



Outcomes

Utility Connect puts account information at the fingertips of customers 24/7.

More and more people today appreciate the ability to view information for a variety of personal accounts via secure internet access. Now, thanks to the latest CMI internet connection suite, utility department customers can access their account information as well as pay their bills on-line.

This enhancement module to the CMI Utility Application utilizes the Utility Billing backend database information to securely display account information to the customer for review and payments through a secure transaction process. Customers like it, and Utility Departments are finding that having it available is saving them time within their office because data entry is reduced and telephone inquiries from customers regarding their accounts have dropped significantly.

Four current users of CMI's Utility Connect include Rensselaer Indiana, and Pickerington, Napoleon and Franklin County Ohio. Here are some of the comments they shared about their department's experience with Utility Connect.

What has been your departments experience with Utility Connect?

Chris Schornack (Pickerington): Our experience has been very good. It really works well for everyone. It has given us the ability to interact with our customers in a much better way.

Tammy Wisley (Rensselaer): It has been a real asset for our department and for our customers. Customers really like being able to check their usage online and also pay their bills online.

What do you particularly like about Utility Connect?

Gayle Wilson (Franklin County): Customer convenience. Payments are now posted immediately and there are less posting errors. In addition, delinquent or shutoff customers can use Utility Connect and have their services restored within the hour.

Lori Rausch (Napoleon): The information is available to our customers and realtors 24/7. They don't have to call in and don't have to make their inquiries only during our normal business hours.

Schornack: The interface is very nice. There are graphs that show monthly usage which our customers have said is helpful. They can see all of their history and consumption info. Its great that they can now see what we see!



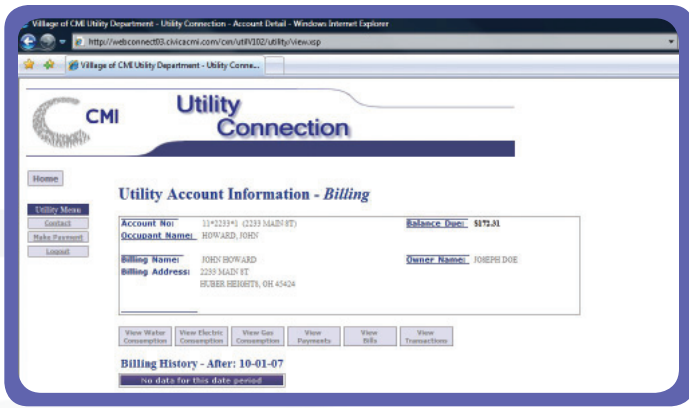
Utility Connect – the 24/7 utility account info resource

Key Features

- Web Access to up-to-the-minute Account Information
- Secure Web payment Processing
- Consumption Charting
- Reduced Data-Entry for Utility Clerks
- Data Encryption for Full Security

CMI

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Did your department experience any difficulty in getting Utility Connect up and running?

Schorneck: The programs are really pretty intuitive.

Rausch: CMI's assistance made it really quite easy. We were up and running in no time.

How does Utility Connect save your department time?

Rausch: We have noticed a progressive decrease in the number of phone call inquiries we have been receiving now that Utility Connect is available to our customers.

Schorneck: We're spending less time looking up information for callers. We simply inform them that the info is available online and show them how to access it through the city's website. From that point, they are confidently on their own!

Have you heard any positive feedback from customers?

Rausch: Yes, customers really like the ease of accessing their records without leaving home. They have told us they like the ability to check past usages to current usage for comparison.

Wisley: Our customers really like the web features and the ability to access their information without calling our office.

What motivated your department to install Utility Connect?

Schorneck: We wanted to add a new interactive service for our customers. We just wanted to bring our department current with available technology.

Wilson: Employee cutbacks. With Utility Connect, we have freed up staff to do other work within the department. Utility Connect basically takes care of itself.

Rausch: We saw the demo and presentation at CMI's conference and liked what we saw. We decided it was a perfect fit for our department.

Do you find that real estate agencies and landlords are utilizing the service?

Schorneck: Yes, definitely. Now we don't have to spend time with them on the phone.

Wisley: Landlords find the service convenient to keep up with service usages on their properties.

Do you feel the addition of Utility Connect has had a positive effect on making your department look more technologically progressive?

Wisley: Definitely. It shows that we are keeping up with the times and are sensitive to providing services that customers want. It all contributes to moving toward more of a paperless system.

Would you recommend Utility Connect to other utility billing departments?

Schorneck: Without question or reservation.

Wisley: Absolutely!

Wilson: Absolutely. It is convenient for the customer and for our agency. They never have to use a stamp or leave home.

Rausch: Yes. This CMI product is easy to use, easy to install and is packed with benefits for the customer. Everyone wins.

Utility Connect saves utility departments time and provides customers with current and historic usage information. In addition, the bill paying feature offers a secure alternative for customers to easily manage their account.

An on-line demonstration of Utility Web Connect is available from a link on the CMI website or simply by entering <http://webconnect03.civicacmi.com/utility/> in your web browser.

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