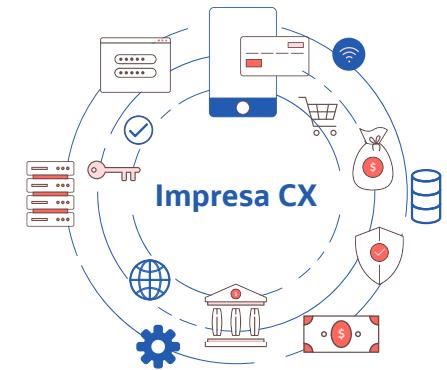


Impresa CX for Utilities

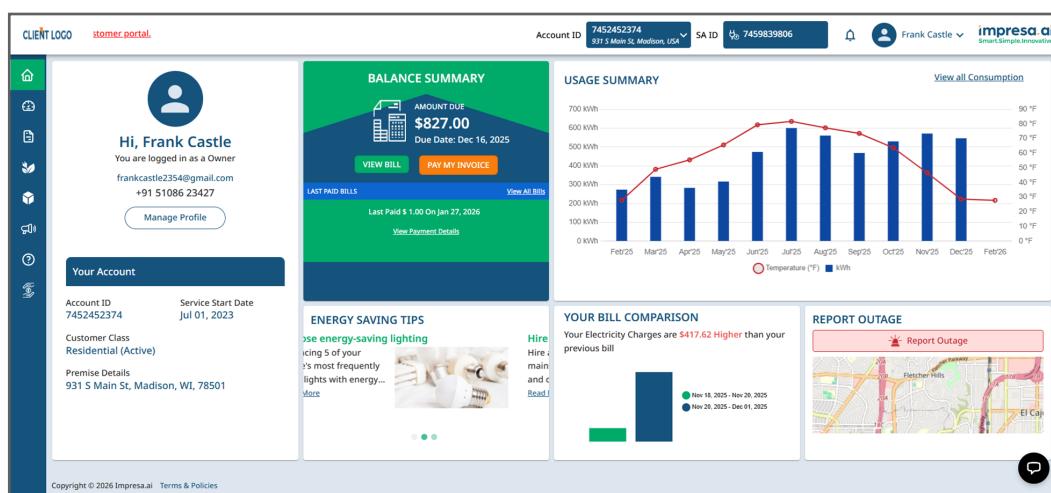
Impresa CX with its powerful SaaS-based platform is transforming the customer experience in Utility Space. With the AI enabled Agent Portal, an intuitive Web Portal and Native Mobile App, it delivers seamless account management, billing, usage insights, and AI-powered virtual assistance. By integrating with Demand Side Management systems, utilities can deliver personalized services and enhance.

Meter-to-Cash performance.



Account Management

Account Management lets customers manage their profile on their own, their communication preferences and contact details. New users sign up using their email and mobile number, secured by a One-Time Password (OTP). Email verification is required for sign-in. Users without an existing utility account can still register, but with limited access to Self-Help, Announcements, and the option to request a new connection with the ability to Deposit any advance towards it.



The screenshot shows the Impresa CX customer portal. At the top, it displays the account ID (7452452374), service start date (Jul 01, 2023), and a message to the user (Hi, Frank Castle). The main dashboard includes a 'BALANCE SUMMARY' section with a due amount of \$827.00 and a 'USAGE SUMMARY' section showing monthly consumption and temperature trends. There are also sections for 'ENERGY SAVING TIPS', 'YOUR BILL COMPARISON', and 'REPORT OUTAGE'.

Impresa CX allows a single user to manage multiple accounts through the Linked Accounts feature. Customers can also enroll in Demand Response Programs during registration. Utility can initiate the registration process, which customers complete upon login. Self-help tutorials and a chatbot assistant are available to guide users through account-related tasks, reducing operational costs.

Benefits

- Enhanced customer experience
- Reduced service cost
- Meter-to-cash performance improvement
- A widget-based solution that can be integrated with any website
- Sustainability Initiatives like Paperless Bills
- Recommendations for Energy Savings
- Agent Porta powered by AI Insights
- Affordability - Easy Payment options
- Available on iOS and Android

Bill and Payments

For each of their Accounts the Customers can view and download their Bills and Payments.

Auto Pay: Customers can set up automatic recurring payments directly from their bank accounts, offering a convenient, non-intrusive option that benefits both the utility and customer.

Deposits: Utilities may request Cash or Non-Cash Deposits when starting a service for the customer. This is part of the Start Service or customer onboarding process or may occur during a Deposit Review.

