

# Staying Competitive with Life Cycle Management and Billing

ESG Titanium Billing is a software suite that enables electric and gas retailers to perform key activities spanning full residential and commercial & industrial customer life cycles, from pre-enrollment, billing, and payments through renewals.

## Overview

### Why Titanium Billing?

Titanium Billing ensures your customer life cycles run smoothly, maximizing cash flow while minimizing errors. Accurate, on-time billing and impeccable communications boosts customer retention while complex billing capabilities enhance your competitiveness across markets.

## Benefits

### Boosts Operational Efficiency

Titanium automates the full gamut of communications and transactions with customers and utilities, including onboarding, notices, customer billing, and payments.

### Improves Cost Predictability and Transparency

Settlement cost allocation capabilities enable retailers to precisely quantify the variable costs to be passed on to customers and itemized on bills, helping retailers and customers alike to forecast their expenses.

### Integrated and Integrateable

The ESG library of more than 1,000 APIs enables easy integration with internal systems, such as business intelligence, pricing, forecasting, and customer relationship applications. Seamlessly integrate and put your data to work.

## Features

### Clear, Comprehensive User Interface

Titanium consolidates customer information—including start date, pricing plan, contract terms, account number, billing address, usage, and billing history—in one user-friendly screen, giving you complete visibility of events and transactions.

### Complex Billing Options

Titanium is equipped to implement a wide range of products, from standard usage rates to complex products, such as block, index, time-of-use, and solar buy-backs.



### Expand Your Presence in the Texas Market with ESG Titanium PrePay™

Titanium PrePay enables retailers to offer customers the option to pay for their electricity ahead of usage.

#### Features include:

- Real-time visibility into customer payments and remaining energy allowances
- Reconciliation between usage and allowance
- Automated customer communications
- Switching back and forth between pre-pay and post-pay plans
- Automated service interruption
- Weather moratorium management

### Extensive Exception Management Capabilities

More than 100 “WatchQueue” workflows identify exceptions and proactively send notifications. This eliminates manual anomaly detection, accelerates enrollments, enables timely billing, optimizes cash flow, and avoids penalties. Our experienced support team can assume responsibility for resolving many exceptions, helping your team run leaner.

### Scalable Customer Capabilities as Market Reach Expands

With cloud computing from Amazon Web Services, Titanium Billing supports retailers with millions of customers operating in the most complex marketplaces.

### Leverages Intelligent Data Backbone

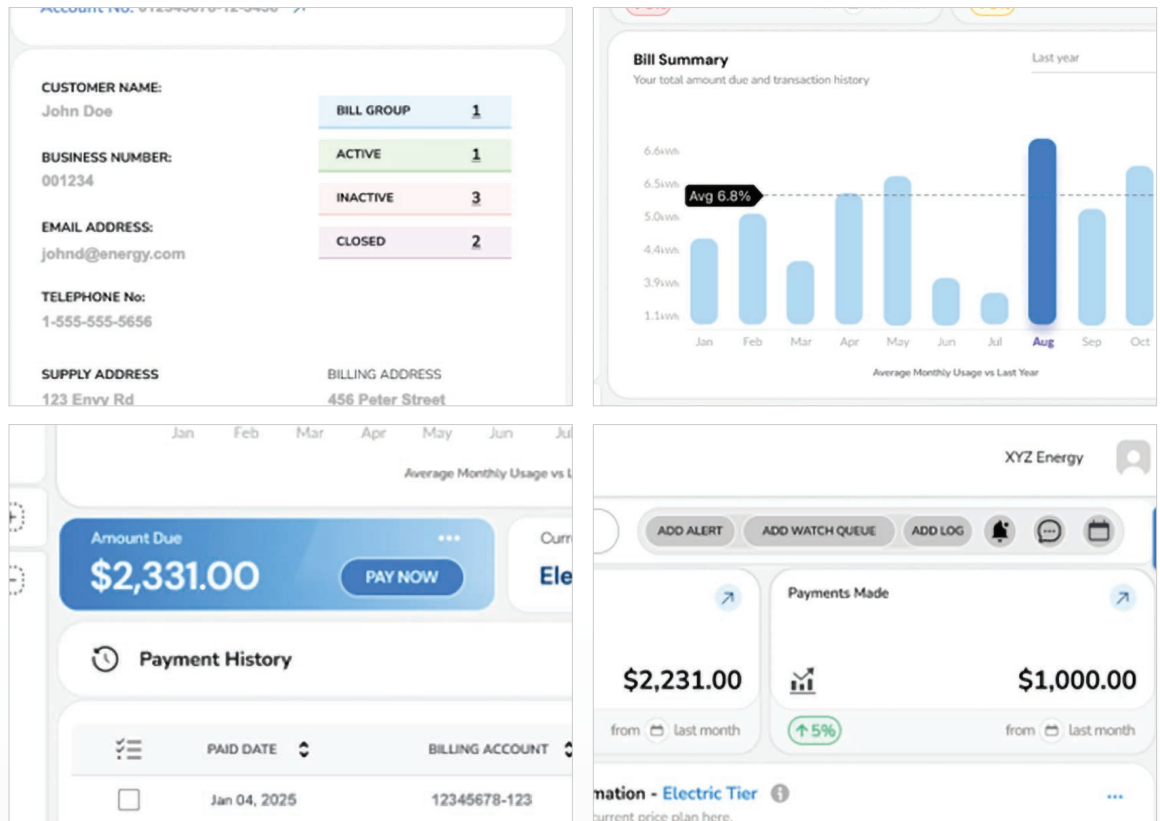
Titanium Billing is part of the ESG Titanium Platform™ and is intimately connected to the ESG Transaction Management Solution™ (TMS) which manages a multitude of transactions between partners including utilities, retailers, banks, payment and other vendors. The rich data that these transactions produce is available to retailers for analysis and planning and constitutes a “System of Intelligence” for highly informed billing and life cycle management.



### Increase Retention and Efficiency with Engage

Fully integrated with Titanium Billing, ESG Titanium Engage™ enables retailers to customize MyAccount, a self-service portal for customers to enroll, make payments, renew, and more. Elevate the customer experience with targeted communications and easy shopping. Visit [esgglobal.com/engage](https://esgglobal.com/engage).

## Screenshots



For more information and to request a demo, visit

[esgglobal.com/titanium-billing](https://esgglobal.com/titanium-billing)

### About ESG Titanium™

ESG Titanium is the modular retail energy platform that empowers energy suppliers to grow their portfolio and optimize operations. Titanium includes transaction management, billing, and customer engagement.