, and everything in between.

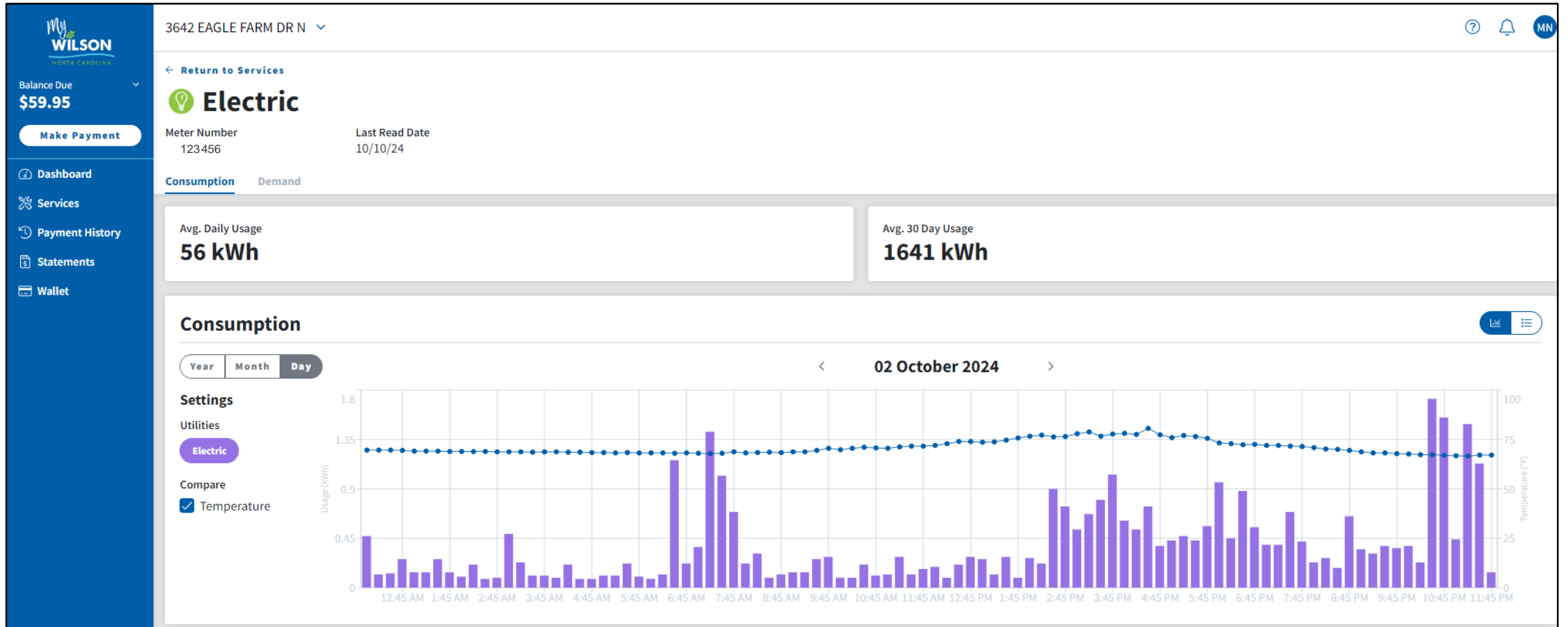
Wilson Community and Emergency Notification
Sign up for alerts about trash schedule changes, weather alerts and other emergency notification.

Articles [View All](#)

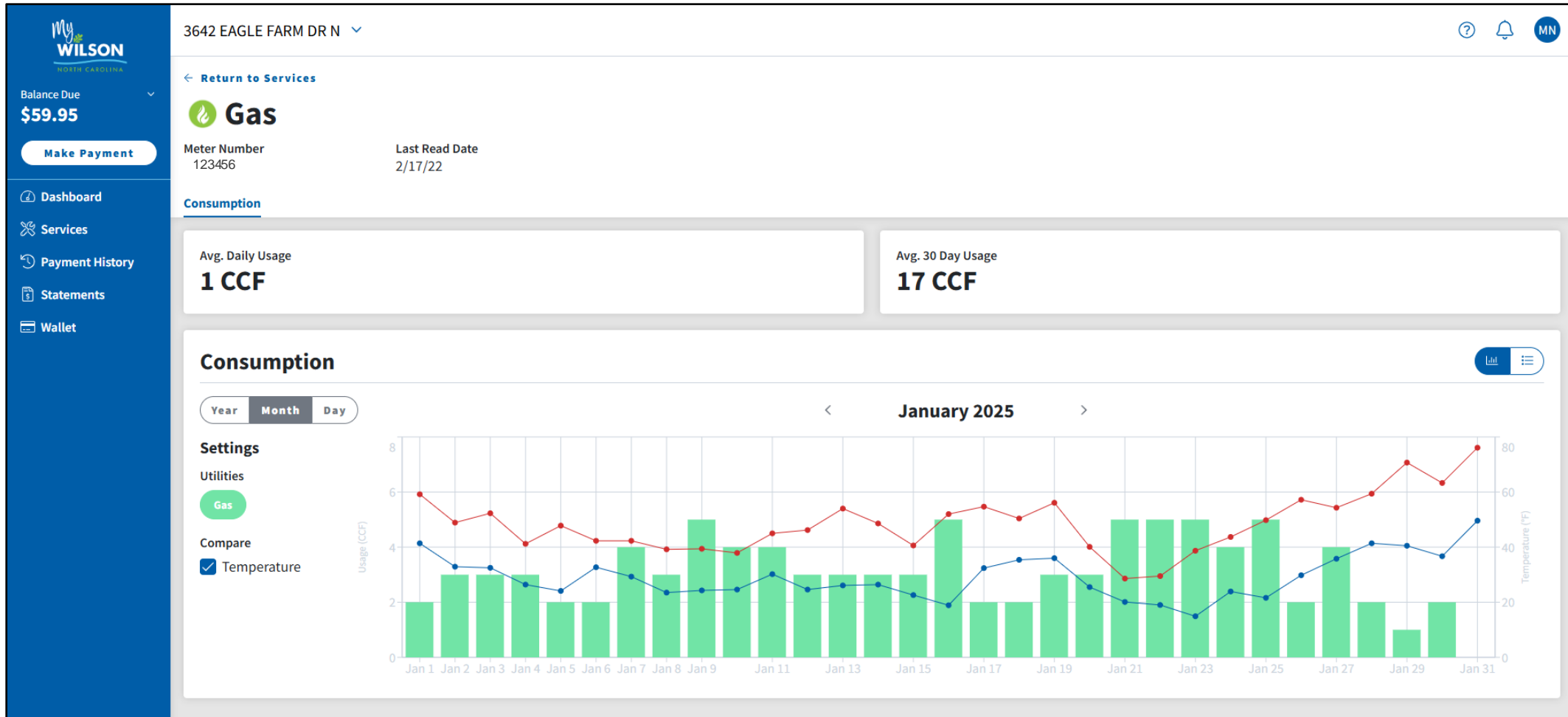
Finding and Fixing Common Household Leaks
Leaks Can Run, But They Can't Hide

Wilson This Week
Sign up for our bi-weekly "Wilson This Week" digital newsletter. We recap news and events that are happening in Wilson.

