

INFO SHEET

# Achieving Operational Excellence in Utilities

PITNEY BOWES BUSINESS INSIGHT CAN DRAMATICALLY IMPROVE THE EFFECTIVENESS OF YOUR BILLING, CUSTOMER CARE, AND PRINT AND MAIL OPERATIONS



## What our customers have to say...

“FROM A CUSTOMER SERVICE ASPECT, THE GREATEST IMPROVEMENT IS THE READABILITY OF THE NEW BILL. CUSTOMERS USED TO TELL US, ‘THIS BILL IS IMPOSSIBLE TO READ.’ NOW THEY SAY, ‘THERE’S SO MUCH MORE USEFUL INFORMATION ON THIS NEW BILL.’”

Paul Vonder Meulan,  
Assistant Manager, Information  
Technology, Greater Cincinnati  
Water Works

## SUMMARY

Pitney Bowes Business Insight is a trusted name in the utilities marketplace because of our large, global customer base and our two decades of industry presence. We’ve helped utilities that serve small, rural populations or thriving metropolises. We built our reputation by helping organizations scrub the costs from billing, customer care, and mailing operations while dramatically improving the customer experience. No other vendor brings the wealth of knowledge and best-of-breed technology required to stake that claim. Our solutions include:

- Flexible, easy-to-use billing formats in multiple languages
- Interactive and high-volume batch document generation for bills, statements, notification letters and other customer communication
- Real-time and batch address and data validation
- Efficient archival and immediate retrieval of all customer documents and associated data
- Customer self-care and online account management options
- Data-driven marketing messages on customer documents
- PAVE™ and CASS™ certified mailings

- Precise delivery location information for accurate sales tax collection and reporting and for efficient route scheduling
- Audit trails for regulatory compliance with investor-owned utilities

## Why Choose Pitney Bowes Business Insight?

**Proven.** We’ve helped over a hundred utilities achieve operational excellence in their billing and customer care centers in both regulated and contested markets

**Scalable.** Cost-effective solutions for the smallest municipalities to the largest regional energy providers

**Easily Integrated.** Enhances COTS software packages as well as legacy CIS

**Fast ROI.** Rapid deployment without disrupting existing business processes

**End-to-End Accountability.** Eliminates unproductive finger-pointing

**Distinguished Partnerships.** Pitney Bowes Business Insight has worked with all the leading CIS software providers and system integrators

**Flexible Hosting Options.** Co-sourcing at a Pitney Bowes Business Insight hosting facility is available for utilities that do not have resources to manage in-house printing and mailing

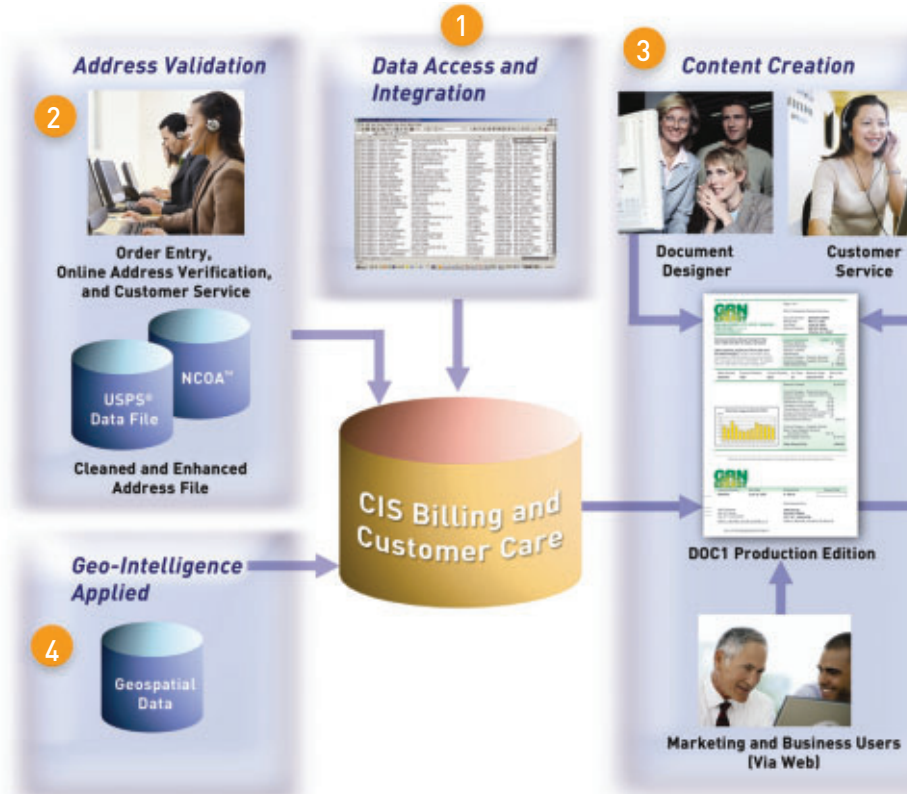
## Achieving Operational Excellence In Utilities

