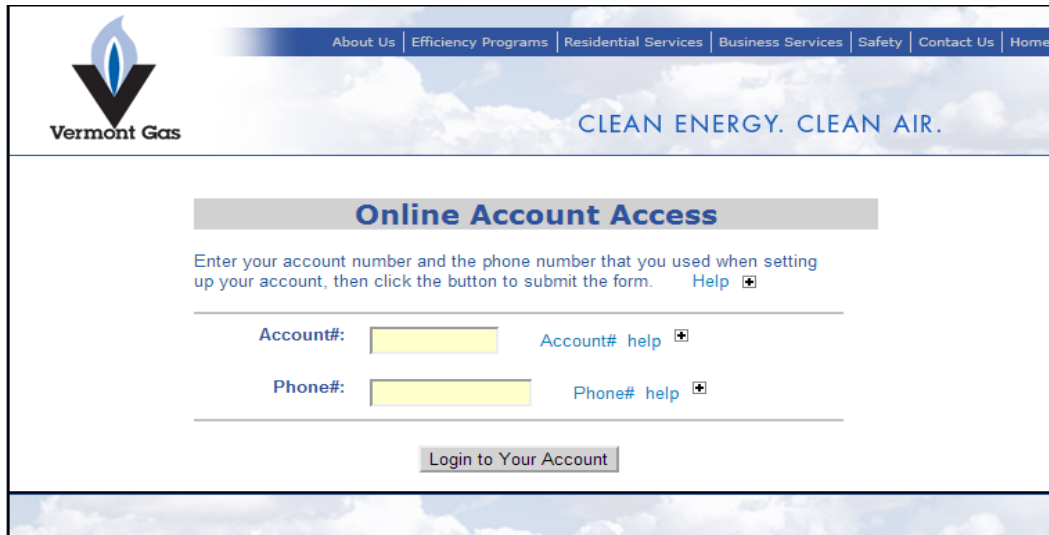


SOSWeb, one of the modules comprising InsightAtlast's *SOSMobile* suite, allows customers to maintain and schedule their own service orders through a utility's Web site.



The screenshot shows the Vermont Gas website's "Online Account Access" page. At the top left is the Vermont Gas logo, and at the top right is a navigation menu with links for "About Us", "Efficiency Programs", "Residential Services", "Business Services", "Safety", "Contact Us", and "Home". Below the navigation is a banner with the slogan "CLEAN ENERGY. CLEAN AIR." The main content area is titled "Online Account Access" and contains the following text: "Enter your account number and the phone number that you used when setting up your account, then click the button to submit the form. [Help](#) [icon]". There are two input fields: "Account#" and "Phone#", each with a "help" link and a small icon. Below the input fields is a "Login to Your Account" button.

Why *SOSWeb*?

Let's face it. Technology is here to stay. Customers today prefer to do their business online. Many already access account information and pay their bills through your utility's Web site. Doesn't it make sense to allow them to schedule and maintain their own service orders as well?

SOSWeb lets you do just that. And you control which service order types are eligible for self-service.

Contact us to find out how *SOSWeb* can help your utility increase customer satisfaction and control labor costs.

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When Vermont state law required heating system inspections for all condos, rentals and public buildings, we wanted to make appointment scheduling as easy as possible for our customers while minimizing the impact of this regulation on our Customer Service staff. SOSWeb is helping us do precisely that.

~ Scott Crocker
Field Services Manager
Vermont Gas Systems Inc.