

Enhancing Utility Customer Experience

CUsi and Neptune 360 Integration

Streamline Account Management and Usage Insights

The integration between CUsi's Customer Web Portal (CWP) and Neptune's My360 Consumer Portal simplifies utility customer service by providing a seamless, single-login experience. Customers can now manage accounts and monitor water usage effortlessly, encouraging conservation and proactive issue detection.

Key Features of the Integration

Single Sign-On (SSO): A unified login connects customers to both platforms without additional registration.

Proactive Monitoring: Customers can set usage thresholds, create water budgets, and receive alerts for potential issues.

24/7 Access: View real-time consumption data and intuitive charts on any device.

Customized Branding: Tailor the interface to reflect your utility's unique identity.

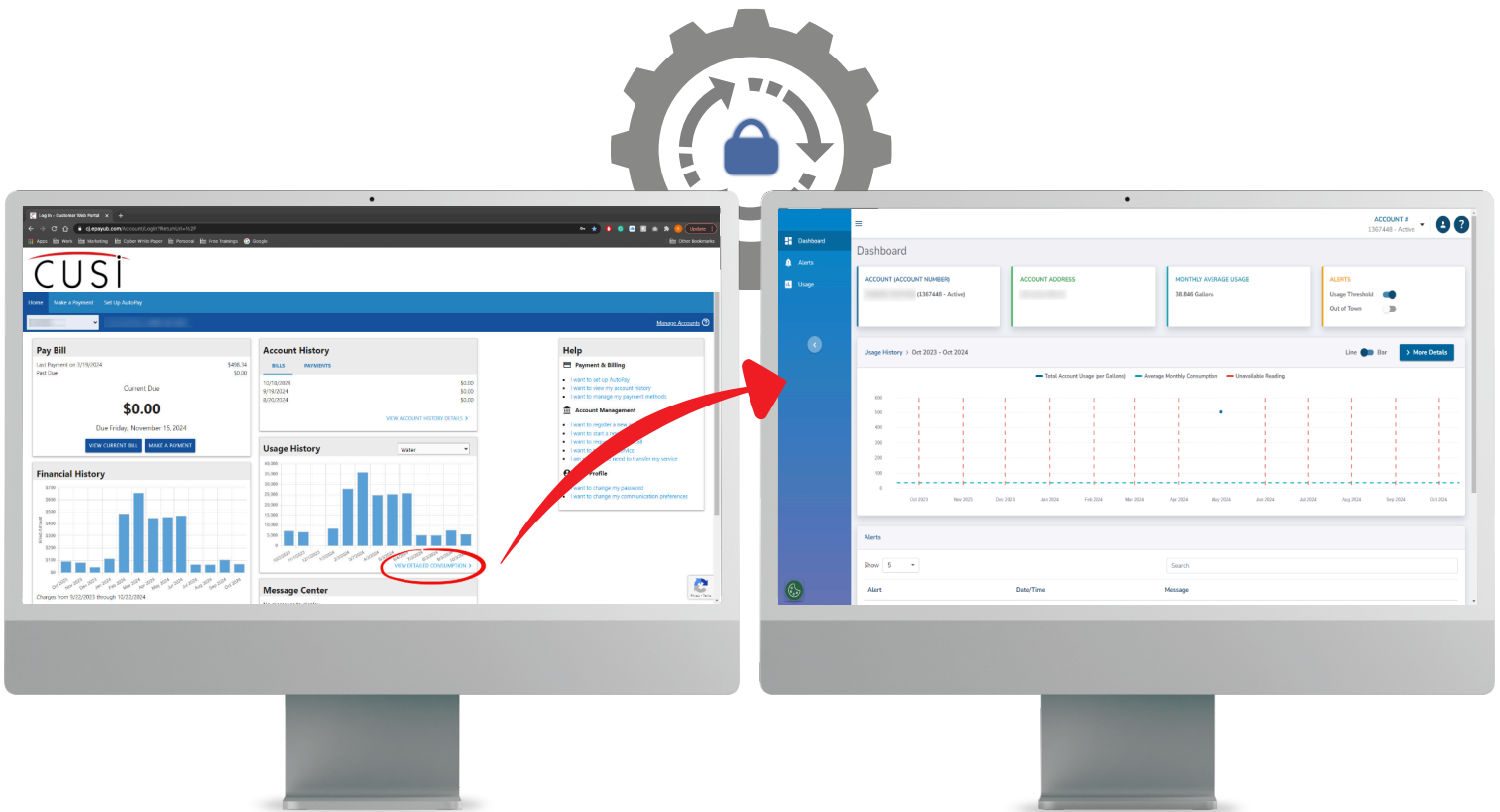
Self-Service Efficiency: Reduce support calls with easy account and usage management.

Benefits for Utilities

- Fewer customer inquiries with self-service access to detailed consumption data.
- Enhanced customer satisfaction through transparency and convenience.
- Comprehensive reporting tools for better operational insights.

How it Works

1. Customers log into CUSI's Customer Web Portal.
2. From the dashboard, click "View Detailed Consumption" to access Neptune My360.
3. Enjoy seamless integration powered by SSO to monitor water usage and configure alerts.



Future-Ready Technology for Utilities

The integration of CUSI's CWP with Neptune 360 positions utilities to meet the growing demand for digital transformation. By offering customers a user-centric platform with real-time insights, utilities can foster trust, improve engagement, and support long-term water conservation goals. This solution not only modernizes customer interactions but also sets the foundation for adopting future advancements in utility technology seamlessly.

Get Started Today!

Contact your CUSI or Neptune representative to learn how this partnership can transform your utility's operations. Email your Customer Success Representative at customersuccess@cusi.com, or info@cusi.com to learn more!