



Utility Market Perspective

# Driving New Levels of Customer Experiences and Business Visibility with AMI and a Modern Utility Platform

## AMI is a critical step on the path towards modernization

Your utility is at a turning point on its modernization journey. You've invested in or are planning to invest in Advanced Metering Infrastructure (AMI).

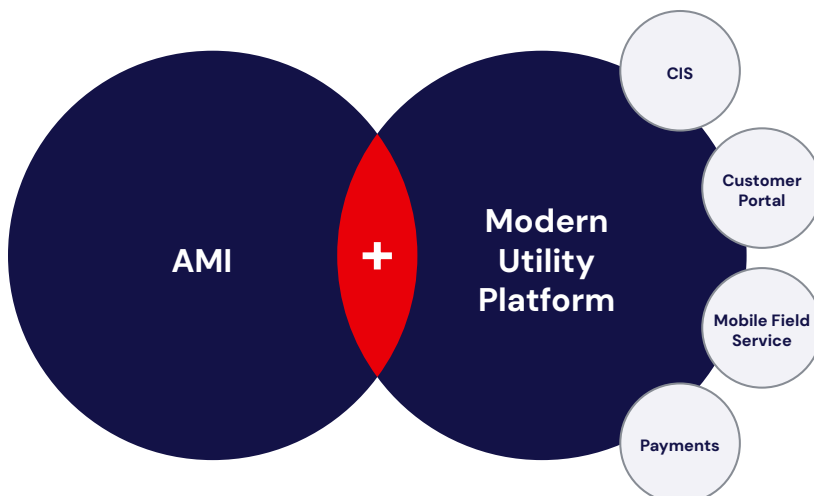
An AMI investment is an essential step towards modernization and the use of customer data to improve operations. AMI replaces manual meter readings and provides your utility with real-time usage data to understand how customers consume water, electricity, and gas.

Customers get greater transparency, empowering them to make informed usage decisions. While the city leverages AMI data to improve field service intelligence and roll trucks for outages without waiting for customer calls.

AMI delivers powerful data, but only if your core systems, workflows, and processes can access and act on it. Legacy Customer Information Systems (CIS), prevalent in many utilities, can't handle the scale and real-time frequency of AMI data.

A modern utility platform and ecosystem operationalizes your AMI investment into your meter-to-cash process and customer experience. It translates curb-side utility data into accurate bills and revenue, providing staff and customers with the same trusted view to maximize the value of your AMI investment.

Long-term, real-time AMI data creates better customer experiences and operational efficiencies to meet your immediate and future demands.



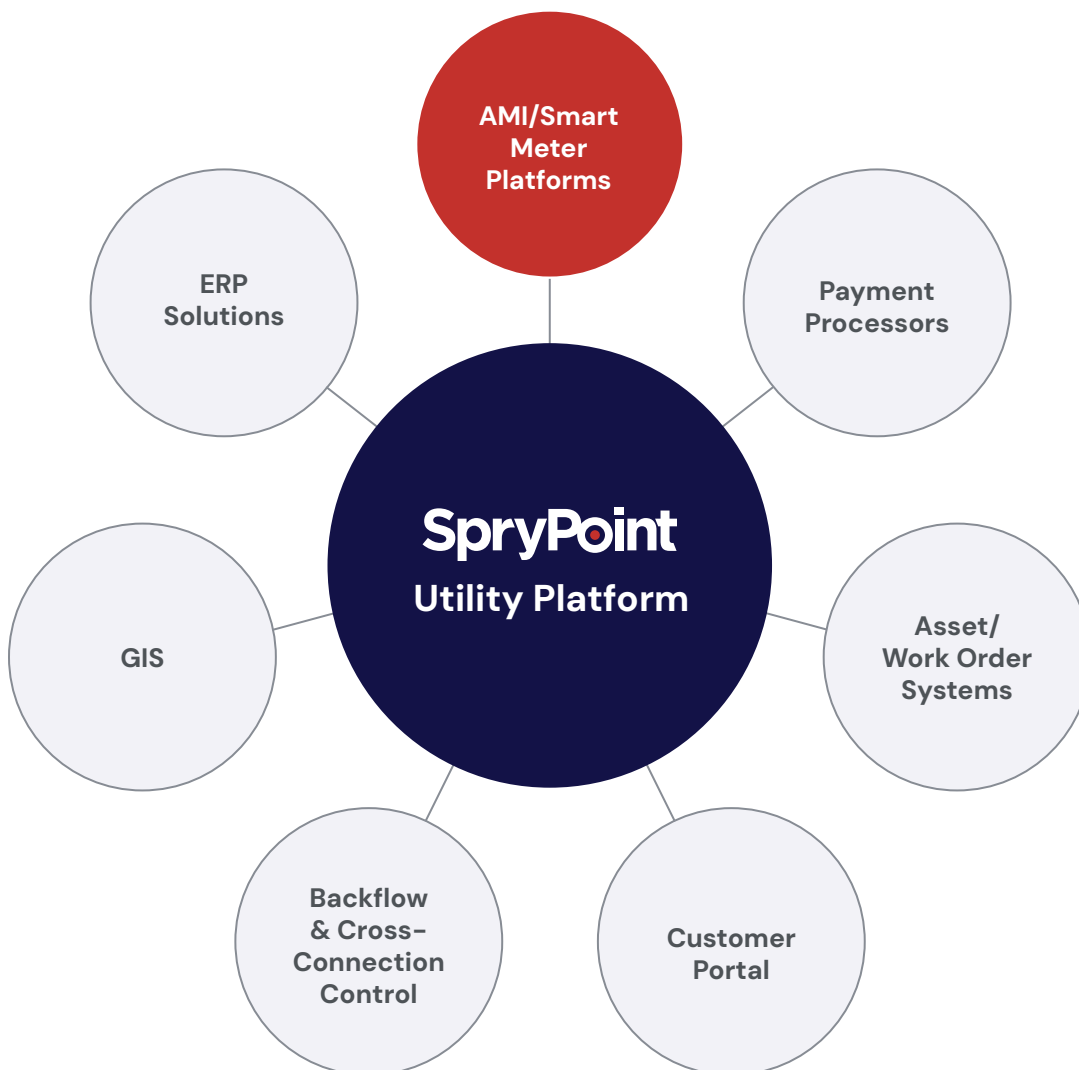
# AMI is the foundation—a modern utility platform operationalizes it across the meter-to-cash process

