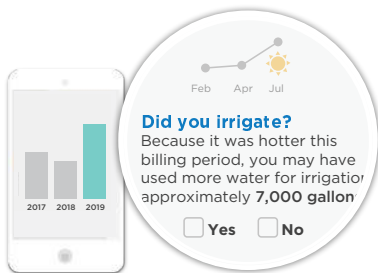


WaterSmart delivers a suite of self-service tools to meet rising customer expectations and improve satisfaction while keeping costs under control.



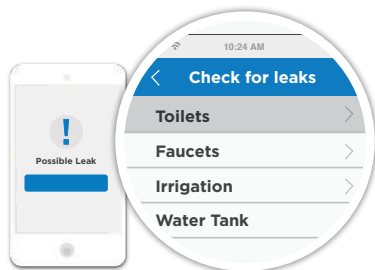
## What Your Customers Get



### BILL EXPLAINER

Guide customers through automated self-help

- Identify most likely reason for high bill
- Proactively address customer frustration
- Step-by-step instructions to avoid future high bills



### LEAK ALERTS & RESOLUTION

Allow customers to detect and resolve leaks on their own

- Leak detection
- Multi-channel notification (email, text, voice)
- Easy-to-use resolution wizard



### FORMS

Gather customer information with ease through this flexible tool

- Eliminate convoluted workflows
- Useful for any application or data collection process
  - Start/stop/transfer service
  - Rebate application
  - Service request
  - Water waste reporting

Despite recognition by utilities of the need to reduce call escalations, lower call volumes, and improve the overall customer service experience, WaterSmart has found that nearly 40% of utilities rarely or never utilize self-service tools.

## Get Results



### REDUCE CUSTOMER CALLS

22% of customer service time is spent addressing customers with leak complaints. WaterSmart's industry-first online leak resolution system reduces this burden for utility staff. 40% of customers report resolving leaks without contacting their utility.



### AUTOMATE CUSTOMER REQUESTS

Customer data collection often requires downloading, printing, then scanning, faxing, or emailing completed forms. Utilities can save time by moving service requests to structured, digital, self-service processes. Forms make it easy:

1. Build a form
2. Publish to customers
3. Track responses and communicate status



### MEASURE SUCCESS

The top reason for calls to customer support are bill complaints. Providing a unified Customer Portal where customers can quickly view and pay their bill and can help them resolve high bills is key in improving customer satisfaction. WaterSmart's self-service solutions are proven to triple levels of engagement and double customer satisfaction.

#### FOR MORE INFORMATION

415.366.8622

[info@watersmart.com](mailto:info@watersmart.com)