

Rialto Water Services

Customer Service Updates
Rialto City Council Meeting
July 12, 2016

NEW Online Customer Portal - Features



- ❑ Customer Self Enrollment
- ❑ Bill Presentment
- ❑ Branding
- ❑ Bill Delivery Options
- ❑ Managing/Viewing Multiple Accounts
- ❑ One-Time Payments
- ❑ Automatic Payments
- ❑ Multiple Payment Options

New Customer Portal Empowers Customers

❑ Customer Self Enrollment

A blue speech bubble button with the text "enroll now" in white.

- Customers start the enrollment process using their account number and one other validation field. They enter a current email address and confirm by clicking on a link inside the email.

❑ Branding of Web Portal



- Seamless integration that promotes customer recognition. Customized with RWS logo and banner at the top of the page. In addition to the logo and banner, all insert communications will be hosted on the site and available for the customer to view.



❑ Bill Presentment – Web Browser



- Access to PDF format of e-bills from the time of enrollment
- Customer can now view bills in smart phone browsers

New Customer Portal Promotes Self Service

❑ Bill Delivery Options



- Increase paperless billing adoption by providing customers the option to have their bill sent to them via email. Or the customer can elect to receive just a brief summary via email and download the entire bill from the secure web portal.

❑ Manage / View Multiple Accounts



- Customer can associate multiple accounts with their username to efficiently view and pay their bills. Customers can also create multiple payment profiles and pay each account using a different payment method, all without having to log out and log back in as another user.

❑ One Time Payments or Automatic Payments



- Customers can self-enroll for automatic payments within the Online BillPay portal. Automatic payments are triggered by the due dates on e-bills.
- Additional payment options such e-check and ACH are now available as well as Visa and Mastercard.

100%

Free
No Convenience
Charges for Paying
Online

Phone Tree - Emergency Reporting Option Added

□ Addition of Emergency Reporting Option

- The Rialto Water Services Customer Service phone tree has been updated to include an Emergency option. Callers who need to report a water leak, sewer emergency or report a violation can use this option to quickly obtain assistance.
- Available phone tree options are limited to four options so that users can quickly select the option needed and get the assistance or information they are seeking.
- **Option 1** - Location Info., Fax #, and Business Hours
- **Option 2** - Payments
- **Option 3** - Water Leak or Water/Sewer Emergency
- **Option 4** - Disconnected or Billing Questions

