

Energy Management System for: Customer Care • Commodity Pricing and Billing • Utility Management and Gas Operations

Because it's a jungle out there...

EnSite: Powering Information

EnSite Incorporated® provides leading software solutions and services to retail energy companies and service providers nationwide.

EnSite offers scalable, integrated energy management solutions, including our flagship EnSite Safari Suite® software. We offer an array of services to augment clients' operations, such as comprehensive Technology Integration Services, as well as Project Services and Consulting.

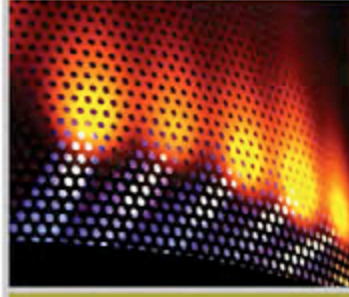


Since 1995, EnSite has served a range of commercial, industrial, governmental, institutional, and residential markets with multiple commodities and utility services. Our clients are diverse in terms of geographic location, customer demographics, price product offerings, ownership, capitalization, market share, growth expectations, and business cycle maturity.

EnSite's products and services are designed exclusively for retail energy marketing companies offering complex pricing schemes and managing utility tariff balancing, forecasting and penalty avoidance. EnSite also supports retail marketing companies serving the Choice and residential markets.

In short, EnSite Safari Suite® brings to its clients in gas and electric markets of all stripes a broad range of functionality and interoperability, satisfying evolving business needs for:

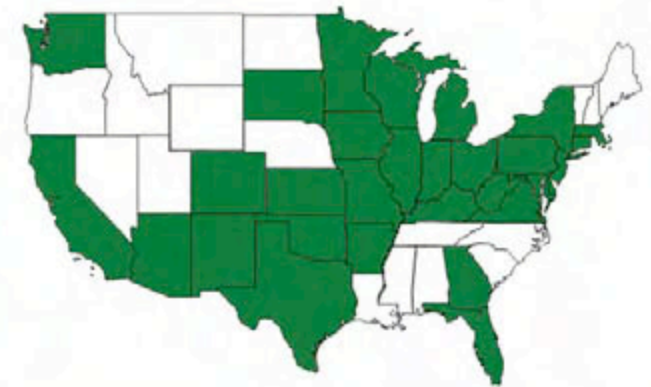
- ✓ **Integrated Account Management, Customer Service and Collections Tied to Operations**
- ✓ **Utility Tariff Balancing, Forecasting, and Penalty Avoidance**
- ✓ **Complex, Responsive Pricing Schemes**
- ✓ **High Volume Transaction Management**
- ✓ **Automated Utility Interfaces**
- ✓ **Dynamic Bill Presentment**
- ✓ **Platform Stability and Scalability for Growth**



EnSite Safari Suite® Install Locations



End User Commodity Service Areas



EnSite Fast Facts

- * Founded 1995
- * Over 125 Years Combined Industry Experience
- * Deployed first Enterprise Solution 1999
- * Supporting Retail Energy Marketers Across the Country
- * Utilities Served in over 30 States
- * Microsoft® Certified Partner since 1999

Project Services and Consulting
New market evaluations and acquisitions, invoice and communication enhancements, customer relationship improvement, business process analysis, new product offerings.

Technology Integration Services

EnSite's Technology Integration services provide a foundation for system integration and support for third party communications.

Web Services

Web application development services for online bill presentation and reporting from EnSite Safari Suite®, plus Web site development and identity.



Services

Founded on Experience

Implementation Services

Phased implementation with scope analysis, business process analysis, customization, data conversion, infrastructure analysis and technical training

Complete Training & Support

On-Site training, Web training, and group training options at EnSite's headquarters

Ongoing Maintenance & Customization Services

Continuous Product/Service Evolution



Safari Suite



Helping you tame the energy jungle.

EnSite developed its flagship energy management solution in response to demand among its consulting partners for a powerful, multi-commodity customer service, billing and commodity management solution. EnSite leveraged its extensive industry knowledge and experience into development of EnSite Safari Suite®, first launched in 1999. Since then, EnSite has invested nearly ten years of ongoing development into a system which has emerged as the choice of energy marketers seeking highly evolved functionality to manage the entire life cycle of the energy consumer.

Commodity Pricing and Billing

Safari Billing is a multi-commodity, customer-driven billing system developed specifically for the energy industry. Safari Billing improves cash flow and customer retention through accurate and timely billing. The system supports innovative and flexible pricing products for commodity customers. With Safari Billing, invoicing complex pricing schemes involving tiers, trigger options and contract settlement becomes a seamless and automated process.

EnSite Safari Suite® contains the flexibility to support residential, small business and large Commercial/Industrial customers in one system. The billing module invoices on estimated or actual volumes and manages level payment plans. Generate estimated distribution charges based on tariff logic specific to each utility. Integrate data and processes across systems, including processing relationships with internal and external third parties such as accounting systems and utilities. Publish invoices using adaptive and user-friendly invoice formats utilizing Crystal Reports.

