



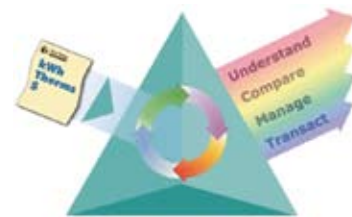
Enabling the Vision

What energy information can accomplish for utilities and their customers.

Aclara Software's solutions dramatically lower customer service costs and increase customer satisfaction.

Unlocking the power of energy information is key to the Emerging Vision of the 21st Century Utility, where market pricing, energy-literate customers and intelligent end-use devices come together to achieve the promise of a new paradigm:

- Dramatically reduced customer service operating costs
- Satisfied customers with the information they need to manage their bills
- Reduced energy demand



Aclara Software's Solutions

Aclara Software (formerly Nexus Energy Software) provides software solutions that enable this vision, demonstrating what effective energy information – not just data – can accomplish for utilities and their customers.

Aclara Software's Meter Data Management System (MDMS) is the backbone for this best-in-class energy information solution, proven to deliver measurable benefits across the enterprise. Aclara's MDMS includes a powerful data repository that synchronizes meter, customer, and billing information with full validation, editing, and estimation (VEE) capability. It also includes a set of powerful applications that transforms data into information and delivers it to the appropriate users. Aclara Software applications are in use at more than 100 energy companies today.



“Everything is presented clearly and is easy to use. It is nice to have an online bill that allows you to access more information if and when you want it, or to quickly see the basic information.”

Utility customer

Within this framework, Aclara’s Customer Care and Revenue Management Solutions enable utilities to deliver superior customer service while lowering customer service costs. These systems increase the efficiency and effectiveness of customer service across multiple communications channels and help reduce peak loads by helping customers better understand and manage their bills. Examples of specific utility business processes that are impacted include:

- 1 **Customer Self-Service** – Aclara’s ENERGYprism® Customer Care solutions provide customers with a wide range of billing and energy management tools, presenting both billing and usage data, including interval data, and answering key questions such as “*Why did my bill go up?*” and “*How does it compare with my neighbors?*” This provides customers with a compelling reason to go on-line, increasing the use of e-billing and other customer self-service options.
- 2 **Customer Service in the Call Center** – Aclara’s Customer Care solutions also provide CSRs with unique analytic tools, along with an optimized user interface, enabling them to quickly and satisfactorily address customer bill inquiries, resulting in higher first call resolution, shorter calls, and higher customer and CSR satisfaction.
- 3 **Enhanced Paper Bill** – Much of the value-added information available with the system on-line can be added to the paper bill. One customer wrote: “*I could never understand the old bills. I always thought that we used a lot of electricity until I saw the graph and the ‘How my Home Compares’.* I love the new bills and hope they are here to stay. I would hate to have to go back to the old bills.”
- 4 **Complex Billing** – Most CIS systems were never designed to handle complex time-based rates to meet the rapidly expanding Demand Response pricing programs. For similar programs today, many utilities rely upon spreadsheets and other quasi-manual processes to support their needs. Aclara’s Complex Billing application leverages a powerful SOX compliant, flexible Complex Billing engine that enables the business analyst to add rates with no programming and delivers complete complex billing workflow.
- 5 **Demand-Response** – Time-based rates which can help customers lower costs while making the system more reliable are part of the vision for some utilities. Advanced meters, control devices and the appropriate information provide customers with what they need to respond to price signals. Aclara’s Demand and Energy Management Solutions optimize what smart meters can accomplish with functionality that has been demonstrated to positively impact customer behavior and reduce peak resource requirements by:

- *Targeting* customers for demand response programs based on their energy profile
- *Promoting* the program by helping customers understand what the impact will be for them along with strategies to benefit further
- *Providing* customers with rapid feedback, such as information the day after a critical peak event, showing customers how they have done, and providing them with strategies to reduce costs further the next time

Aclara Software: Capturing data. Liberating knowledge.

Aclara Software (AclaraSoft.com), formerly Nexus Energy Software, is a part of the Aclara family of ESCO Technology Companies. The Aclara brand represents the industry’s leading end-to-end meter data capture, transfer, processing, management and presentation solutions, including fixed-network AMI/AMR technologies (TWACS® Technology and STAR® Network) and MDM software (Nexus Software™ Solutions), serving water, gas, and electric utilities worldwide. Aclara Software provides energy companies with software solutions that add value to the existing billing and metering infrastructure to allow both the company and its customers to better manage energy-driven transactions and decision-making. Aclara Software’s applications are used by more than 100 major energy organizations worldwide to reduce capital and operating costs and resource requirements as well as increase customer satisfaction. Further information on Aclara Software is available at AclaraSoft.com.

About ESCO Technologies Inc.

ESCO, headquartered in St. Louis, is a proven supplier of special purpose communications systems for electric, gas, and water utilities, including hardware and software to support advanced metering applications. In addition, ESCO provides engineered filtration products to the transportation and process markets worldwide and is the industry leader in RF shielding and EMC test products. Further information regarding ESCO and its subsidiaries is available on the Company’s web site at escotechnologies.com.

