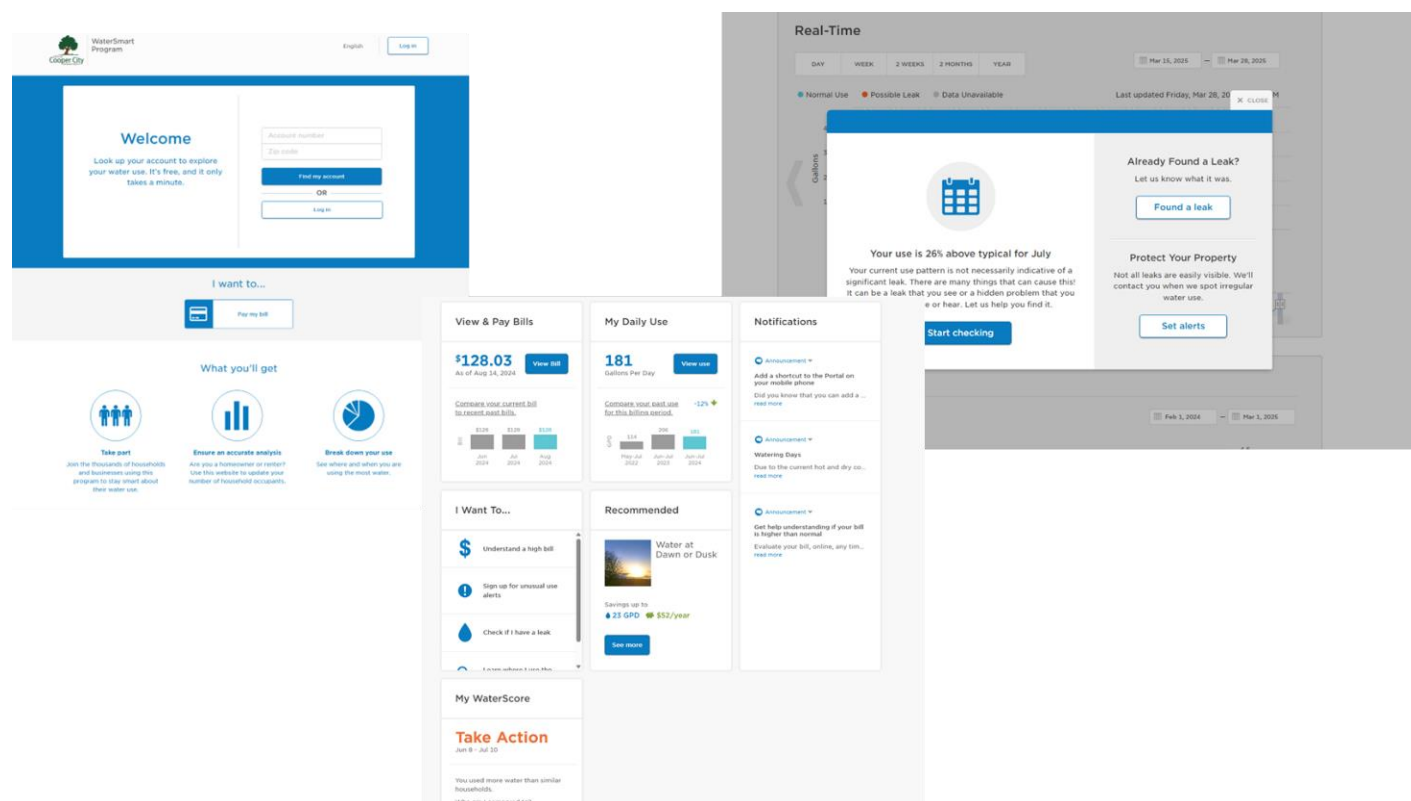


Continued Use of VXsmart

VXsmart is a proven, purpose-built customer engagement and self-service platform designed specifically for utilities and AMI meters. The utility has successfully deployed VXsmart to deliver secure, reliable, and intuitive digital experiences for the end users. Continuing with VXsmart ensures operational consistency, avoids costly disruptions, and supports the City's long-term modernization strategy.

Below are a few screenshots of the existing solution for citizens:



Strategic Alignment

VXsmart is already integrated with the utility's existing CIS and billing systems, enabling seamless data exchange and real-time customer interactions. Its architecture meets stringent security and compliance standards, ensuring the integrity of customer information and adherence to regulatory requirements.

Resident Benefits

- **Self-Service Access:** Online and mobile tools for bill payment, account management, and service requests.

- Proactive Communication: Leak Alerts, Hill-Bill Notices, Outage alerts, restoration updates, and notifications for planned maintenance.
- Usage Insights: Personalized consumption data to promote conservation and cost savings.

Why VXsmart Remains the Optimal Choice

VXsmart offers proprietary integration capabilities and standardized workflows that are unmatched by alternative solutions. Competing platforms require extensive customization, introducing risk, cost, and delays. VertexOne, as the sole provider of VXsmart, brings deep expertise in utility operations and regulatory compliance, ensuring continuity and scalability for future enhancements.

Market Position

Industry research confirms that while other vendors exist, none deliver the same level of compatibility, security, and feature depth without significant development effort.

VXsmart's proven track record and established footprint in over 500 North American utilities make it uniquely qualified to meet the City's requirements.

Forward-Looking Approach

Maintaining VXsmart positions the utility for future innovation, including advanced metering integration, demand-response programs, and enhanced analytics. The decision to continue with VXsmart reflects a commitment to operational excellence, customer satisfaction, and strategic modernization.