

2018 NEUAC Annual Conference

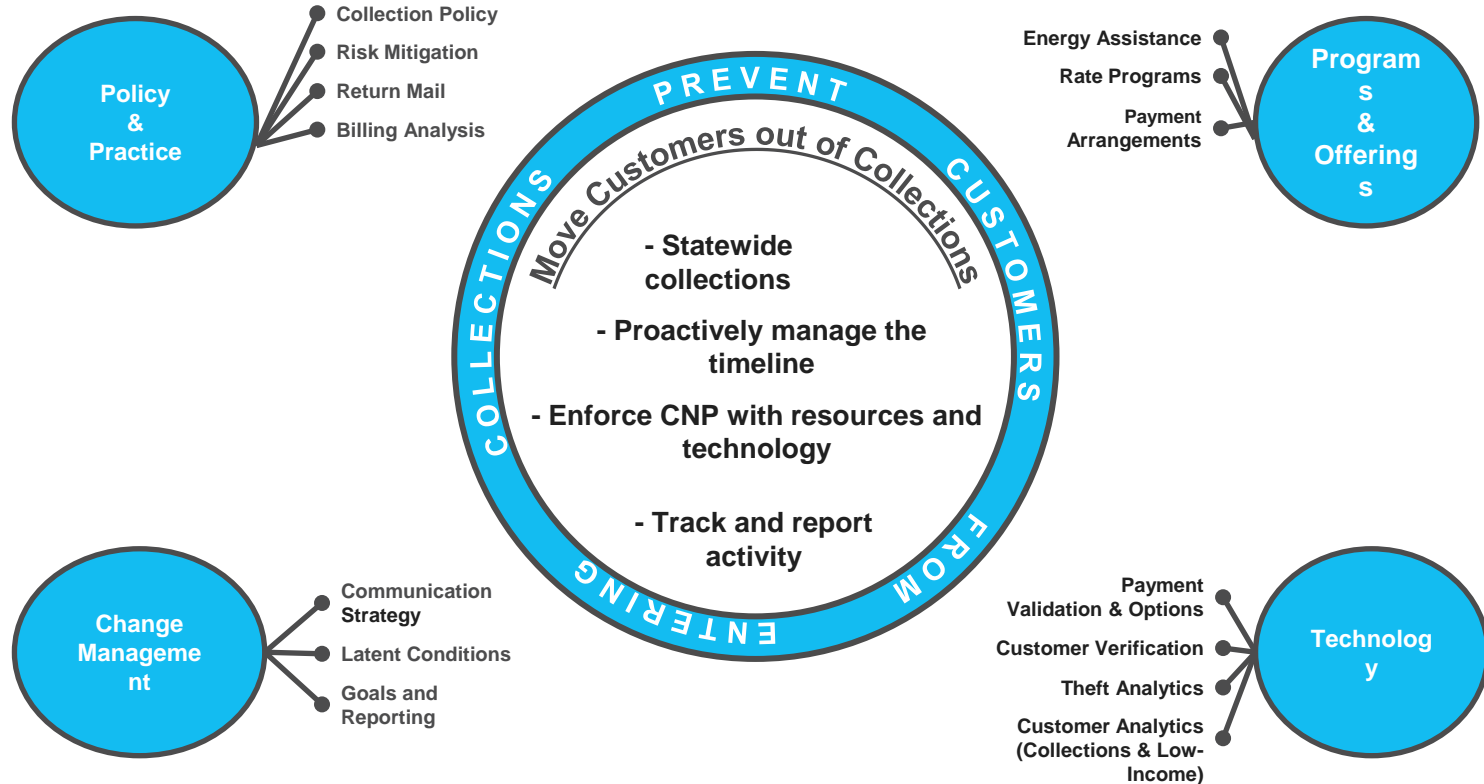
Danny Johnson
Georgia Power Company
Energy Assistance Manager
June 27, 2018



