



Seamlessly Connecting Your Customers to Your Services with **Self-Service Solutions**

Combine the convenience of Silverblaze’s intuitive customer portals with PerfectApp’s customizable, no-code forms to streamline your utility’s customer experience.

Smarter Utility Engagement With Your Customer Portal

Cloud-Hosted Resilience and Security

Silverblaze applications run on Microsoft Azure Cloud and are designed with continuity in mind, in the event of cyber threats. Quickly redeploy in new environments, with Azure providing geo-replication, automated backups, and tested recovery processes.

Mobile-Native Convenience

The feature-rich Silverblaze mobile app provides a robust customer experience, bringing essential self-service features to your customers’ fingertips. Reduce costs, increase efficiency, and provide better customer experiences.

Smart Meter Integration

Silverblaze supports real-time Smart Meter usage integration, so your customers can access their data as soon as they need it. Customers can compare rates, view time-of-use, and get disaggregated usage insights.

Streamlined Operational Workflows

Silverblaze integration with PerfectApps forms means that your customers can use self-service forms directly in their Customer Portal, which routes seamlessly to your team’s existing workflows.



In 2025, **62.7%** of worldwide website traffic came from a mobile device.¹

1. Statista, [*Percentage of mobile device website traffic worldwide*](#)



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!**





Increase Customer Engagement

Modern Utilities can't afford slow, paper-based intake. Electronic forms give customers 24/7 digital self-service while cutting processing time, costs and operational friction.



Reduced Call Volume

Self-service submissions decrease inbound calls and manual service requests.

Accelerate Processing

Forms route instantly to the department, accelerating approvals, service activation, and issue resolution.

Improved Data Accuracy

Built-in validation ensures complete, error-free submissions the first time.

Lower Operational Costs

Eliminate paper handling, manual entry, and administrative overhead.

PerfectApps is Perfect for:

- ✓ New Service Requests
- ✓ Transfer of Service
- ✓ Move-In / Move-Out
- ✓ Change Mailing Address
- ✓ Outage or Issue Reporting
- ✓ CIS and Backend Integration



Silverblaze and PerfectApps are proud partners committed to helping utilities enhance operational efficiency and improve customer experiences by leveraging cutting-edge technology. Contact the PerfectApps team today to see how the Harris Utilities suite of services can work for you!

