



American Gas Association/Edison Electric Institute
Customer Services Conference & Exposition
Rosen Centre Hotel, Orlando, Florida
April 5-8, 2009
List of Exhibitors

[Aisle 1](#)

Booth #101 Western Union Payment Services

Western Union® Payment Services is a trusted source for end-to-end electronic and cash bill payment solutions for the Utility industry, offering a variety of payment platforms including walk-in, Internet, IVR, and desktop, as well as multiple payment types, such as cash, ACH, check, pin less ATM, credit or debit cards. Our comprehensive suite of payment services means you can offer consumers more ways to send payments that fit their lifestyle.

Contact: Martha Fry

Phone: 720-332-5566

Email: Martha.fry@westernunion

Website: www.westernunion.com

Booth #102 Fidelity Express

Fidelity Express, the country's most technologically advanced in-person bill payment provider offers you their patented services including scanning, imaging and real-time processing with check conversion at locations throughout the U.S. Our best-in-class quality service saves you money, increases revenue and provides additional customer service with no Red Flag concerns.

Booth #107 WeatherWise USA, Inc

Looking for new consumer energy products?

Searching for quantitative tools for massive data analysis?

Wanting a high-powered analytical shop to provide consulting support?

WeatherWise USA, located in Pittsburgh, PA, is the premier provider of customized consumer energy products including SetYourBillSM, WeatherProof Bill®: fixed bills, capped bills, EnerCheck® energy efficiency reporting, and billing support services. Their unique use of computerized models based on engineering, rather than econometric, principles enables the development of products and services that reduce financial risk for energy providers and their residential and commercial consumers. In 2008 they announced the addition of cutting edge consumer product offerings such as SetYourBillSM--an advanced budget billing system, as well as a full line of consulting services and other tools to improve your company's efficiency and increase both customer satisfaction and employee productivity. These innovations join an already successful product line defined by the popular WeatherProof Bill® that has been adopted by companies across the United States. To discover the many ways that WeatherWise USA can assist you and your organization, ***please visit us at booth 107!!***

Contact: Joyce Homiak

Phone: 412-320-4026

Email: jhomiak@WeatherWiseUSA.com

Website: www.WeatherWiseUSA.com



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Booth #108 Nicor Services

Nicor Services provides an outstanding customer service experience to its energy partners' customers through their co-branded Home Solutions program. Whether a connection service, home warranty, or energy efficiency program, Nicor Services builds customer relationships while delivering increased earnings for its partners

Booth #109 Bottom Line Impact

Bottom Line Impact is the leading provider of value-added solutions that enables utilities to discover hidden revenue within their active customer base. Bottom Line Impact's Automated Revenue Miner is a CIS independent tool that uses sophisticated matching algorithms and data mining techniques to find customers owing money that are 'hiding' within utilities active customer base. Once identified, this money can be transferred from 'owing' accounts to 'active' accounts, drastically reducing write-off expenses. For more information contact:

Contact: Paul Carberry

Phone: (412) 441-1083

Email: Paul.Carberry@blicorp.com

Website: www.bottomlineimpact.com

Booth #114 Fiserv's Biller Solutions

Fiserv's Biller Solutions include on-demand bill pay, bill delivery, electronic presentment and payment services at your site and beyond, and walk-in bill pay. Celebrating 25 years of partnership and service to the financial services industry, Fiserv is a leader in financial services technology solutions, driving innovation in Payments, Processing Services, Risk & Compliance, Customer & Channel Management and Business Intelligence & Optimization.

Visit us at booth 114 or at www.fiserv.com

Contact: Gaye Markley, Product Marketing Manager

Phone: 678-375-3425 or 800-964-4552

Email: gmarkley@checkfree.com

Website: www.fiserv.com

Booth #115 Contract Callers, Inc

Booth #120 Weltman, Weinbert & Reis Co., L.P.A.



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Booth #200 **DIVDAT**

DIVDAT, your business process provider since 1971, presents CashLINC™ a full suite of services: Print and Mail, Broadcast Messaging (Text, Email, Voice, Fax), Online Payment Solutions, IVR and Kiosks. You can select the full suite or pick from our menu of services. We meet your needs today and future needs.

Contact: Stephanie Warren, Director of Business Development
Phone: (248) 274-2136
Email: swarren@divdat.com
Website: www.divdat.com

Booth #201 **Aclara**

Aclara Software (formerly Nexus Energy Software) provides energy companies with solutions that add value to the existing billing and metering infrastructure, allowing customers to better manage energy-driven transactions and decision-making. Aclara Software is used by more than 100 major energy organizations worldwide to reduce capital and operating costs and resource requirements as well as increase customer satisfaction.

