

Introducing **Silverblaze SPARK**, Powered by AI

The Future of Usage and Billing Advising



Smarter Utility Engagement Starts Here

Silverblaze Adaptive Consumer Engagement tools integrate real-time with Smart Meter Data. Give customers access to detailed usage data, ways to save, and utility conservation tools all in one platform, using any device. Customers who are looking to save money and conserve usage get the tools that they need to make behavioural changes. Utilities can promote different rate tiers, usage-saving programs, and campaigns.

Go Beyond Static Reports

Introduce your customers to their **Smart Personal Advisor for Resource Knowledge - SPARK**



SPARK is a chat-based AI tool on the Silverblaze Portal that can generate peer comparisons, quarterly Home Energy Reports, and bill data insights.



Customers can explore savings and bill insights conversationally, by chatting directly with SPARK.



Customer Home Profiles on the Silverblaze Portal will help SPARK customize efficiency suggestions and bill insights.



73% of users expect websites to feature chatbots for convenient interactions.¹

1. MasterOfCode *Chatbot Statistics: How AI Is Powering the Rise of Digital Assistants*

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





Customized Insights For Any Customer's Needs

SPARK has secure access to Customer Home Profile data. With this data, SPARK can answer customer questions, give insights tailored to unique customer circumstances, and promote utility programs relevant to each customer.

Generate Quarterly Reports

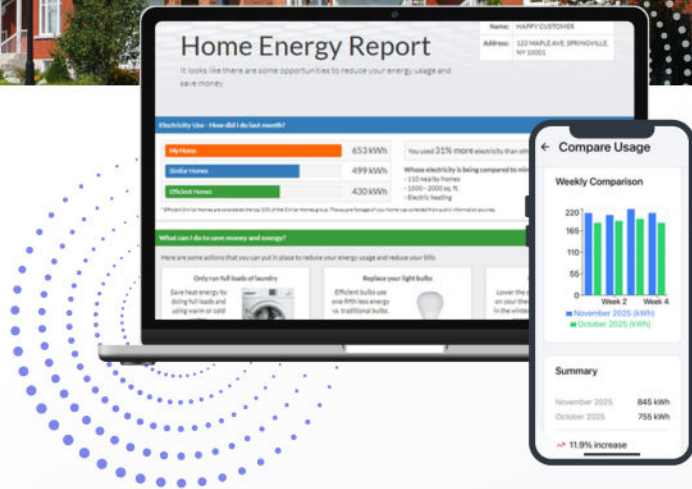
Customers can enter a chat with SPARK and ask for a quarterly Home Energy Report. SPARK will generate a structured report with highlights based on the customer's real billing and meter data.

Explore Bill Drivers

Customers can ask SPARK why their bill change quarter-over-quarter. SPARK will explain likely contributors using available data, like weather, time of use, their type of home, their appliances, or the number of people in the home.

Explore Savings

Customers might want to ask what actions they can take to reduce usage or costs. SPARK will suggest tailored actions based on the customer's home attributes, rate calculations, and predicted savings.



Why is my bill higher this quarter?

What can I change in my home to be more energy efficient?

Can my utility help me make changes to use less water?



Explore the power of personalized customer experiences.

Scan to get in touch now!