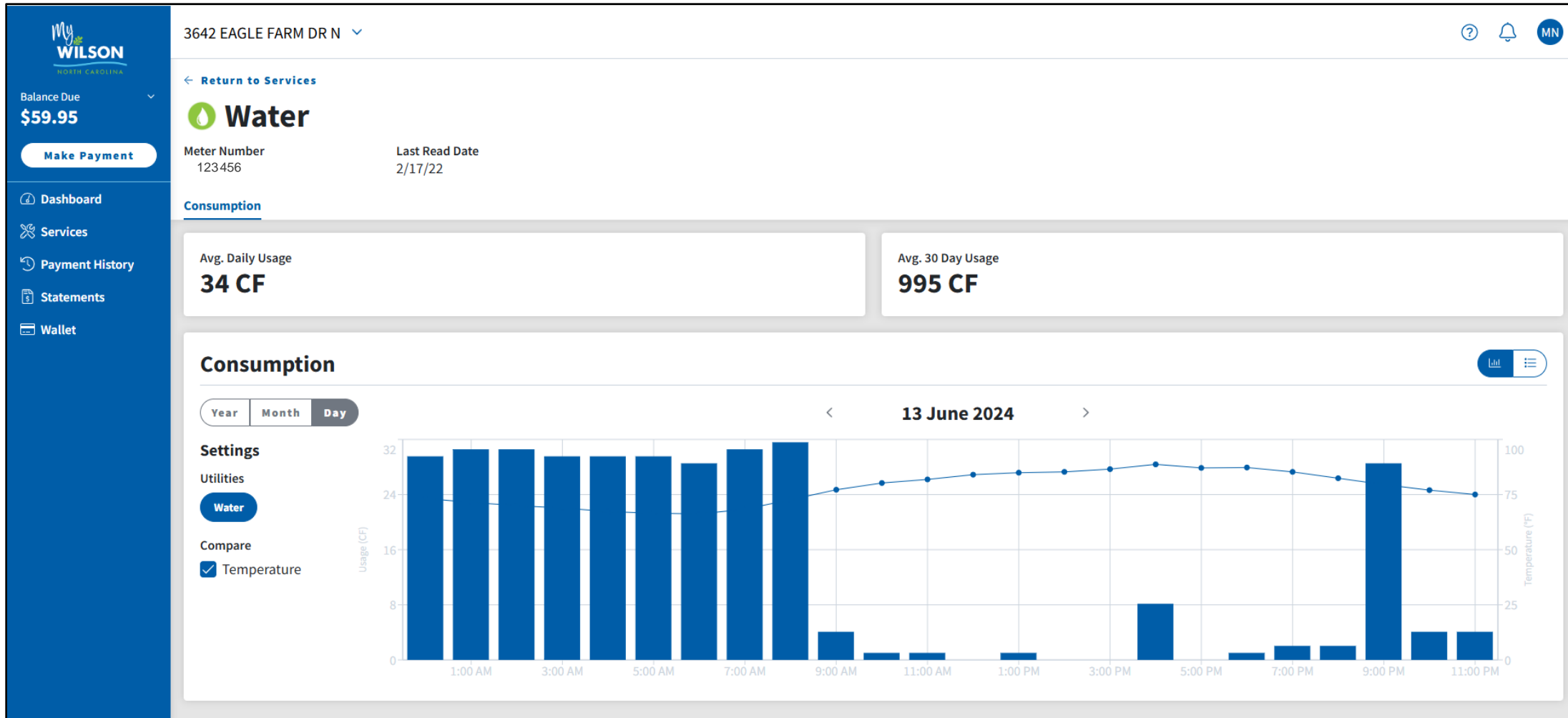
Electric Service Consumption



Gas Service Consumption



Water Service Consumption



Payment History

My WILSON NORTH CAROLINA

Balance Due **\$59.95**

[Make Payment](#)

- Dashboard
- Services
- Payment History**
- Statements
- Wallet

3642 EAGLE FARM DR N

Manage Wallet

Payment History

Scheduled Payments

[Filter](#)

Date	Amount	Payment Type	Method	Type	Status	
2/28/25	\$0.00	Autopay	Chase Freedom	Greenlight	Scheduled	Remove

Past Payments

[Filter](#)

Date	Amount	Method	Type	Payment Type
2/4/25	\$581.22	Chase Unlimited	Utility	Autopay
1/28/25	\$59.95	Chase Freedom	Greenlight	Autopay
1/6/25	\$457.90	Chase Unlimited	Utility	Autopay
12/28/24	\$59.95	Chase Freedom	Greenlight	Autopay
12/3/24	\$282.56	Chase Unlimited	Utility	Autopay

Invoice History

3642 EAGLE FARM DR N ? 🔔 MN

my WILSON
NORTH CAROLINA

Balance Due **\$59.95**

[Make Payment](#)


- Dashboard
- Services
- Payment History
- Statements**
- Wallet

Invoice History

Search Filter

Bill Date	Due Date	Balance Forward	Current Charges	Amount Due	Type	Status	
1/29/25	2/28/25	\$0.00	\$0.00	\$59.95	Greenlight	Unpaid	View
1/17/25	2/4/25	\$0.00	\$581.22	\$0.00	Utilities		View
12/29/24	1/28/25	\$0.00	\$59.95	--	Greenlight		View
12/17/24	1/6/25	\$0.00	\$457.90	\$0.00	Utilities		View
11/28/24	12/28/24	\$0.00	\$59.95	--	Greenlight		View
11/15/24	12/3/24	-\$5.00	\$287.56	\$0.00	Utilities		View
10/29/24	11/28/24	\$0.00	\$59.95	--	Greenlight		View
10/19/24	11/5/24	\$0.00	\$339.54	\$0.00	Utilities		View
9/28/24	10/28/24	\$0.00	\$59.95	--	Greenlight		View
9/18/24	10/7/24	\$0.00	\$391.26	\$0.00	Utilities		View

Wallet



3642 EAGLE FARM DR N

Balance Due
\$59.95

[Make Payment](#)

- Dashboard
- Services
- Payment History
- Statements
- Wallet**

Wallet

[+ Payment Method](#)

Personal Card	***** 1234	Remove Edit
Business Card	***** 1234	Remove Edit

Billing

Paperless Billing

*You will receive 2 additional paper bills after signing up to ensure paperless billing is working

Utilities

Plan
Monthly
You will receive a traditional monthly statement

Autopay Payment will be automatically drafted each month on the due date


Greenlight

Plan
Monthly
You will receive a traditional monthly statement

[Request Billing Change](#)

Autopay Payment will be automatically drafted each month on the due date

Payment Information

MN

Amount

Payment Amount

Select Accounts

3642 EAGLE FARM DR N

Utilities - xxx (Due 02/04/25) Autopay

Greenlight - xxx (Due 02/28/25) Autopay

Current Amount - \$59.95

Other Amount

1800 HERRING AVE E B2100

Utilities - x (Due 02/18/25)