### WHAT OUR CUSTOMERS HAVE TO SAY...

“CUSTOMER INQUIRIES WENT DOWN BY 30% AFTER THE NEW BILL WAS IMPLEMENTED. BRITISH GAS NOW HAS THE FLEXIBILITY TO CREATE BILLS THAT TRULY MEET ITS CUSTOMERS INFORMATION NEEDS.”

Paul Richards,  
Project Manager, British Gas

### PITNEY BOWES BUSINESS INSIGHT CCM ENHANCES NEW AND EXISTING CIS IMPLEMENTATIONS



#### 1. ACCESS AND INTEGRATE DATA FROM DISPARATE SOURCES

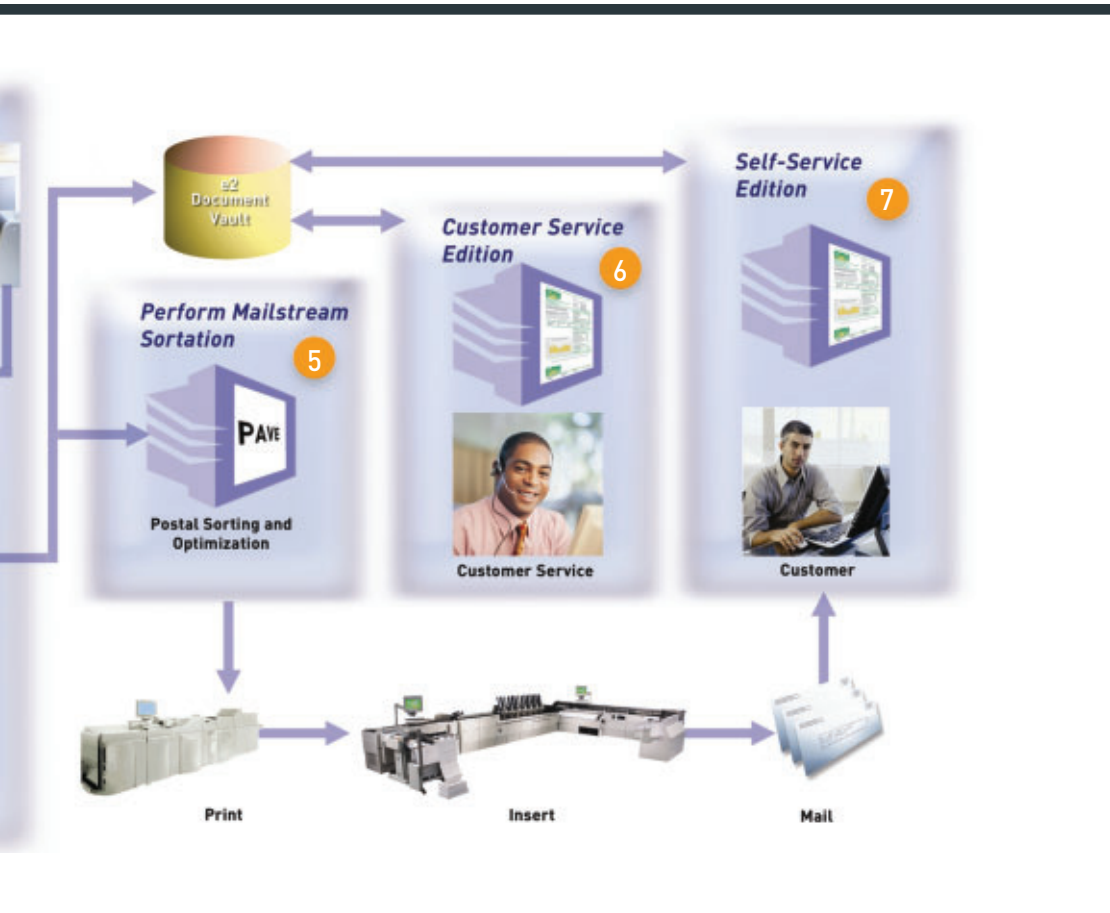
- Ensures billing data from CIS is accurate prior to bill production
- High-speed extracts from CRM, campaign management, financial systems and more
- Normalizes data for more efficient processing and web reporting

