**Cold Weather Rule - Payment Agreement**

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| **Target release** | October 2019 |
| **Epic** |  |
| **Document status** | DRAFT |
| **Document owner** |  |
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**Timeline**

This feature has to be deployed prior to November 2019.

**Goals**

* Allow Customers to pay outstanding payment in installments

**Measurements of Success**

* Significant increase in customer satisfaction, as measured by JD Power.
* Meet Regulatory Requirements for Cold Weather Rule
  + Cold Weather Rule
* Customer Ability to set up Payment Agreement plan Online while the process new connect

**Background and strategic fit**

As we start allowing Customers with written off account balances and in active collections to process new connect and keeping then on Hold for 10 days from the requested service dated for them to pay the balance, Ameren is required by regulatory board to offer payment plan in the winter time (from ……. To ……)

**Fictional Requirements**

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| --- | --- | --- | --- | --- |
| **#** | **Functional Requirement** | **User Story #** | **Importance** | **Notes** |
| 1 | API needs fixed to reflect negative balance based on pending payments | ESO-XXX  <TBD> | High |  |
| 2 | Aclara and Vendor data must match regarding cost of service per day. |  |  |  |
| 3 | Must use an API to talk with vendor in real time |  |  |  |
| 4 | Residential Customers only |  |  |  |
| 5 | Not eligible if being billing Duel Bill, SBO, UCB-Bill Ready |  |  |  |
| 6 | Customers on PSP/RTP will use BGS price as a proxy for hour prices when calculating estimated days of service. |  |  |  |
| 7 | Customers will not be disconnected when balance goes to $0 |  |  |  |
| 8 | Only available for customers on AMI Meters |  |  |  |
| 9 | Conflicting Kubra alerts will need to be disabled for these customers. |  |  |  |
| 10 | We are required to continue to send bill copies,  We will need some time of bill message to show customers they are on flex pay. |  |  |  |
| 11 | Customers on PIPP not eligible for Flex Pay. |  |  |  |
| 12 | Customers on LiHeap are eligible for Flex Pay. |  |  |  |
| 13 | Customer must be current to be on Flex Pay.  Setting up a PAG is allows to get customer current. |  |  |  |
| 14 | Payment needed to enroll $50 for Gas or Electric  $100 for combo. |  |  |  |
| 15 | How will customers enroll? CSR / App /  Website? Prefer to allow customers to self-serve on the website/APP and also through a CSR. |  |  |  |
| 16 | Cash posting on Flex Pay for PAGS must keep PAG from defaulting. |  |  |  |
| 17 | Will need to be a True-Up as cost of service per day can change based on time of year. |  |  |  |
| 18 | Customers are not eligible for 6 months If they un-enroll. |  |  |  |
| 19 | Vendor should allow Auto Pay |  |  |  |
| 20 | Vendor SLA's  Ticket response time |  |  |  |
| 21 | Vendor should be cloud based |  |  |  |
| 22 | Vendor should be scalable |  |  |  |
| 23 | What is vendor plans for program over the next 3 years |  |  |  |
| 24 | Dedicated Testing environment for Ameren |  |  |  |
| 25 | If vendor has a website it must be Mobile Responsive. |  |  |  |
| 26 | What interval data is required?  Hourly?  Daily? |  |  |  |
| 27 | Vendor should allow customers to enroll through the app. |  |  |  |
| 28 | Will we need real time payments, will pending payments work? |  |  |  |
| 29 | Create Ameren thresholds for alerts of EDS (estimated days of service) |  |  |  |
| 30 | Vendor should have two way text messaging. |  |  |  |
| 31 | Vendor should have native IOS and Android app allowing push notifications, thumb ID, face ID. |  |  |  |
| 32 | Applicants who are starting new service and require a deposit may opt into flex pay to avoid deposit. |  |  |  |
| 33 | If customer hits $0 balance for a TBD # of days a payment of $25 for single service or $50 for combo is needed in order to remain on program. |  |  |  |
| 34 | If customer is at $0 balance or below for TBD # of days they will return to normal default billing. |  |  |  |
| 35 | exclusive with first tech for walk in business currently.   How many walk in locations do they have in IL/MO |  |  |  |
| 36 | What happens when AMI meters are not communicating?  How do we know his not to enroll customers in this program? |  |  |  |
| 37 | Contacts How they enrolled  How the unenrolled hear their balance |  |  |  |

**Assumptions**

**User interaction and design**

**<TBD>**

**Questions**

Below is a list of questions to be addressed as a result of this requirements document:

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| **Question** | **Outcome** |
| list of questions to be addressed as a result of this requirements document: |  |
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|  |  |
|  |  |

**Not Doing**

* <what is the risk of not delivering