Current Amount - \$0.00

Other Amount

3238 CORBETT AVE NE ATH FIELD

Utilities - x Due 02/18/25

Payment Total

Utilities Subtotal	\$150.00
Greenlight Subtotal	\$59.95
Total Balance Due	\$209.95

[Back](#) [Next](#)

Adding a Payment Method

Add New Payment Method

Select Payment Method

Credit Card

E-Check

ACH Details

Bank Account Number	Routing Number	ZIP
---------------------	----------------	-----

Settings

Save payment method to wallet

Dashboard

My WILSON
NORTH CAROLINA

[Make payment](#)

- Dashboard
- Users
- Requests
- Links
- Community Events
- Configuration

Dashboard


Users: **21758**

Requests: **4**

New Requests [View All](#)

Search

Username	Request Type	Date Requested	Assigned To	Source	Status
JohnDoe@gmail.com	Request a Hold/Due Date Extension	02/16/25, 01:00 PM			New
JohnDoe@gmail.com	Disconnect Service	02/16/25, 09:32 AM			New
JohnDoe@gmail.com	Request a Hold/Due Date Extension	02/14/25, 01:23 PM	PatDoe@gmail.com		In Progress
JohnDoe@gmail.com	Change Service	02/13/25, 05:21 PM	TerriDoe@gmail.com		In Progress



Lucia Marquez-Henning
Utility Service Coordinator
Town of Ayden

◆ **ELECTRICITIES**

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Energy Advisor Tool Implementation

Since 2016, ElectriCities has partnered with Brillion (aka Apogee) to offer members the **Residential Energy Forecast with Energy Advisor Tool** for use on your website.

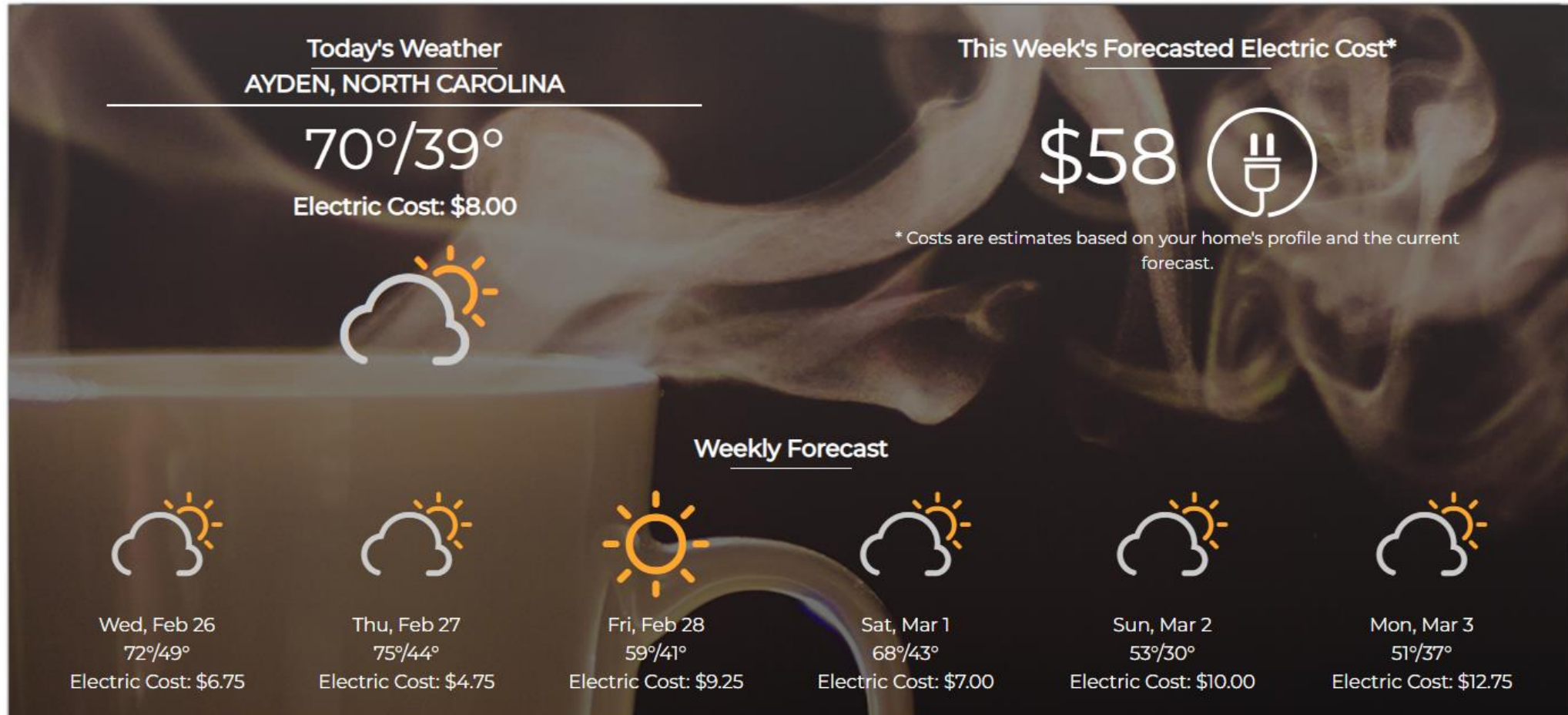
Utility Benefits:

- No-cost setup
- Free training
- Free customizable marketing tools
- Build trust with your customers
- Reduce call volume to your call center
- Improve first call resolution

Customer Benefits:

- Completely free to use
- Insight into their energy usage
- Helpful tips to save \$ and energy
- Improved satisfaction

