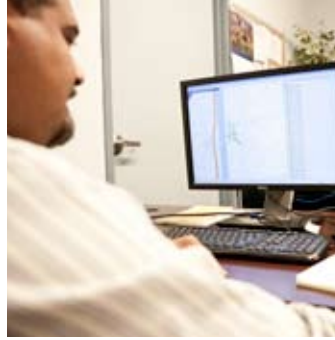




CORIX[®]



CORIX Work Management System

At CORIX Utilities, we offer our clients flexible and efficient automated management systems as part of our services for meter deployment contracts. Large scale and even small and medium scale meter deployment projects involve complex planning, constant communications, complex logistics and refined deployment processes.

CORIX coordinates these tasks in a way that satisfies our customer's requirements. Through our multi-faceted CORIX Work Management System (CWMS) we can offer a Total Quality Solution bringing together the best people, tools and methodology for field metering services:

- Work Order Management System (WOMS powered by MBLink™)
- Inventory Management System (IMS powered by Microsoft DynamicsNav™)
- Operations Management (using proprietary FieldPro™)
- Management Information Systems (MIS)
- Call Center System



WOMS FUNCTIONALITY AND FLEXIBILITY

CORIX Utilities offers state of the art functionality and flexibility through its work order management system powered by MBLink™. The WOMS is scalable and customizable to handle order types, number of areas, and the quantity of end point devices.

WOMS functionality

- Skills based work assignments - the right person with the right skills for the job
- Inventory management - in transit and on-site inventory management updates
- Optimized street level routing for field personnel
- Advanced field data collection - geo coding (lat/long), process validation, and other statistics required by our clients

WOMS flexibility

- MBLink™ supports any type of field process or meter
- MBLink™ supports any type of data capture (text, images, scans, rfid, etc.)
- MBLink™ can connect with, query and populate almost any field device including dedicated data collection devices
- MBLink™ is highly configurable so it can adapt to changes in processes

Measurable results

- Provides work order status
- Maintains time stamps for all activities in the field
- Monitors installation times by time stamped task per work order
- Audits installers and verifies time and locations of each installer

Client/stakeholder participation

- Internal stakeholders can fully participate in the workflow processes through a web portal
- Full reporting is available to internal stakeholders and reporting can also be made available to external stakeholders (such as regulatory bodies)



Additional levels of quality assurance/quality control

- Meter and data field verification
- Maximum attempts
- Return to utility (RTU)
- Photographs before and after exchanges
- Specific script recording

Exception reporting

Exceptions are captured in reports and investigated by Corix Utilities. Report examples include:

- CIS vs. found meter number mismatch
- High/low meter read exception
- New meter/AMI ready to set file validation
- Installed new meter vs. available meter file
- Installed meter/AMI combination vs. marriage file
- Diversion condition investigation

INVENTORY MANAGEMENT

CORIX Utilities' Inventory Management System, powered by Microsoft DynamicsNav™, manages the material receipt and distribution process. CORIX Utilities has extensive experience running cross-dock operations involving multiple vendors. Our IMS has the following capabilities:

- Ability to receive and record the quantity of meters/modules into a location
- Ability to record each meter/module that was transferred
- Ability to support meter/module movement using information collected from a barcode scanner
- Ability to provide a daily file for import into the CIS and Company's meter data management system

Electronic data

The electronic data that will be used to reconcile the IMS inventories with the WOMS actual inventories installed include:

- Date/time
- From location (manufacturer)
- To location (destination for shipment)
- Number of meters/AMI modules
- List of serial numbers and individual module IDs
- Lot number
- Pallet number
- Box number



Cross dock operations

The cross dock inventory operation will be managed with the CORIX Inventory Management System (DynamicsNav™). The system will interface with a dedicated handheld data capture system and using bar code technology and will perform the following functions:

- Track serial numbers
- Select items to stage for deployment
- Track current item locations and status
- Track transfers, kitting processes, final meter and module destination

Operations management

CORIX's internet-enabled productivity tracking tool monitors total project performance as well as the daily performance of all field personnel. Through FieldPro™, CORIX can generate reports to measure results against objectives to monitor and analyze a project's efficiency and identify and resolve issues quickly for our clients. FieldPro™ can house the following project information:

- Daily productivity
- Route assignments
- Route completion codes
- Accuracy rate
- Customer inquiries and resolutions
- Employee skills training and testing results
- Vehicle, personal or property incidents
- Hours worked
- Specific work and absence codes
- Personnel employment information



Project monitoring and reporting through the CORIX portal

CORIX Utilities offers real-time project monitoring through a web-based CORIX Portal. From inventory and asset management, to operations and work order management, each CORIX Portal can be tailored to suit the needs of our utility clients. We have the capability to link our Work Order Management System (MBLink™) and Inventory Management System (DynamicsNav™) under a single reporting platform that is easily accessible, secure and timely.

Call center system

CORIX Utilities can set up the necessary call center facilities on each project site or utilize our existing facilities delivering cost savings to our customers. Our call centers are fully equipped with the ability to provide language translations/interpretations as needed. Our call center representatives can process calls related but not limited to:

- Appointment setting and rescheduling
- Property access issues
- Damages and claims
- General inquiries or trouble calls
- Service technicians - field calls
- Administrative offices - internal calls
- Utility company calls

CORIX has secure and accessible data storage

- Server space for storage of work order history
- Web-based customer access to field data through CORIX Web Portal
- Automated data back-ups for secure information storage
- Field data stored in encrypted password protected customer databases
- Advanced proprietary firewall for data security
- Secure file transfer to and from utility client