



Giving Your Customers The Tools to Reach Their Spending and Usage Goals

Adaptive Consumer Engagement (ACE)

features on the Silverblaze portal keeps customers informed with deep data insights

One Platform. Every Customer Touchpoint.

Silverblaze provides utility customers with self-service tools pay bills, manage accounts, and track consumption in one portal solution. ACE tools in the Silverblaze portal gives customers access to detailed usage data, ways to save, and utility conservation tools - all in one platform, using any device. Make the most out of utility AMI data and support your customers to conservation with ACE modules.

Why Choose Adaptive Consumer Engagement?



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. These features show customers how actionable 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.

Today, more than **180** Water, Electric & Gas utilities rely on Silverblaze to connect with over **22,000,000** of their customers. **Scan to learn more!**





Robust Customer Features, Powered by ACE

Boost customer satisfaction and meet your utility's operational goals with the additional ACE modules available on the Silverblaze portal:

- Smart Meter Integration
- Usage Disaggregation
- Rate Compare
- Predictive Billing
- Ways to Save
- Peer Compare
- Electric Vehicle Modules
- Electric Home Energy and Water Reports

Help Manage Spending Using Bill Insights

User-friendly graphs visualize how factors such as rate changes, time of use, and weather impact a customer's bills. Tools such as **Predictive Billing** give utility customers the foresight to save for future bills or implement behavioural changes to reduce usage.



Increase Satisfaction With Consumption Insights

ACE uses **data disaggregation** to break down exactly how appliances in their homes are using energy and water. When customers understand their usage, they are more willing and able to make money-saving behavioural changes and participate in energy-saving programs.

Reach Conservation and Efficiency Targets

Customers can create unique profiles with their home and appliance data. ACE features such as **Rate Compare** and **Ways to Save** use **AI and Machine Learning** to generate **personalized recommendations informed by your utility's goals** for each customer based on their profiles. Customers can select tasks to make behavioural changes and upgrades that support conservation and efficiency.



See how Adaptive Consumer Engagement tools boost customer satisfaction.

Scan to get in touch now!