

BillingInsights™

Reveals Clear Answers to “Why did my Bill Change?”

Apogee’s flexible and robust module that allows customers to view, analyze...and ultimately better manage their home energy bill online.

The result? An outstanding customer experience and improved customer satisfaction for your company.

Easy Customer Access

Running directly on your company website, BillingInsights provides customers accurate and compelling energy use and billing information in a simple and attractive web format.

Accurate Analysis

The module goes beyond standard online billing and reporting systems to show monthly system-by-system energy use. The powerful software uniquely includes local weather – clearly demonstrating its effect on monthly bills. Customers quickly find answers to their most common questions:

- Why has my bill changed?
- Where are my energy dollars going?

Improved Customer Care Metrics

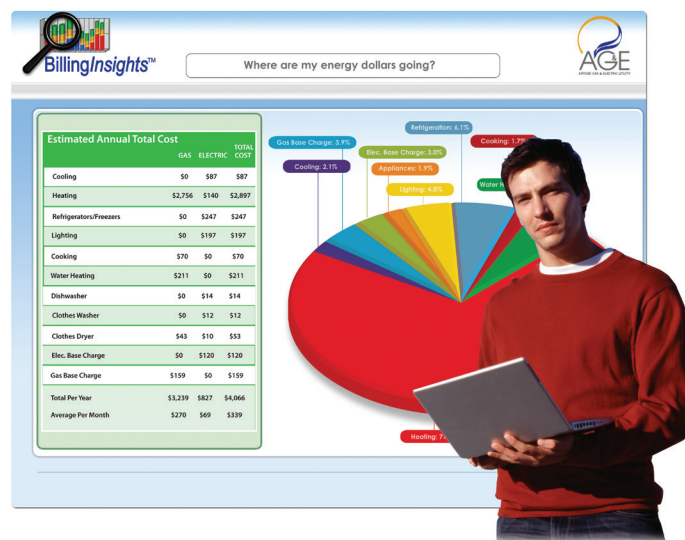
For utilities nationwide, BillingInsights is converting potential high bill complaints into customer compliments by...

- Displaying actual energy use by type and month.
- Giving customers valuable self-service help online.

The tool also drives measurable improvement in your call center metrics. How? By reducing the number and duration of calls...boosting first-call resolution rates...and reducing meter re-reads or site visits.

BillingInsights™ Boosts Customer Satisfaction

- Shows dollar impact of changes in weather/rates/billing cycles.
- Available in two versions: Customer-facing & CSR-facing.
- User tested by hundreds of utilities.
- Addresses electric and gas.
- Analysis engine accredited by RESNET®.



BillingInsights™

Answering Bill Questions With Intelligence



Powered by AMES for Accuracy

BillingInsights is powered by AMES, Apogee's proprietary AuditMation™ Energy Analysis System. This analysis engine has received RESNET® accreditation, passing a stringent battery of software tests developed by the Department of Energy and National Renewable Energy Laboratory.

Free Demo

Call us at 678-684-6801
or visit www.apogee.net

For Customers: Questions...Answered

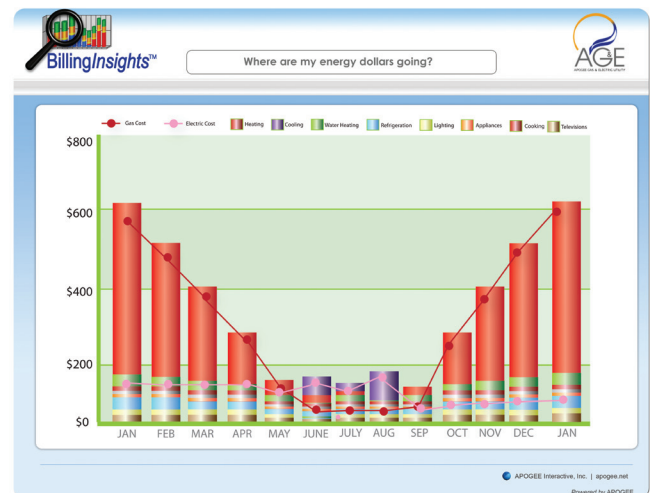
Today's consumers routinely make the Web their first stop for customer care issues. BillingInsights combines the best of Web-based accessibility with the accuracy of utility data.

- **Helps customers understand unexpected increases caused by changes in usage patterns or weather.**
- **Provides highly detailed analysis based on the customer's own information.**

For CSRs: Problems...Solved

BillingInsights equips your CSRs with a powerful diagnostic tool that employs:

- **Pattern recognition software** that analyzes predicted and actual usage by end-use and isolates weather impacts.
- **Dynamic intelligent "scripting"** that generates answers for common bill questions and prompts CSRs with key questions to ask.
- **Accurate energy-use analysis** and answers that enable CSRs to reach call resolution faster.



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Online Solutions for the Energy Industry