UtilityHawk™ / AquaHawk™

DATASHEET

A Customer Portal Solution for Utilities
Engage Customers and Improve Client Satisfaction

UtilityHawk™ / AquaHawk™ is a Web-based, customer portal solution for water, electric and natural gas utilities that use fixed base Advanced Metering Infrastructure (AMI) or Automated Meter Reading (AMR) systems. This application will help your organization engage customers, encourage energy efficiency, and create a better client experience.

By providing valuable information and useful capabilities online, users can answer their own questions without having to call your customer support center. UtilityHawk helps prevent high bill complaints by warning customers in advance when their usage is abnormal or excessive.

Your utility can build stronger relationships with customers by communicating proactively, and in the communications channel they prefer.

Utility Benefits
Many utilities promised customer access when they deployed their "smart meter networks." UtilityHawk fulfills that promise and does so affordably.

Our utility clients are always excited about the positive customer feedback they receive after implementing UtilityHawk. The solution offers measurable public relations value.

For utilities with specific water or energy efficiency goals, UtilityHawk identifies inefficient users so that targeted conservation efforts can be offered.

By linking and integrating to online payment and paperless billing systems, UtilityHawk

encourages broader use of these services helping utilities reap the associated cost savings.

The solution is a tremendous time-saver for employees because it simplifies routine tasks and improves operational efficiency.

Customer Benefits
UtilityHawk offers tools so customers can understand how they're using utilities, learn how to be more efficient, and ultimately save money.

The solution offers peace of mind that continuous water, electricity, and gas consumption won't run unnoticed for hours or days and lead to unexpected and expensive utility bills.

UtilityHawk presents high value information, in an intuitive, easy-to-understand format. Users of all technical abilities find the application simple to operate.

Customers can view their online accounts using any mobile device--smartphone, iPad, tablet, etc.--and specify how they want to be contacted--text, e-mail, or phone call.

If your utility is looking for proven wys to increase customer satisfaction, UtilityHawk is the answer. Here's a comment from an end-user:

"First let me say, I love this portal! It has allowed us to better manage our water and electric usage and through that activity, we've made significant reductions in our consumption over the last six months."

Highlights

- **Affordably priced**

- **Intuitive and easy-to-use**

- **Encourages water and energy efficiency**

- **Alerts customers when they have high/abnormal usage**

- **Makes responding to customer inquiries easier**

- **Saves staff members time and effort**

- **Reduces call center traffic**

- **Helps resolve high bill complaints**

- **Cloud-based - utilities don't need to purchase or install hardware or software**

- **Positive public relations value**

- **Fast implementation**

Intelligent Customer Portal Solutions for Water, Electric & Gas Utilities

UtilityHawk
SOLUTIONS!

A Customer Portal Solution for Utilities

See a Demonstration Today
To see the capabilities and benefits of the UtilityHawk sysem, **call or e-mail us** and schedule a live demonstration. It only takes 30 minutes. Your customers will thank you!

Features & Benefits
Simultaneous Account Views
Customers and your support team can simultaneously login to the portal and see the same usage information. Provide direct assistance so your clients understand when and how much water, energy they're using.

Automatic Reporting
Reports detailing high users, zero usage on active accounts, any usage on inactive accounts, users over budget, etc., can be automatically e-mailed to support staff on a daily, weekly, or monthly basis. This makes it easier for employees to track down theft, meter problems, and other issues that impact revenue.

Customizations Welcome!
UtilityHawk is not a "What-you-see-is-what-you-get" system. If your utility has ideas for new capabilities you'd like to see in the portal, we respond. AmCoBi routinely customizes the application to meet the specific needs of our clients.

Intuitive and Easy-to-Use
Customers want online access to their consumption and billing information but it better be easy-to-use and immediately understandable.

UtilityHawk provides actionable information, in an intuitive format...not just data. Your customers will enjoy using the system and employees require minimal training.

Highly Secure & Scalable Cloud Hosting
UtilityHawk is hosted at one of the premier cloud-based hosting service providers in the world. Each data center has multiple layers of operational and physical security to ensure the integrity and safety of your data.

Backups are automated and geographically diverse replication prevents data loss in the event of a hardware failure, network disruption, or large scale power outage.

Multiple Messaging Options
Customers choose how they want to be contacted. UtilityHawk makes it easy to send alerts or group messages via: text, e-mail, automated phone call, and direct mail. By communicating to clients in their preferred mode, utilities can encourage them to respond.

Powerful Graphing Capabilities
A variety of easy-to-understand graphs are included that show customers how their usage compares to: conservation goals, price tiers, similar users ("Neighbors"), historical time periods, weather data, and more.

Mobile Device Support
Customers can view consumption, billing, and other information on their smartphones, tablets, and other mobile devices.

Estimated Bill-to-Date
By incorporating your rate tiers, customers see a price for the utilities they've used, and an estimate of their final bill, anytime during the billing cycle.

Threshold Alerting
Prevent angry customer calls by offering users the ability to set Threshold Alerts. Clients specify an amount of money ($) or usage (Gallons, kWh, or CCFs) they don't want to surpass each billing cycle. UtilityHawk monitors their consumption and sends an alert if they are trending to, or have exceeded the threshold.

A Vendor-Neutral Solution
Our solution is platform independent and works with Sensus FlexNet™, Aclara STAR® Network, Tantalus TUNet, Silver Spring Networks, KP Electronics Mega-Net, Itron ChoiceConnect™, Neptune R450™ and R900®, Badger GALAXY®/ORION, ZENNER and more.

UtilityHawk Solutions
P.O. Box 51356
Colorado Springs, CO 80949
Toll Free: (877) 410-0167 x1
Phone: (719) 532-0167
Fax: (719) 599-4057
E-mail: Sales@AmCoBi.com

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