Energy Forecast

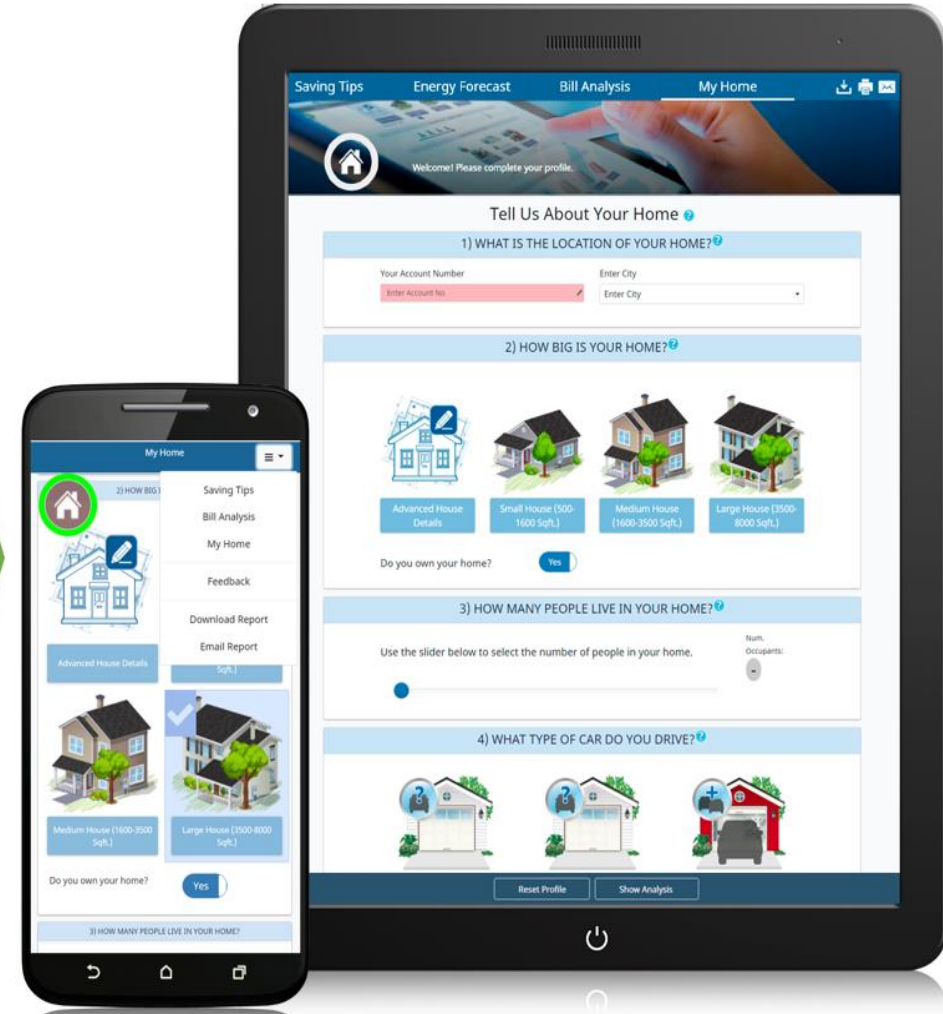


Energy Advisor Tool

The Energy Advisor tool works in conjunction with the Energy Forecast tool.

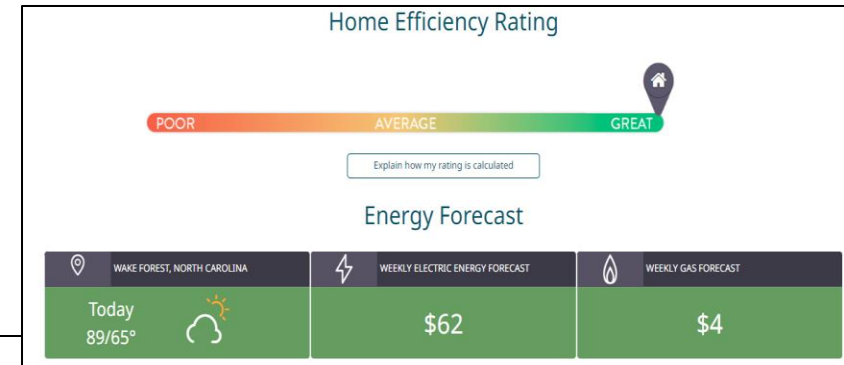
When a customer clicks on the Energy Forecast widget or a link on your website, they can also choose to perform a simple home energy audit.

As viewed on tablet or mobile device



Energy Advisor Tool

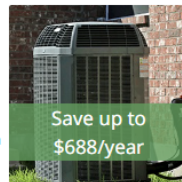
Based on the results from their energy audit, your customers receive an efficiency rating and savings tips!



Your Ways to Save

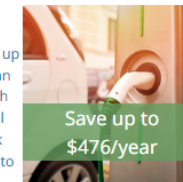
Upgrade Your Heating System

If you are replacing your heating system, choose an ENERGY STAR® high efficiency model in order to save year after year on your energy bills. This upgrade may save you up to \$688 a year on heating costs, which are your single largest energy expense during the winter. Now is also a great time to assess the overall performance of your home. It is possible that by sealing air leaks, adding insulation and other measures you can achieve greater comfort and reduce the size of your replacement heating system.



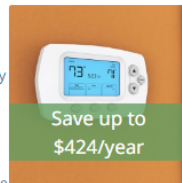
Check Out Electric Vehicles

Switching just one of your cars to an electric vehicle can give you a net savings of up to \$476 a year compared to what you are spending on gasoline. A typical American family spends 20% of their total annual budget on transportation, making a switch from a gas or diesel vehicle to a plug-in electric vehicle (EV) a smart choice for fuel savings. Electricity is less expensive per mile driven, and charging options at work and on the road are expanding rapidly. In addition, some locales allow EV drivers to use the High Occupancy Vehicle lane even when driving solo, speeding up your commute (check local laws).



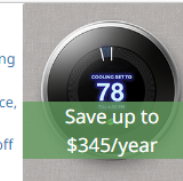
Save With A Smart Thermostat

Automate your savings with a Smart thermostat and save up to \$424 per year by holding 68°F for heating and 78°F for cooling when you are home and automatically setting to 55°F for heating and 85°F for cooling when you are away. Smart thermostats use advanced technology and user programming to automatically adjust temperature settings to keep you comfortable and save on heating and cooling costs. Make sure to maximize savings by increasing cooling and decreasing heating setpoints when you are away for more than an hour, as well as adjusting the heat to a lower temperature at night.



Save on Cooling

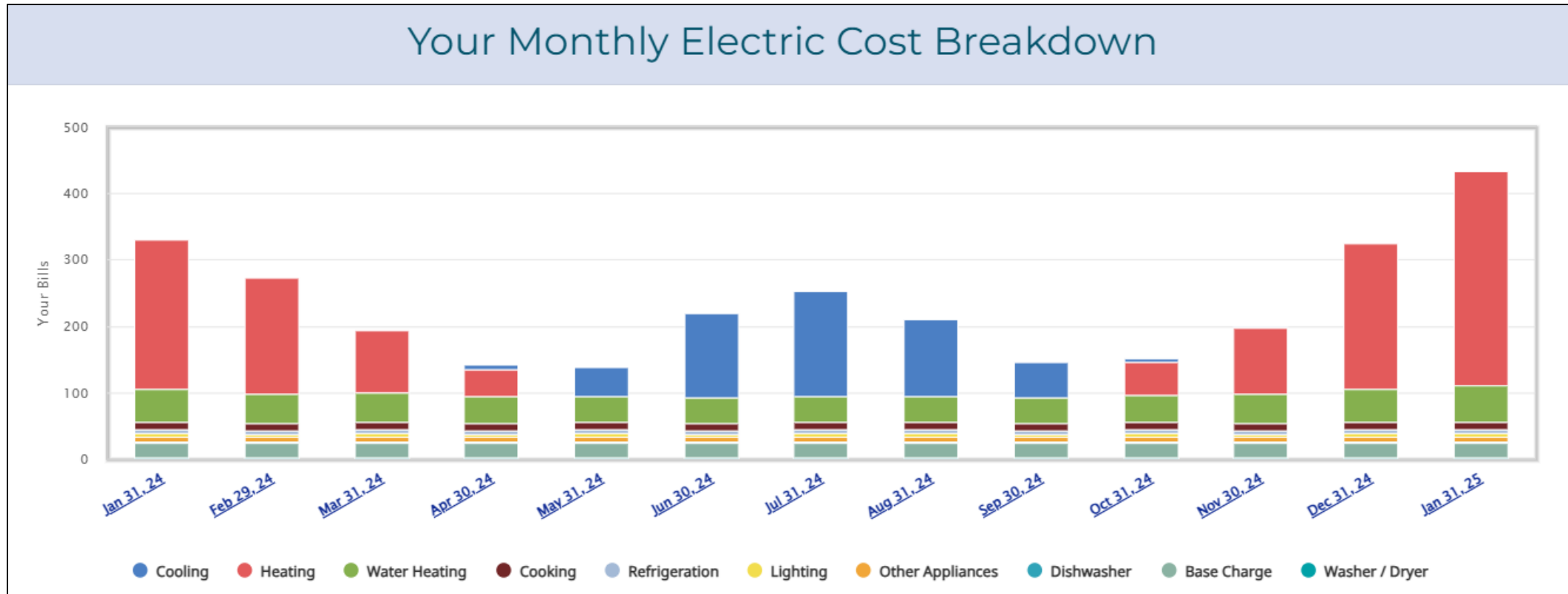
Your thermostat gives you control of your energy savings. By adjusting your setting to 78°F could save you as much as \$345 per year. Try to incorporate additional actions to improve comfort as you find the setting that is right for you. For instance, closing drapes or blinds on sunny days will keep the sun from heating the room, and using a ceiling fan will cool people in a room. Just remember to turn the fan off when the room is unoccupied.