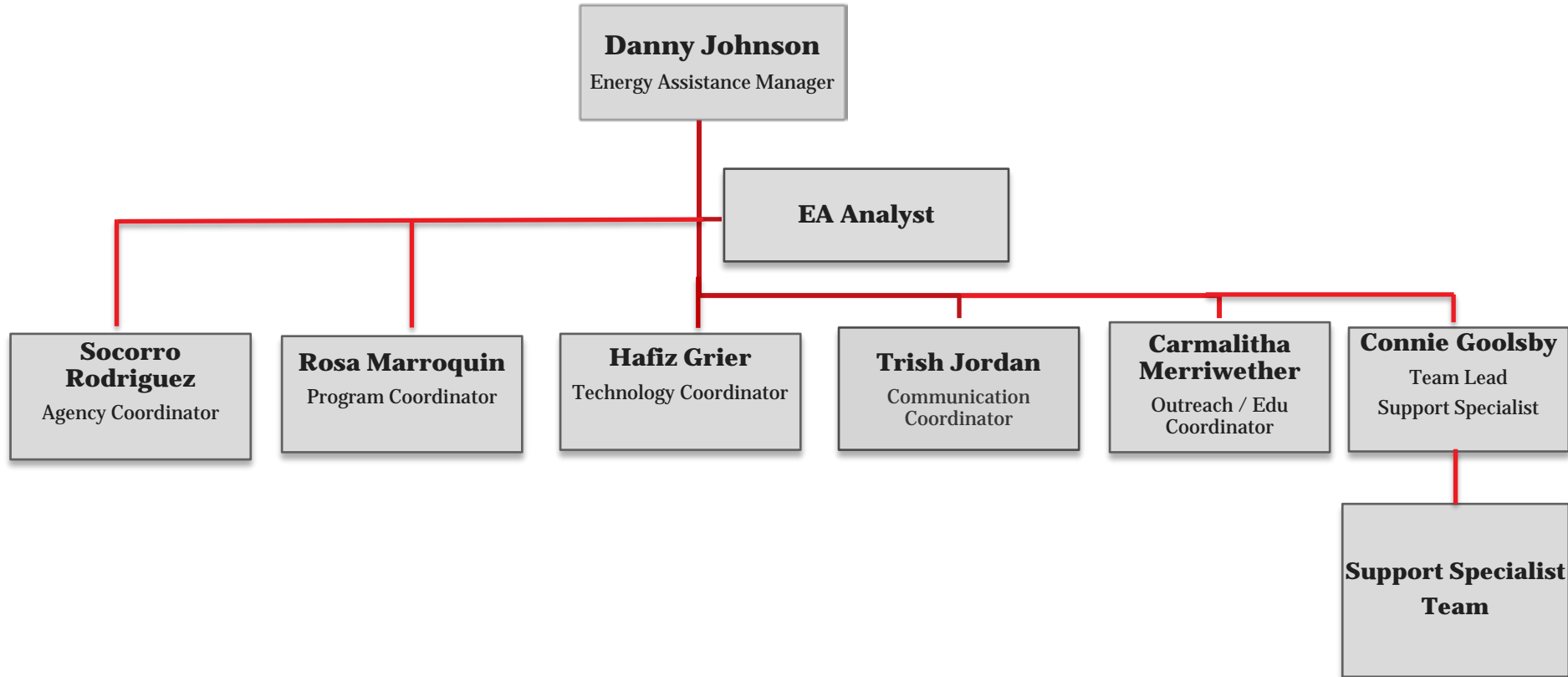
Credit & Collections Strategic Roadmap



Debt Prevention and Management



Energy Assistance Team



Mission:

- § Ensure the Program serves our purpose of preventing debt for our customers, as well as moving our customers out of the collections cycle
- § Ensure the needs of our customers align with the assistance provided by both government and charitable organizations, as well as private donors through the development of a strategic Energy Assistance Program
- § Ensure the Program has corporate governance but also the expansion into a local presence when appropriate
- § Ensure we are building a Learning Organization

2018 Focus Area's:



- § Enhancements to Energy Assistance Portal
- § Continue statewide Outreach Efforts – Awareness Campaign
- § Conduct a Customer Energy Assistance Forum
- § Develop a robust process to proactively address Special Customer Needs

Convenient Payment Options



Authorized Payment Locations (APL)



Mobile and Online Payments



CheckOut



Real-time payment posting at over 4,800 convenient locations. Available evenings & weekends. \$1.50 convenience fee.

Make payments online using your **debit card** completely free of charge

Obtain your barcode on our website, or from your bill and take it to a participating retail location near you to pay your bill. \$1.50 convenience fee.