Utility business transformation requires a modern utility platform with a transformational CIS, integrated with a customer portal, mobile field service, and payments, to operationalize.

Your CIS is the core of your meter-to-cash process and a single source of truth connecting your people, processes, and systems. A single source of truth for utilities means integrating your core systems and data into one modern platform for reporting and analytics. Instead of reconciling spreadsheets or pulling reports from multiple tools, everyone works from a single, reliable source.

A CIS built on a modern and integrated platform for utilities should be next on your roadmap to operationalize AMI data for customer service, utility billing, and field service teams. Without it, you can inadvertently create organizational and reporting silos, preventing your utility staff from achieving full adoption and visibility across the meter-to-cash process.

A modern utility platform like SpryPoint provides a unified view—seamlessly integrating your AMI data and other core systems, empowering your customer service, billing, and field service teams to make data-informed decisions.



# Powerful business and operational visibility across the utility

Today's growing regulatory and compliance requirements, customer service expectations, and operational efficiency demands make business visibility crucial for modern utilities. Instead of reconciling spreadsheets or pulling reports from different tools, your utility staff can work from a single, reliable platform with seamless data flow for reporting and analytics.

With a modern utility platform like SpryPoint, you gain new levels of business and operational visibility across your utility teams, enabling accurate reporting, informed decision-making, and transparent customer service through dashboards. SpryPoint's utility ecosystem includes a transformational, integrated CIS, customer portal, mobile field service, and payments, providing a single source of truth across all teams.

## Business visibility for utility executives to confidently answer questions

Utility executives can confidently respond to questions from public officials, regulators, and council members on KPIs, customers, and operations metrics.

As Mark Moore, Utility Controller from the City of Fairmont, explained after implementing AMI and the SpryPoint Platform, "I can tell the public commissioner or council exactly where we stand on key performance and business, customer, and operations metrics. I now sleep well at night."

