



Pasadena Water and Power goes live with MyMeter®, sees excellent adoption by customers.

The MyMeter team is pleased to announce another successful go-live of its best-in-class digital customer service platform at Pasadena Water & Power (PWP).

MyMeter was part of a complete set of information systems updates including a move to Oracle C2M as PWP's customer information system. PWP customers can, of course, pay their bills on MyMeter but the functionality goes far beyond that. Using MyMeter, customers are now able to do anything they can accomplish with a phone call anytime, anywhere, from their web browser or mobile device.

"MyMeter is a true SaaS platform, with over 100 utilities using a shared codebase with monthly updates," said Josh Headlee, Founder and CEO of Accelerated Innovations, "Our customers always have the latest technology at their fingertips."

In the first 90 days after PWP went live with MyMeter, customers quickly adapted to the new customer self-service offerings. The City reported a 35% adoption rate from their customer base, over 18,000 customers enrolling in autopay, and over 8,000 accounts signed up for e-bill. These numbers continue to grow.