NORTH|STAR™
UTILITIES SOLUTIONS

SilverBlaze
Frequently Asked Questions

844-888-9904
info@northstarutilities.com
www.northstarutilities.com

SilverBlaze FAQ

Customer Experience Is at the Heart of Everything We Do.

1. What is SilverBlaze?

   a. SilverBlaze is a browser-based customer portal designed for utility providers. SilverBlaze is customizable, easy-to-navigate, and available 24/7/365 to customers.

2. How does SilverBlaze save a utility money?

   a. By increasing customer engagement and giving customers ownership of basic tasks like changing passwords, move-ins, move-outs, and transfers of utilities, SilverBlaze limits the low priority tasks that CSRs must handle. Additionally, SilverBlaze provides ebilling, which helps to reduce mail costs and reduces nonpaying and slow-paying customers. SilverBlaze reduces overhead costs and streamlines operations.

3. Where is SilverBlaze available?

   a. SilverBlaze is a browser-based application that is available on all browsers on any device 24/7/365.

4. Does SilverBlaze improve account management?

   a. SilverBlaze offers paperless billing that saves time, reduces printing and mailing costs, delivers faster payments, and helps reduce costs associated with notification and collection of past due payments. Because SilverBlaze is a self-serve platform, it reduces the strain on a customer service department.

5. Can you set up ebill presentment and ebill payment integrations?

   a. Yes, you can set up PDF bill repositories, links to banking sites' preferred online payment processors for credit cards, debit cards, and eCheques. The SilverBlaze custom portal transaction tab highlights the utility customer's account activity – what they paid and when they paid it.

6. Does SilverBlaze show customer usage data?

   a. Yes, SilverBlaze is a self-service platform that provides customers with access to their utility information, including regular meter and smart meter consumption information. The portal allows customers to view usage data and helps them to make beneficial, cost-saving decisions on how and when they use their utilities.

7. How can usage data be displayed?

   a. Once collected, usage data can be displayed via interactive consumption charts and charted and downloaded using the Green Button format for a customer's personal records. With the Smart Metering Module, customers can sign up for predicted billing, which helps regulate their monthly billing amount.

8. How can SilverBlaze help with utility conversation and demand management?

   a. By engaging, educating, and incentivizing utility customers to monitor and adjust their consumption accordingly, utilities can achieve their conservation and demand management goals.

9. Can SilverBlaze notify customers about important alerts?

    a. Yes, SilverBlaze uses Push Notifications and alerts to tell customers important information. Notifications can include when an ebill is due when an upcoming, planned outage will be, updates on usage, and updates on outages, to name a few.

10. Can customers use SilverBlaze to pay a bill?

    a.Yes, SilverBlaze's ebilling technology allows customers to receive bills and pay them with their favorite devices at a time that is convenient for the customer. SilverBlaze will also notify the customer that a bill is due.

11. Can customers change account information on SilverBlaze?

    a. Yes, customers can use this self-service tool to change account information, request move-ins, move-outs, and transfer utility services.

12. Can SilverBlaze help customers lower their bills each month?

    a. Yes, with real-time utility usage and analytics, customers know exactly how much a bill will be, which empowers them to cut down on their usage if a bill is too high.

13. Does SilverBlaze notify customers of outages?

    a. Yes, SilverBlaze provides real-time updates before, during, and after an outage to assure customers that any issues are being resolved.

14. Where can a customer access SilverBlaze?

    a.SilverBlaze is a web-based, self-service customer portable that is available on every browser on any device. The interface is fully functional on desktop, tablet, or mobile.

15. Is SilverBlaze easy to integrate with existing systems?

    a.Yes, SilverBlaze can integrate with an existing system and is accessible on any platform.

16. Is SilverBlaze customizable?

    a. Yes, the portal offers a wealth of rich, customizable features that enable you to tailor your solution to meet your needs in an affordable package.

17. Will SilverBlaze integrate with my infrastructure?

    a. Yes, SilverBlaze is a market-proven solution that is fully automated and integrates seamlessly with your infrastructure's CIS, meter data, and payments

18. How many modules does SilverBlaze have?

    a. SilverBlaze has 4 business models that are platform-independent and highly configurable. They are The User Registry and Security Module, The Utility CIS Portal Module, The Utility Smart Meter Portal Module, and the Data Integrations Engines Module.

19. What is the User Registry & Security Module?

    a. This module is a repository where users are enrolled, where security policies are defined, and where back-end application details are integrated. This module acts as a foundation for the other modules.

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20. What is the Utility CIS Portal Module?

    a.This module provides many inquiry functions that are geared toward popular self-service activities. This module is AODA compliant, runs through a rich dashboard interface, and offers features designed for utility customers.

21. What is the Utility Smart Meter Portal Module?

    a.This module includes real-time AMI/MD/ODS integration, charting, data downloads, and pricing comparison.

23. What is the Data Integration Engines Module?

    a.The data integrations engines map to back-end production environments like billing systems, CIS systems, document repositories, and data repositories that securely leverage and enable information for customer self-service.

24. Are Smart Forms available?

    a. SilverBlaze is designed to integrate with your existing solutions for form input and data output. This integration is accomplished using various techniques such as live data integration, directory integration, and web services.

25. Are Workflows available?

    a.Yes, SilverBlaze is designed to integrate with your existing solutions and speed up implementing your workflow processes.

26. What are the four major components of SilverBlaze's Smart Forms and Workflow?

    a.The 4 major components are The Form Manager, The Enterprise Data Manager, The Workflow Manager, and The Workflow Engine.

27. What is The Enterprise Data Manager?

    a.This manager defines fields (data elements) required for a workflow process. You can easily add or modify field behavior as needed.

28. What is The Workflow Manager?

    a.With this manager, you can map out all parts of the business process by soft coding your business rules and adding or modifying workflow steps.

29. What is The Workflow Engine?

    a.This is the runtime processor that routes workflow requests through your organization.

30. Is SilverBlaze affordable?

    a.Yes, SilverBlaze is an affordable customer engagement solution that is easy to implement.

For more information about SilverBlaze, contact our sales team at sales@northstarutilities.com

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