

# Integrated Solutions for Public Power

ENGINEERING & OPERATIONS   CUSTOMER CONNECTIONS   BUSINESS & FINANCE   SYSTEM IMPROVEMENT



## CUSTOMER CONNECTIONS

*Empowering the Community with New Information and Tools*

Public power's longstanding tradition of personalized customer service faces challenges and opportunities as the Internet and social media become part of everyone's daily lives. Customers today expect access to good information on demand, 24/7, with the ability to speak with a live voice when needed. Customers want choices in how to use and pay for services, and they want their providers to anticipate their needs. Hometown Connections helps public power meet and exceed these expectations through utility and customer-friendly solutions and applications.

The advent of smart phones, social media, and the Internet is changing fundamentally the ways in which every organization interacts with the public. Customers are online, all of the time, searching for information, buying products and services, and sharing opinions. It's a point-and-click, touch screen world.

Citizens in public power communities expect their utilities to provide useful and detailed information instantly, as well as reliable service at a reasonable rate.

The pricing and packaging available through companies partnered with Hometown Connections make these innovations in customer services available to public power systems of all sizes and requirements.

Today's customer programs depend on the public power system's ability to provide information about accounts, costs, usage, and service interruptions in ways that are easy to access, fast, and accurate.

The tools available to public power systems through the Hometown Connections portfolio harness the power of data collected across the enterprise to provide the level of responsiveness and interaction today's customers expect, as well as improve utility operations and efficiency.

The companies partnered with Hometown Connections enable a public power utility to collect and deploy data to respond quickly to outages or inquiries, keep customers informed of system events, offer customers backup and peak shaving generation, help customers reduce costs with LED streetlight and outdoor area lighting, let customer research drive utility program design, and empower customers to participate in a variety of energy efficiency programs.

## PARTNERS

### PowerSecure

*Distributed Generation,  
Solar Power, LED Lighting*

### Milsoft Utility Solutions

*Smart Grid Software*

### Cogsdale

*Customer Information Solutions*

### Enercom

*Online Energy Audits &  
Calculators*

### Panamax, Tesco, UtiliCor

*Whole Home Surge Protection*



The utility services subsidiary of the American Public Power Association (APPA), Hometown Connections is a national resource for municipal utilities to obtain guidance and quality products & services from a trusted entity. Hometown Connections provides APPA members with access to discount pricing and integrated utility information systems from the industry's leading vendors, as well as consulting support in the areas of organization assessment, strategic planning, market research and workforce solutions.



**PowerSecure** *Interactive Distributed Generation, Solar Power, LED Streetlight & Outdoor Area Lighting*  
 PowerSecure partners with APPA members to offer customers true turn-key, engineered-to-order, backup power systems (stationary or mobile). These systems integrate a peak-shaving energy efficiency capability and provide critical power protection to many vital industries, hospitals and military facilities. PowerSecure also designs and installs solar energy systems and offers a vendor-neutral, turnkey LED streetlight conversion program and LED outdoor area lighting.



**Milsoft Utility Solutions** *Smart Grid Software*  
 Milsoft provides more than a thousand electric utilities with powerful engineering, operations, and customer service software. Milsoft's OMS/GIS/IVR and engineering analysis products maximize the utility's ability to give employees and customers fast and accurate information.



**Cogsdale** *Customer Information Solutions*  
 Cogsdale provides service-oriented business solutions to local governments and utilities. The Cogsdale approach incorporates all the day-to-day operations of utility and local government organizations, covering everything from Customer Information Systems to Financial, People and Work Management Systems in one integrated Microsoft Dynamics platform.



**Enercom** *Online Energy Audits & Calculators*  
 Applications include online residential and commercial energy and water audits with reports, graphs and consumer recommendations on energy savings. The Energy Depot software includes an appliance calculator showing energy usage and costs, plus a comprehensive Energy Library.



**Panamax, Tesco, UtiliCor** *Whole Home Surge Protection*  
 A division of Border States, UtiliCor provides two types of surge protection equipment from the industry's leading suppliers: whole-house, meter socket equipment from Tesco; and point-of-use equipment for use within the home by Panamax.

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Owned by Public Power, Hometown Connections is the utility services subsidiary of the American Public Power Association (APPA).

APPA is the not-for-profit service organization for the nation's more than 2,000 community-owned electric utilities serving more than 46 million Americans.

Hometown Connections is a national resource for APPA members as a trusted provider of guidance and quality products/services.

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