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News Release

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Water information portal proves highly popular

MELISSA (October 26, 2018) After less than two months of its launch, almost a third of all City of Melissa water customers have signed up for the City of Melissa Customer Portal, an online tool designed to provide real time data on water consumption, billing and payment services, and a host of other features, all with one login and password.

“The way our residents have embraced the new portal is very satisfying for us,” says Carrie Mikeska, Utility Billing Supervisor. “Putting critical information on water usage in the hands of our water customers and giving them the ability to see where they can make changes to save both water and money has clearly made a difference.”

Signing up for the portal, which partners with FATHOM, a monitoring program in wide use nationally, is free and secure and can be accomplished by visiting the City’s website, www.cityofmelissa.com and clicking on the “Online Bill Pay/Customer Portal” link on the lower left side of the home page or by visiting www.melissa.gwfathom.com. Registration, which has already reached 31 percent of all homes in the City, requires the household’s unique account number. Commercial customers are also eligible to sign up.

Once in the system, residents can add information that allows the portal’s algorithms to predict monthly billing, provide recommendations for conserving, advise residents on optimum use times, reveal usage patterns, allow for secure online bill payment, and give customers the peace of mind that comes with knowing how much water is being used throughout the home on an hour-by-hour basis.

“There are so many ways that our new customer portal can be an informational resource to customers,” added Mikeska. “The more information that residents enter into the system, the higher the level of value that can be gained from the system. Information like the size of the home, the number of bathrooms, the number of residents, the size and type of appliances, and other household data makes the portal all the more effective.”

The program can also be set to send electronic alerts to customers who want to be kept informed on a variety of metrics. These include calculated estimates on their monthly bills, when a water-use threshold is being approached or reached, or any abnormal usage levels.

A two-way messaging ability between customers and Utility Billing is also part of the system, allowing for customers and City staff to communicate on any relevant aspects of water and wastewater services.

“While many issues can be solved through FATHOM’s customer service, the ultimate responsibility lies with us,” said Mikeska. “We are always available to our customers for any concerns or needs. In fact, some customers may even get an unsolicited message from us when we see something out of the ordinary. It may be something as simple as a resident refilling their pool, but if we see something unusual, we’ll flag it and get a hold of the customer.”

Officials are hopeful that the early acceptance of the program leads to a higher level of participation by residents and businesses. “We’d love to see full saturation before the end of the year,” she said.

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ABOUT THE CITY OF MELISSA – The City of Melissa is a fast-growing progressive suburb with a small-town feel, located 35 miles north of downtown Dallas in the dynamic growth area of northeast Collin County. Melissa sits on 21 square miles, is home to over 10,000 people, and is easily accessible by way of three intersecting highways. Melissa has ample inventory of the highly-sought-after undeveloped frontage available on US 75 and SH 121, primed to serve a retail trade area of over 40,000 people. A home-rule municipality, governed by a council-manager form of government, Melissa’s vision is to, “Leverage our community spirit, our passion for service and our beauty to grow a unique community that welcomes your future with us.”