## Here's an example of an executive dashboard, answering business questions such as:

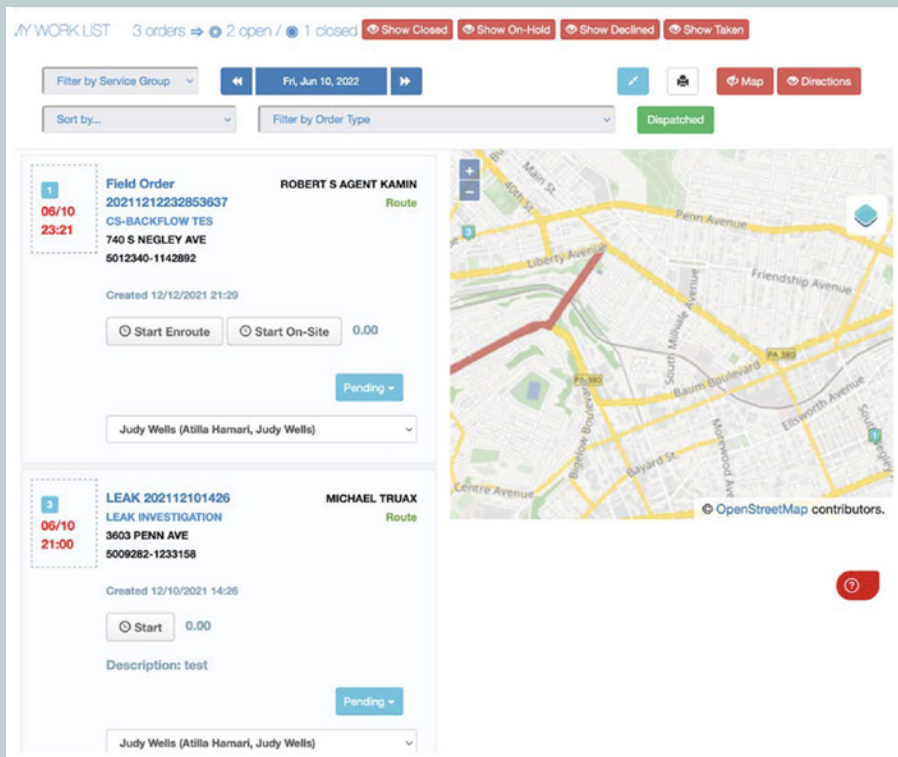
- What's our total annual billing and payment revenue?
- How many accounts pay on time?
- How many customers enroll in paperless billing?
- How efficiently does my staff support service orders?



**Business visibility for field operations workflows to optimize resources**

Your operations team can optimize resource management and proactively respond to leaks, outages, and irregular usage issues early.

**“From the time we started with AMI through the billing implementation, we have eliminated 27,000 truck rolls a year on a 15,000 customer utility,” said Mark Moore, Utility Controller from the City of Fairmont. “It frees the meter techs up to do other things on the back burner...fixing meter curb stops and raising or lowering meter walls,” adds Martha Bragg, Billing Manager from the City of Fairmont.**

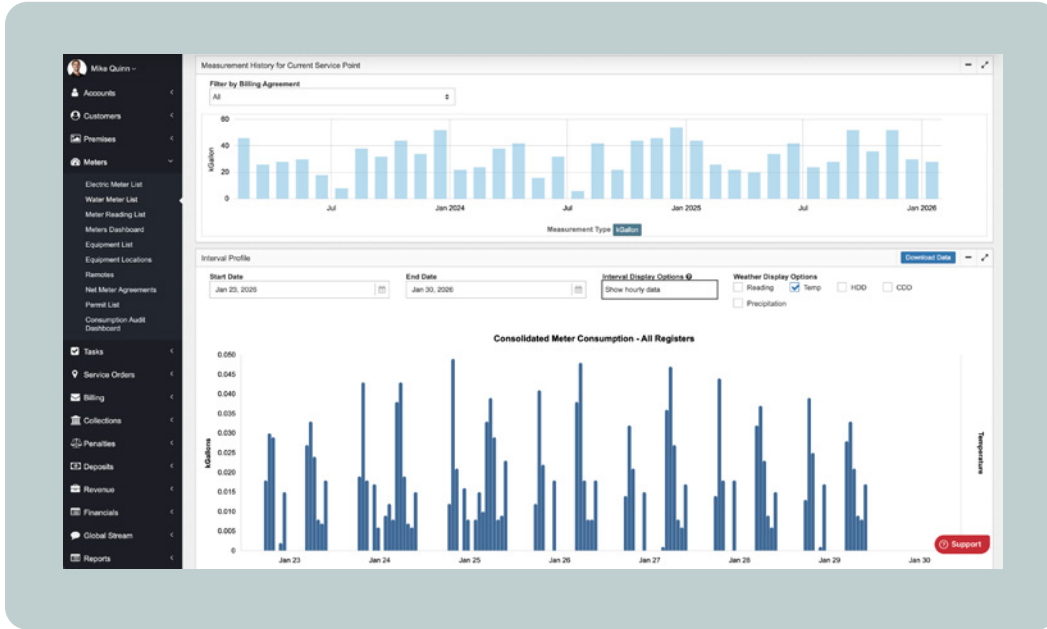


**Business visibility for customer service to improve issue resolution**

Your customer service team can confidently address customer questions and concerns about bills, utility usage, trends, and provide proactive recommendations for sustainability.

