

MyAccount Support Process

1) Support Process

- a) Customer contacts member; member can resolve the issue
 - i) For issues related to payments to be resolved by the payment processor, member should contact the processor directly
 - (1) For Paymentus, contact customercare@paymentus.com
 - (2) For PSN, member should contact their Service Account Manager
 - ii) For other issues solvable by the member, member should work directly with customer
- b) If member can't resolve issue, member submits ticket to WPPI Support
- c) If WPPI Support can't resolve, a ticket is issued to Accelerated Innovations (AI) support team

2) Support Issues – Member Resolved

- a) User account set up
 - i) Account number
 - ii) Account name
- b) User Log in Issues
 - i) Can't log in
 - ii) Forgot password – send password reset email
- c) Bill pay
 - i) Transaction failed to process through payment processor– contact payment processor (PSN or Paymentus).
 - ii) Account is blocked from making payments – this block is at the payment processor level and must be resolved by the payment processor

3) Support Issues – Elevated to WPPI Support

- a) Missing data for account – missing intervals/meter error or data not included in upload file
- b) Inaccurate usage data/billing info/customer data
- c) Bill PDFs fail to load (assuming bills were posted after notification from InfoSend)

4) Support Issues – Elevated to Accelerated Innovations/MyMeter Support

- a) Data displaying incorrectly or missing but included in data upload file
- b) Missing weather data
- c) Payment failure issues not resolved by payment processor
- d) Other software functions not working
 - i) Message center
 - ii) Standard email messages
 - iii) Ebill messaging