



# *Customer Information System (CIS)*

**One of the most critical challenges facing utilities today is the ability to interact with consumers the way those consumers want to communicate. The ability to “meet consumers where they are” is becoming increasingly important to the overall customer experience. A key component is a Customer Information System (CIS) that can integrate fully with key utility systems to give you the flexibility to connect to your consumers.**

**After all, isn't that what a Customer Information System should be all about?**



## Value

Daffron Customer Information System is a robust yet value-oriented system that provides superior features and functionality. Our ability to handle multiple utility services, complex billing scenarios, collections, payments, customer care, service order management, prepaid metering, and other important day-to-day tasks, sets us apart as a uniquely capable solution.

In addition, our Prepaid Billing, Net Metering, and other key functionality is built into our CIS, which means you can now extend this high-demand functionality to your consumers—either now or in the future.

## Workflow

CIS—like all Daffron products—is browser-based and can be used within Internet Explorer, Google Chrome, and other popular web-browsers, which puts today's users in a familiar environment to accomplish their daily tasks. All screens have been created using a task-based design—that is, they were designed in a commonsense way to help streamline processes, reduce mouse clicks and keystrokes, and make staff training less extensive.

With our advanced billing solution, workflow is enhanced for both staff and consumers with ePrint, allowing immediate access to the consumers' bill that can be viewed and printed from within CIS and from our eBusiness customer self-service solution.

## Choice

In addition to superior design, CIS is tightly integrated with our other software solutions that can assist you in your customer self-service, financials/accounting, work management, and outage needs. CIS can also be integrated with your AMR/AMI, payment processing, GIS, and other key systems. The level of integration achieved allows real-time updates that ensure your staff is always in the know on everything having to do with your consumers. And after all, isn't that what a Customer Information System should be all about?

**1768 OSAGE AVE**

Account Number	Meter Number	Rate	Service Dates From	To	Meter Readings Prev	Pres	Mult	kWh Usage
8306001	92-555-636	101	06/23/2010	07/15/2011	23021	24421	1 0000	1400

**Monthly Usage History**

Month	Usage
Jul	1000
Aug	1000
Sep	1000
Oct	1000
Nov	1000
Dec	1000
Jan	1000
Feb	1000
Mar	1000
Apr	1000
May	1000
Jun	1000
Jul	1000

**Current Charges & Adjustments**

Fixed Facilities Charge	29.00
Energy Charge	128.56
County Tax	1.56
<b>Current Month Activity Total</b>	<b>157.12</b>

**STATEMENT DATE** 09/12/2012  
**PAYMENT ACCOUNT NUMBER** 8306001

Previous Balance	91.83
Payments Received	-91.83
Balance	0.00
<b>TOTAL CURRENT CHARGES</b>	<b>157.12</b>
Due on or before 08/12/2010	157.12
<b>Total Amount Due - Pay This</b>	<b>157.12</b>

**Amount Enclosed** \$

**BELL, JACOB**  
1768 OSAGE AVE  
BOWLING GREEN MO 63334

**Daffron & Associates, Inc.**  
One Solution Place  
Bowling Green, MO 63334

0000083060010000157125