

**Your Statement Printing  
and Presentment Experts**






## Welcome to Utilitec.

Utilitec, part of the Ancor Company, is the premier outsource provider of utility statement services for cooperative, municipal and investor-owned utilities nationwide. We provide comprehensive and customer friendly solutions for print, mail, and electronic statement processing.

Switching to Utilitec is easier than you think. We combine our technologically advanced process and experienced professionals with your people and systems to form a superior billing team. You will find us to be every bit as flexible as you are and we can support every platform large and small.


But not all of your needs are technical. That's where you'll find Utilitec to be as accommodating as we are resourceful. We make sure the right information gets to the right person at the right time. Every time 



## Statement Processing.

For us, it all comes down to providing accurate, on-time delivery of our customers billing. That's where our proLOGIX™ System works for you. Project-proven and efficient, the proLOGIX™ process ensures the quality and timeliness of every job.

From the moment we receive your data to the moment a final bill is sent, printed or archived, we can continually measure and report the accuracy and timeliness of each billing cycle. You will know where your statements are every step of the way.

With Utilitec, you're always guaranteed maximum postal discounts and processing efficiencies. We use numerous USPS services and certified software packages including CASS certification, Planet Confirm™, Delivery Confirmation™, and the National Change of Address (Fast Forward) ensuring all mail is Merlin Compliant and cost effective 






## **IT Professionals as Diverse as You Are.**

You have to be particular about the outsource provider you choose. At Utilitec, we are particular about our IT professionals. The experiences of our analysts and programmers are wide-ranging and extensive. Skilled at interfacing with numerous billing, CIS and enterprise systems, they offer the kind of expertise in data, image and document workflow that you can rely on cycle after cycle.

Your needs for account bundling, multiple routing, summary billing, usage graphing and bill suppression are easily handled by our experienced staff. They also provide you with immediate and proficient problem solving and quick customization, no matter what your project, or when you need it.

All the latest technology is meaningless without the people to back it up. At Utilitec our people have the flexibility and diversity needed to keep all your jobs running smooth and seamless every time 





**Efficient. Effective.  
Easy. That's eSolutions.**


It's no secret the internet is fast becoming the tool of choice for both consumers and utilities. And to meet these rapidly emerging needs, Utilitec offers a variety of eSolutions for both.

Our UtiliTrax™ job tracking system allows you to maintain control of your entire billing process. This includes production scheduling, insert selection and special handling requirements. UtiliTrax™ also provides continuous integrity checks of your day-to-day statement processing. Using JetVision™ camera technology, we are able to track your most critical customer communications throughout the job cycle.

Our WebView™ service will allow your CSR's to easily access an exact replica of the bill that your customer receives and obtain bill summaries, delinquent information and historical bill data via the internet. Bills are stored in a PDF format and a browser interface allows your staff to find customer information in real-time.

Our Electronic Bill Presentment and Payment (EBPP) service provides your customers with more options for viewing, paying and receiving critical bill information online.

Using our QuickChange™ messaging platform, you can review and modify your dynamic on-bill marketing messages instantly from wherever you are, even when last minute changes are required.

All this and more to make your job easier and give you greater peace of mind 






## Customer Support.

Giving your customers the kind of attention they deserve is demanding and costly. By helping you create a more efficient and effective billing process, we enable you to meet and exceed the expectations of your customers. And for you, that's all that matters.

Do you need special pulls or schedule changes with your billing cycles? Our dedicated account management team ensures all your special handling needs are met. We can include your recurring or last minute requirements directly into your data files for error-free processing and delivery. Need to hand-deliver documents to important customers or perform a last minute print check? Whatever your needs, you can count on Utilitec to provide flexible, on-time support.


Our superior account services team is available 24 hours a day, 7 days a week to continuously meet each and every one of your expectations and challenges, no matter what they are when you need them. Our industry-leading experience and advanced technology ensures that your customers get precisely the right information at exactly the right time 





## Marketing Support that Supports Your Team.

Would you like to display your marketing message on both printed and electronic bills? No problem. Plus, you can control content, modify text, change typestyle and highlight colors of your message, giving your staff the opportunity to review and edit the information electronically.

Whether it's new services, process changes, seasonal specials or premiums—your marketing messages will get to the right audience at the right time. And remember, you can modify your marketing message electronically, in real-time from your office or from a remote location using our QuickChange™ messaging platform. Utilitec allows you to take total control of your marketing whenever, wherever 





utilitec

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