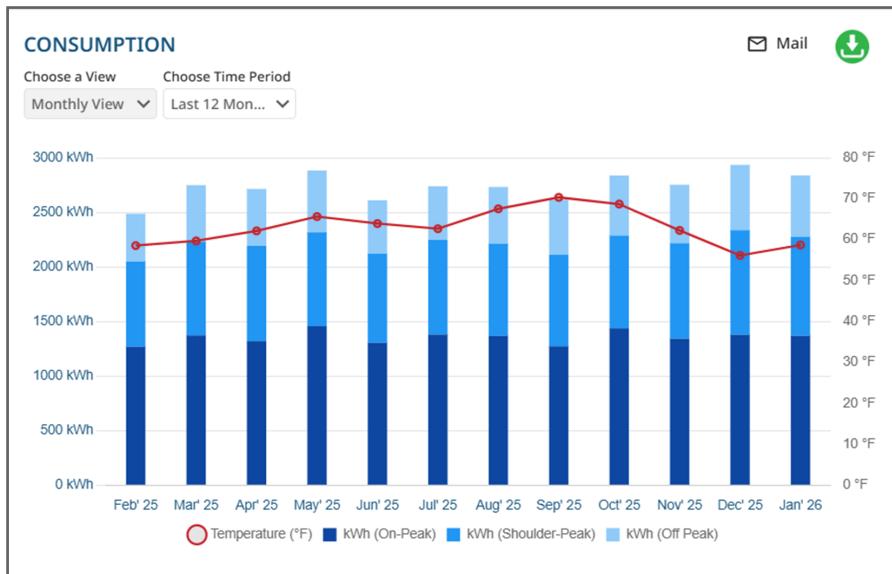
Usage

Customers can gain insights into their electricity, water or gas usage and costs through interactive charts. Utility customers can:

- View detailed usage information down to the hour and aggregated by day, week, month, quarter, or year with tabular and graphical reports, such as usage comparison (week/month/quarter), usage trends and power factor KPIs.
- See projected usage and bills for the next period.
- Download usage data in Excel, CSV, PDF format or XML format using [Green Button](#) Initiative.
- Set personal consumption thresholds for daily or monthly usage based on their meter type.
- Compare their own consumption with those of their neighbors.
- Receive estimated bills, alerts and recommendations for reducing overall energy costs.

The usage report provides insights into consumption trends, including the impact of weather thus helping customers optimize their usage and reduce their costs. AI-driven estimation of bills further assists in managing consumption effectively.

For Commercial customers Graphically presented Power Factor, Max versus Sanctioned Load data adds value and helps make customers informed decisions and avoid penalties.



Key Features

- Self-serve bill payment and payment history details
- Start, Stop, and Transfer service
- Service interruption alerts
- Outage alerts, Communication for programs and service issues
- Prepaid Engine
- Net Metering
- Usage Insights
- Account management
- Power Factor and Max Demand Statistics

Services

The Service module allows customers to request for all services linked to their accounts. Customers can initiate requests for Move-in, Move-out, Service Transfers etc. They can also submit complaints, report outages and even provide meter readings online. Notifications keep users updated on the status of their requests.

- **Service Request:** Customers can request Turn-on, Transfer, or Turn-off services, Refunds, or transfer utilities between locations. Account verification documents can be submitted during the process.
- **Complaint:** Customers can report issues like faulty meters or incorrect billing and track the status of their complaints.
- **Outage Reporting:** Customers can report outages for their service point, premises, or their neighborhood.
- **Meter Reads:** Customers can submit meter readings online, validated by optical character recognition, eliminating the need for a technician.

Self-Service Tools: Impresa CX offers rich content, including FAQs, Guides, and Tips, which can be composed and published by utility. Links to custom pages or external resources can also be added.

Extensibility

It provides a scalable and flexible framework that allows configuration rules, parameters, and policies to evolve with changing business, regulatory, or operational requirements.

With API driven extensibility and scalability, the latest release of Impresa CX offers a secure, modular architecture.

Agent Portal

Agent portal is AI enabled dedicated digital interface that enables customer service agents to efficiently handle customer complaints related to high bills, service outages, and affordability concerns. Two of its powerful AI features are:

Bill Forecast

A widget that informs customers of their next bill amount based on their past bills in the same season and last 3 months data.

Data Disaggregation

The consumption data can be further broken down by appliances and customers can be informed what component consumes more energy than others. Based on this knowledge customers can be sent recommendations towards savings and enrolling for any savings programs.

