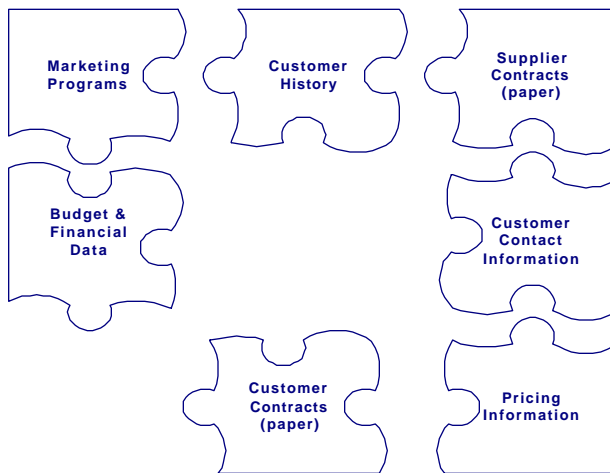


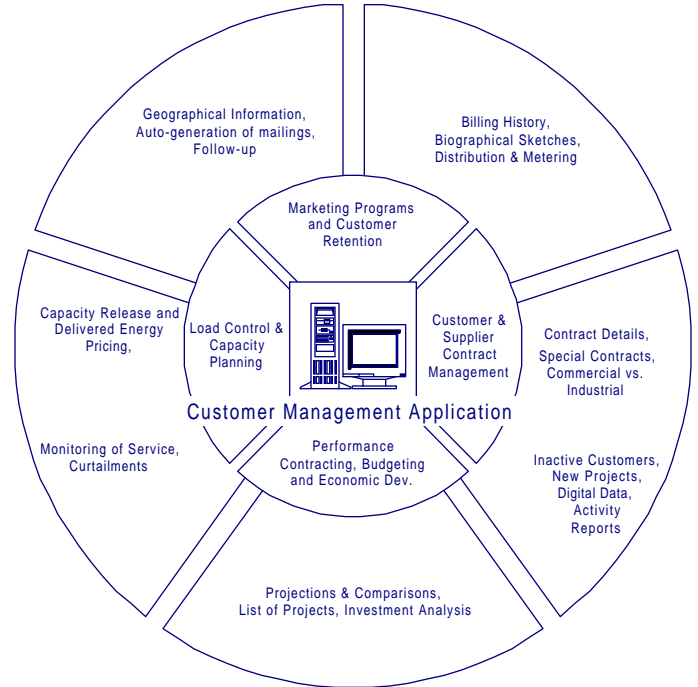
CUSTOMER MANAGEMENT APPLICATION FOR THE UTILITY INDUSTRY

The manifestation of deregulation and competition policy in energy companies promises stronger business activity in the areas in which utility service providers can offer leading edge services. Opportunities now exist to leverage a well established client base toward a broadening range of services and products. While utility organizations are quick to realize the potential gains available to them, they must look for a new method to organize and re-structure their information processes. Compartmentalized, paper-intensive systems will not provide the cross-functional information required to market and deliver this wider range of services. The diagrams below represent the current and potential view of useful information in the average utility organization:

