

Reduce customer support costs through an automated self-help system that allows customers to identify and resolve concerns over high-bills

Take the shock out of bills



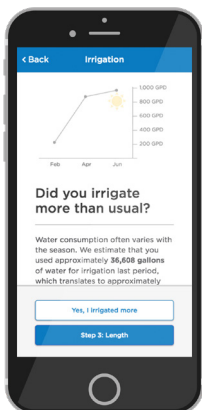
Bill surprises are the number one reason end-users call customer support. There are three primary reasons for high bills:

- Unexpected consumption
- Water leaks
- Rate increases

The WaterSmart Bill Explainer system uses advanced machine learning to identify the likely cause of the bill surprise and walks customers through a simple process to answer questions and help manage water spend.

HOW IT WORKS

High bills occur for a variety of reasons. Our library of solution recommendations are algorithmically curated based on the consumption history and rate structure of each customer account. The top most likely causes of a bill surprise are presented in priority order with a series of actionable steps to help customers understand and proactively avoid further bill surprises. Our system learns from customer feedback as well as aggregated data from other users to optimize recommendations and educate customers on their water use.



We deliver **2.3x** CUSTOMER ENGAGEMENT

25% HIGHER SATISFACTION

Concerns over high bills are the number one reason end-users call customer support. Providing customers with automated, easy-to-understand explanations of their individual water use is the best practice to reducing support costs and improving customer satisfaction.

BENEFITS

- Self-service explainer wizard educates customers on water use and spend
- User selectable alerts allow for choice of notification frequency and channel
- Customized money savings recommendations help users manage future spend

KEY FEATURES

- Artificial Intelligence automatically detects unusual consumption patterns that can lead to high bills
- Omni-channel alerting notifies customers through email, text, print, and automated voice
- Integrated consumption and bill data combine to provide 360-degree view of water spend
- Step-by-step instructions help customers resolve high bill questions without need for customer service assistance

THE RESULT

Utilities will have happier customers, a lower cost to serve, and fewer repetitive, low-value support calls.

FOR MORE INFORMATION

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