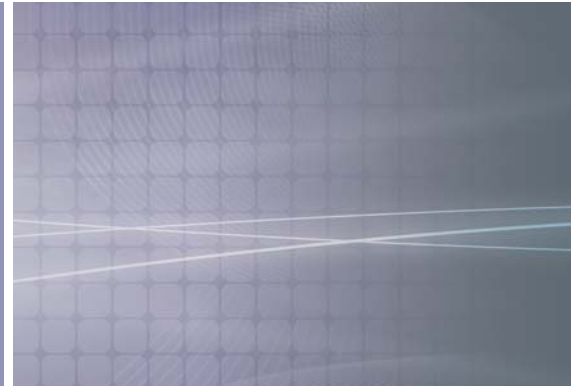


# TWACS® Prepayment Solutions



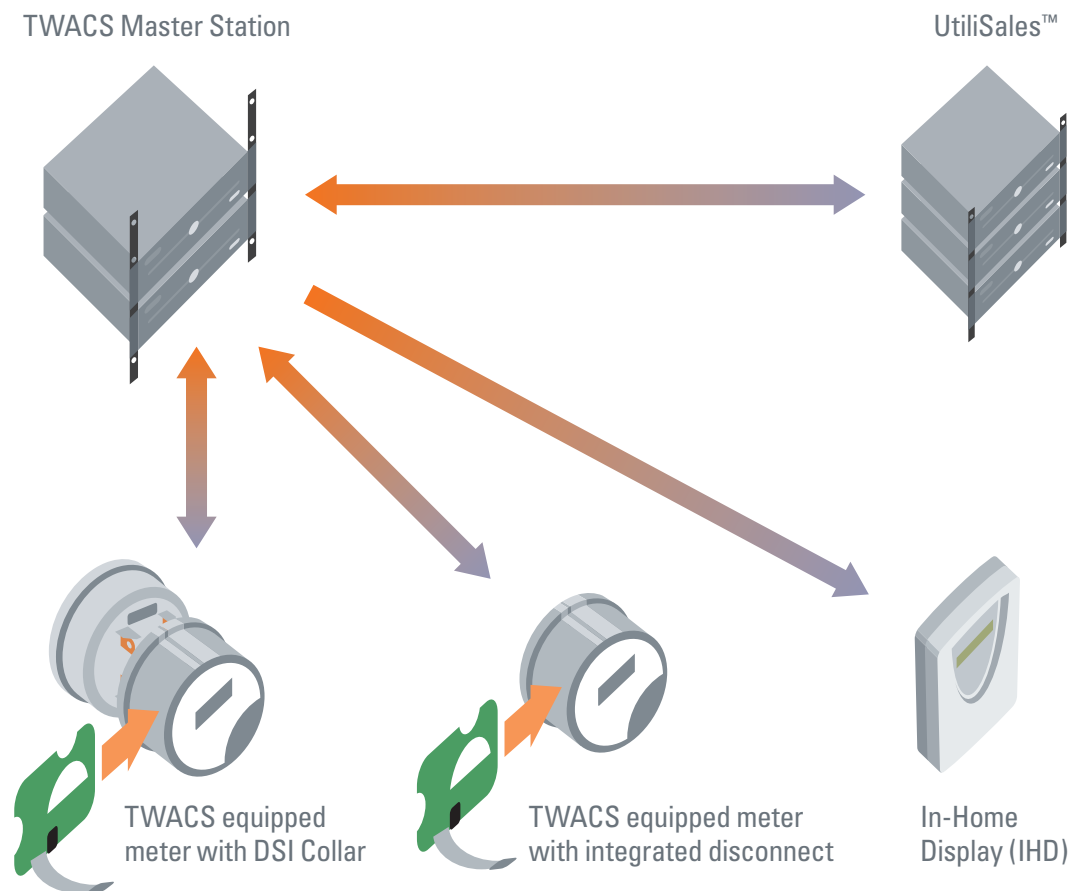
Prepayment has never been so easy to implement, manage, and control.

**The TWACS prepayment solution** delivers a cost effective and flexible way to collect payment in advance of your customers' usage. Recover debt, eliminate meter reading and billing, and better serve your customers while protecting – and even increasing – revenue.

There are many prepayment vending options ranging from making payments at utility offices or convenience stores to payments through an automated telephone system or secure web site. Your Aclara Power-Line Systems' representative will help you determine the options that are best for you and your customer base.



## The TWACS Prepayment Solution



*Compatible with any TWACS-equipped meter, the TWACS prepayment solution provides customer-friendly debt recovery and greater feedback and control.*

## TWACS Prepayment Vending Options

Prepayment Vending Option	Advantages	Disadvantages
<b>Cashiers at utility offices</b> accept and process prepayments	Controlled by the utility so there is little additional overhead required Good system for the initial prepayment purchase	Utility office hours may not be convenient for their customers Not a good long-term single prepayment method
<b>Remote workstations at convenience and other stores</b> where store cashiers accept and process prepayments	Low cost option Good short term prepayment option for early growth scenarios	Store employees must be trained on prepayment system Creates money balancing issues between store and the utility
<b>Secure web site</b> to process credit card transactions for prepayment	Convenient for credit card carrying customers Good supplemental prepayment option Transaction data could be used to extract additional account data and trends	Cannot serve cash paying customers An additional payment option is also necessary for regular bill pay customers
<b>Automated telephone system using interactive voice response</b> to process transactions for prepayment	Convenient to credit card carrying customers Good supplemental prepayment option	Cannot serve cash paying customers An additional payment option is also necessary for regular bill pay customers
<b>Unattended full-function kiosk</b> that accepts cash or credit card transactions for prepayment	Vending kiosks placed in convenient locations to meet the needs of customers Can also be setup for regular bill payment Multiple kiosk deployment method has proven successful	Creates additional infrastructure and overhead costs to manage kiosk deployment System has critical uptime requirements May not be suitable for smaller or early deployment programs
<b>Unattended limited-function kiosk</b> that accepts pre-encoded value cards (similar to prepaid long distance cards) for prepayment	The most scalable and low-cost method to serve prepayment customers Low overhead and maintenance as the kiosk does not accept cash so less service is needed.	Value cards must be validated and enabled to avoid theft Customer must purchase cards in specific monetary increments May not be suitable for smaller or early deployment programs
<b>Cashiering system at convenience stores that link directly to the utility</b> so prepayment transactions are processed in real time	No need for kiosk and associated overhead Convenience store is responsible for prepayment transactions Good vending option as long as convenience store chain is established and stable	Requires significant planning, training and integration with the store to handle prepayment transactions Perhaps not viable for anything but large prepayment programs

Customers Can	Utilities Can
<b>Say No To...</b> <ul style="list-style-type: none"> <li>The need for electricity deposits</li> <li>Late payments and reconnection charges</li> <li>The likelihood of bank overdrafts and returned check charges</li> </ul>	<b>Say No To...</b> <ul style="list-style-type: none"> <li>Meter reading and billing</li> <li>Late payments</li> <li>Bad debt</li> <li>Theft of electricity</li> </ul>
<b>And Yes To...</b> <ul style="list-style-type: none"> <li>Smaller payments as power is needed</li> <li>Paying for electricity when it is convenient</li> <li>A TWACS IHD to receive account status, balance, and custom messages and alerts</li> <li>Flexibility and friendliness</li> </ul>	<b>And Yes To...</b> <ul style="list-style-type: none"> <li>Debt recovery</li> <li>Improved cash flow</li> <li>Lower administrative costs and overhead</li> <li>Demand response for peak periods</li> </ul>



**Aclara**

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