



PCS Chooses TextPower to Integrate Text Messaging Alerts with its Utility Billing Solution



TextPower's Messaging Solutions Fast Becoming De Facto Standard for Utilities to update their customers in real-time

Feb 29, 2016 – SAN JUAN CAPISTRANO, California and Denison, Iowa – Professional Computer Systems Co. (PCS), a leading nationwide provider to utilities of Customer Information Systems, Financial Accounting Systems, and e-Commerce solutions, has teamed up with TextPower, Inc., the leading utility text messaging (SMS) business solutions provider, enabling PCS' utility clients to send customer service related notifications via text message.

"We are delighted to work with PCS to integrate our technology with PCS' software in order to automate utility customer alerts and billing notices which will save both the utility and their customers time and money," said Mark Nielsen, TextPower's Executive Chairman, "A recent study showed over 80% of utility consumers prefer text messages over email or phone calls. PCS' use of our text messaging platform greatly enhances the automated customer service notifications PCS' clients can now provide resulting in increased consumer satisfaction."

"The TextPower text messaging platform provides a powerful tool to communicate to utility staff and utility customers" said Kim Ingerslev, President of PCS. "Many companies can provide a SMS text product, but TextPower provides a broad knowledge of the utility industry and an associated solution set. SMS text messaging compliments the PCS Customer Empowerment solution by adding texting along with email and a phone application," indicated Ingerslev.

As part of the Customer Empowerment tools, utility customers or utility staff can sign up customers to be notified when specific events occur in the system. These events can include such items as when a bill is generated, payment is posted, when a bill is just about due, or on the due date, or delinquent. These events have also been recently expanded to include additional events such as Prepay events, tenant changes, budget changes and more.

About Professional Computer Systems, Co.

Professional Computer Systems, Co. (PCS) has been serving the utility industry with billing and accounting software solutions since 1981. PCS offers **Utilit-e Solutions**, an integrated suite of premier products for the utility industry. The suite includes: **Utilit-e Connect**, a Customer Information System and billing applications that includes a customer portal and mobile app, **Utilit-e Insight**, a comprehensive enterprise financial accounting solution, and **Utilit-e Central**, an innovative application software hosting service. PCS is also the provider of many Smart Grid interfaces such as AMI, GIS, IVR, MDM and more. PCS provides customer support personnel who know your utility and understand your support needs. For more information on PCS visit the website at www.pcsc.com, email info@pcsc.com, or call 888-843-3106.

About TextPower, Inc.

TextPower provides alerts and authentication solutions to a variety of utilities and utility suppliers using text messaging (SMS). Our text messaging platform provides utilities with tools to:

- Allow 2-way text notifications of Outages from/to consumers
- Notify consumers to curtail load in real-time with “Beat The Peak” or load shedding alerts
- Simplify 2-way Crew communications with text so they get the message even when they cannot answer a phone
- Reduce costs and burden on call center or IVR when major outages occur
- Improve collections with real-time disconnect notices via text
- Integrate OMS and other systems with our SOAP interface

TextPower’s solutions have been chosen by numerous electric utilities and their suppliers, including PCS, Milsoft, Daffron, DataVoice, Rappahannock, Cass County, Northeast Nebraska, Tideland, Talquin, Jefferson, Nashville, Bluebonnet, NOVEC, First Electric, Shenandoah Valley, and numerous others. Visit <http://www.textpower.com> or email sales@textpower.com for more info.

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For more information, contact:

Chandra Kilaru
Marketing Director
TextPower Inc.
818-222-8600, Ext 97
ckilaru@textpower.com