

REAL TIME CSR BILL SCENARIO TOOL

As utilities roll out more complex rates and customer programs, and as customers have the opportunity to deploy behind the meter Distributed Energy Resources (DER), customers have more questions on how these rates, programs and energy use scenarios impact their bills. Providing CSRs with tools to answer these questions can increase customer satisfaction and assist in meeting energy management goals.

CSR BILL SCENARIO TOOL

GridX Real Time Rate and Bill Analytics for Customer Support Representatives (CSR Tool) is a cloud-based tool that allows CSR's to quickly, effectively and accurately answer customers' rate, bill and cost related questions. The CSR Tool supports a variety of load modifiers to simulate energy use scenarios, including behind the meter solar and EV deployments. GridX's CSR Tool is a part of a suite of applications GridX offers utilities undergoing rate and business model reforms.



KEY FEATURES

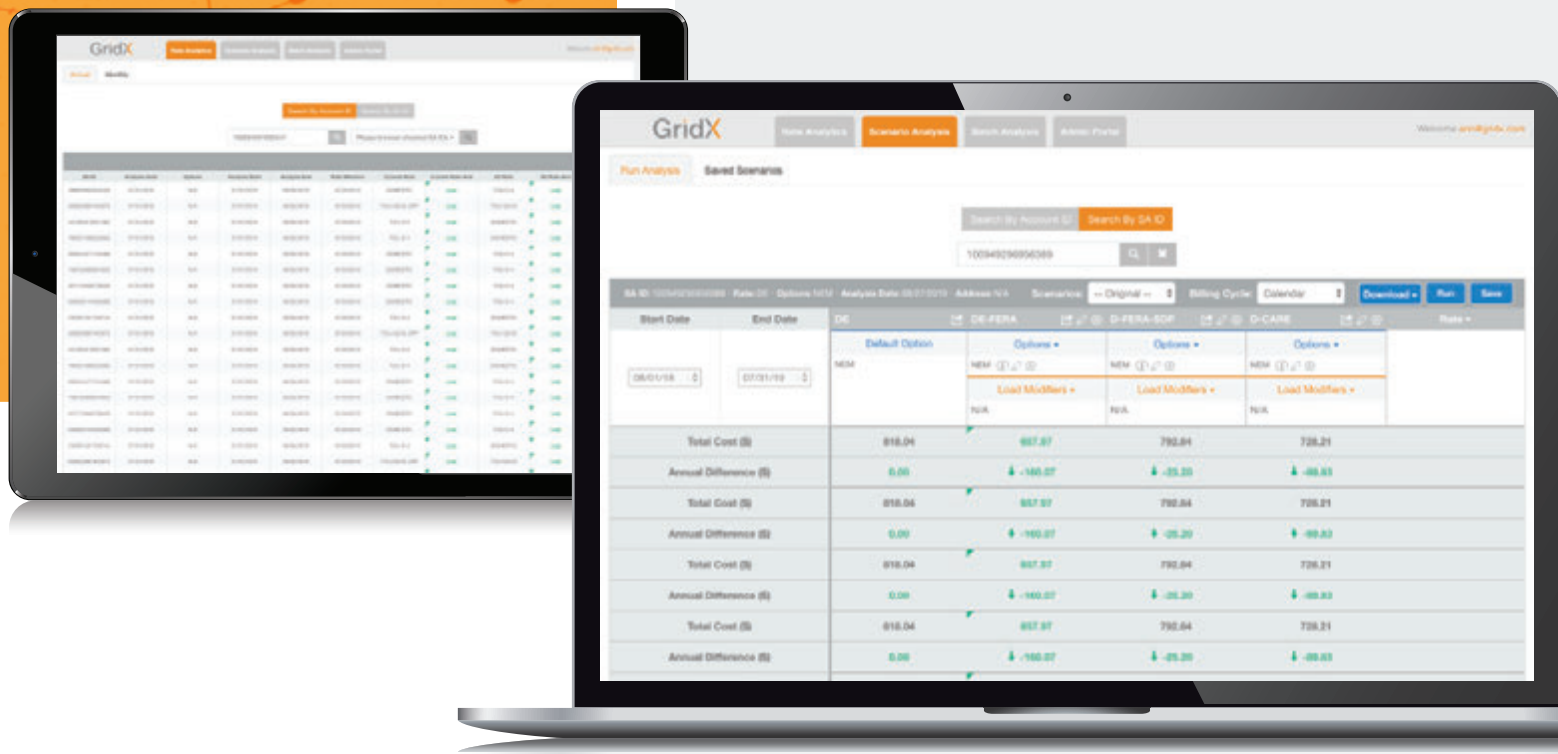
- ▶ **WEB-BASED TOOL** puts key information at the user's finger tips instantly.
- ▶ **RATE AND COST** analysis based on actual or hypothetical usage.
- ▶ **CONFIGURATION OF COMPLETE ENERGY** use scenarios, including what-if rate enrollment, program participation and loads.
- ▶ **BUILT-IN INTELLIGENCE** to manage rate and program eligibility, and compatibility rules.
- ▶ **OUT OF THE BOX SUPPORT** for rate and bill analysis including modified loads due to, solar, EV, and load shifting.
- ▶ **SUPPORT** for additional Load Modifiers.

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THE GRIDX BILL SCENARIO TOOL PROVIDES DASHBOARD BUSINESS INTELLIGENCE SO MANAGERS CAN INSTANTLY FIND THE "BEST" RATE FOR ALL OF THEIR ACCOUNTS.

BENEFITS

- ▶ **REAL-TIME INFORMATION:** Bill Scenarios calculated in real-time, so CSR's can answer customers' rate, bill and cost related questions on-demand.
- ▶ **WIDE VARIETY OF ENERGY USE SCENARIOS:** Including alternative rates, customer programs, riders, load shift and behind the meter DER such as distributed solar and EV.
- ▶ **HIGH-QUALITY FINANCIAL ANALYSES:** Customers can make energy-use decisions with confidence.
- ▶ **SUPPORTS INTERNAL ANALYSIS:** For the entire customer population.
- ▶ **INTUITIVE** and easy to use interface.



ABOUT GRIDX

GridX is a provider of Big Data Billing & Analytics technology for the new energy economies. Our technology enables utilities to better design, promote, operationalize, and optimize new energy products and programs. For more information, contact us at Info@GridX.com.