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UAB INFORMATIKOS IR RYŠIŲ TECHNOLOGIJŲ CENTRAS

BALTIC WATER WORKS CONFERENCE 2023
(BWWC 2023)

DIGITALIZATION:

CUSTOMER SERVICE
AND
DATA COLLECTION

A customer-centric approach in Lithuania

2023 05 18

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DIGITALIZATION OF WATER SUPPLY

1. CUSTOMER SERVICE

Evolution of customer service term:

- Book-keeping (accountancy) ≠ Billing

- Billing system ≠ Customer service system

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1. CUSTOMER SERVICE

- The customer service system is **MORE** than just a billing system.

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DIGITALIZATION OF WATER SUPPLY

1. CUSTOMER SERVICE

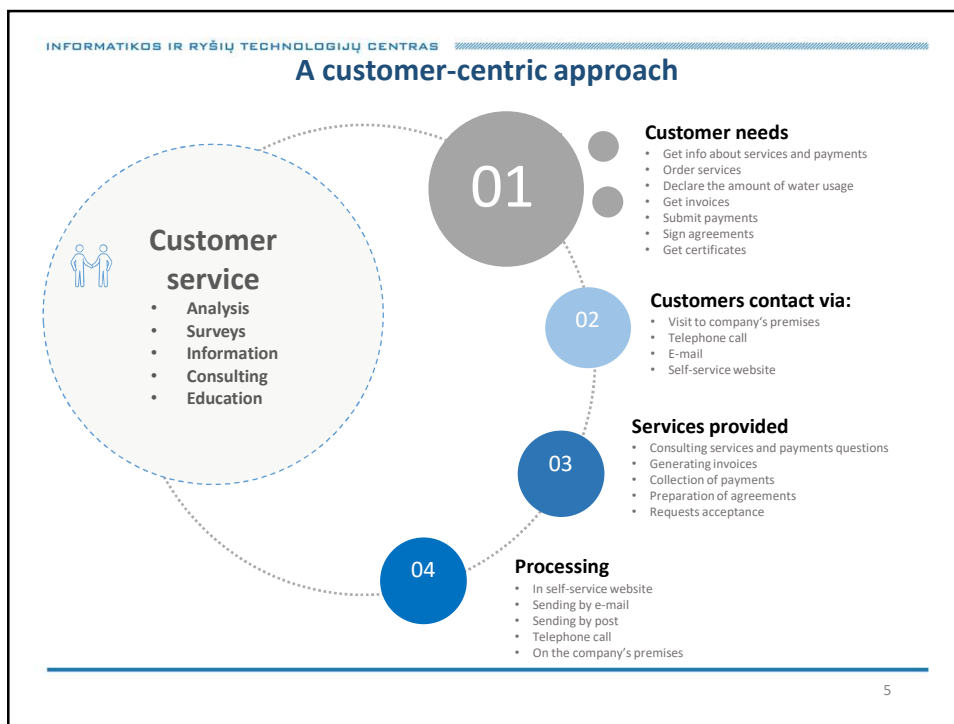**Functions of customer service system:**

1. Analytics
2. Informative
3. Consulting
4. Surveys
5. Renewing of customers database
6. Evaluation of user satisfaction
7. Reduction of paper invoices
8. Submit of claims and applications
9. Submit of agreements
10. Billing
11. Debt prevention and administration

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A customer-centric approach

01

Customer service
- Analysis
- Surveys
- Information
- Consulting
- Education

Customer needs
- Get info about services and payments
- Order services
- Declare the amount of water usage
- Get invoices
- Submit payments
- Sign agreements
- Get certificates

02

Customers contact via:
- Visit to company's premises
- Telephone call
- E-mail
- Self-service website

03

Services provided
- Consulting services and payments questions
- Generating invoices
- Collection of payments
- Preparation of agreements
- Requests acceptance

04

Processing
- In self-service website
- Sending by e-mail
- Sending by post
- Telephone call
- On the company's premises

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DIGITALIZATION OF WATER SUPPLY

Customer service via:

1. **Self-service website**

2. Telephone

3. E-mail

4. Written form

5. Visit to company's premises

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Result

1. **Saved time resources**
2. **Saved human resources**
3. **Saved expenditures**

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DIGITALIZATION OF WATER SUPPLY

