



# Web Customer Service

## Product Overview

### Utilit-e Connect Web Customer Service (Web CS) access

Professional Computer Systems, Co. (PCS) has long been a supporter of the Smart Grid Enterprise. As such, PCS has committed to building seamless integration between specific key third-party solutions providing a comprehensive utility enterprise. The enterprise consists of innovations incorporating Automated Metering Infrastructure (AMI), Meter Data Management (MDM), Customer Information Systems (CIS), Interactive Voice Response (IVR), Geospatial Information Systems (GIS), Customer Portal (CP), Call Handling/Outage Management Systems (CH/OMS), Demand Response (DR), Distribution Automation (DA) and promotes utility efficiencies and customer empowerment.

Now with **Web CS** the utility can provide secure access to customer data for utility personnel from anywhere, anytime, and most any device. **Web CS** provides a set of screens capable of running from a browser similar to the functionality in **Utilit-e Online**. The advantages of the solution includes:

1. Access for traditional users from within the walls of the utility.
2. Access for non-traditional users from outside the utility
3. Based on the browser, access from a desktop, laptop, tablet or phone.

Similar to the Customer Service module in **Utilit-e Connect**, **Web CS** facilitates customer account management. In addition to viewing account information, PCS also provides a map of the service, allows interaction with an AMI system<sup>#1</sup>, and facilitates making a credit card or e-Check payment within the module. **Web CS** is comprised of over thirty different screens designed to present data as needed for various job functions. Examples of these include applicant/address, customer messages, accounts receivable detail, delinquent history, notification subscription, account service history, location service history, service order history, usage history, meters, and transformers. More screens are scheduled to be added!

## Key Features

While **Web CS** does not replicate the Customer Service screens on a one-to-one basis, the module provides the following features and information:

- Multiple Search Methods
- Account At A Glance
- Applicant Address
- AR Balance
- Usage History
- Usage History Graphs
- Delinquent History
- Extensions
- Meter Screens
- Statement History
- Pay Now
- Account Service History
- A/R Detail History
- Balance By Category
- Billing Cycle
- Budget Detail History
- Customer Messages
- Customer Service Programs
- Cycle Schedules
- Notification Subscriptions
- Locations
- Location Meter History
- Location Service History
- Service Order History
- Service Order Tracking
- Dispatch
- Services
- Summary of Charges & Payments
- Landlords & Tenants
- Year to Date Information
- AND MORE!!

<p>Summary</p> <p>Account: 2142047 Name: RYAN POST Status: Active Connect Date: 8/10/2012 Service: 269 MILLER Address: RD 269 MILLER Mailing RD Address: DENISON 51442 Home Ph: 712-263-3106 Cell Ph: 712-269-1111 Email:</p> <p><input type="checkbox"/> Cash Only <input checked="" type="checkbox"/> Customer Service Program <input type="checkbox"/> AutoPay: ACH Draft <input type="checkbox"/> AutoPay: Credit Card <input type="checkbox"/> Email Notifications <input type="checkbox"/> Budget Billing <input type="checkbox"/> Prepay <input checked="" type="checkbox"/> Unbilled Readings</p>	<p>CSBalRibbon</p> <p>Balance: \$320.89</p> <p>Accounts Receivable</p> <table border="1"> <thead> <tr> <th colspan="3">Balance Summary</th> </tr> <tr> <th>Amount</th> <th>Due Date</th> <th></th> </tr> </thead> <tbody> <tr> <td>Current \$0.00</td> <td></td> <td></td> </tr> <tr> <td>Overdue \$320.89</td> <td>11/27/2016</td> <td></td> </tr> <tr> <td><b>Total \$320.89</b></td> <td></td> <td></td> </tr> <tr> <td>ARO Current \$0.00</td> <td></td> <td></td> </tr> <tr> <td>ARO Overdue \$0.00</td> <td></td> <td></td> </tr> <tr> <td><b>ARO Total \$0.00</b></td> <td></td> <td></td> </tr> <tr> <td><b>Total Due \$320.89</b></td> <td></td> <td></td> </tr> </tbody> </table> <p>Deposit Balance \$175.00</p> <table border="1"> <thead> <tr> <th>Payment Arrangement</th> <th>Pending Payments</th> </tr> </thead> <tbody> <tr> <td>Monthly Fee \$0.00</td> <td>Connect \$0.00 <a href="#">View</a></td> </tr> <tr> <td>Balance \$0.00</td> <td>ARO \$0.00</td> </tr> </tbody> </table>	Balance Summary			Amount	Due Date		Current \$0.00			Overdue \$320.89	11/27/2016		<b>Total \$320.89</b>			ARO Current \$0.00			ARO Overdue \$0.00			<b>ARO Total \$0.00</b>			<b>Total Due \$320.89</b>			Payment Arrangement	Pending Payments	Monthly Fee \$0.00	Connect \$0.00 <a href="#">View</a>	Balance \$0.00	ARO \$0.00
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Web-based customer service provides access to customer data anywhere, anytime from most any device.