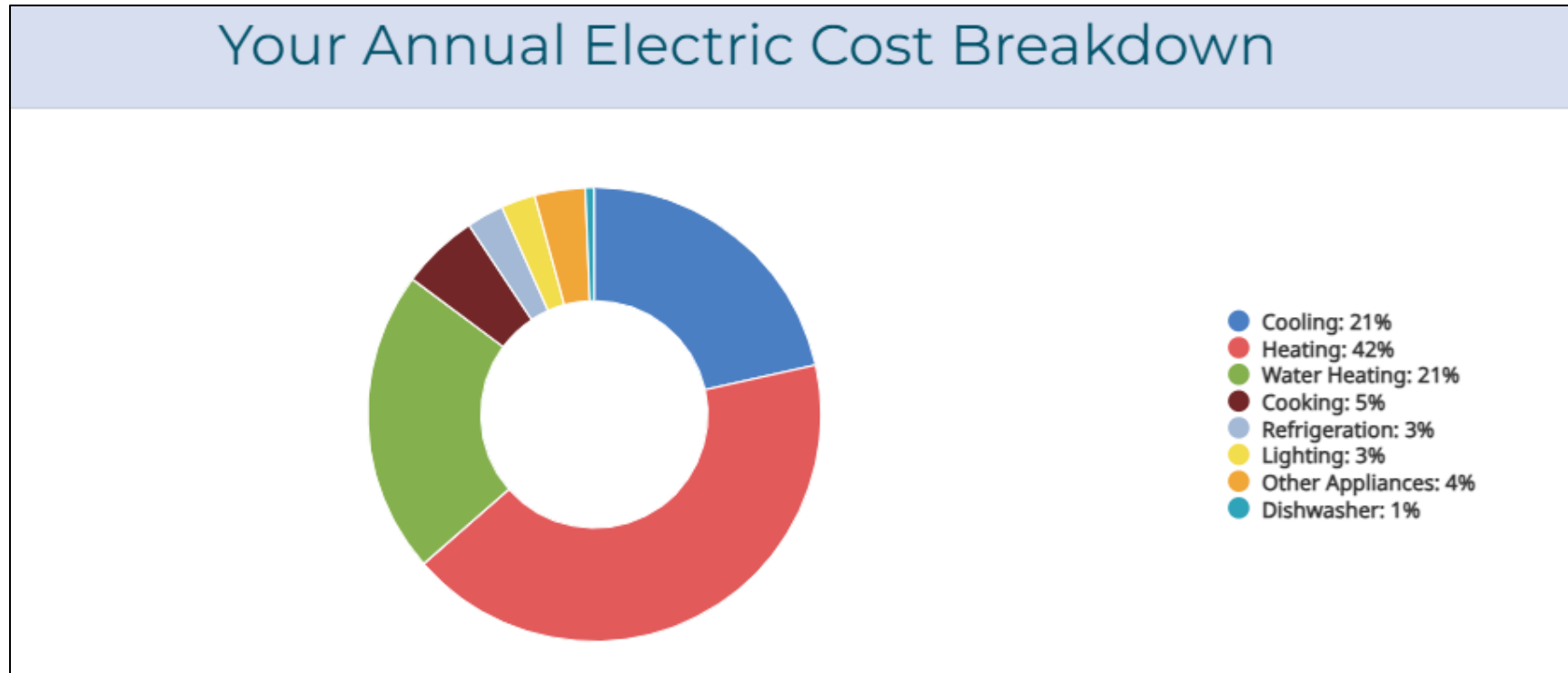
Air Conditioner Replacement-Home Improvement Expert Factsheet

Maintaining or replacing your window or room air conditioner will save money on electricity and improve comfort.

Monthly Cost Breakdown Insights

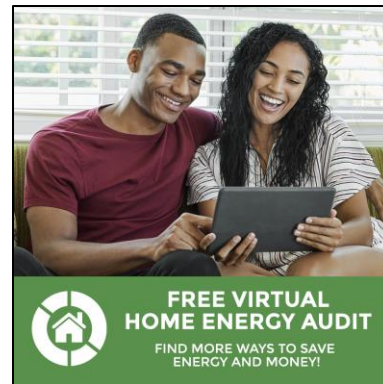


Annual Cost Breakdown Insights



Free Marketing Resources

Sample Bill Inserts



Energy Dollars Video

- Can be used on social media or act as a thumbnail on website.

Video Sample



Checkout all the marketing resources



Implementation

1. Met virtually with the Brillion team.
2. Brillion developers worked with our IT team to setup.
3. Communications with customers.

Our Town Departments Government Resources [Pay My Bill](#)

AYDEN

Utilities Customer Service

Information Resources

Public Power

The Town of Ayden is a Public Power provider that owns and operates its own electric distribution system. Ayden shares ownership with 31 other municipal power providers in electric generating plants, both nuclear and coal that transmit current to municipal-owned substations. The Town then distributes the power to its customers.

Reduce Your Electricity Bill

Energy Audit

The Energy Department will come to customers' homes free of charge and find ways to reduce energy consumption and increase conservation.

Online Savings Resources

Learn more tips on how to save on your energy bill, analyze your electric bill, and view energy forecasts by creating a custom profile for your home.

[Access Our Energy Calculator & More!](#)

Contact the Town of Ayden Customer Service at [\(252\) 481-5817](tel:(252)481-5817).

2024 Results

City	Usage	City	Usage
Albermarle	2	Kinston	8
Ayden	144	Lexington	4
Benson	47	Monroe	118
Boone	73	New Bern	35
Cherryville	371	Newton	140
Clayton	2	Pinetops	1
Concord	59	Rocky Mount	167
Edenton	4	Selma	4
Fayetteville	85	Shelby	4
Gastonia	28	Statesville	132
High Point	115	Tarboro	11
Huntersville	121	Total	1675



Mariana Greene
Public Communications Specialist
New River Light & Power
Appalachian State University

◆ **ELECTRICITIES**

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Transforming Public-Facing Technology to Optimize Customer Experience and CSR Workload

Objectives:

- Background
- Challenges
- Project Design
- Implementation
- Closing the loop

Utility Background

Appalachian State's New River Light and Power, a utility located in the mountain town of Boone, NC, serves approximately 9,000 customers, including the university, the town of Boone and surrounding area.



