



CSG CUSTOMER SERVICE SOLUTIONS FOR UTILITIES

**REDUCE COSTS AND IMPROVE
A/R TURNOVER WITH CROSS
CHANNEL COMMUNICATIONS**



Today's business climate is more challenging than ever. Utility service providers must do more with less, while still delivering personalized and consistent customer service that builds customer satisfaction and reduces costs.

Thankfully, meeting these challenges has never been easier. CSG Customer Interaction Suite for Utilities delivers valuable insight into each customer interaction, empowering utility service providers to deliver crisp, clear and compelling communications to improve billing, collections and the communication process.

CSG INTERACTIVE MESSAGING

Communicate one-to-many or one-to-one—it's up to you. Whether you wish to convey a single, unified message or personalized communications, to targeted customers, CSG automates all facets of customer communications, seamlessly integrating interactive voice, SMS/text, print, email, Web and fax. Using multi-channel communications is effective by reaching customers in the methods in which they prefer to communicate.

Expand Customer Communication, Decrease Service Costs

- Automate move in/move out calls that are critical and time sensitive, eliminating the need to speak with an agent
- Appointment/service call reminders using voice or SMS/text ensures customers are available for field service personnel, eliminating unnecessary truck rolls
- Receive overdue debt notices with options for payment acceptance or arrangements to reduce delinquent accounts, shorten collection times

Innovate Customer Communications, Increase Satisfaction

- Energy efficiency tips to educate customers on peak-time usage
- Customer satisfaction surveys for timely feedback on completed services using IVR technology or Web self-service
- Educate customers on new industry initiatives or savings programs (e.g., Smart Grid)



ELECTRONIC BILLING, PAYMENT, AND COMMUNICATION

Give your customers the power of convenience. Customers can initiate service or pay their bills with the click of a button. Streamline your processes with an integrated solution for electronic bill presentment, payment and customer communication.

By expanding customer communication beyond printed statements, you reduce print and mail costs, raise print suppression rates, and increase customer satisfaction. Additionally, we have you covered when you want to improve the proficiency of your printed statements with our Output Solutions for efficient, accurate print and mail services.

→ Precision eBPP

Customers view and pay their bills on your Web site and can suppress printed bills in favor of electronic formats. Decrease DSO with multiple payment options. Monthly email notifications remind customers when bills are ready for payment

→ Secure eStatement

Customers view and pay their bills electronically through a secure, transactional PDF delivered via email. For optimal security, documents are encrypted and each customer can create a unique password

→ Precision Email

Communicate one-to-one or one-to-many using rich HTML messages. Inform customers of new developments (Smart Grid) or deliver important notifications (collections). Robust reporting tracks delivered, opened and bounced emails to ensure your message is delivered to the intended recipients

KEY FEATURES AND BENEFITS

You'll experience numerous benefits using CSG solutions to improve the quality and timeliness of customer interactions.

Secure Delivery, Multiple Payment Options, Customer Convenience

- eBPP delivery options enable customers to pay efficiently and promptly
- Reduce operating and delivery costs by integrating with consolidator networks or retail payment kiosks
- Enjoy faster bill payment with multiple payment options (EFT/ACH, credit, PIN-less debit, stored payment accounts and recurring payments)

Improved Communication, Fewer Call Center Inquires

- Proactive email, voice and SMS/text communication keeps customers informed and eliminates unnecessary call center questions
- Enable customers to administer self care to resolve questions without the need to speak with an agent