

## Engage - Intelligence - Notify

# Crafting Experience where every Consumer Matters

Deepen engagement with your consumers by unveiling the benefits of UGO Consumer app and web portal which offers your consumers, an ability to self-serve and pay their bill in a way that is best for them. With real-time usage information, alerts and personalized insights, we empowers consumers to take control of bills and safety.



## Key Features



### User-friendly Interface

Easily diagnose and correct wasteful usage patterns, set goals to reduce consumption, monitor progress.



### Quick Pay

Lets you pay your utility bill without having to write a check or wait in line via UPI, wallet, Net banking etc.



### Energy Control

Customers can analyze which rates or programs may be best for them based on their historical energy profile.



### Requests

Raise complaints and track requests status like load enhancement, meter testing etc. and pay related fees online.



### Unified Application

Manage multiple accounts and connection of electricity, water & gas in single application whether postpaid or prepaid.



### Trust Reading

Consumers capture readings via OCR, seamlessly sharing with utility system for swift bill generation, thus saving time and money.



### Outage/Camp alerts

Timely notifications for addressing outage info for proactive measures by consumers and hassle free bill payments.



### Feedback

Rate the experience of MR, bill and services to share and improve the existing facilities and improve satisfaction.



### Energy-saving Tips

Programs and initiatives recommending energy saving methods to consumers for avoiding high bills and avail benefits.



### Integration

Integration with consumer portals of other vendors as well, including numerous CIS providers.



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