silverblaze™

The Ultimate Utility Customer Engagement Solution

Our feature-rich, and intuitive portal is an easy-to-integrate solution, providing a robust customer experience. Support your customers with features like Smart Meter integration, Ways to Save, a dedicated Mobile App, LiveChat addons and more!

ENGAGE — **with Real-Time Smart Meter usage data**, giving your customers their data as soon as they need it. To make meaningful usage-saving changes, customers must first understand their current usage.
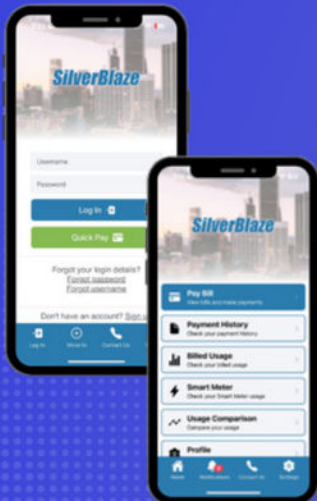
ADVISE — **with Rate Compare and Ways to Save features**, giving customers a place to find personalized energy-saving tips. Widgets show customers how behavioural changes can reduce their current usage and save them money.

EMPOWER — **with Predictive Billing,** letting your customers plan ahead, take control of their usage, and ensure on-time payments.

Mobile Solutions Are Here

Customers can **pay bills quickly** on-the-go and on any mobile device.

Provide customers with their **usage at their fingertips.** Mobile apps provide account **alerts and notifications** on the spot.

Manage all accounts with in-app access to **Smart Forms** and **service requests**

GET IT ON Google Play

Download on the App Store

Today, more than **140** Water, Electric & Gas utilities rely on Silverblaze to connect with over **22,000,000** of their customers. **Scan today to learn more!**

HARRIS UTILITIES   silverblaze™   NORTH|STAR™ UTILITIES SOLUTIONS   American Water Works Association | ACE25

SmartVX

Customer-Specific, AI-Generated Videos, Powered by SmartVX

SmartVX is the ultimate addition to any Customer Self-Service system, providing direct customer assistance where it's needed most without overworking internal resources. SmartVX leverages proprietary technology to create custom, AI-generated videos for your customers, s providing quick, customer-specific information and assistance.

- ▶ 93% watch through rates
- 🧑 23% reduction in call-center volume
- 🙂 39 point increase in customer satisfaction
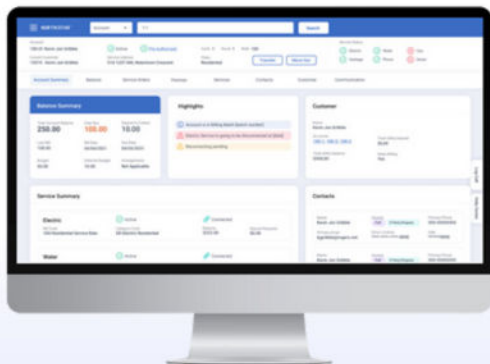- 📢 10x adoption increase vs. other channels

NORTH|STAR™
UTILITIES SOLUTIONS

Software solutions that connect your team to your community.

An industry leader specializing in utility-specific software, NorthStar offers innovative solutions designed to furture-proof your utility, streamline operations and enhance customer satisfaction. Whether you need a CIS & Billing System, ERP software, a web-based customer portal, or digital mobile workforce management software, NorthStar has a solution that will elevate your utility to the next level.

Serve more of your community in less time with...

CSR7 Customer Information System

Designed by industry professionals and tested by CSR's, NorthStar's CSR7 allows you to:
- Find the right information with fewer clicks
- Increase first contact resolution
- Create process automation
- Maximize efficiency and productivity

CSR7 enables utilities to enhance customer satisfaction while reducing operational costs and training time in a Cloud-hosted environment.

Silverblaze and NorthStar are proud partners delivering seamless integration of real-time, omni-channel solutions. We are committed to helping utilities enhance efficiency and improve customer satisfaction by leveraging cutting-edge technology and industry experience. The Harris Utilities Group is truly your one-stop shop for all of your utility's needs!

Contact the NorthStar team today to see how the Harris Utilities suite of services can work for you!