Tools for reduction of paper invoices:

1. **Database**
2. **Self-service website**
3. **E-mail**
4. **Messaging service (incl. Pay-Link)**
5. **Customer card**

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DIGITALIZATION OF WATER SUPPLY

Good practices of switching to e-invoices

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DIGITALIZATION OF WATER SUPPLY

Good practice of switching to e-invoices
Kaunas District (LTU) Water Supply

Settlements

Residents can pay for services at the company's cash desk, Perlo terminals, MAXIMOS and Express Market cash desks, post office, bank and credit union branches, and online. Payment templates can be found at:

Luminor Bank AS https://ib.deb.lt
Lithuanian Credit Unions www.i-unija.lt
SEB bankas https://ie.seb.lt
Swedbank https://ib.swedbank.lt

In electronic banking accesses. When paying online through other banks, you need to make a simple transfer, specifying the last water meter readings and the subscriber code in the destination field.

Paying via the self-service website "Mano gilė" ignitis.lt
Paying via the self-service website "One bill" vienaskaita.lt
Paying on the bill payment platform www.perlango.lt
Payment can also be made via the Perlas Go mobile app

Our payment details

UAB "Giraitės vandenys"

Important when paying for services

2023 04 27

We inform you that from 01.05.2023 with the payment notification, we will send an active **Pay link** , through which it will be possible to make payments using electronic banking services.

Updated: 2023-04-27 19:38

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Good practice of switching to e-invoices

Attention!

We inform you that from 2023 in April 1 d. we will no longer issue paper bills to consumers for drinking water supply and sewage disposal. Invoices will be sent via email or SMS.

We ask all users to urgently correct their contact details (e-mail address, phone number). You can do this by calling tel. 842254746 or e-mail by mail abonentinis@radvanduo.lt
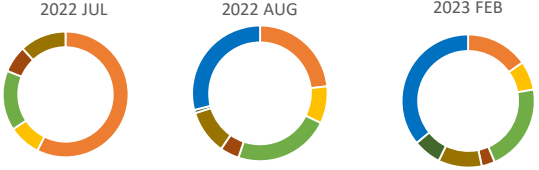
More

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Good practice of switching to e-invoices

Clients' payments (channels) tendencies after implementing **Payment-Link**

	2022 JUL	2022 AUG	2023 FEB

Amount of payments

2022 JUL
- SEB Bankas ISO20022
- Perlas
- Kreditinių eilučių dengimai

2022 AUG
- SEB Bankas ISO20022
- Perlas
- Kreditinių eilučių dengimai
- Luminor ISO20022
- Viena sąskaita
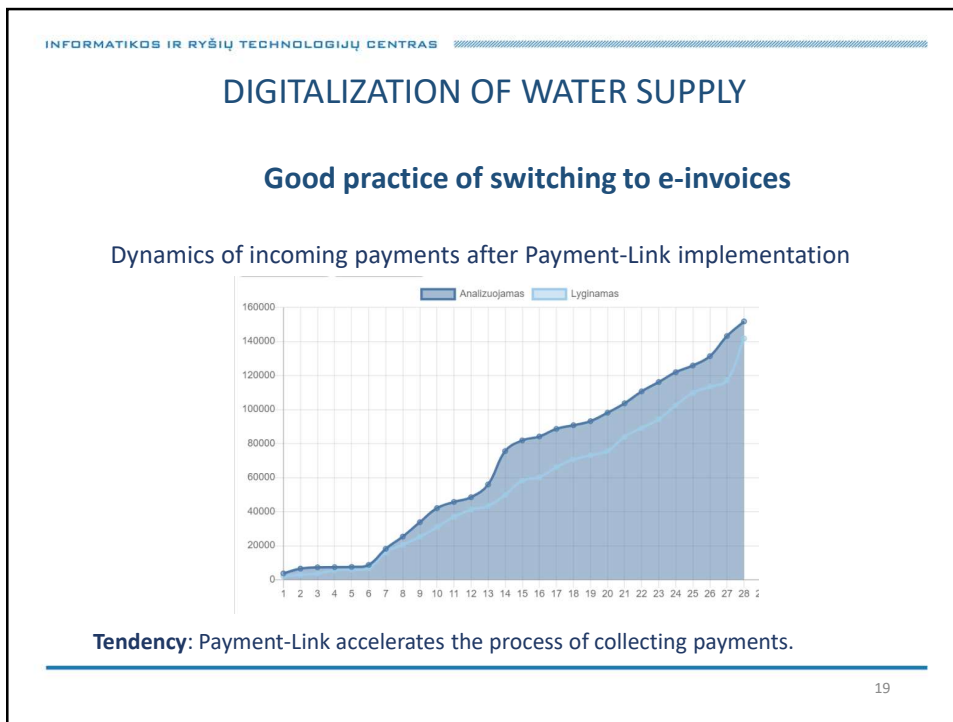- Savitarna (Kevin)
- PaymentLink (Kevin)