Contact: Richard Huntley
Phone: (781) 694-3338
Email: rhuntley@aclarasoft.com
Website: www.aclarasoft.com

Booth #203 **Charge Smart**

Booth #206 **CustomerLink**

As the nation's most experienced utility-exclusive call center, CustomerLink provides first-rate customer-focused service and sales solutions. Our comprehensive outbound & inbound support will help you increase, serve, and retain your customer base.

Contact: Jane Fitzpatrick
Phone: 800-722-2808
Email: janefitz@customerlinkone.com
Website: www.customerlinkone.com



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Booth #207 NCO Financial Systems, Inc

NCO Utility Services specializes in the unique needs of the utility industry. NCO Utility Services' experienced team of specialists designs, implements, and manages customized solutions for our clients. Our client base includes regional, national, and international utility providers. NCO is the only utility outsourcer that covers the entire revenue process, providing customer acquisition, early stage outbound credit calls, outbound customer service calls (power outages, new service notification calls) inbound call center support, back office support, early stage 3rd party collections, collections, portfolio purchasing, attorney network collections, and electronic payment processing. We seamlessly combine all of these processes to eliminate your need to manage multiple vendors. NCO has the resources to provide clients with outsourcing services that cover all stages of the customer lifecycle, from acquisition and growth to care and resolution. Our industry experience, financial stability, leading edge technology and sound infrastructure enable us to provide the most complete customer contact solutions to our utility clients.

Contact Name: Joe Materek
Phone: 908-322-3016
Email: joe.materek@ncogroup.com
Website: www.ncogroup.com

Booth #208 Experian

Experian® is a global business solutions company that provides information, analytics, decision-making solutions and processing services and offers tools for account management, credit risk, collections management, skip tracing, fraud and scoring. Our unique, consultative approach helps you integrate database solutions for both consumer and business-to-business arenas so you can better maximize all phases of the Customer Life Cycle.

Phone: 888-414-1120 (mention code EEI2008)
Email: Comm_and_Uilities@experian.com
Website: www.experian.com/tec/index.html

Booth #209 KUBRA

KUBRA develops and markets customer communication management solutions via a portfolio of outsourced offerings including E-billing and Self-service, Electronic Payment Processing, EDI Transaction Processing, Bill Production, Print, and Mail, Document Management, and Business Process Outsourcing

Contact: Rick Huff, VP of Sales and Marketing
Phone: 905-624-2220 ext 233
Main: 800-766-6616 ext 233
Website: www.kubra.com



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Booth #214 **APOGEE Interactive Inc**

Apogee is the leading provider of self-service applications dedicated to achieving behavioral change. Superior analytics and engaging presentation delivers actionable data, reduced high-bill complaints, achieves faster call resolution and customer satisfaction. Whether you need energy audits; energy analyzers or integrated billing/metering applications, Apogee's applications deliver impeccable energy analysis and engaging customer experiences.

Contact: Karen Morris
Phone: 770-270-6501
Email: kmorris@apogee.net
Website: www.apogee.net

Booth #215 **Predictive Metrics, Inc**

PredictiveMetrics is the leading provider of statistical collections and credit scoring decision solutions. Our UtilityScore and custom behavior models help utilities reduce write-offs, costs, and increase customer satisfaction by identifying at-risk accounts. PredictiveMetrics' solutions require minimal IT and can be delivered through our hosted web application ScoreMiner or through secure FTP.

Booth #216 **SourceLink**

Utilities outsource statement printing to SourceLink to save money and transform their billing data into crystal clear communications. Easier-to-read bills delivered to your customer's mail box or via e-presentment, while your CSRs gain access to archived bills in full fidelity. More than ever, today's economy demands the cost effective billing solutions delivered by SourceLink.

Why just send a bill when you can make a statement? SourceLink gives you the Power to Communicate™.

Contact: Bob Russell, Senior Account Executive
Phone: (937) 885-8000 x168
Email: brussell@sourcelink.com
Website: www.sourcelink.com



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Aisle 3

Booth #300 **E Source**

E Source provides independent research, advisory, and information services to utilities, major energy users, and other key players in the retail energy marketplace. E Source members get access to online resources that help improve customer service while reducing costs. Our services save you time by giving you access to the latest research, best practices, and benchmarks in customer care including web sites, IVRs and advanced metering.