#### 2. VALIDATE ADDRESSES DURING DATA ENTRY

- CSRs confirm customer addresses while on the phone
- Reduces keystrokes and errors by 50% while maintaining CIS data integrity
- Improves on-time delivery and predictability of cash flow
- CASS™ and NCOA™ certified in the U.S.; uses international postal codes in rest of world

#### 3. CREATE AND GENERATE CUSTOMER-FOCUSED COMMUNICATIONS

- Develop bills, work order notices and correspondence quickly and easily using intuitive GUI
- Launch enhanced bills quickly with utility bill templates (custom design services also available)
- Include data-driven messages



**WHAT OUR CUSTOMERS HAVE TO SAY...**

“E2 SUPPORTS OUR CUSTOMER SERVICE, ONLINE PRESENTMENT AND E-PAYMENT REQUIREMENTS IN A SINGLE INTEGRATED SOLUTION.”

Chris D’Urso,  
Customer Service Manager,  
Charlotte County Utilitiess

- Multi-channel delivery (fax, email, archive, print, web, data)
- Web-proofing and approval workflow for regulatory audits and QA

**4. APPLY ROOFTOP LATITUDE AND LONGITUDE CODES**

- Ensures taxes are billed for and paid to correct tax jurisdiction
- Helps to map order and work schedules

**5. PERFORM MAILSTREAM SORTATION FOR OPTIMUM RATES**

- Sorts the mailstream to optimize discounts
- Eases physical mail preparation
- Provides the documentation for USPS® acceptance of claimed discounts

**6. ENABLE THE HIGHEST QUALITY CUSTOMER SERVICE**

- CSRs instantly view exact replicas of bills to improve call handle time and email PDFs of bills to callers in real-time

- Fewer call backs
- High-speed repository stores native print streams for full-fidelity viewing
- Efficient, compact document storage meets long-term regulatory requirements

**7. MAKE ONLINE SELF-CARE AVAILABLE TO CUSTOMERS**

- Customers view, print and pay bills online
- Advanced, interactive online account management
- Simple, secure and convenient online self-care

## Achieving Operational Excellence In Utilities

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THESE ARE JUST A FEW OF THE MANY GLOBAL UTILITY CUSTOMERS USING OUR CUSTOMER CARE AND BILLING SOLUTIONS TO ENHANCE THEIR CIS IMPLEMENTATIONS:

Allied Waste

American Electric Power

Aquarion Water

British Gas

BT Ignite

CenterPoint Energy

Centrica

Charlotte County Utilities

Cincinnati Water

City of Phoenix

City of Winnipeg

Duke Energy (Union Gas)

Enbridge Energy

Florida Power & Light

Hampton Roads Sanitation  
Department

Kansas City Water

Knoxville Utilities Board

Las Vegas Valley Water  
District

Louisville Gas & Electric

Manatee County

Miami Dade County MLGW

Nicor Gas

Pepco Holdings

PG&E

Puerto Rico Electric Authority

Puerto Rico Electric & Power

Questar Gas

Regional Water Authority

San Francisco Water

Santee Copper

Scottish Power

Seattle Power & Light

Tennessee Valley Authority

TXUUDP

United Illuminating