

<b>TO:</b>	<b>CHAIR AND MEMBERS CIVIC WORKS COMMITTEE MEETING OF JULY 18, 2016</b>
<b>FROM:</b>	<b>JOHN BRAAM, P.ENG. MANAGING DIRECTOR, ENVIRONMENTAL &amp; ENGINEERING SERVICES AND CITY ENGINEER</b>
<b>SUBJECT</b>	<b>CUSTOMER ENGAGEMENT UPGRADE TO MYLONDONHYDRO WEB PORTAL - WATER USAGE TOOL</b>

**RECOMMENDATION**

That, on the recommendation of the Managing Director, Environmental & Engineering Services and City Engineer, the following report with respect to providing an update on the Customer Engagement Upgrade to MyLondonHydro Web Portal – Water Usage Tool **BE RECEIVED** for information by Municipal Council.

**PREVIOUS REPORTS PERTINENT TO THIS MATTER**

- [Single Source Procurement – Customer Engagement Upgrade to MyLondonHydro Web Portal, Civic Works Committee, July 20, 2015, Agenda Item #4](#)
- [Water and Wastewater Customer Service Review – Customer Reward Program, April 8, 2015, Civic Works Committee, Agenda Item #7](#)

**STRATEGIC PLAN**

This report and its recommendations support the Strategic Plan in Leading in Public Service – Excellent Service Delivery, Proactive Financial Management and Collaborative Engaged Leadership. Through the established partnership with London Hydro many efficiencies and innovations are realized by utilizing London Hydro’s existing technology, systems, and sharing of collaborative solutions while providing a seamless service to residents with regards to customer service, combined billing and one location for accessible water and hydro usage data.

**BACKGROUND**

**Purpose**

The report is to provide a status update and to acknowledge a milestone accomplishment that was achieved through the partnership with London Hydro. The water usage tool was developed to enhance the customer experience when viewing their water account information and providing increased access to water usage data. Customers can compare their usage to their neighbourhood and the city by the means of the online water usage tool that went live June 2016 on londonhydro.com.

## **Background**

Upgrades to the London Hydro web portal were previously introduced to the committee on April 8, 2015 and then followed up with a funding request report to have London Hydro carry out the web portal improvements on July 20, 2015. The project was also identified as a deliverable in the 2015 Water Business Plan with funding from the capital account EW 3772-15 Water Efficiency Program.

The project was contracted to London Hydro as they are the only organization that can modify their website and they undertook a competitive proposal call to obtain a contractor to complete the web development. Together the City, London Hydro and web development contractor designed, tested and implemented the water usage tool that is now live on londonhydro.com.

## **Discussion**

The new online water usage tool is an enhancement to MyLondonHydro web portal that has expanded features and functionalities for both the customer and the utilities.

Some of the enhancements are as follows:

- Water usage charts showing the full year and historic usage
- Breakdown of usage and infrastructure charges
- Alerts and messages - for too many estimated bills or high consumption
- Comparison of customer to their neighbourhood and the City
- Banners to promote water conservation initiatives and water quality messaging
- Water bill estimation tool including detailed breakdown of charges
- Resources to assist the customer in learning more and increasing their awareness

The water usage tool has links to the City website for more information and similarly the City website has included links to London Hydro to simplify the customer's experience in finding information regarding their water billing.

The future for this tool is to continually improve, as customers provide valuable feedback from their experiences with the water usage tool. London Hydro is also one of the first to have Green Button certification for water and hydro data. Green Button provides a means to standardize how applications can make use of water data. It ensures that the data comes across in a standard format so that solutions including applications that wish to use this water data, only have to develop to one standard and not tweak it from municipality to municipality. As this solution evolves the Green Button could allow customers to make use of this application for services they have outside of London if those utilities or municipalities have Green Button Connect My Data, which is the direction many utilities are moving toward. Having Green Button for water allows third parties that wish to develop applications that use water data a seamless interface and London could be the first municipality to be able to do that. With technological advances this tool puts the City on the leading edge in being prepared to meet customer's needs.

## **Conclusions**

The customer engagement upgrade to MyLondonHydro web portal implementation is complete. London Hydro and the City will regularly monitor and evaluate the effectiveness of the water usage tool to ensure that it is meeting and exceeding the customer's expectations.

## Acknowledgements

The project was initiated by Matt Feldberg, Manager Development Finance early in 2015. This report was prepared with the assistance of Tara Clayton, Water Demand Manager within the Water Engineering Division.

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Attach: Presentation and Video – My Water Usage Tool

Cc: London Hydro