2023 FEB
- SEB Bankas ISO20022
- Perlas
- Kreditinių eilučių dengimai
- Luminor ISO20022
- Viena sąskaita
- Savitarna (Kevin)
- PaymentLink (Kevin)

Tendency: implemented Payment-Link became main channel of clients payments

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Good practice of switching to e-invoices

Dynamics of incoming payments after Payment-Link implementation

Tendency: Payment-Link accelerates the process of collecting payments.

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Good practice of switching to e-invoices

Client card:

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DIGITALIZATION OF WATER SUPPLY

Benefits to customer

1. Quick and easy payment process, declaration of water usage
2. Current billing information of recieved services
3. Operative response to questions
4. Easy process of service ordering
5. Prompt information about water supply service provision
6. Easily accessible information on other services

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DIGITALIZATION OF WATER SUPPLY

Benefits to company

1. Control of customer service quality
2. Control over planned and running tasks
3. Quick delivery of important info increases customer satisfaction
4. Increased image of a company
5. Better planning of investments, based on analytics
6. Quick and easy payment process, declaration of water usage
7. Reduction of customer's debts
8. Compliance with EU Green Deal

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DIGITALIZATION OF WATER SUPPLY

2. DATA COLLECTION

a.   **Providing information** to residents, in order to change their behavior
b.   **Data submission** for remote control of engineering systems
c.   **Data collection and preparation** for billing of ongoing services

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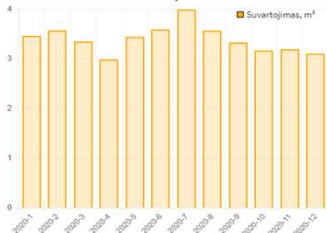
DATA COLLECTION - HOME INFORMATION SYSTEM

a. Changing the behavior of the population by providing analysis according to assigned indicators or criteria

The building's information system allows users to monitor, control and analyze their energy resources.

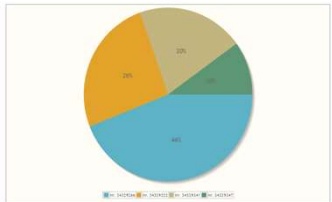In this way, one can save or otherwise evaluate one's economic resources.
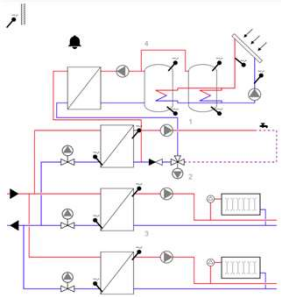
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DATA COLLECTION - HOME INFORMATION SYSTEM

b. Operating the building

By using the building's information system, a company can operate the building more quickly and economically:

- Monitor and control the building's engineering systems

- Prompt response to failures

- Prevent accidents

- Carry out planned building's operations and prevention

rather than urgent and expensive emergency repairs

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DATA COLLECTION - HOME INFORMATION SYSTEM

c. Remote data collection
Data quality assurance and preparation for invoicing systems

For **company**:
- Remotely collected data
- Data verification
- Notification of data errors
- Formation of periodic data
- Submission to billing systems

Export   **Data confirmation**

For **customer**:
- No need to declare or otherwise submit his meter readings, as the system automatically reads and checks the data
- Saves time
- The possibility of data errors is reduced

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Resume

Digitalization has the potential to change the water industry for the better.

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DIGITALIZATION OF WATER SUPPLY

Resume

Digitalization also drives **productivity**, **performance** and operational **efficiency** by enabling water companies to better monitor, control and manage their instruments, processes and operations.

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Resume

Everything outlined in this presentation is largely achievable using technology that is **already** available.

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THANK YOU

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