Financial Empowerment



Energy Assistance Team



PrePay Education



Future Enhancements Select Bill Due Date (Residential)



Energy Assistance Portal



Introducing Pay by Day (pilot)

Senior Citizen Discount Enhancements



Blue denotes future enhancements

Social Security SSI / SSD



Future Enhancements

Veteran Discount



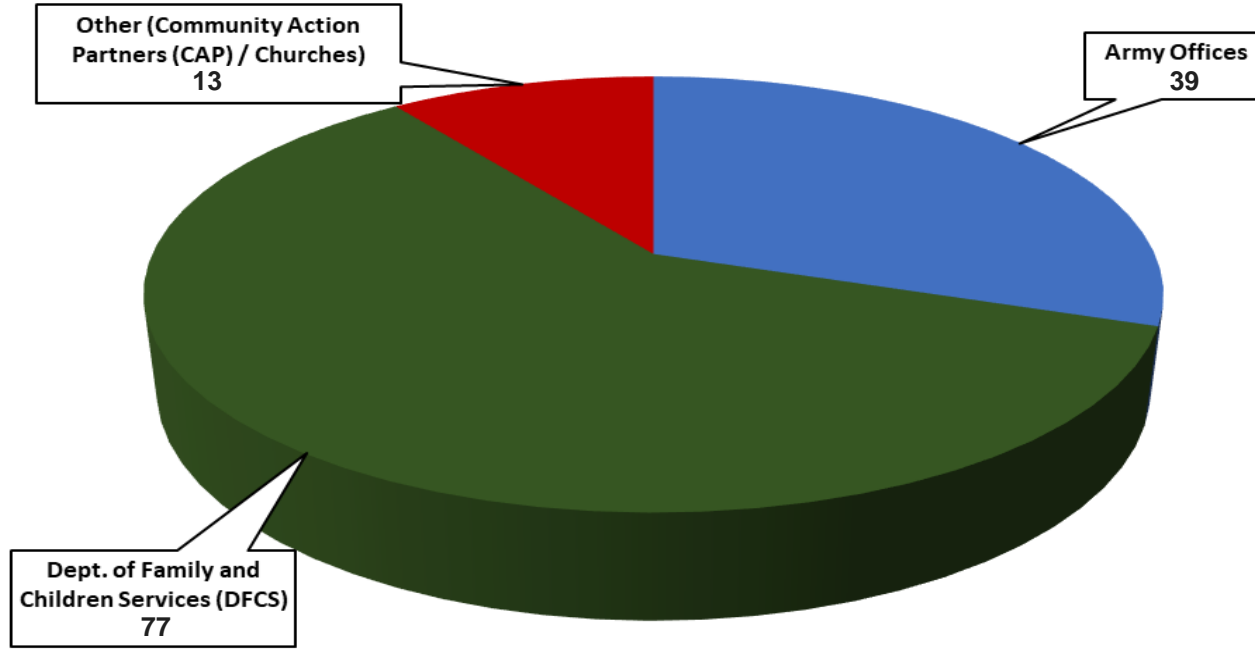
Future Enhancements

Energy Savings Account



Future Enhancements

Salvation Army - Project SHARE Statewide Offices



- Army Offices
- Dept. of Family and Children Services (DFCS)
- Other (Community Action Partners (CAP) / Churches)



