CUSTOMER DATA PORTAL

Make customer bills, meter data, and rate plans available on customer's desktops and mobile devices.

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Problem

+ **Customers want access to energy and billing data on digital devices**
+ **Customers want to do scenario analysis for rate plans**
+ **Customers want budget forecasts**
+ **Customers want visibility to solar and wind energy usage metrics**
+ **Customer want to supplement their data**

Why Fractal

Delivered a parallel customer care and billing system in 90 days at 1/10th the cost of legacy system.

App provides customer rate plan scenario analysis, budget forecasts, green energy metrics, and enables customer to enter supplemental information about energy efficiency projects.

Customers can self-service their information needs on web portal from their digital devices.

Solution

Parallel customer care and billing system that is accessible from customer's digital devices

Instant customer visibility to their real time bill

Customer can test different rate plans in real time

Customers have easy access to budget forecasts

Customers can self-service their data needs which frees up key account and call center resources

Impact

$10 million development cost savings and customer support cost reduction for customer information portal.

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