



Utilit-e Connect Class Schedule January 2009 – December 2009

This represents the 2009 training schedule for *Utilit-e Connect*. All classes will be offered as Webinars via remote access, with the exception of the report writing classes. The training sessions will be recorded in order to be available to the attendees the day following the class. This is beneficial as the recording can be used as needed. By offering these classes via Webinar, it will provide the utility with the opportunity to allow more of the staff to participate, plus the added value of using the recorded session over and over. The connection fee has also been eliminated as of January 1, 2009. This will allow additional attendees to participate from their desks and individually if needed. The registration fee for the training webinars is included with the Annual Support Agreement.

There are times when utilities have training needs that aren't specifically accommodated by the standard class offerings. PCS is willing and committed to help each utility with its training needs. In an effort to do so, PCS will work with any utility or group of utilities to devise specific classes tailored to the needs of a utility or group. Custom designed classes can be offered via Webinar, onsite or at PCS, based on what best fits the needs of the utility or group. Such classes are handled as a request card.

Class schedules, outlines and registration forms are posted on the PCS Website at www.pcsc.com.

Utilit-e Connect – Core Reports

This class utilizes the report documentation as an outline reviewing the existing core reports including their purpose and content. This class is recommended for all *Utilit-e Connect* users and especially recommended for those utilities that have recently implemented *Utilit-e Connect*. This class should be taken prior to starting to write reports in order to gain a better understanding of what standard reports are available.

- **Prerequisite:** Knowledgeable in *Utilit-e Connect* basic functionalities.
- Tuesday, January 20, 2009
- Tuesday, August 18, 2009
- Anticipated class length is approximately 3 hours.

Utilit-e Connect – General Service Orders – Setup and Use

General Service Orders (GSO's) provide an electronic means to communicate and monitor various work requests. These requests may originate from a customer via the phone, in person or through the Internet. GSO's are also a great tool to communicate and monitor internal efforts. Various utilities are utilizing GSO's to manage the following types of activities – tree trimming requests, high bill complaints, voltage check, service upgrades, or letter of credit, etc. This class will not only show how to use GSO's but it will also teach the user how to setup new GSO types tailored to fit the utility's needs.

- **Prerequisite:** Knowledgeable in *Utilit-e Connect* basic functionalities including service orders (e.g., read outs and read ins).
- Tuesday, February 10, 2009
- Wednesday, November 18, 2009
- Anticipated class length is approximately 2 hours.

Utilit-e Connect – Setup Rate Related, Rate Comparison & Rate Frequency

Utilit-e Connect is designed to minimize utility specific customizations. To accomplish this, *Utilit-e Connect* incorporates many setup files. This class educates the user on the rate related setup files. These include such files as rates, revenue codes, services offered and balance categories. This class is designed for utilities who wish to setup/change their own rates and/or desire a better understanding of the capabilities and possibilities of the rate setup. Knowledge of the rate setup also empowers the user to do "what if" rate comparison scenarios, both at the

individual account level and system wide for all accounts on a given rate. Rate comparison and rate frequency analysis functionality will also be explored with this class. The Rate Frequency Analysis empowers the user to setup and run the rate frequency reports defining the intervals and analysis combinations of choice.

- **Prerequisite:** Must be knowledgeable in *Utilit-e Connect* basic functionalities.
- Thursday, April 9, 2009
- Tuesday, October 13, 2009
- Anticipated class length is approximately 4-6 hours.

Utilit-e Connect Report Writing Workshop Using Crystal Reports

The Report Writing Workshop is designed to be a one-hour session offered remotely multiple times a year. The agenda or focus topic(s) for each session will be driven by user submissions, items the support team has identified as areas where people are struggling, and/or features or functionalities to add to the report writer's repertoire. Visit the PCS forum at (www.pcsco.com/forums/index.php) to post ideas.

- **Prerequisite:** *Utilit-e Connect* Report Writing – Level I
- Wednesday, April 22, 2009
- Wednesday, October 14, 2009
- Anticipated class length is approximately 1 hour.

Utilit-e Connect – Setup Non-Rate Related

Utilit-e Connect is designed to minimize utility specific customizations. To accomplish this *Utilit-e Connect* incorporates many setup files. This class educates the user on the many setup files within *Utilit-e Connect*. This includes simple setup files such as message codes and county codes to more complex and inter-related setup files such as events and cycle schedule.

- **Prerequisite:** Knowledgeable in *Utilit-e Connect* basic functionalities.
- Tuesday, May 12, 2009
- Anticipated class length is approximately 4 hours.

Utilit-e Connect – Hints & Tips

This class is geared for newer users to *Utilit-e Connect*. Utilities that have recently gone live with the application, upgraded to graphical or newer employees will benefit. Attendees will learn some helpful hints and shortcuts for keyboard functions and such. This class empowers the user to get a better grip on that mouse and master the functionality.

- **Prerequisite:** *Utilit-e Connect* completed installation and knowledgeable with the basic functionalities.
- Tuesday, July 7, 2009
- Wednesday, December 9, 2009
- Anticipated class length is approximately 2 hours.

General Information

Registration information:

For registration materials, contact Dana Ingerslev at 888-843-3106 or by e-mail at danai@pcsko.com. Please note the class size will be limited to 12 participants. Deadline for registration is 30 days prior to class. PCS reserves the right to cancel any class due to low participation.

Payment:

The Annual Support Agreements provide the opportunity for clients to attend training classes at PCS or via webinar when available for 2009 and attendance at the Annual User Group Meeting at no additional charge. The regularly published classes listed in the training schedule and on the PCS Website are included. Implementation training is not included.

Microsoft Excel training is not included with the Annual Support Agreements. Payment for the Microsoft Excel training must be received two weeks prior to the training.

Cancellation Policy:

Cancellations must be received one week prior to training when held at the PCS office. Remote classes must be cancelled one day prior to the scheduled training.

Failure to Cancel:

Registrants failing to cancel prior to the start of the event are subject to a \$25 cancellation fee. Fee assessment will be on a case-by-case basis in the event of unavoidable personal or business related emergencies.

All requests for refunds must be sent in writing by fax, letter or e-mail to Dana Ingerslev.

Substitutions:

Substitutions for a prepaid registration may be made at anytime up to the beginning of the event. When making a substitution, please specify class and person for whom the substitution is being made.

Class Materials:

PCS will provide one copy of all materials needed for class. The PCS training materials will be accessible via the PCS Website and clients will have the ability to download and print as many copies as needed before or after the training classes.