Stand alone systems provide no integration of data



Integrated data systems ensure productivity and profitability



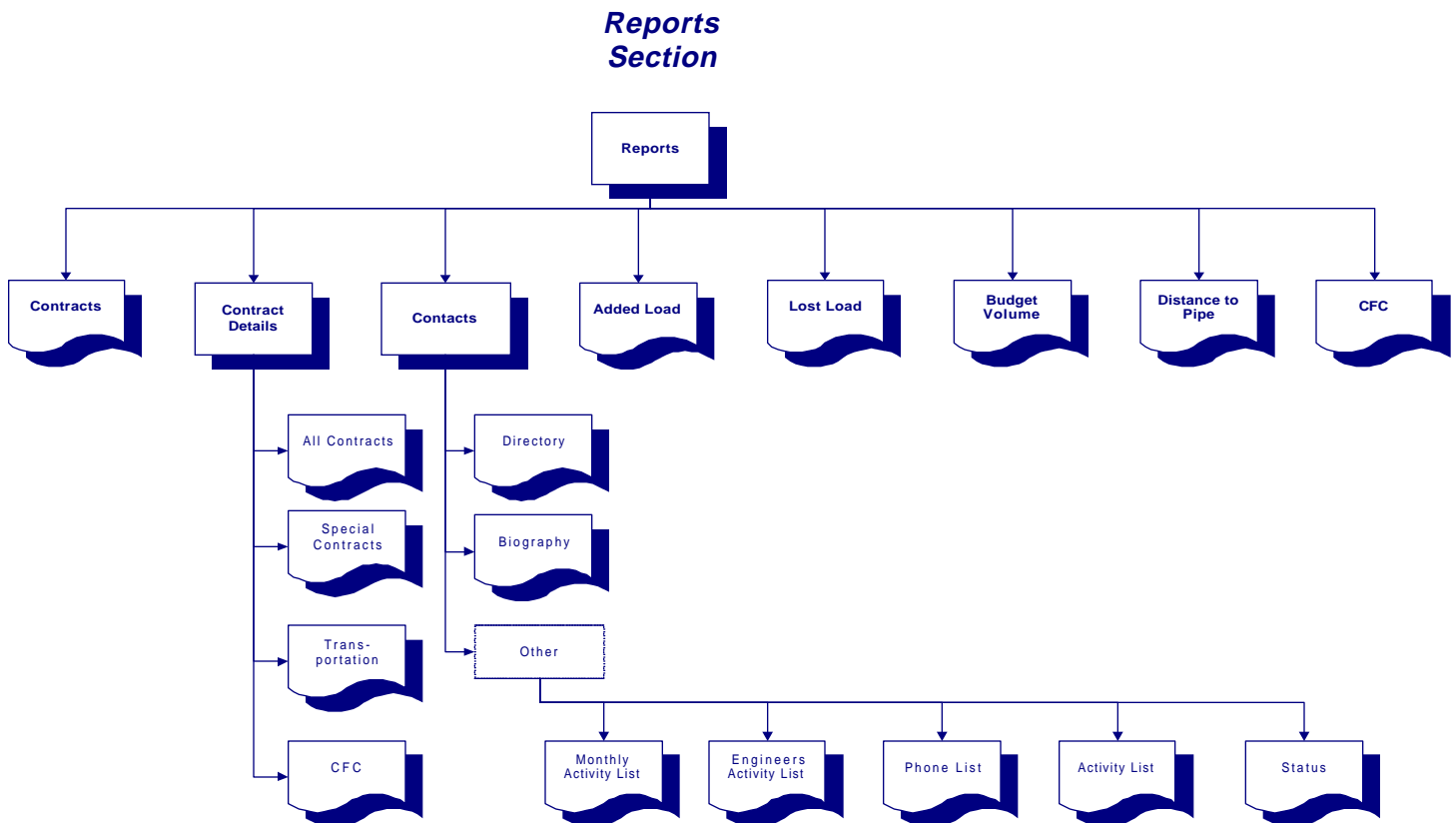
Today's competitive utility environment brings more demands on the utilities to meet regulatory requirements and also offers more opportunities to proactively capture customer information and conduct targeted marketing campaigns which will impact the profitability of the company. Data, in the form of customer information, contract management, service equipment, load controls, marketing programs, performance measures and budgeting can be maintained in an integrated, functional system. This integrated system will enhance the energy provider's ability to compete in today's marketplace while enabling department personnel to perform their duties effectively and efficiently.

ACCELERATED SOLUTIONS' CUSTOMER MANAGEMENT APPLICATION PROVIDES ROBUST ARCHITECTURE WITH INDUSTRY SPECIFIC FUNCTIONALITY

Integration of data across the range of departments will serve many common objectives of the utility company:

- Contract Management
- Budget Projections and Comparisons
- Load and Volume Reporting
- Special Projects
- Equipment Maintenance
- Electronic Document Management
- Customer Management and History
- Schedules and Curtailments

Functional representation of integration of common reporting activities:



By combining a thorough understanding of industry requirements with robust production-worthy technical architecture, Accelerated Solutions has built an integrated application to help your organization prepare for the future. For a demonstration of our Customer Management Application, or more technical details regarding data integration, please contact: