

NORTHSTAR UTILITIES SOLUTIONS
CUSTOMER CONFERENCE 2010
SESSION SUMMARIES



1 OVERVIEW SESSIONS

1.1 NORTHSTAR CIS – WHAT’S NEW? WHAT’S NEXT? (KEN HAYES)

Come learn about new and exciting products and features you can have right now and what is just around the corner. NorthStar CIS Solutions are in evolution with the vision of making our utility customers function at peak performance. Come experience the power you have available and explore what we are doing for future releases. What we have to show will virtually revolutionize your utility operations. Power – Performance – Results – Now that is Brilliant!

1.2 NORTHSTAR MDM – WHAT’S NEW? WHAT’S NEXT? (ROB DIMURRO)

Meter Data Management is an ever growing market and NorthStar Utilities Solutions has been a leader with its MeterSense solution. Join us to see what the latest version has to offer including a new Task Manager, improvements to the Consumer Portal, New Rules Engine Components, New System Integrations, and much more. The future also holds a lot of exciting features for MeterSense and we will showcase the direction of this powerful solution. Come see what the excitement is all about.

1.3 NORTHSTAR FINS – WHAT’S NEW? WHAT’S NEXT? (NORM DAIGLE)

Complementing our CIS and MDM products, NorthStar FINS completes the market-leading ERP offering from NorthStar Utilities Solutions. This session will highlight the latest features of our Financial Management System and how they integrate with our other systems. We will also dive into the roadmap of NorthStar FINS to see what the future has in store for Financial Management. Please join us to see how NorthStar FINS can change the way you think about Financials.

2 CUSTOMER EXPERIENCE SESSIONS

2.1 CUSTOMER EXPERIENCES: CUSTOMER SERVICE AND SELF SERVICE INITIATIVES (KEN HAYES)

Take your customer service team to the next level. Come learn techniques and processes that provide your utility customers with the power to manage and understand their consumption and billing, and even create their own service orders – all on-line and on their time. Learn how to promote these services to your customers. By understanding these initiatives, you will see how your staff can become more efficient and less stressed by the questions – “How much do I owe?”, “What is my due date?” and the always famous “How much do I have to pay today NOT to be disconnected?” OR “Can I have more time to pay?”

2.2 CUSTOMER EXPERIENCES: AMI/MDM – IMPLEMENTATIONS (ROB DIMURRO)

Recently purchased or considering purchasing MeterSense? This session will explore all the necessary steps in implementing our MDM solution. Everything from Data Sync, to AMI Sync, to custom modifications, this session is intended to provide all the information you need to know to ensure you have a smooth implementation. Come join us to have all your questions answered and all your concerns put to rest.

2.3 CUSTOMER EXPERIENCES: NORTHSTAR UPGRADE (SERGE BABINEAU)

If you are looking into upgrading your version of NorthStar, this session will help you understand what is involved in the engagement. This presentation will provide some of the benefits, give detailed information on new features, and explain all the steps in the upgrade process. We will also provide some of the different options available to you as a customer undertaking this sometimes demanding process. Lastly, this session will also provide some case studies of customer upgrades.

3 TRACK 1 - TRAINING AND BEST PRACTICES

3.1 TIPS AND TRICKS - MANAGING CUSTOMER RELATIONSHIPS WITH NORTHSTAR CIS (DIANE VIESON)

Come and learn how to manage your Customer relationships with NorthStar CIS. Techniques such as logging customer complaints, informing groups of customers of upcoming outages and more will be explored during this session. Do you currently have helpful tips that may help fellow utilities? What areas of NS CIS can be used to help grow the relationship with our customers? Review reports and learn the tools available in each module that can help in the management of customer relations.

3.2 TIPS AND TRICKS - COLLECTIONS STRATEGIES WITH NORTHSTAR CIS (PETER PLATTHY)

“Why didn’t this account load for a disconnect?” – a very common question that will be addressed in a session that will deal with Credit Control setups and procedures. This presentation will give the user a better understanding of how the collection program works and why it is an essential tool for controlling your aged receivables. Join us to have all your questions answered.

3.3 TIPS AND TRICKS - CASHIERING AND PAYMENT METHODS WITH NORTHSTAR CIS (PETER PLATTHY)

“You have how many negative deposits on record?” When was the last time you ran the Account or Customer Deposit Listings? This session will be focusing on specific cashiering processes such as deposit and ‘next deposit’ reversals, NSF checks, Miscellaneous transactions and balancing cash batches to mention a few. Come learn the tips and tricks that will help you out in your day to day cashiering processes.

3.4 TIPS AND TRICKS – SERVICE ORDERS WITH NORTHSTAR CIS (CARRIE ALLEN)

Are you using CARE to its fullest? Are your CSRs logging calls and comments? Do you have service orders to track all work completed by your staff? Learn how to set all of this up and more! Learn how to customize your Move Orders and Call Menus. Review the reports that can be used to track work and orders being completed by staff. The ‘Tips and Tricks – Service Orders with NorthStar CIS’ session will show you how to use CARE to the extreme!

3.5 TIPS AND TRICKS – EBILLING AND eCARE WITH NORTHSTAR CIS ADD-ONS (CASEY LI)

e-Billing and eCARE are powerful tools that empower the customer and increase their satisfaction. Come learn the intricacies of eCARE and how it is used by an end customer. See how they view their bills online with e-Billing. Educate yourself on managing these portals with tips and tricks about eCARE Manager and e-Bill notifications. Finally, maximize the power of these add-ons with custom settings specific to your utility. This tips and tricks session will ensure you get the best of your e-Billing and eCARE products.

3.6 TIPS AND TRICKS – BILLING WITH NORTHSTAR (DIANE VIESON)

Let’s explore together some of the tips and tricks to the billing process within NorthStar. This session will help you streamline the billing process. Learn from other Utilities and discuss their best practices that may work for you. Learn how to use features within the NorthStar billing system that will help get bills to customers more effectively and efficiently.

4 TRACK 2 - BUSINESS PROCESS OPTIMIZATION

4.1 IMPLEMENTING TOU WITHIN NORTHSTAR CIS (CARRIE ALLEN)

New to Time of Use billing? Do On and Off Peak rates have you confused? The 'Implementing TOU within NorthStar CIS' session will teach you how to set up Time of Use rates and Time of Use meters, such as Smart Meters. We will also review how you can use the efficient Mass Meter Exchange program for mass deployment of TOU meters. Learn the various methods of gathering and storing TOU information in NorthStar and how this useful information can be presented to customers who are interested in using their TOU meter information for conservation management.

4.2 NORTHSTAR ANALYTICS - CHANGING DATA INTO INFORMATION (CASEY LI)

Come and learn how you can effectively "mine" the data you have collected over the years to turn it into meaningful Information for your utility. Data Analysis often has a predictive value that is not assessed in the right way at the right time which may lead to unnecessary work or rework. In other cases, good data presented as meaningful information is an effective tool to make your case for Capital Investments, Rate Applications, Compliance Audits, Legal Challenges, and more. You must not only know how you can effectively access this data using the tools provided by NorthStar but also convert it into useful *Information* to make your point to your audience!

4.3 METER EXCHANGE AND METER LIFECYCLE MANAGEMENT (JOHN WILSON)

Are you planning an initiative to replace your old, worn out meters? Will you utilize 3rd parties for the replacement process? Meter Exchange can assist you through the laborious task of removing and installing meters in the field and within NorthStar. A review of the Meter Exchange process from start to finish will reveal the obvious benefits of this time saving tool.

4.4 ENABLING THE POWER OF CUSTOMER SELF SERVICE WITH NORTHSTAR CIS (MAC CAMPBELL)

Making your enterprise more efficient is the name of the game when it comes to customer self-service. IVR, eCARE, e-Billing, and Kiosk are just some of the products that NorthStar Utilities Solutions offers in its enterprise suite. Come learn how these self-serve offerings can increase customer satisfaction, improve efficiencies, and ultimately provide a better utility software experience.

4.5 BUSINESS CASE FOR NORTHSTAR 6.X (KEN HAYES)

Join us as we explore the reasons for moving to NorthStar CIS version 6. Presentations will be done on workflow management, operational efficiencies, and cost justification. If you are on PUBS, you need to attend this session. You will see why the latest version of NorthStar will enhance your teams' ability to service your customers and ultimately lead to a better CIS experience!

4.6 SYSTEM MAINTENANCE FOR OPTIMUM PERFORMANCE (MAC CAMPBELL)

Want to get the best out of your NorthStar products? Want to ensure that they're running the best they can? Then attend this session to learn all the aspects of System Maintenance that can be done to deliver optimum performance. We will discuss topics such as database maintenance plans, data volume management, data warehousing and purging, table indexing and rebuilds, OS system maintenance and much more. With this session under your belt, you can rest assured that you're truly getting the most out of your system.

5 TRACK 3 - METER DATA MANAGEMENT AND SMART GRID

5.1 NAVIGATING SUCCESSFULLY THROUGH THE WORLD OF AMI AND MDM - WHAT YOU NEED TO KNOW. (TIM BERSON)

It's hard to keep track of technological advances in Advanced Metering Infrastructure (AMI) and Meter Data Management (MDM), while understanding what they mean to your Utility and its customers. This session is designed to bring clarity to the information chaos surrounding AMI and MDM. It will address the fundamental benefits that AMI and MDM can deliver when working in unison, and highlight the challenges to overcome. There will also be a discussion of how utilities can use the latest technologies to become more efficient and serve customers more effectively.

5.2 AMI/MDM - DEFINING A NEW UTILITY (DOUG EAGLE)

The Utilities landscape is constantly changing and one of the biggest changes to hit in recent history is the introduction of AMI/MDM. With Smart Grids being rolled out and a wealth of information now at the fingertips of utility companies, AMI/MDM changes everything we know. Join us to hear about the impacts this has on the utility market and exactly what it means for your organization.

5.3 MDM ANALYTICS – WHAT DOES IT MEAN TO YOUR UTILITY? (LARRY CHALUPSKY)

AMI/MDM systems provide a huge wealth of information that was never before available. But to make sense of all that information, you need analytics. MeterSense provides a plethora of reports designed to improve your utility. Everything from outages, to meter and collector communication, to meter events, and much, much more – MeterSense Analytics provides all the information you'll ever need to run a successful AMI/MDM system. Come learn what NorthStar Utilities Solutions has to offer in this area.

5.4 IMPROVING UTILITY OPERATIONS AND EFFICIENCIES USING NORTHSTAR METERSENSE (TIM BERSON)

How can my utility do more with less? The MeterSense Meter Data Management (MDM) solution is designed to streamline operations and help utilities improve customer service while making more efficient use of resources. This session will describe how you can use MeterSense to improve billing, raise customer satisfaction, maximize revenue and improve outage response, all through intelligently managing smart meter data, integrating multiple utility systems and using business automation to take the manual effort out of key workflows. In an environment of ever-increasing complexity, we'll show you how others are doing more with less, using MeterSense.

5.5 ENABLING TOU WITH MDM (DOUG EAGLE)

Time of Use data is becoming more and more important these days. With the Smart Grid initiative rolling out all over the world, Time of Use data is becoming more and more accessible. But how do you unleash the true power of Time of Use data? Come learn about how MeterSense can enable Time of Use data and empower consumers with a granular view of their usage, help utilities with their forecasting, as well as a whole host of periphery TOU system benefits such as outage notification, voltage reporting, remote connect/disconnect and much, much more.

5.6 MDM: BEFORE OR AFTER AMI? (TIM BERSON)

Meter Data Management (MDM) is frequently an after-thought. Utilities follow aggressive paths toward smart metering without fully understanding how to manage the resulting tsunami of data and without knowing how to squeeze the most value out of their substantial metering investments. This session will discuss the issues and present the pros and cons of embarking on an MDM implementation prior to deploying AMI.

6 TRACK 4: NORTHSTAR ENTERPRISE SOLUTION PORTFOLIO

6.1 LEVERAGING NORTHSTAR CIS EXTENSIONS AND PARTNERSHIP ECOSYSTEM (MAC CAMPBELL)

NorthStar Utilities Solutions has formed an ecosystem of partners to bring you the best Enterprise Software experience. From Payment Processors to Document Managers to IVR Vendors, there is no shortage of options. Come learn about our enterprise extensions and the various features offered from partners such as Paymentus, FileNexus, Online Utility Exchange, and more.

6.2 MANAGING YOUR ASSETS ACROSS THE NORTHSTAR ENTERPRISE SOLUTION (CARRIE ALLEN / LORIS)

Come and learn how to manage your assets across the full NorthStar Enterprise Solution from tracking transformers and meters in NorthStar to managing poles, underground/overhead transformers and conductors and buildings in the NorthStar FINS solution. Are you managing your fleet of trucks, equipment and sub stations with regular preventative maintenance? Are you keeping adequate records to prove your claims during compliance audits? Perhaps you need to interface with leading GIS solutions for your GIS informational requirements. Review reports and learn the tools available in each module that make managing your assets simple and efficient. Brilliant!

6.3 MANAGING SERVICE AND WORK ORDERS ACROSS THE NORTHSTAR ENTERPRISE SOLUTION (ROBERT STRICKLAND)

Learn about how a fully integrated solution could improve your customer responsiveness with respect to Customer Service Orders and Operations Work Orders. NorthStar Enterprise Solutions and FileNexus Document Management offer a seamless integration between CIS and FINS which automatically adds the Work Requests in the Work Order modules from the Customer Service Orders. Operations Supervisors can react and assign work to the Line Staff in a timely fashion. It will also add Customer Service with the latest information of Work Status from Operations! All supporting documents are available for viewing and workflows immediately – right from your desktop. This will allow your Customer Service staff to have readily available information on Customer Accounts that they may need to provide to Customers.

6.4 STREAMLINING YOUR OPERATIONS USING THE NORTHSTAR AUTOMATION PLATFORM (JOHN WILSON)

The NorthStar Automation platform will become an invaluable tool used to reduce or eliminate some labor-intensive procedures you currently have implemented. A review of the NorthStar Automation platform will include discussions on the Automation Engine, Rules editor and the Job Scheduler. These discussions, with examples of Monthly reports, Data validation, Journal processing and Critical data notifications, will give attendees information needed for planning and implementing automation in their environment.

6.5 AUDITING AND SECURITY WITHIN NORTHSTAR (JOHN WILSON)

Understand the security concepts within NorthStar to secure data that is critical to your organization. Come see a conceptual view of the security model to help you build and utilize NorthStar's security. Already have security setup? We will also look into the workings and maintenance of Form Audit, Secure Personal Data and the License Manager.

7 BOOT CAMPS

7.1 NORTHSTAR 6.X BOOT CAMP (CARRIE ALLEN)

Enjoy a full two days of technical and application tips and tricks for NorthStar. The Supporting NorthStar Boot Camp is geared towards staff who are involved in maintaining and supporting the NorthStar application. Learn the troubleshooting and analytical skills that NorthStar staff use on a daily basis to assist with support items.