



Utilit-e Online™

Everyday, more utility customers are logging on to 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 purchase goods, inquire on products and services and conduct business 24 hours a day 365 days per year. Companies with e-Commerce capabilities are perceived as being forward thinking and providing leading edge services.

Utilit-e Online is a comprehensive e-Commerce solution from PCS. **Online** can be integrated seamlessly into the existing utility website or accessed as a separate stand alone website. Customers entering the **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 and making an online payment.

Utilit-e Online

With **Utilit-e Online**, the utility determines the extent of e-Commerce services to be provided to the utility customer. Start slow by just developing a site providing basic customer information and balance information or implement a fully interactive Business to Consumer e-Commerce site. The utility can determine which model that works best for the utility. The convenience of offering an e-Commerce solution for today's Internet savvy customer is essential in today's marketplace. **Utilit-e Online** is designed to provide a powerful e-Commerce service in a very affordable solution.

Key Features & Benefits Provided by Utilit-e Online

Checking an Account Balance: Customers are able to access the balance of their accounts via a standard Web browser. The customer can enter their own secure area using an account ID and password.

Historical Payments and Statistics: **Online** provides access to historical account data including past statements and historical payments. Charts and/or graphs are generated to show usage history and trends. These statistics are useful in tracking utility usage and annual budgeting.

Online Payment: E-Commerce is the e-Checks of **Online**. Customers can make full or partial payments using major credit cards or e-Checks. Payments are instantly updated on the customers account and processed with the highest level of security.

Interaction/Credit Card Verification: With the customer having the capability to make online credit card/debit card payments, the ability for online credit card verification is provided through the use of an Internet processor. Based on the Internet merchant the utility chooses, funds can be available as early as the next business day. In conjunction with the Internet merchant, it is the utility's decision on the type of credit cards they want to provide.

View Selected Statements or Payments: **Online** can generate past monthly statements for a customer based on the archived historical data. This allows the customer to view a past statement with the option that the statement can be reprinted.

Statement/Payment Date	Statement Amount	Payment Amount
08/30/05		\$ 89.58
06/12/05	\$ 360.13	
03/11/05	\$ 161.04	
03/10/05		\$ 71.46

Easy to use: **Online** is designed to be easy for the customer to use and easy to navigate. No advanced technical training is required.

Choose Information About a Selected Service (electric, water, etc.): Customers can use **Online** to obtain specific information about the individual services the utility offers. This answers many of the customer's questions normally handled by Customer Service Representatives. Customers can view history by individual months in a tabular format or chart view.

Customer Service Programs: Utilities can use **Online** to allow the customer to enroll or discontinue in a particular customer service program such as budget billing, ACH bank draft, public watch, appliance repair and/or a rebate program.

Customer Service 24x7: **Online** gives customers access to their account information any time of the day or night including weekends and holidays. Customers can get the information they want, when they want it... anytime day or night.