



# SMART PAY

## SOFTWARE

**Prepay:** Hourly bill calculations, rates, business rules, program execution, analytics and communications

**Postpay:** Full billing system/CIS for Public Power



## CASH

Patented bar code-based cash payments at 70,000 retail locations and growing



## CARDS/ACH

Integrated single sign on credit/debit card payments through multiple channels



## MESSAGING

Communications engine enabling text, email, interactive voice recording and push notifications

REDUCE BAD DEBT WRITE OFF

IMPROVE CASH FLOW

60+%

of payment arrangements fail

80+%

of prepay customers with arrearages pay off balances in 18 months

## OVER 80% CUSTOMER SATISFACTION



Multiple notification methods



Customers have more energy usage control



## OPERATIONS

- » Reduced Payment Arrangements
- » Reduced Billing Cost
- » Reduced Customer Service Representative Impacts
- » Better Cash Flow
- » Full Billing Including Post Pay



## ENERGY EFFICIENCY OPPORTUNITY

3.2%-12.7% reduction in usage

- » Itron Smart Pay is a **proven solution**
- » Deployed with **IOUs and municipalities**
- » Powered by **PayGo**
- » Enhanced by Itron **Support and Services**
- » Enhanced Features with **DI capabilities**