

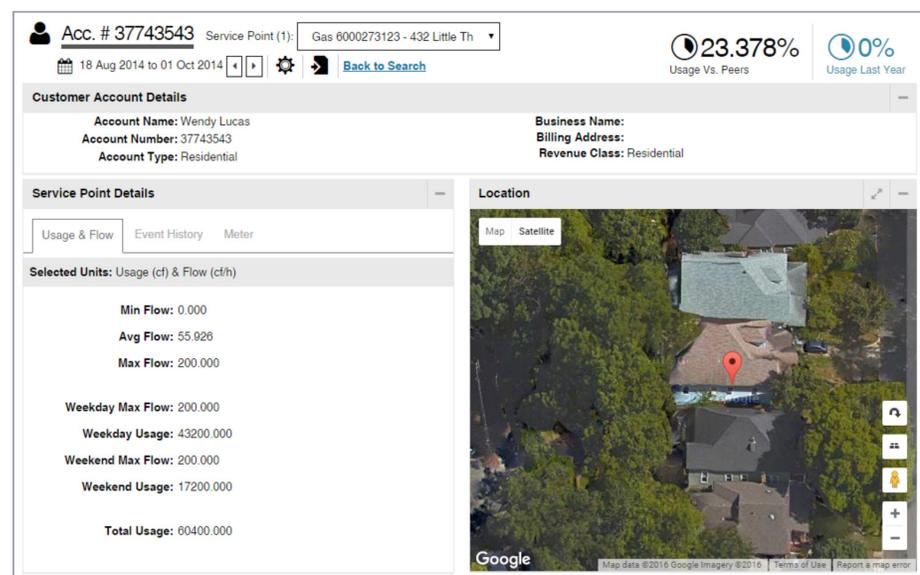


Customer Service Representative

Itron Analytics (Gas/Water)

With growing interest in conservation, recent changes in technology and the rise of the technology-literate generation, consumers require meaningful engagements with their utility. These interactions need to include comprehensive information that makes the customer feel like the utility is aware of their situation and is insightful about their questions and problems. To meet these needs, Customer Service Representatives (CSRs) need information and tools that help them quickly make the experience with the customer feel tailored to the individual customer's needs.

Providing CSRs with the resources they need to have helpful, satisfying customer interactions is essential for good utility customer engagement.



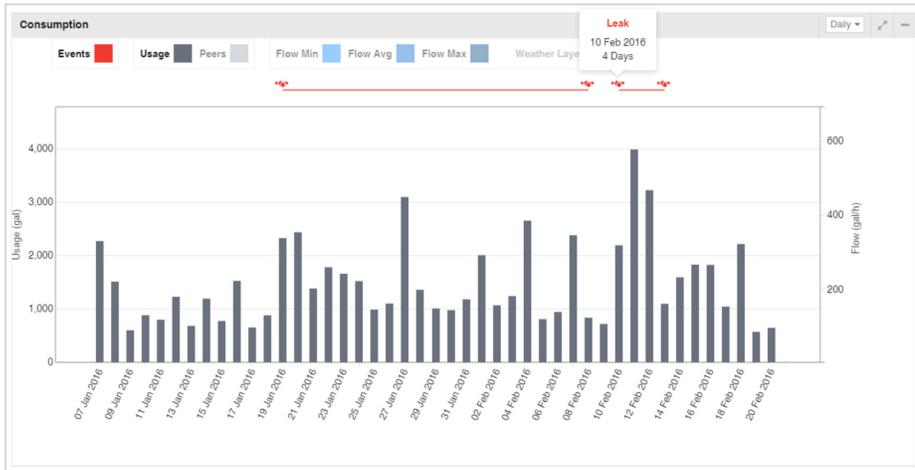
The screenshot displays the Itron Analytics CSR application interface. At the top, it shows the account number (Acc. # 37743543) and service point details (Gas 6000273123 - 432 Little Th). Usage statistics are shown as 23.378% Usage Vs. Peers and 0% Usage Last Year. The interface is divided into several sections:

- Customer Account Details:**
 - Account Name: Wendy Lucas
 - Account Number: 37743543
 - Account Type: Residential
 - Business Name:
 - Billing Address:
 - Revenue Class: Residential
- Service Point Details:**
 - Usage & Flow (Selected Units: Usage (cf) & Flow (cf/h))
 - Min Flow: 0.000
 - Avg Flow: 55.926
 - Max Flow: 200.000
 - Weekday Max Flow: 200.000
 - Weekday Usage: 43200.000
 - Weekend Max Flow: 200.000
 - Weekend Usage: 17200.000
 - Total Usage: 60400.000
- Location:**
 - Map Satellite
 - Aerial view of a residential area with a red location pin.

Good CSR tools should help the CSR provide quick, informed answers that the customer cannot get on their own. The Itron Analytics CSR application for water and gas provides outcomes including:

- » Information about recent consumption and its impact on the customer bill
- » Insights about the recent consumption and historic consumption patterns that help determine the presence of a leak or the possibility of theft
- » Comparison information that suggests if conservation could be recommended
- » Indication of adherence to restriction policies and programs

CSR Screen Showing Gas Account Information



Water Consumption Graph Showing Leak Events

Service Point Details

Usage & Flow | Event History | **Meter**

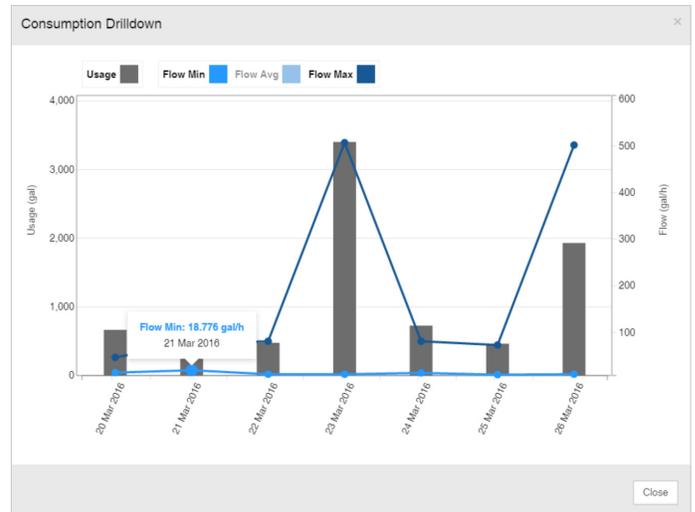
Meter #: 93487528	Size: 5/8"
Meter S/N: 93487528	Type: 100W
Meter Install Date: 05/03/2013	Code: 107
Register #: 93487528	ERT ID: 35155919
Register S/N: 93487528	ERT Install Date: 05/03/2013
Reading System: FixedNetwork	

04/18/2016 07:00 PM

0 1 9 8 3 2 0 0 5

On Demand Read

Water Meter Tab Showing Service Meter Information



Water Drilldown Graph Showing Minimum and Maximum Flow

FEATURES AND BENEFITS

Customer Service Representative is designed to provide CSRs with quick access to information needed to address customer issues.

- » Support for water and gas (and soon electric) commodities
- » Display of customer account information
- » Map showing service point location
- » Usage and flow summary information such as aggregations (e.g. weekly, monthly, quarterly), min/max flow and peer usage comparison
- » Meter event history such as leak and theft events
- » Meter details such as type, size, status and register read
- » Ability to request demand reads



Join us in creating a more **resourceful world**.
To learn more visit **itron.com**

While Itron strives to make the content of its marketing materials as timely and accurate as possible, Itron makes no claims, promises, or guarantees about the accuracy, completeness, or adequacy of, and expressly disclaims liability for errors and omissions in, such materials. No warranty of any kind, implied, expressed, or statutory, including but not limited to the warranties of non-infringement of third party rights, title, merchantability, and fitness for a particular purpose, is given with respect to the content of these marketing materials. © Copyright 2016 Itron. All rights reserved. **101509PO-02 07/16**

CORPORATE HQ

2111 North Molter Road
Liberty Lake, WA 99019 USA

Phone: 1.800.635.5461

Fax: 1.509.891.3355