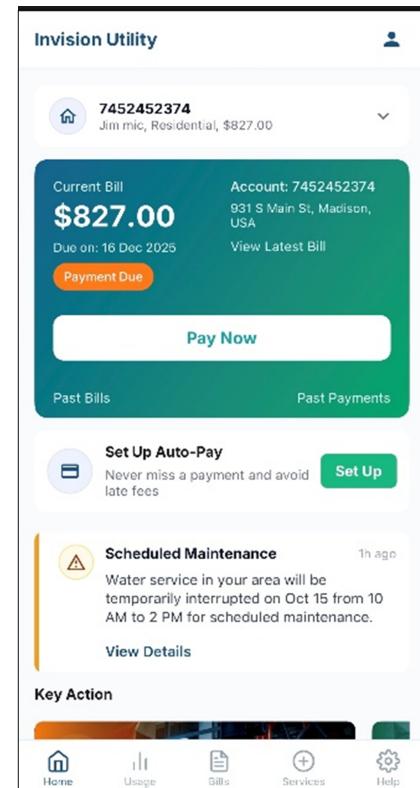
Native Mobile App

Impresa CX Native Mobile App marks a major step forward in delivering a lean, efficient, and intuitive customer experience on the go. Purpose-built as a **native application for both Android and iOS**, the app is designed to offer fast performance, high reliability, and seamless usability while minimizing device and network overhead.

Related data sheets

For additional information, please see the following data sheets:

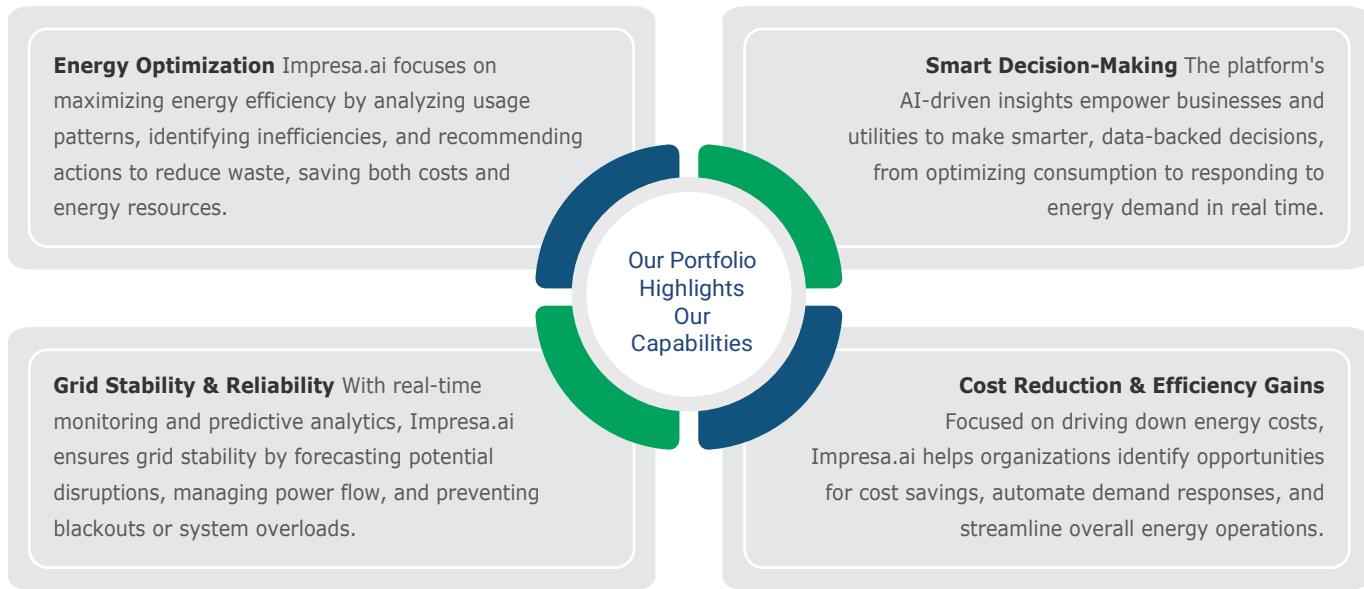
- Impresa Prepaid Datasheet
- Impresa FieldWork



Impresa.ai Advantage

Impresa.ai is an advanced Artificial Intelligence platform designed to revolutionize the electricity and energy industry. By leveraging cutting-edge AI and machine learning algorithms, Impresa.ai provides actionable insights, predictive analytics, and optimization solutions for energy management.

With a focus on improving grid efficiency, reducing energy waste, and ensuring sustainability, Impresa.ai empowers utilities, businesses, and consumers to make data-driven decisions, enhance operational performance, and transition toward a more reliable, smart, and green energy future.



Learn More

To schedule a live demo or find out more information, visit www.Impresa.ai or call **+1-919-594-9222**