

The Itron logo is located in the top left corner. It consists of the word "Itron" in a white, sans-serif font, with a yellow lightning bolt icon positioned above the letter 'o'. The logo is set against a red rectangular background.

**Itron**

A young woman with long dark hair, wearing an orange sleeveless top, is standing on a city street. She is smiling and looking down at a smartphone held in her left hand. In her right hand, she holds a dark-colored card, likely a payment card, and is using it to interact with the phone. The background shows a blurred city street with buildings and trees.

**Itron Smart Pay**



### Itron Global Smart Payment Solution Deployments

#### Key Benefits of Prepay:

- » Increased revenue assurance
- » Simplify utility operations
- » Generate advance cash flow
- » Reduce delinquent account risks and fraud
- » Allowing consumers to effectively manage energy use and costs
- » Enhance customer service options
- » Improve customer satisfaction

Prepayment solutions help utilities simplify operations, cut costs, reduce delinquent account risks and improve cash flow. They also increase consumers' satisfaction by giving them more choice and control over their energy usage and costs. When included as part of a smart metering implementation, prepayment adds value to the business case and increases return on investment.

#### ITRON SMART PAYMENT SOLUTIONS

You may know Itron as a leading smart metering company, but Itron is also a global leader in smart payment solutions. For over 25 years and across 25 countries Itron has supported utilities with a prepayment solution. Itron now has over 20 million meter-based prepayment devices with solutions in four of the five largest prepaid markets: the UK, Belgium, South Africa and Indonesia. Itron's smart payment

solutions support both electricity and gas service, as well as a variety of rate structures, business models and regulatory frameworks.

In North America, Itron's software-based prepayment program supports electric, water and gas utilities, and uses the power of smart meters, open interfaces and a partner network to retrieve consumption data remotely for monitoring and billing purposes. Leveraging AMI technologies, remote disconnect/reconnect capabilities and two-way communications, smart meters enable disconnect and reconnect services automatically, without requiring expensive and time-consuming truck rolls and site visits by technicians.

#### Prepay's Quantifiable Results:

- » 8-10 percent energy use reduction
- » 85 percent customer satisfaction
- » Reduce write-offs by 80 percent or more



#### **Itron's Global Prepay Leadership:**

- » 20+ million meter-based prepayment units
- » Operating in four of the five largest prepaid markets
- » Supporting electricity, water and gas
- » Deep experience with diverse rate structures, business models and regulatory frameworks

In the United States, utility customers benefit from no deposits, late fees or disconnect/reconnection fees. In addition, payment processing can take many forms. Modern payment methods utilize web interfaces, smart phone apps and text payment processing, but more traditional payment methods, such as cash taken at a utility/retail payment center or kiosk, are also supported. Customers can deposit funds remotely and receive updates on usage throughout the month through the communication channel of their choice (including mobile devices and web interfaces), notifying them about low balances, over-budget usage, or giving them shut-off warnings.

Effective communication lies at the heart of successfully implementing a prepay program. As with other consumer engagement enabled by AMI, information provided by customer portals is timely and accurate. By using interactive dashboards that render interval usage data in intuitive, visual formats, consumers can enjoy new

insight and adjust energy consumption behavior accordingly. The prepayment model is also an effective tool for helping customers build knowledge and reduce household energy expenses.

Itron's Smart Prepay automatically generates alerts to notify consumers of a low balance, pending disconnect, and other account information via email, an automated phone call, or an SMS text message. To ensure better, more consistent communication and increased customer satisfaction, consumers have the flexibility to choose which alerts, delivery methods, and times best suit their needs and preferences.

Prepayment programs also come with safeguards for end consumers. To prevent untimely, inconvenient or unreasonable shut-offs, utilities can configure their programs so they adhere to established rules. For instance, rules may govern when water, gas or electricity services can be shut off according to the time of day, the season, weather conditions, or holidays

and weekends. Utilities can also provide a grace period to no-balance accounts by setting a below zero credit threshold, and allowing homeowners to continue using energy after the balance has been exhausted.

Prepayment processing can be hosted on-site, but is also conveniently offered via cloud services, which administers all data collection and management using a software-as-a-service (SaaS) model. For installations in which there may not be a meter data management (MDM) system involved, the metering data can go directly from the AMI collection engine to the prepay processing program. In addition, the prepay service can work either independently or in conjunction with the utility's customer information system (CIS).



For additional information or to view a demo email us at [SmartPay@itron.com](mailto:SmartPay@itron.com).



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To learn more visit [itron.com](http://itron.com)

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