

A Better Way to Engage Your Customers

Technology is changing the way people engage with the world around them. SilverBlaze is a customer-centric, online portal that provides dynamic, two-way communications anytime and anywhere. Reduce costs and increase customer satisfaction with SilverBlaze.

Why Choose SilverBlaze

Designed specifically for utilities, SilverBlaze is an online, browser-based portal that helps you optimize customer service. This rich, customizable, and intuitive portal is an easy-to-integrate solution that works with your CIS and provides a significant ROI. Available 24/7/365, SilverBlaze reaches customers where they are on any device and puts them first in line. By offering this NextGen customer engagement tool, you'll reduce costs, increase efficiency, and provide a better customer experience.



username

password

NORTH|STAR™ UTILITIES SOLUTIONS

SilverBlaze Customer Portal

844-888-9904

info@northstarutilities.com

www.northstarutilities.com

With SilverBlaze You Can:

- Keep customers up to date about outages, billing, and consumption,
- Reduce printing and mailing costs with paperless billing,
- Increase CSR efficiency on high-priority tasks,
- Set up ebill presentment and ebill payment integrations,
- Educate and engage customers about consumption and demand, and
- Give customers control of their data to make informed choices.

With SilverBlaze Your Customers Can:

- Reset passwords,
- Initiate move-in, move-out, and transfer utility requests,
- Use self-help tools to lower consumption,
- View bills, make payments, and see payment history,
- Customize SilverBlaze for their use, and
- Be the first in line, every time.

SilverBlaze has significantly helped the City of Santa Monica be its true customer-facing Self-Serve portal, reducing the total number of phone calls and manual interactions required throughout this pandemic. SilverBlaze has been a one-stop-shop for both our internal and external users, making online payments to viewing consumption and billing data.

— Ron, Billing Supervisor City of Santa Monica

NORTHSTAR™

UTILITIES SOLUTIONS

Customer Information & Billing

Workforce Management

Customer Engagement

Online Portal

Managed Cloud Hosting

Video Engagement

Outage Management

Lead Detection

Bill Pay Kiosks

Automations and Workflows

Business Intelligence

IMPROVED EFFICIENCY

- Improve revenue cycle with paperless billing
- Provide smart metering, smart forms, and workflow software
- Reduce overhead costs
- Streamline operations by taking advantage of self-serve features

CUSTOMER FOCUSED

- Be first in line, always
- Reset passwords, request move-ins move-outs, and transfers of service
- View bills, make payments and see payment history
- Customize the portal for ease of use

MOBILE ACCESS

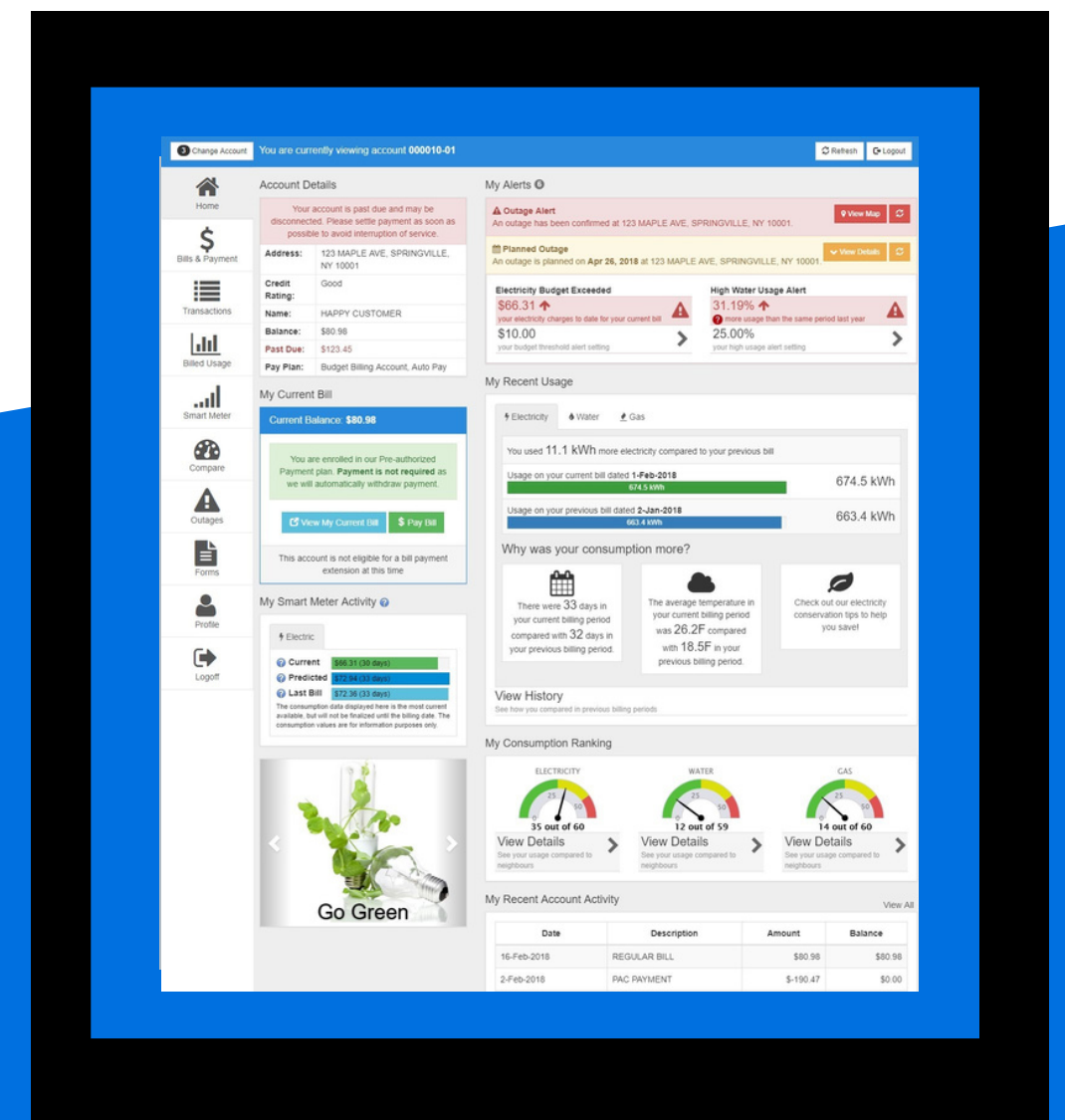
- Have access anytime, anywhere and on any device
- Customize this browser-based online customer service portal for your needs
- Feel safe with high secure NextGen programming

SilverBlaze Improves:

- Your revenue cycle with paperless billing,
- Notifications to nonpaying and slow-paying customers,
- Customer engagement,
- CSR efficiency and job satisfaction, and
- Overhead costs.

The NorthStar Advantage

Today, people are adapting quickly to new technologies, and utilities need to take advantage of how people are engaging with the world around them. As a utility provider, the best way to improve customer engagement is to provide an online experience that gives customers what they need at their fingertips. That's why NorthStar is committed to providing our utility customers with SilverBlaze, the most innovative customer web portal available. Your customers will get automatic updates and detailed reports that let them keep track of their billing and consumption, all in one easy-to-use, self-service portal. For over 40 years NorthStar has been dedicated to providing utilities, such as yours, an exceptional customer experience, and SilverBlaze is the future of customer service. NorthStar -- customer experience is at the heart of everything we do.



Get in Touch With Us Today to See How SilverBlaze Can Work for You.

Phone: 844-888-9904

| email: sales@northstarutilities.com

| www.northstarutilities.com