Website Reconstruction

Prior to 2023, the website was similar to other university sites. It was text heavy and not easy to navigate to the sections most needed by customers or sections of priority for the utility.

Appalachian
New River Light & Power

Pay Bill/Customer Portal Start/Stop Service Green Power Program Service Forms About Us Resources Contact

Contact Us

Customer Service

- Phone: (828) 264-3671 (including new service and billing)
- Fax: (828) 262-6726
- Office Hours: 8:00 AM - 4:30 PM Monday - Friday, excluding holidays

Warehouse

- Phone: (828) 264-8621 (including outages and 24-hour emergency repair)

Questions or Comments?
Please contact us.

Winter weather update

NRLP's office will be closed on Monday, January 17th in observance of Martin Luther King Jr. Day. However, NRLP crews are ready to respond should the incoming winter storm cause power outages in our service area over the weekend and into Monday. Please follow our Facebook or Twitter accounts for updates and stay safe this weekend.

Green Power Program

You can help App State's New River Light and Power bring clean, climate-friendly energy to the High Country. Sign up now for the Green Power Program. NRLP customers can choose to purchase blocks of renewable energy to offset their monthly usage for as little as \$5 extra per month.

Learn more

Apply for service online

New customers and anyone transferring service to a new location are encouraged to schedule their service connection and/or disconnection online. Scheduling a service connection or disconnection online will save customers a trip to NRLP's office. Follow this two-step process to either connect or disconnect service:

1. Fill out a Service Application Form or Disconnect Form.
2. Email a signed copy or a picture of a signed copy of the form to nrlp-csr@appstate.edu along with a picture or copy of a photo ID.

Good Neighbor Roundup Program

For those that can, we encourage you to sign up for our Good Neighbor Roundup Program to help members of our community who need assistance paying their electric bills due to financial stress caused by the COVID-19 pandemic. Click here for more information and to sign up. We proudly partner with the Hospitality House for this community-oriented program.

How New River got its flow back: App State's NRLP completes Payne Branch environmental restoration project

APPSTATE
New River Light & Power

Pay Bill/Customer Portal Start/Stop Service Green Power Program Service Forms About Us Resources Contact

Pay Bill Online/Customer Portal

NRLP Mobile App Home Pay Bill Online/Customer Portal

Contact Us

Customer Service

- Phone: (828) 264-3671 (including new service, billing, or outages)
- Fax: (828) 262-6726
- Office Hours: 8:00 AM - 4:30 PM Monday - Friday, excluding holidays

Warehouse

- Phone: (828) 262-5372
- Fax: (828) 262-2108

Questions or Comments?
Please contact us.

RP3 RELIABLE PUBLIC POWER PROVIDER
American Public Power Association

Click Below to Register or Log In

Customer Portal

Track Your Energy Usage

Through the NRLP online portal, customers can track their daily energy usage. The charts and data can give insight into energy use habits and can help you make more informed decisions about your energy use. Get started today by logging in to the customer portal above and clicking on the "Daily Usage" tab. For more detailed information and energy usage graphs, click on the "Table/Line AMI Portal" tab. Similar information can be found on NRLP's mobile app, NRLP Connect. Customers can also sign up to receive daily energy usage notifications by text or email. Click on the "Notifications" tab to access this feature.

Tips

- You will need your Account Number and Customer Number to set up your account.
- New:** To view your billing statement via the link in your paperless billing notification email, you will now need to enter your user name and password. Select "Remember Me" to bypass re-entering this information after the initial entry.
- New River Light and Power DOES NOT accept credit card payments via email. NEVER send credit card data via email or the contact form.

How to Register

Why Register?

New Functionality for Customer Portal

NRLP Portal AMI Information

New Functionality for NRLP Customer Portal

APPSTATE
New River Light & Power

Pay Bill/Customer Portal Start/Stop Service Green Power Program Service Forms About Us Resources Contact

Customer Service

Billing & Payment Information

Prepaid Service

AMI Meters

How To's

Retail Rate Schedule

Renewables & Customer Generation

Apply for service online

New customers and anyone transferring service to a new location are encouraged to schedule their service connection and/or disconnection online. Scheduling a service connection or disconnection online will save customers a trip to our office. Follow this two-step process to either connect or disconnect service:

1. Fill out a Service Application Form or Disconnect Form.
2. Email a signed copy or a picture of a signed copy of the form to nrlp-csr@appstate.edu along with a picture or copy of a photo ID.

NEW! NRLP's Green Power Program gives customers the option to purchase renewable energy. Read more about the program and sign up today!

Start Service

Picture ID is required to initiate service.

1. **Stop by NRLP's office or fill out an Application Form (PDF)** to initiate service, which can be emailed to nrlp-csr@appstate.edu, sent by regular mail or faxed to NRLP's office (828) 262-6726. Only the customer whose name is on the account may complete the Disconnect Form and will be responsible for the account until the Disconnect Form is returned. NRLP will accept the form by mail or fax as long as a copy of the customer's picture ID is included. **Requests for disconnects cannot be taken over the telephone.**
2. Only one of the following (A-F) is necessary to connect service:
 - Security Deposit:** The Applicant will be required to make a security deposit for a specific amount at each service location. Please call for deposit amount and see detailed information under "Security Deposit" below.
 - Prepaid Service:** This pay-as-you-go plan is not only convenient but it can be used instead of a security deposit. The cost to start is \$37.31 (required initial balance + connect fee). Click here for more information.
 - Notarized Guarantor:** A current NRLP customer having service for 12 consecutive months and no more than two (2) late payments is able to sign. The customer will guarantee up to the amount of the required deposit for that specific location. When utilizing this option, the Guarantor Form (PDF) must be completed, notarized and returned to our office prior to connecting service.
 - Credit Reference:** The applicant will furnish one (1) letter of credit. The reference needs to be from a utility company the applicant had had an active account with for 12 months, with no more than two (2) late payments. The letter needs to be on the company's letterhead stationery and states the date the account was opened, the payment agreement, credit rating, date closed and the name and phone number of the person sending the letter. Pre-paid

Stop Service

Picture ID is required to disconnect service.