Contact: Wendy K. Bloechle, Director of Marketing
Phone: 303.345.9158
Email: wendy_bloechle@esource.com
Website: www.esource.com

Booth #301 **Credit Protection Association CPA/ATS**

Founded in 1977, Credit Protection Association was the first company to specialize in low-balance, high-volume collections in the cable and home video markets. Our diverse suite of business solutions and commitment to customer care has established CPA as an industry leader with a loyal client base that now includes the telecommunications, utilities and retail markets

Booth #302 **ER Solutions**

ER Solutions, Inc. (ERS) is a leading provider of Accounts Receivable Management programs and call center solutions designed strategically for the telecommunications and utility market place. Our custom designed programs provide improved cash flow, reduce operating costs, lower overall bad debt and improve customer satisfaction. ERS is a member of the Convergent Resources, Inc family of companies.

Contact: Wally Sherer
Phone: 770-604-4382
Email: wsherer@e-r-solutions.com
Website: www.e-r-solutions.com

Booth #306 **The Affiliated Group**

The Affiliated Group is a full-service accounts receivable management firm specializing in utility collections for municipalities and corporations. We specialize in all facets of the revenue cycle, from credit inception, to portfolio management, to bad debt recovery and purchasing. We are licensed to collect debt in all 50 states and in Puerto Rico.

Contact: Paul Skovbroten
Phone: 1-800-223-0290
Email: Skovbroten@theaffiliatedgroup.com
Website: www.theaffiliatedgroup.com

Booth #307 **Cash Cycle Solutions, Inc**



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Booth #308 Twenty First Century Communications

You've relied on Twenty First Century Communications for outage management for almost 2 decades. But we're not just for outages anymore. Our newest solution, Mutual Assistance Routing System (MARS), is a call routing service that allows utilities to assist each other with agent-answered calls during large outages or other crisis.

Contact: Terri Metzler, Director of Business Development, Utilities
Phone: 800-382-8356 x 232
Email: terri.metzler@tfcci.com or info@tfcci.com
Website: www.tfcci.com

Booth #309 Top Down Systems

Top Down Systems' software, Client Letter, is a comprehensive correspondence and document automation solution that enables organizations to manage their document lifecycle of customer communications through intelligent document creation, production, delivery and storage. Client Letter enables organizations to improve customer service, increase user productivity and reduce production and operational costs.

Booth #314 Detectent

Detectent is the leading provider of solutions that help North American utilities leverage customer information to drive higher customer satisfaction, greater revenue and more effective customer programs. Detectent provides solutions for ensuring Accurate Customer Billing, Revenue Protection and Energy Efficiency Program Management. All of Detectent's solutions are scalable to any size of utility and can be applied to electricity, gas and water services for both residential and commercial customers.

Contact: Wayne Willis
Phone: 760-233-4030 ext 150
Email: sales@detectent.com
Website: www.detectent.com

Booth #315 Portfolio Recovery Associates, Inc

Portfolio Recovery Associates, Inc. and its subsidiaries purchase, manage, and collect defaulted utility debt. Since 1996 we have purchased over \$36 billion of delinquent debt of all types. Contingency collections for third parties are handled through our Anchor Receivables Management subsidiary. Collectively we offer you a full spectrum of solutions for your delinquent Utility accounts, including the purchase of bankruptcy accounts.

Contact: Joel Lewis
Phone: 804-364-0195
Email: jslewis@portfoliorecovery.com
Website: www.portfoliorecovery.com



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Booth #414 Hyland Software, Inc

One of the largest independent software vendors in the world of enterprise content management (ECM), Hyland Software is the developer of OnBase. An award-winning suite of document and process management solutions, OnBase has a proven record of solving problems resulting from time consuming, costly and error plagued manual tasks. Available on-premises or as software-as-a-service (SaaS), OnBase installs quickly, cost effectively and is designed to grow with organizations.

Contact Phone: 440-788-6852

Website: www.OnBase.com

Booth #415 Bass and Company Management Consultants

Customer Operations Services:

- Operational strategy and tactical planning
- Process improvement and reengineering
- CIS evaluation, justification, and implementation
- Outsourcing vendor evaluations and solutions
- Operational expertise, solutions, and support: customer care | billing and payment processing | metering and field operations | credit and collections | acquisition, sales, and marketing

Contact: Bob Cooke

Phone: 615- 828-4588

Email: bobcooke@bass-us.com

Website: www.bass-us.com

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Booth #514 TeleVox

TeleVox Software, Inc. provides automated messaging solutions that enable utilities to enhance their customer service efforts. With HouseCalls™, utilities can deliver outage and restoration notifications, service call reminders, disconnect notices, collection calls, customer satisfaction surveys and more. TeleVox also offers SmartAppend™ data append service to keep utility customer records up-to-date.

Contact: Rob Gilpin

Phone: 800-644-4266

Email: robg@televox.com

Website: www.televox.com