## Additional Features

Access to the individual screens is controlled by System Manager security rights. This allows the utility to determine what each user can access.

Like other PCS Web-based modules, **Web CS** inherits the same web functionality including:

- ✓ Seamless Integration with **Connect** Billing
- ✓ No Special Hardware
- ✓ No Servers to Install
- ✓ Browser Based
- ✓ Easy to Use, easy to Train, easy to Implement
- ✓ Functions like **Utilit-e Online**
- ✓ Available on desktop, laptop, tablet, and phone
- ✓ Reacts to touch screens

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## Functions Like *Utilit-e Online*

**Web CS** is browser based like **Utilit-e Online**, Employee Portal and Employee Time Entry. As such, there are no servers to install, special hardware requirements, or special apps to load. The only requirement is Internet access, a compatible browser and access to **Web CS**.

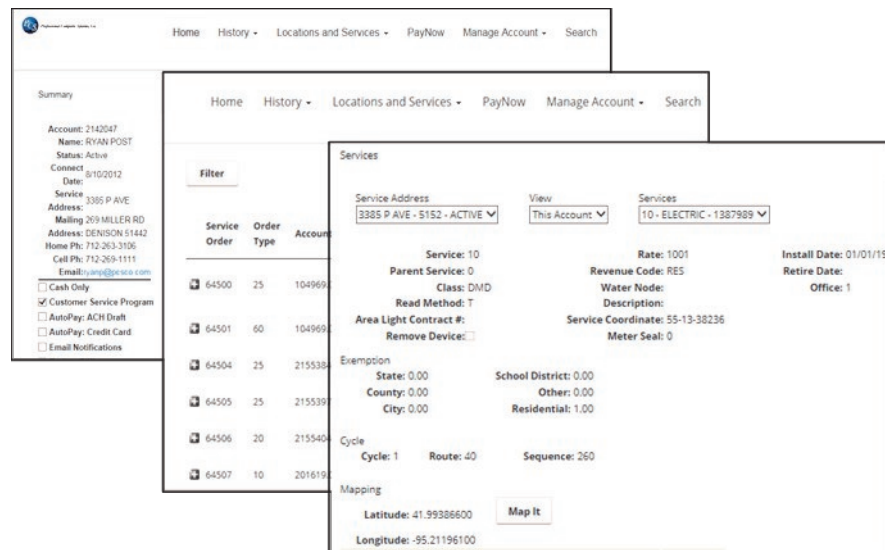
**Web CS** allows the user access to all customer accounts. The user has the ability to search by multiple criteria or just by entering the customer account number.

## Access Across the Enterprise of Users

**Web CS** provides access to customer information to traditional billing users and non-traditional users alike. This may include users inside and outside the walls of the utility office. This could include customer service, billing, cashiering or new users such as:

- Linemen in trucks with mobile devices
- Management and Board Members
- After hour dispatch personnel
- Engineering and Line Crew
- Outage Call Staff
- Member Services
- Consultants

**Lower Cost:** For utilities using the hosting service, users that do not require full-time access or occasionally access the system will not require a full-time hosting user fee. The fees for Web CS is much lower than the normal RDP-based user fees.



**PCS Smart Grid Solutions for Utilities**

#1: Depending on AMI Solution