



# Customer Empowerment

## Key Features

- Seamless integration with **Utilit-e Connect** CIS, cashiering, and messaging applications
- CSR can access same online screens
- Utility can design service request orders
- Provide letter of credit
- Ability to match current utility website with utility colors, logo, and words

## Product Overview

An extremely important aspect of any utility's Smart Grid initiative is to empower customers to view and manage their personal account information.

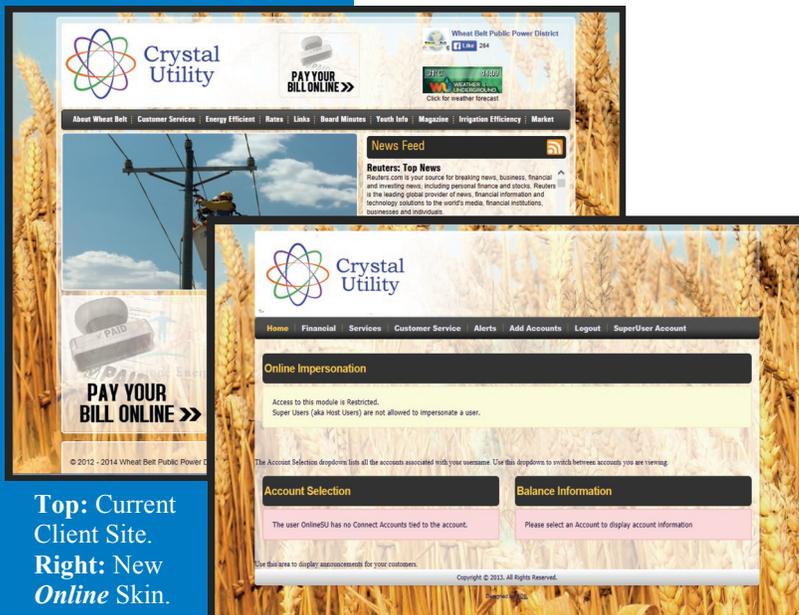


Every day, more and more utility customers are logging into the Internet and transacting business. It's fast, convenient, secure, and empowers the customer by providing access to information anytime from almost anywhere. Today's utility customers are looking to Internet-based e-Commerce services to review account status, make payments, inquire on services, and conduct business 24 hours a day 365 days a year.

**Utilit-e Online** is a comprehensive e-Commerce portal solution from PCS. **Utilit-e Online** can be integrated seamlessly into the existing utility website or accessed as a separate stand-alone website. Customers entering the **Utilit-e Online** environment will have access to a wide range of options from reviewing financial transactions, statements, and consumption history; monitoring customer service programs; submitting requests for service work; signing up for notifications and alerts; and making online payments.

## Key Features & Benefits Provided by **Utilit-e Online**:

- Hosted solution for fast startup at minimal cost
- View and print current or past statements and payments
- Present relevant account information on a 24/7 basis
- Easy for customers to use and navigate
- Online payments using credit cards, debit cards, or e-Check incorporating immediate credit card verification, and assuring the highest level of security
- Printable graphs to show usage history, costs, and trends. These statistics are useful in tracking utility usage and annual budgeting.



**Top:** Current Client Site.  
**Right:** New *Online Skin*.

- Customer can generate and change personal access number or password
- Reduce support calls

**Utilit-e Online** has been developed and is supported by PCS, a company with software development experience since 1981.



Empower your customers to view and pay their utility bills online, monitor their energy use, and sign up for utility programs.

## Key Features

- Automated Notifications
  - ◆ Statements created
  - ◆ Payments posted
    - Due soon
    - Due now
    - Past due
- Easy customer sign-up and registration
- Low startup fees
- Real-time posting of payments to account
- Utility can serve customers 24 hours a day via the Internet

## Benefits for Your Utility

### Enterprise Integration

The PCS **Utilit-e Online** solution is seamlessly integrated with the utility website, the PCS CIS/billing application, the cashing application, and integrated messaging modules. Payments generated in the portal are posted instantly to the account.

### Increase Awareness of Energy Consumption and Cost to Customers

Utility customers can view energy consumption by service, and learn where and when they can most efficiently use energy.

### Hosting and Application Management

The **Utilit-e Online** solution is hosted at the PCS hosting center, allowing for fast startup and lower cost hardware implementations. The hosting center is managed by PCS IT specialists, who are trained in the latest hosting, security, and administration practices.

### Scalability

**Utilit-e Online** is scalable to meet any size of organization. PCS' extensive background in hosting provides the resources and capacity required to manage the **Utilit-e Online** environment, regardless of the customer volume using the portal.



### Motivates Consumers

Customers are provided information to make choices relating to their account, services and notifications. Customers can be informed when bills are generated, payments posted, and delinquency status. In addition, customers can generate a request to stop or start a service, along with general request such as tree trimming, security light maintenance, etc.

### Customer Service Programs

The portal allows the customer to enroll or discontinue in a particular customer service program such as budget billing, ACH bank draft, project share, appliance repair, and rebate programs.

### Review Multiple Services

Customers can use **Utilit-e Online** to obtain specific information about the individual services such as electric, water, waste water and even fixed services such as lights. This answers many of the customer's questions normally handled by Customer Service Representatives and reduces the number of phone calls.

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