



METROPOLITAN GOVERNMENT OF NASHVILLE AND DAVIDSON COUNTY

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METRO WATER SERVICES GOES LIVE WITH NEW BILLING SYSTEM

New System Provides More Self Service Options for Customers

Nashville, TN– Metro Water Services (MWS) has gone live with Systems & Software's (S&S) enQuesta v4 – a leading edge customer information and billing solution.

Customers will benefit with enhanced customer self-service options through enQuesta WebConnect and the existing Interactive Voice Recognition (IVR) System.

enQuesta WebConnect will allow customers to view a wide range of account information online, including current balance, bill image for last 12 months, payment and consumption history, frequently asked questions, and open service request status. Customers can also sign-up to receive and view their bill electronically as well as initiate service requests on-line.

Both WebConnect and the IVR will offer an integrated real-time payment gateway allowing customers to make payments 24 hours a day, 7 days a week. Customers can make payments with a variety of tender types including most major credit cards, debit cards, pin-less debit, and ACH.

Customer's January Metro Water Services statement will reflect a new customer account number.

- If customers use automatic bank draft to pay their bill, no action is required by the customer; the account number will be changed in the system by MWS.
- If customers pay their bill through their bank's on-line bill pay, they will need to change the account number in the payee information to the new account number.
- If customers pay their bill on-line at MWS' website (www.nashville.gov/water), customers will need to use their new account number.

- If customers pay their bill by phone, they will need to enter their new account number into the automated system, or may continue to search by telephone and/or social security number if they are currently in the system.
- If a customer calls the MWS call center at (615) 862-4600, they can provide their previous account number and a customer service representative will still be able to retrieve your account information.

Metro Water Services believes customers will immediately recognize the benefits of this new solution as our main focus has been and continues to be enhancing overall satisfaction and minimizing our customer's need to call the MWS call center. Metro Water Services is committed to providing real-time, accurate, detailed communication through all of our customer touch points - the bill, the web, the IVR and our call center.

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