Here is an example of a customer service dashboard, answering customer questions such as:

- How much water am I using compared to the average household? Compared to last year?
- What does my estimated utility bill look like?
- Do you notice any irregularities in my utility usage?



**Empower customers with greater transparency and self-service into their utility usage with an integrated customer portal**

Imagine signing into one portal to check your water, energy, or gas usage, then realizing you need to log out and head to a completely different system to pay your bill or get help. What should take minutes turns into a disjointed experience of bouncing between tools that don't talk to each other.

That's the clunky, outdated experience your customers have today when your AMI data lives outside an integrated CIS and customer portal. While many AMI vendors offer portals for customers to view their utility usage and set up proactive notifications, the siloed platform creates a disconnected experience for customers.

The City of West Jordan began its modernization journey by deploying AMI to monitor curb-side water usage data. With conservation a priority for the city, they sought to implement a modern CIS and integrated customer portal to enable customers to take greater control with real-time usage insights, proactive notifications, and automated customer communications, and selected SpryPoint.

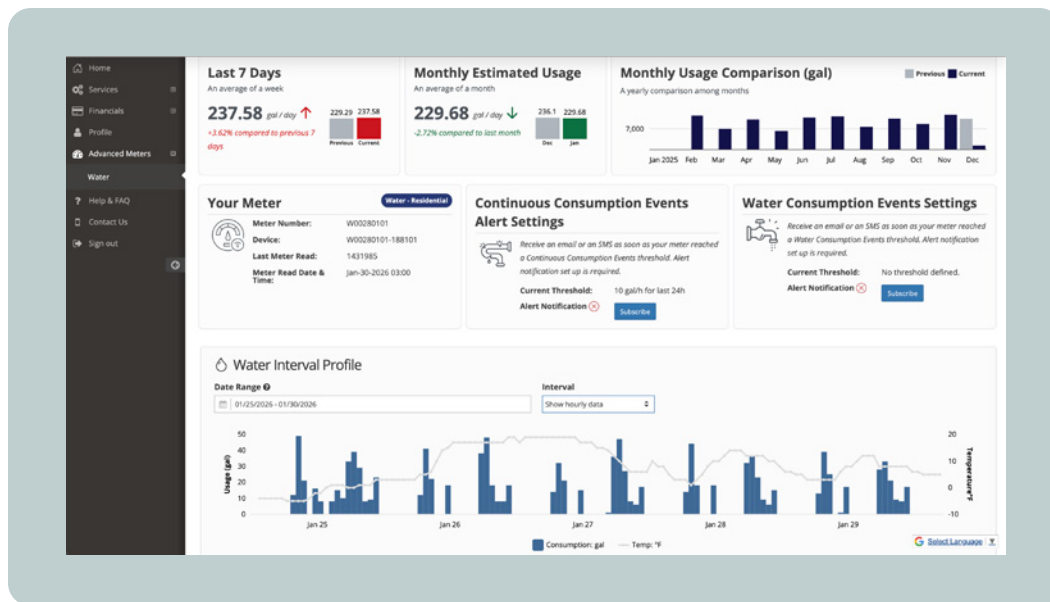
Customers benefit from a single self-service portal that provides transparent access to information. At the same time, the utility gains tools that provide a real-time, full view of the customer across departments and help reduce reactive service calls.

### Giving customers more control of their utility usage in a single, intuitive platform

“Our goal was simple: give our customers more control, more visibility, and easier ways to interact with the City, on their terms,” said Tyler Aitken, Treasurer for the City of West Jordan. “SpryPoint gives us a single, intuitive platform where customers can access their account, understand their water usage in real time, receive alerts for leaks or unusual consumption, and manage billing with confidence.”

### Customer self-service insights through SpryEngage—integrated customer portal

- Understand current and accurate usage trends to make more informed decisions about utility consumption
- Set leak alert or consumption thresholds for proactive notifications to mitigate costly bills



## Unlock the full potential of your AMI investment with SpryPoint

If you are or have already invested in an AMI to modernize your utility, you’ve taken an important first step. But without a modern platform like SpryPoint, purpose-built for utilities to operationalize real-time curbside data across your meter-to-cash process, you may be limiting its full potential.

SpryPoint is a new generation of customer service and operations software that empowers you to contend with the industry’s rapid pace of change. We transform your AMI data into actionable insights and new levels of visibility for both customer and service teams, seamlessly integrating with core systems, workflows, and processes to fully realize the value of your AMI and smart meter investments.

Experience the difference of a transformational utility platform with SpryPoint as your long-term partner.

Let’s connect