

Logic Customer Portal

Description

Logic Customer Portal is a web based interactive consumer portal which allows consumers to efficiently monitor and manage usage. This solution allows end users to customize information that is most important to them and provides access to that information 24 x 7. By interacting with this solution, consumers will have more control over how they use water and energy which will ultimately result in lower expenses. Utilities will also benefit from this solution as it provides a means for self service options, resulting in reduced call volumes.

Let's face it, today, consumers are looking for numerous ways to minimize any unnecessary spending and are anxious for options to better manage water and energy usage. A solution such as Logic Customer Portal will provide this option, resulting in reduced waste and happier consumers. Logic Customer Portal engages consumers in their behavior and allows them greater control and empowerment. Logic Customer Portal is also customizable to allow the utility to direct information that is pertinent to the consumer and the utility operations.



Features

Logic Customer Portal provides the utility the ability to share important information to consumers about their usage patterns which will allow them to make informed decisions about their usage. Consumers can retrieve data 24 x 7 regarding their current usage, bill estimates, past usage, utility posted information, potential leak situations, consumer tips and much more. The end user also has the ability to customize the user interface to send alerts such as e-mails or text messages to alert them to important information regarding their account. Logic Customer Portal will enhance the way utilities present information to their consumers and the way that consumers will access information resulting in a more efficient solution for both the end consumer and the utility.

Logic Customer Portal provides an efficient way to answer frequently asked questions:

- What's my current bill?
- How much water and/or energy did I use this time last year? Last month?
- Do I have a leak?
- What can I do differently to reduce my overall usage and save money and have a positive impact on the environment?

CUSTOMER CAPABILITIES

These features allow the consumer to interact and monitor in the following areas:

- Smart Data and Rate Analysis
- Targets, Alerts and Budgets
- Home Energy Profiles

- Educational Information
- Cost Saving Tips

KEY BENEFITS

Logic Customer Portal provides critical information to consumers that empower them to better manage their daily water and energy usage and adjust if needed. This solution becomes a "one stop shop" for information and will greatly reduce the need to burden the utility with routine calls. Once consumers become engaged, they will most likely become more involved resulting in greater efficiencies for both the end consumer and the utility. Utilities that provide customers with personalized information and greater access to that information will greatly improve customer satisfaction.

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