

Authority Utility

Enabling utility service providers to increase revenues, enhance customer service levels, and improve efficiency

Authority Utility is packed with features that matter for utility organizations like yours. Leveraging Civica's 25+ years of utility experience, analysis of industry trends, and extensive client feedback, Authority Utility is built for the challenges of today and the opportunities of tomorrow.

Authority Utility makes it easier than ever to create bills and collect money. Advanced, multi-layered proofing tools improve the accuracy of your bills; while our flexible printing options help you get the right information to your customers. You can enter their payments quickly through the system or use our interfaces to further automate the process with Web payments, lockboxes, or direct debit.

Customer information is maintained, as they move between accounts, allowing you to improve collections and to provide better service. You will be able to quickly answer inquiries by viewing complete details of how the customer's bill is calculated. Pop-up notes and a full contact log keep the entire office up to date.

Core Benefits:

- ▶ **Web-based Employee access for timesheet entry and inquiry**
Allows users to log on from any computer
- ▶ **Direct integration with a Business Intelligence System**
Enhances management control and forecasting
- ▶ **Employee Scheduling Module**
Provides an efficient method of tracking and planning employee schedules, which saves time and eliminates duplicate systems

It is a very user-friendly solution that does exactly what we want ... the metrics we get out of Utility Authority with regards to utility billing is very good"

Mike Reynolds,
Billing Supervisor
City of Ravenna

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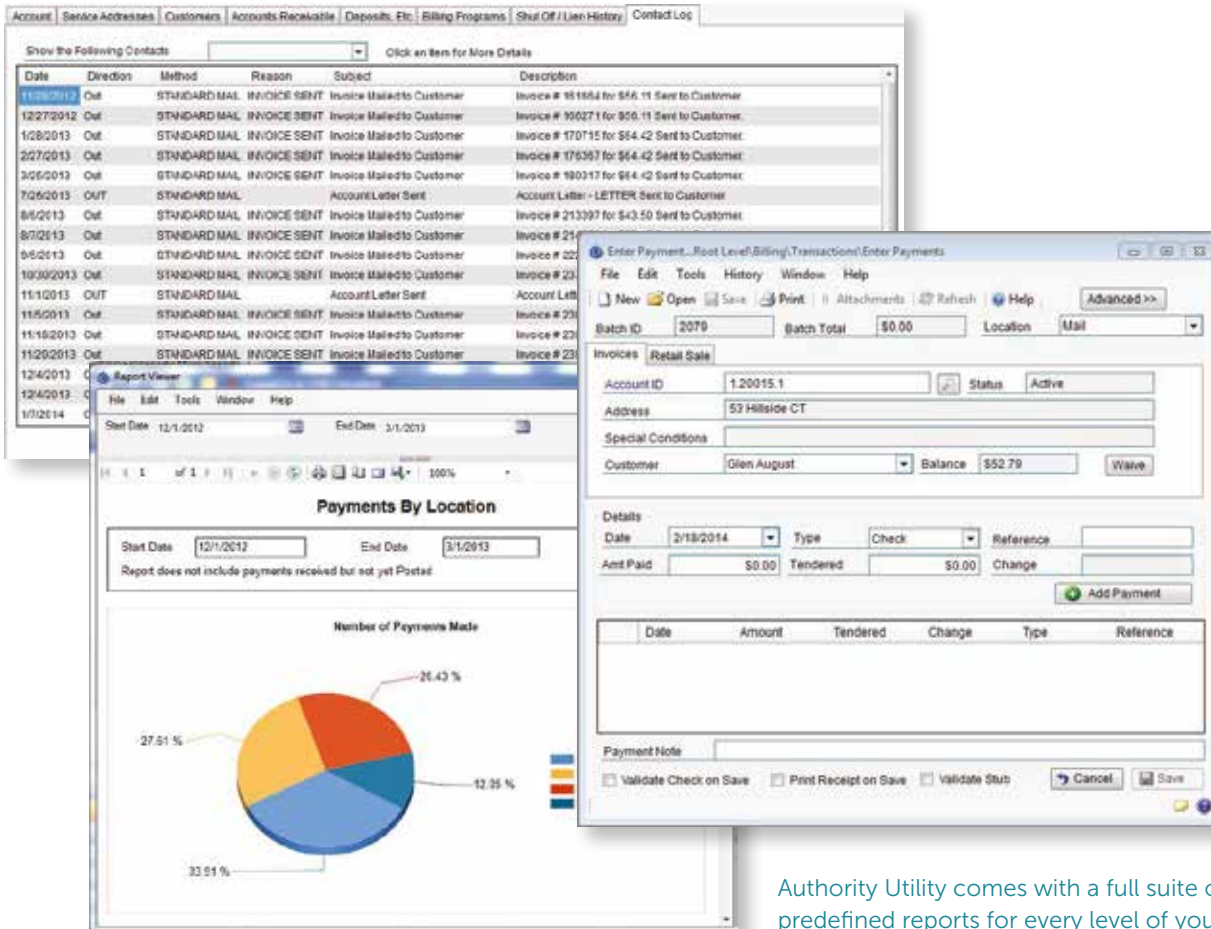
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Functional features of Authority Utility



Utility Made Easy

As changes in meter technology, it is vital to have a billing system that can keep pace. Authority Utility allows you to easily interface with your Automated Meter Reading System, find and correct reading issues, and track other key meter information. When work in the field is required, the Service Order System supports traditional or real-time work order management and allows for employee, time, and material-use tracking.

Measure Results

To measure your results, Authority Utility includes comprehensive reporting for all levels of the organization. Transactional Reports allow for the proofing and validation of data, while Management Reports provide charts and graphs that allow you to analyze trends and to track your progress.

Authority Utility comes with a full suite of predefined reports for every level of your operation