

A single solution for prepay, postpay & payments

The marketplace for CIS solutions is missing something.

It's missing a solution that addresses today's utility customer. Customers want more flexible billing and payment options. They want to do business without talking to a representative. They live in "real-time" and want 24/7 access to what they are spending.

Today's CIS systems don't keep up with customers, so the utility struggles to keep up with their demands. They hire more representatives in the call center or bolt on separate add-on technology that only makes delivering value more expensive and frustrating for everyone.



PayGo® Cloud CIS changes all that.

For the small to mid-size public utility, Cloud CIS delivers a single solution that provides everything today's customer wants, including the ability to view their daily billing charges for energy consumption.

Simply put, PayGo® Cloud CIS is a single solution for prepay, postpay, and payment processing. It leverages the utility's AMI investment to deliver the real-time experience customers want and expect. The utility experiences greater customer satisfaction, a more flexible and robust toolset, and lowers technology risk and cost.

Cloud CIS is a web-based (SaaS) customer information system that is part of a full meter-to-cash solution that leverages the current or upcoming AMI system to provide the right level of MDM functionality and supports high levels of customer engagement.

PayGo® Cloud CIS is a fully SaaS customer information system that drives enhanced customer satisfaction for utilities. It helps public power utilities enhance customer engagement and leverage their AMI network.

Customers have online access to usage, payments, and daily costs across all services including electric, gas, water, sewer, and trash. Accounts can transition between prepay and postpay providing customer choice and lower utility operating costs.

For more information

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- 470-219-7800
- www.PayGoUtilities.com

A comprehensive billing & payment solution



Cloud/SaaS

- Hosted solution for better support, upgrades, and maintenance
- Leverages Amazon Web Services (AWS)



Integration

- Integration to the AMI system or middleware for meter readings, reconnects, and disconnects
- Extensive library of API's and web services



Reporting

- Extensive billing and payments reporting
- Integration to dashboards or other BI tools



MDM

- Integrate directly to head in system or other solutions
- Allows multiple business rules for disconnects
- Patented soft-arm capability to allow customer to initiate a reconnect



Messaging

- Email, SMS, Outbound Voice and IVR
- Account balance notifications
- Two-way messaging to pay bills



Collection Management

- Configurable payment prrangements
- Bad debt lookup



Change Management

- Online training
- Marketing support
- Smart videos



Agency Voucher

- Apply pledges to one or more service types



Bill Print Extract

- Print individual bill in the office
- Great for cancel / rebill scenarios
- PDF Generator API



Single or Multi-Service

- Electric, Gas, Water, Wastewater, Sewer, Trash, and Lighting



Rates

- Residential, Commercial, and Industrial
- Flat, tiered, percentage, and time of use
- State, County, City, Municipal Tax capability



Customer Portal

- View account status
- Make online payments
- Select notification options



CSR Portal

- Single Sign On capability
- Utility representative can view what the customer sees



Daily Bill Calculation

- Customers can view daily billing charges calculated on their energy consumption



Financials

- Extracts to financial system
- Tax reporting



Payments

- Options include credit, debit, e-check, cash
- Over 75,000 retail locations accept cash
- Autopay or auto reload



Support

- Application support from PayGo
- Periodic web solution update training



Data Migration Framework

- Tool to migrate customer data into PayGo from legacy CIS



Equal Payment Plan

- Average previous 12 months bills
- Credit or debit will spread over next period