DOING THE
MOST GOOD™



gcaa

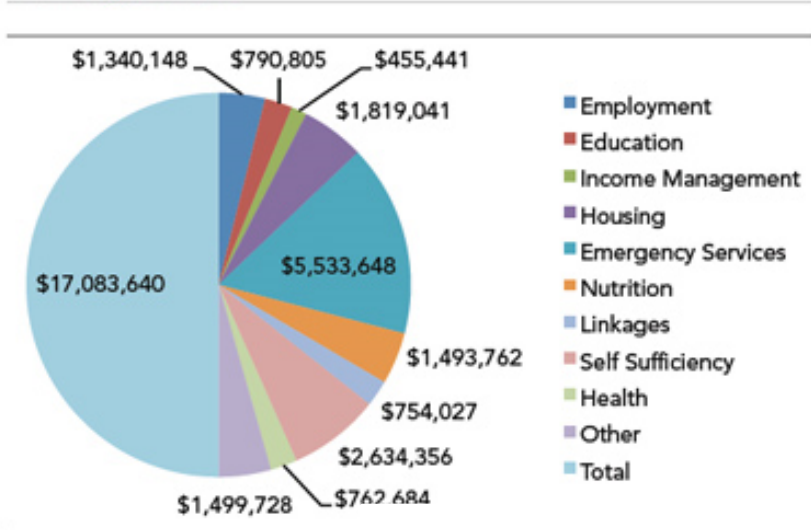
Georgia Community Action Association

www.georgiaca.org

404.361.4442



Funds by Services



- Helping over 400,000 Georgians
- 74% of people serviced are elderly

Energy Assistance Portal



Benefits

- 24/7 access
- Eliminate the need to call/fax pledges or mail payments to Georgia Power
- View account information for customers that have provided you permission
- Make Pledges on behalf of customers in need
- Make Payments
- User friendly, flexible and free

What is needed to Retrieve Customer Data?

- Customer's Georgia Power Account Number
- Last Name as it appears on the Customer's bill
- Last 4 digits of Customer's Social Security Number

What can you see?

- Customer's Account Status
- Average Monthly Bill
- Current Bill Amount
- Total Due & Total Past Due
- Pending Payments
- Due Date
- Recent Bills & Payments

Visit georgiapower.com/agencyassistance Home | Site Map | Contact Us

Welcome Agency Assistance Visitor
Agency Assistance Portal
Please login to access your work.

Available Agencies:
Login To View Agencies! v Help | Log In
Please Login.

Agency Assistance

Home
Release Form
Contact Us

Agency Assistance Portal

Welcome to Georgia Power's Agency Assistance Portal. This portal allows your organization to:

- View account information for customers that have provided you permission
- Make Pledges on behalf of customers in need

For Agency Managers

What can this Portal do for you?

- Establish multiple pledge types
- Provide access to your agency reps

Get Started

Return to My Work

For Agency Representatives

What can this Portal do for you?

- View account information for customers that have provided you permission
- Make pledges on behalf of customers in need