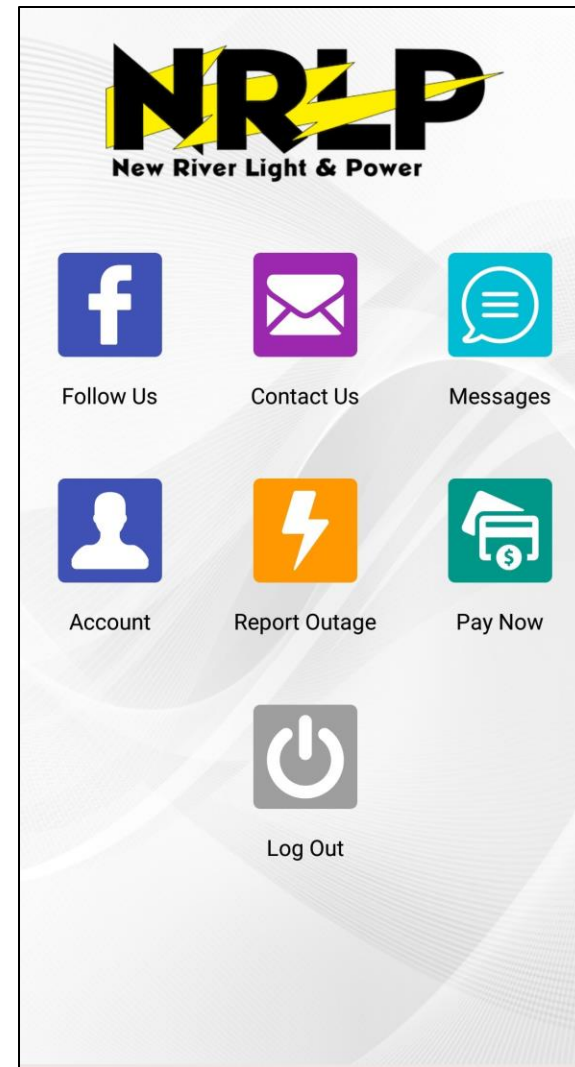
1. **Stop by NRLP's office or complete a Disconnect Form (PDF)** to schedule disconnection, which can be emailed to nrlp-csr@appstate.edu, sent by regular mail or faxed to NRLP's office (828) 262-6726. Only the customer whose name is on the account may complete the Disconnect Form and will be responsible for the account until the Disconnect Form is returned. NRLP will accept the form by mail or fax as long as a copy of the customer's picture ID is included. **Requests for disconnects cannot be taken over the telephone.**

How To's

- How To Register Your NRLP Online Profile (PDF)
- How To Set Up Online Bill Payments (PDF)
- How To Access Your Account Information (PDF)
- How To Set Up Notifications By Text and/or Email (PDF)
- How To Set Up Draft Payment Options (PDF)

Mobile App Reconstruction

Similarly, the NRLP Connect mobile application had been unsupported for about two years.



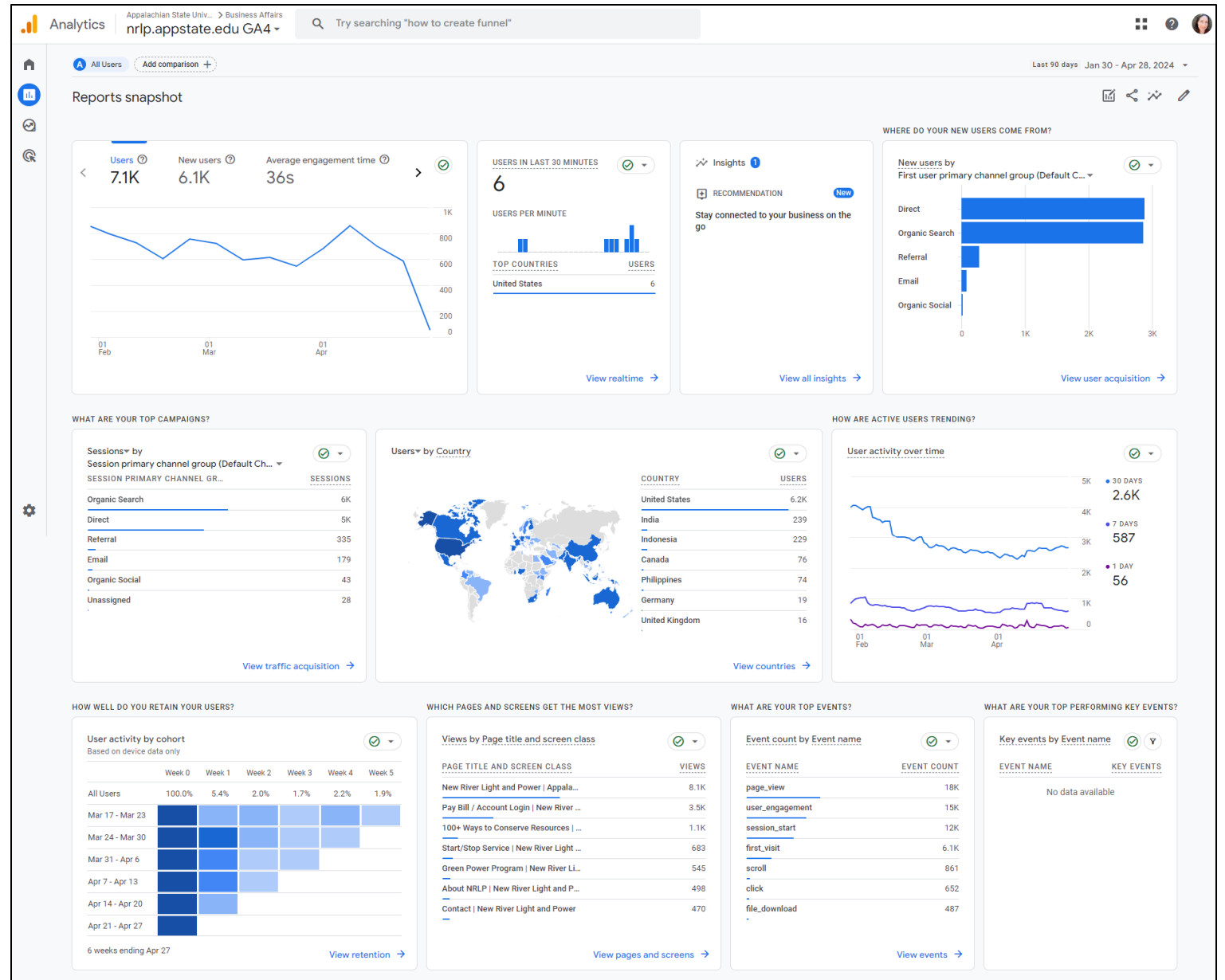
Data Analytics

At the beginning of a large update, analyzing data is key to understanding where customers navigate.

