



# 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 prepayment solutions now manage over 25 million meter-based prepayment devices with in some of the largest prepaid markets: the UK, Kenya, South Africa and Tanzania. 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 electric meters enable disconnect and reconnect services automatically, without requiring expensive and time-consuming truck rolls and site visits by technicians.

**Prepay's Quantifiable Results:**

- » 3-12 percent energy use reduction
- » 85 percent customer satisfaction
- » Reduce write-offs by 80 percent or more



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

- » 25+ 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, no late fees and no 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 store 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, for a period, after the balance has been exhausted.

Prepayment processing is 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) and collect any arrearages as a portion of each prepay top up.

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



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