

BILLWISE AI

## Transform bill management



### Key benefits



Bill breakdown  
and usage  
forecasting



Omnichannel,  
AI-powered  
savings insights



Unified  
dashboard  
for CSRs and  
customers



End-to-end  
encryption and  
integrated single  
sign on

Clarity and  
confidence  
for every  
billing  
interaction.

Help customers make sense of their energy bills and give CSRs the tools to respond with clarity and confidence. BillWise AI delivers real-time insights, usage transparency, and personalized guidance through a single, secure platform.

By combining billing data, rate information, and AI-driven recommendations in one place, utilities can build trust, increase engagement, and reduce call volumes while creating a more informed and confident customer experience.

# Reduce Average Handle Times with **intelligent billing data**.



## Operational efficiency



BillWise AI automates complex bill explanations and rate comparisons, reducing Average Handle Time and allowing customer service teams to focus on higher-value interactions.

## Data clarity



Centralized data ensures accuracy across every channel, including the web portal and CSR dashboard, so both customers and staff can rely on a single source of truth.

## Regulatory alignment



BillWise AI promotes affordability and data transparency while helping utilities stay aligned with evolving billing and disclosure standards.

## Real-time accuracy



Machine learning and advanced disaggregation provide transparent, continuously updated usage insights, helping customers feel confident in every number they see.

## Customer empowerment



Customers gain a clear understanding of their usage and costs through plain-language explanations, smart budgeting tools, and proactive alerts that prevent bill surprises.

## In-depth bill insights for each household



April (Current bill): **\$230.21**

Your April bill is **\$12.00 lower** than last month's.

Last April there was not enough data to make a comparison.

### Why your bill changed:

- \$ Homes in 48843 saw an average decrease of 7% this billing period (over last). **Your bill decreased 5.1%.**
- ↓ The change in your bill from last month was partially caused by a **decrease in Gas usage and Always On appliances.**

**LEARN MORE!**

We'd love to hear from you!

Visit [www.goconvey.com](http://www.goconvey.com) for more information including our case studies.