SmartWorks Connect
HomeConnect

SmartWorks Connect is an online web portal that transforms the way utilities share information with their customers. Utilities can help customers manage their usage through presentation of smart meter data, proactive alerting and targeted tips with educational articles.

The HomeConnect module changes the way a utility engages with its residential customers.

> The benefits of HomeConnect:
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> - *Improve customer satisfaction* by helping customers understand their usage and cost, while offering the tools that empower them to make informed decisions.
> - *Increase customer involvement* in utility conservation and demand programs.
> - *Decrease burden* in the utility call center, by reducing call volume & duration.

The Challenge

As utilities introduce advanced metering infrastructure, dynamic rates and new programs, the amount of customer related data becomes greater than ever before. Utilities are challenged with the task of presenting this data to their customers as clear, compelling and actionable information.

The Solution

Accessible via computer or mobile device, HomeConnect delivers the power of analytics to the utility's residential customers in a clear and intuitive manner. It allows customers to view consumption patterns and comparisons and better understand the actions they must take to manage usage and help the utility achieve its objectives. HomeConnect uses intuitive charts, tables and graphs to present usage and cost data to utility customers.

Simple

Users can only view content that is specific to their account. In the event that a customer has a question requiring utility intervention, the utility customer service representative can view the customer's account in masquerade mode to replicate the customer's current view.

Flexible

Both utility and customer have the ability to set and save user defined views and parameters, ensuring the most pertinent information is readily accessible to the user.

Single Sign On and custom branding can be used to integrate the HomeConnect solution with a utility's existing portal, offering a seamless utility experience.

Empowering

HomeConnect users can configure threshold notifications to monitor their performance. Using this combination of tools, customers are empowered to make smarter resource decisions. These behavioral savings are the key to fulfilling the true promise of today's smart technologies.

Ready to learn more? Visit: www.harrisutilities.com/smartworks/ or email: smartworks_sales@harriscomputer.com