Safari Billing helps EnSite clients distinguish themselves from the competition through custom invoice publishing options. It provides the flexibility necessary to operate in varied utility markets with automated interfacing and custom business rules, in addition to providing consolidated utility billing options.



Data Translation & Integration

Data in and out of EnSite Safari Suite® is managed as configuration of the system rather than enhancement of the product. The system communicates with standard middleware, which coordinates the manipulation and transformation of data for integration with third party systems such as Utility EDI, Risk, Credit, and others.

Data and Operations Integrity

EnSite Safari Suite® integrates efficiently into the client environment. Whether you are deploying the solution as part of a "best of breed" component mix or as a truly integrated, turnkey solution, EnSite's proven implementation protocol employs tools and methods that easily adapt to either scenario in accordance with the scope of the implementation project plan.

EnSite Implementation

Customer Care

Safari CIS (Customer Information System) improves customer management by providing a centralized view of customer information. Representatives have real-time access to contact information, billing history, account properties, contract and pricing information, accounts receivable status, historical usage and much more.

Safari CIS helps improve customer retention by enabling you to provide outstanding real-time service. This includes tracking customer contact events and assigning specific user or department follow-up on each unresolved customer issue. Safari CIS helps facilitate growth in customer base through tracking prospect/sales activities and managing sales commissions.

Safari CIS provides an intuitive, efficient dashboard for customer management, which translates into a competitive advantage through accurate and timely customer service.

Utility Management and Gas Operations

The Safari Utility and Gas Management system is a nomination, balancing and supply management system built for the diverse operating rules of any utility market. Safari Gas Management saves time and reduces errors by integrating and automating the processes of forecasting, meter data collection, daily/monthly balancing, storage management and optimization, and nominations.

The system helps EnSite clients avoid penalties by incorporating utility-specific operating rules along with automated balancing processes. Save time and optimize energy purchases with automatic load forecasting and weather normalization. Safari Gas Management helps increase profits by extracting the maximum value from balancing and storage assets in applicable utility markets, reducing back office transaction costs and improving response time to dynamic market conditions.

EnSite Safari Suite® provides a comprehensive and flexible platform for gas management, which translates into a competitive advantage through agile, accurate and timely operations.

Safari Billing

- ▶ Multi-cycle, multi-commodity consolidated billing
- ▶ Complex pricing & contract options including fixed, indexed, caps & collars, pricing triggers, etc.
- ▶ Budget billing with automated true up
- ▶ Estimated billing w/automated true up for Marketer & Utility charges
- ▶ Complex tax calculations
- ▶ Rate Ready/Bill Ready utility billing options
- ▶ Custom invoice templates
- ▶ Internet Bill Presentment & Payment options

Accounts Receivable

- ▶ Flexible ageing reports
- ▶ Automated payment application
- ▶ General Ledger interface
- ▶ A/R history for CSRs
- ▶ Flexible interest calculation
- ▶ Manage payouts to Utilities, Suppliers & Sales Reps

Collections Management

- ▶ Manage past due accounts
- ▶ Establish "Promise to Pay" terms

Contract Management

- ▶ Complex pricing & contract options including fixed, index, caps & collars, pricing triggers, etc.
- ▶ Daily or monthly pricing option
- ▶ Unlimited contract charges
- ▶ Contract templates
- ▶ Credit tracking
- ▶ Generate Offers for Prospects

Customer Management

- ▶ Customer enrollment
- ▶ Historical use tracking
- ▶ Self-service online customer data
- ▶ Customer Service & Collections call/event tracking, management & reporting
- ▶ Unlimited contacts
- ▶ LDC/EDC services & rate tracking

Utility Setup

- ▶ Create unlimited gas & electric utilities
- ▶ Model utility tariff rates
- ▶ Generate tariff-based estimated transportation & sales for billing & savings information
- ▶ Track utility information & tariff notes

Rate Maintenance

- ▶ Build & update index or custom market-based pricing rates by effective date
- ▶ Store tax rates, HDD information, transportation & service rates, etc.

Interface Component

- ▶ Utility file import/export, including meter reads, nominations, charges, etc.
- ▶ Trading partner interfaces
- ▶ Third-party application interfaces
- ▶ Bank file import/export (ACH, wire transfer, etc.)

System Administration

- ▶ Security groups
- ▶ User & Screen management
- ▶ Interface customization at application & user level
- ▶ Detailed event logs

Safari Gas Management

- ▶ Account pooling
- ▶ Forecast use for prompt month & intra-month
- ▶ Weather normalization
- ▶ Utility nominations
- ▶ Utility uploads for nomination files
- ▶ Utility meter read file imports
- ▶ Daily/Monthly intra-month calendar- or cycle-based balancing
- ▶ Utility logic for penalty avoidance
- ▶ Storage optimization, management & trades
- ▶ Utility rate & operating parameters

Supply & Upstream Pipeline Tracking

- ▶ Supply volume management by supplier, pipeline, point, upstream contract number
- ▶ Auto-allocate supply to market
- ▶ Pipeline nominations
- ▶ Set up pipelines & associated trading points
- ▶ Track trading partner parameters
- ▶ Track supply deal terms & capacity contracts



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