Get Started

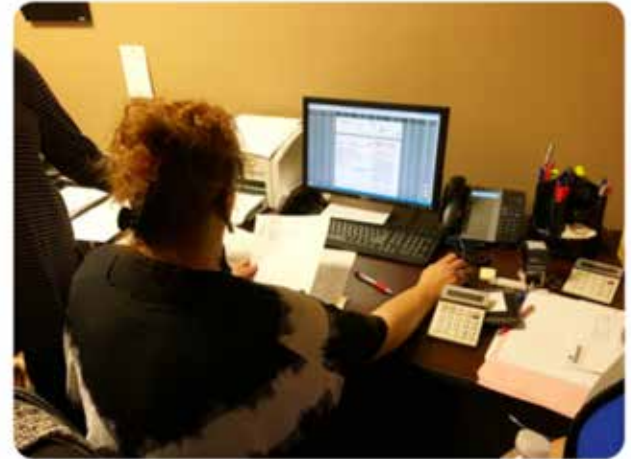
Return to My Work

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Energy Assistance Portal

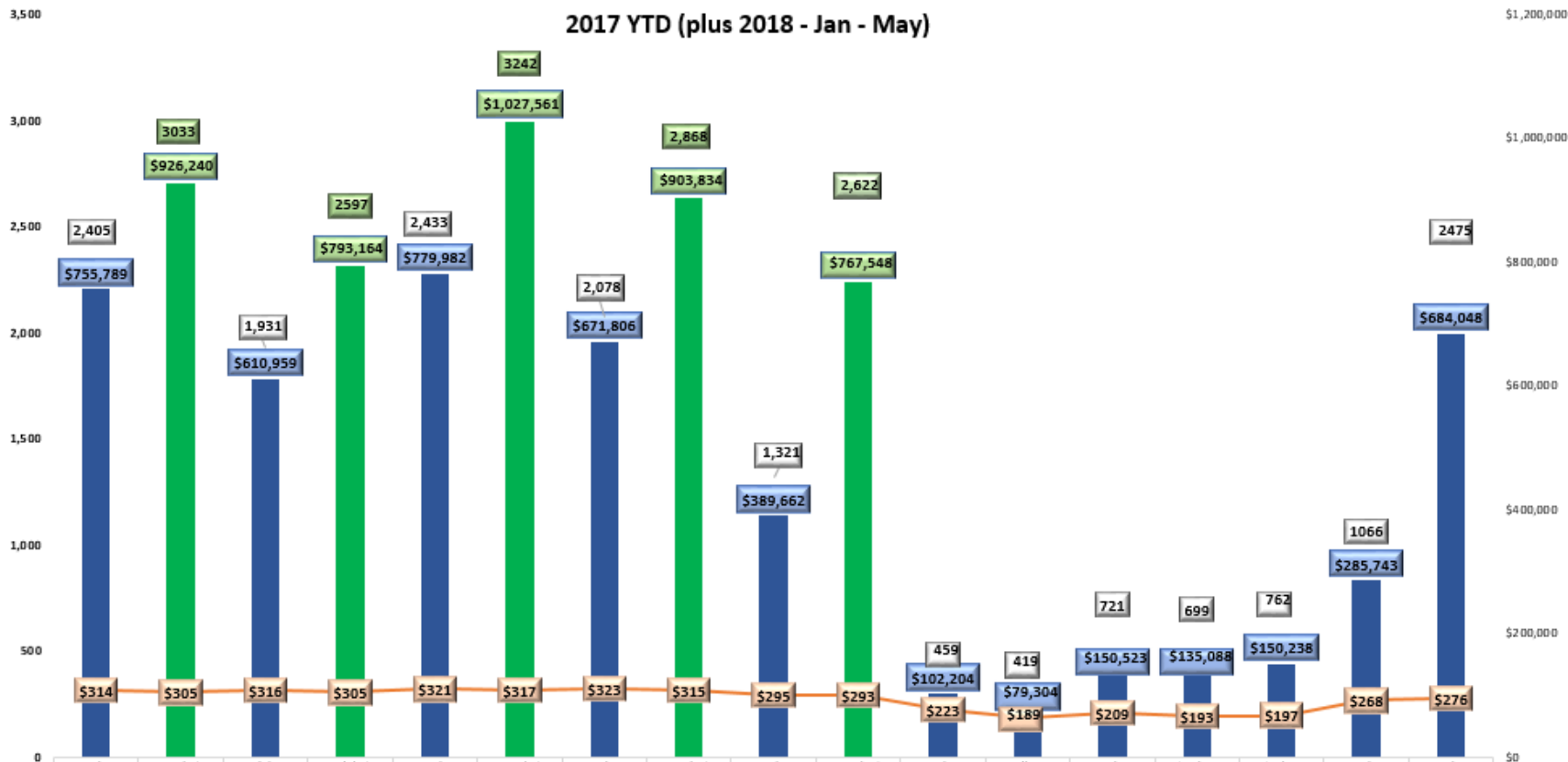


- We are enhancing the online Energy Assistance Portal to make it easier for the agencies and community action groups to work with us
- These changes will eliminate challenges that exist today with our pledging process and allow agencies to make direct payment as the client's needs are assessed
- This streamlines the process of securing assistance from organizations that have programs set aside to help our customers make needed utility payments
- This enhanced online process should eliminate the stress many of our customers feel as they wait for payment of the vouchers to be received (30 to 60 days)



Energy Assistance Portal Summary Report

2017 YTD (plus 2018 - Jan - May)



	Jan '17	Jan '18	Feb '17	Feb '18	Mar '17	Mar '18	Apr '17	Apr '18	May '17	May '18	Jun '17	Jul '17	Aug '17	Sep '17	Oct '17	Nov '17	Dec '17
TOTAL PLEDGE AMOUNT	\$755,789	\$926,240	\$610,959	\$793,164	\$779,982	\$1,027,561	\$671,806	\$903,834	\$389,662	\$767,548	\$102,204	\$79,304	\$150,523	\$135,088	\$150,238	\$285,743	\$684,048
# PLEDGES RCVD	2,405	3,033	1,931	2,597	2,433	3,242	2,078	2,868	1,321	2,622	459	419	721	699	762	1,066	2,475
AVG of PLEDGE RCVD	\$314	\$305	\$316	\$305	\$321	\$317	\$323	\$315	\$295	\$293	\$223	\$189	\$209	\$193	\$197	\$268	\$276

