



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.

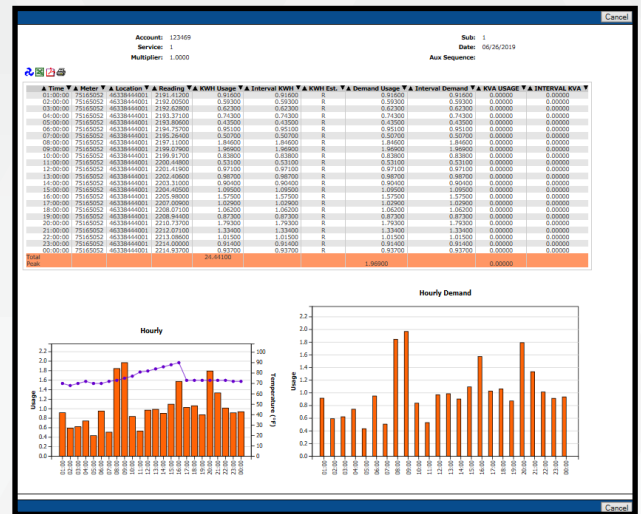
Workflow

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?



The screenshot shows the 'Search Criteria' section with various dropdown menus for Account, Sub, Service, District, Run ID, Cycle, Book, and Area. Below this is a table listing accounts with columns for Account, Name, Amount, and various status indicators.

Account 123469-001-1 **Account Balances** **Location 46-93-94-44-001**

RUEBEN LIPPA
(555) 624-6221
2 - Active
julie@daffron.com
Paycodes 1111111111111111
Conn Date: 05/27/1999

Account in Good Standing
Cash Basis Only
Life Support

Images
Collar 56238800
EBILL
eBusiness
Pending Service Order
Open Calls

Prior Balance: \$0.00
Current Bill: \$172.53
Payments: \$437.53
Adjustments: \$240.00
Amount Due: (\$25.00)
Due Date: 07/22/2019
After Date: (\$25.00)
Other RSPs: \$0.00
Other Services: \$0.00
All Services/RSPs: (\$25.00)
Pending Charges: \$300.00
Other Charges: \$300.00
YTD Usage: 11492
YTD Revenue: 1306.53

Meter: 75165052
Meter Kind: C - Disconnect Meter
Description: 3D-5P1 TR HSE
Contract Demand: