



Customer Empowerment

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

Enterprise Integration

The PCS **Utilit-e Online** solution is seamlessly integrated with the utility website, the PCS CIS/billing application, the **Cashiering** application, and **Integrated Messaging** module. 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 low-cost 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 requests such as tree trimming, security light maintenance, etc.

Customer Service Programs

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

Review Multiple Services

Customers can use **Utilit-e Online** to obtain specific information about individual services including electric, water, wastewater 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.