



OUTPUT SOLUTIONS FOR UTILITIES



MAKE THE MOVE TO MOBILE

83 percent of mobile users say that a seamless experience across all devices is very important to them. Are you thinking outside the app? Let customers view and pay their bills on their mobile device, with document designs optimized for mobile. We can help you execute a coordinated strategy of SMS notifications, email bill pay reminders, and complementary cross-sell to drive paperless adoption.

SIMPLIFIED AND STREAMLINED

Our expert bill designs are customer-centric and operationally efficient. We identify key areas of interest on the billing statement, then compose, and tailor delivery of that key data to each channel/device. This simplifies and streamlines your operations so you compose once, while optimizing the experience for each distribution channel.

Make your statements clear and easy to read for your customers. Color, graphics and highlights emphasize usage trends and other important information. We partner with you to ensure proper placement of payment options and tutorial explanations to drive desired consumer behaviors, like auto-pay, bill suppression or self-service.

TODAY, IT'S NOT ENOUGH FOR UTILITIES TO PROVIDE UNINTERRUPTED SERVICE—YOU MUST DELIVER A SEAMLESS CUSTOMER EXPERIENCE. CUSTOMERS EXPECT MESSAGES THAT ARE NOT ONLY TAILORED TO THEM, BUT ALSO TO THE DEVICES THEY USE. HOWEVER, WITH BILLING STATEMENTS AND MESSAGES GOING OUT ACROSS VARIOUS CHANNELS, HOW CAN YOU PRESENT THE RIGHT INFORMATION TO THE RIGHT CUSTOMER AT THE RIGHT TIME?



WITH CSG OUTPUT SOLUTIONS, YOU CAN DELIVER TARGETED MESSAGES ON ANY CHANNEL AND DELIVER A CONSISTENT BRAND EXPERIENCE. OUR SOLUTIONS SPAN THE ENTIRE DOCUMENT CREATION AND DISTRIBUTION WORKFLOW PROCESS, FROM ELECTRONIC AND PRINT DELIVERY TO PAYMENT AND CUSTOMER CARE. MAKE THE COST-EFFECTIVE TRANSITION TO CROSS-CHANNEL AND PROVIDE A CONSISTENT, COMPREHENSIVE CUSTOMER EXPERIENCE.

PERSONALIZED AND INSIGHTFUL

Enhance your communications with personalization, by incorporating relevant outside data sources. Added capabilities like statement messaging, full color, and the insertion of graphics and/or ad pages help you maximize the value of each customer communications.

Create personalized, real-time videos to explain account and usage information in an easily digestible manner, increasing stickiness and uptake on value-added services like paperless billing and auto pay. Use SmartVideo to welcome new customers, walk customers through their first statement, and explain rate changes.

SEAMLESS

Get CSRs and customers on the same page—figuratively and literally. Using our archival solutions, CSRs can view customer bills exactly as the customer sees them—including customized messages and ads—to respond to customer inquiries quickly and effectively.

PAYMENT SOLUTIONS FOR ALL

Convenient payment options ensure timely collections. With CSG Output Solutions, you can promote payment services like auto-pay or flat billing to the appropriate segments using graphics and promotional messages. Match other payment solutions to your customer demographics. For example, kiosk solutions are a cost-effective alternative for serving unbanked customers.





ABOUT CSG

From traditional print-and-mail offerings to electronic bill delivery, email, SMS/text, voice, and payment kiosks, utility companies can rely on CSG to deliver a consistent, seamless customer communications experience.

Producing more than 60 million pieces per month, CSG Output Solutions is a leading document provider and Top 10 USPS mailer. We serve both business-to-business (B2B) and business-to-consumer (B2C) industries, including telecommunications, utilities, financial, insurance, home and security markets.

We operate state-of-the-art facilities in Nebraska and Florida. Our centers process and mail 24 hours a day, seven days a week. We also handle over 270 million credit card transactions per month.

With over 35 years of experience, we have a long-standing reputation for outstanding quality and customer service. Talk to our experts about how you can transform your operations with CSG Output Solutions. Contact us at marketing@csgi.com, or visit csgi.com for more information.

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