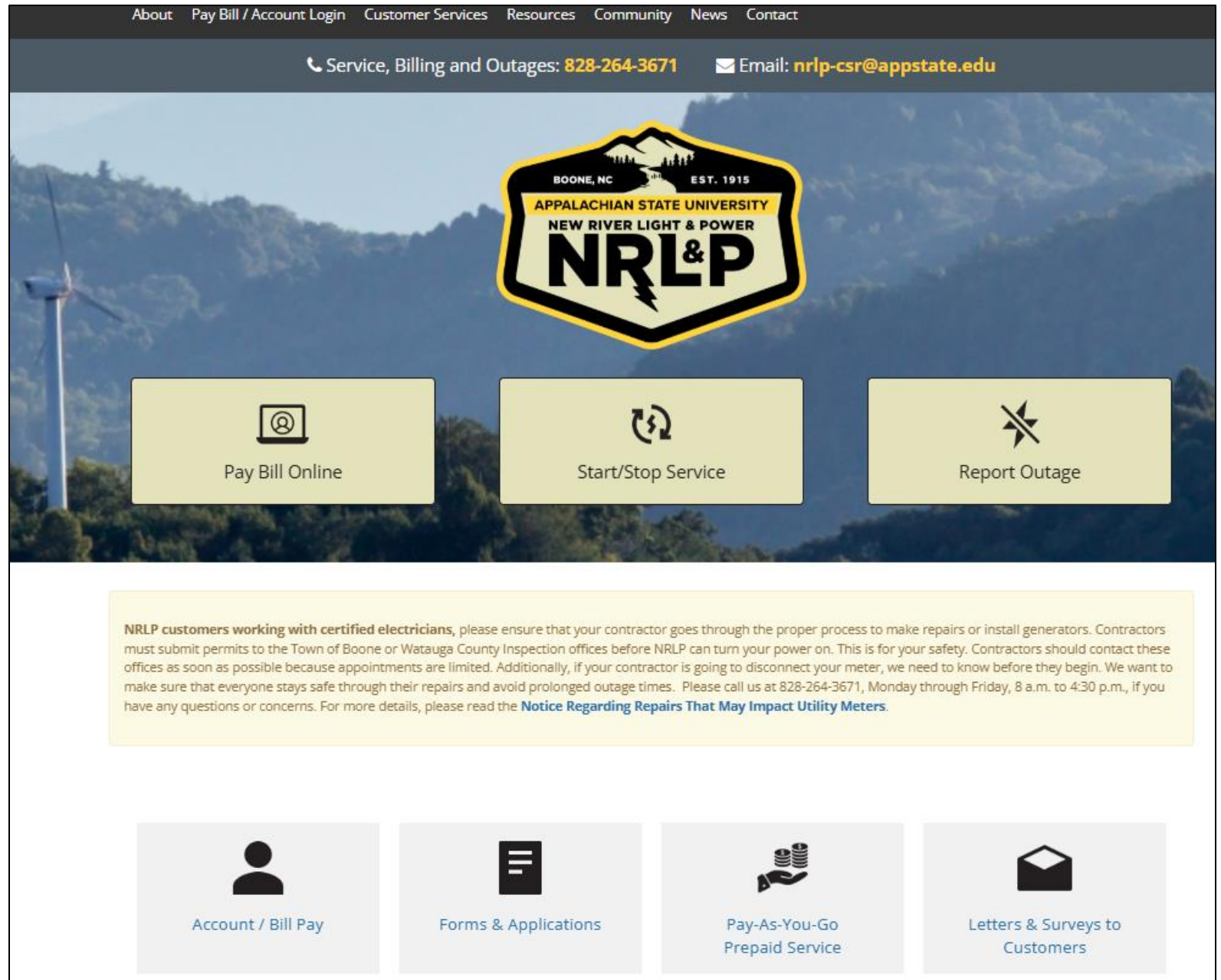
Identifying utility priorities is equally as important.

Data can include:

- Customer surveys
- Analytics provided by your hosting platforms
- Utility strategic goals




2023 Website Upgrade




Updated Site Sections


News & Events



NRLP Lineworker Scholarship supports aspiring lineworkers in Watauga County
February 13, 2025






WINTER STORM PREP
Report outages:
828-264-3671
nrlp.appstate.edu/contact
2025 winter storm prep
February 10, 2025



WINTER STORM PREP
Report outages:
828-264-3671
nrlp.appstate.edu/contact
Winter storm & outage prep
January 10, 2025

[More news](#)

Smart, Reliable Power




Account Services


- Pay Bill / Account Login
- Start/Stop/Move Service

Community & Resources

- Community
- Sustainability Initiatives


Social Media







Sign In


HOME MY ACCOUNT BILLING & PAYMENTS MORE





Quick Pay is a simple, fast and secure way to make payments online without logging in. [Quick Pay](#)

 Online Payments
Save a stamp by using the Internet to view and pay your bill online. Click here to pay online. →

 Account Profile
Everything you need to manage your account right at your fingertips. Click here to manage my account profile. →

 Draft Payments
Draft payments allow automatic debits from your credit card or bank account on the bill due date.

 Pay Multiple Accounts
You can pay bills for multiple utility accounts with one online payment or make partial payments to each account.

CONNECTIONS  SUMMIT 2025

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Updated Site Sections

The screenshot shows the website for New River Light and Power (NRLP). The header includes the APPSTATE 125 logo, a search bar, and navigation links for About, Pay Bill / Account Login, Customer Services (highlighted), Resources, Community, News, and Contact. The main content area is titled 'Start/Stop Service' and includes contact information: Service, Billing and Outages: 828-264-3671 and Email: nrlp-csr@appstate.edu. A left sidebar lists various services like Forms & Applications, Start/Stop Service, Billing & Payment Options, etc. The main text area contains a yellow callout box with information for certified electricians, a section for new customers and service transfers, and a 'Start/Stop Process' section with a two-step procedure.

Start/Stop Process
Follow this two-step process to either connect or disconnect service:

1. Fill out a [Service Application Form](#) or [Disconnect Form](#).
2. Email a signed copy or a picture of a signed copy of the form to nrlp-csr@appstate.edu along with a **picture or copy of a photo ID**.

The Resource Center section features a grid of icons for various services and tools. The icons are arranged in three rows. The first row includes Saving Energy & Money, Electrical Safety Information, Power Outage Preparedness, and Tree Trimming Service. The second row includes AEC Energy Extension and Lineman Training Programs. The third row, titled 'Temperature & Energy Tools', includes Energy Forecast - Electric Cost, TempTracker 365™, IntelHome® Usage Tracker, and Virtual Energy Audit. A fourth row, titled 'News & Communications', includes Newsroom, Customer Letter Archive, and Contact NRLP.

2024 Launch of NRLP Connect

Account Summary

12345 - Meter # 12345678
Active Electric
123 Main St

Outstanding Balance: \$ 0.00

[Make Payment](#)

[View Current Statement](#)

[Billing History](#)

[Usage Tracker](#)

[Bill Usage](#)

[IntelaHome AMI Portal](#)

Home Payments Alerts More

Usage Tracker

12345 - Meter # 12345678
Active Electric
123 Main St

Specific Range

1 Week 1 Month 3 Months 6 Months

Usage (kWh) Apply Filters

Date	Usage (kWh)	Temperature (°F)
02/12	40	48
02/13	37	42
02/14	39	38
02/15	46	48
02/16	46	48
02/17	36	38
02/18	41	42

Low Temp High Temp Weekend Weekday kWh

Results

- ✓ After website update, an increase in customers navigating straight to Customer Portal from homepage.
- ✓ Key initiatives like the Green Power Program had increased visits (8th most visited to 5th in less than a year) thanks to ease of navigation from homepage.
- ✓ Optimization for different devices resulted in an increase of 15% of customers using site on mobile devices.
- ✓ CSRs find it much easier to help customers navigate the site.
- ✓ Increased use in mobile app and increased trust from customers.

CSR Training

Finally, the updates were not complete without training and reinforcement of materials covered for the CSRs.



2025 Connections Summit Breakout Session 6B Survey



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