

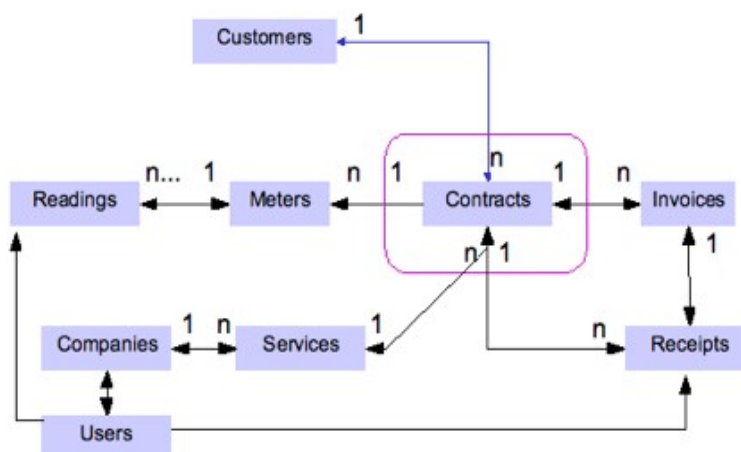
Customer System for Utilities (CS-4U)

CS-4U is an easy-to-use yet powerful customer and invoicing system for utilities (water, electricity mainly). It allows utilities to conveniently produce regular invoices based on on-site meter reading and to manage payment, contract lifecycle, tariff and all related information.

This solution has been developed initially for a utility in East-Timor, therefore, a lot of specificities of low GPD countries have been taken into consideration.

The data model is based on years of experiences in utilities, still keeping data simple and very easily extendable.

CS-4U provides a user management system based on permissions which allows you to easily give access rights to any part of the system and make sure that the right person can access the right part of the system.



CS-4U has been developed with multi-services and multi-utilities at its core, meaning that one system can manage e.g. water and electricity services at the same time either in a shared environment or a secure area for each utility.

Key Features

- Multi-services (electricity, water...) and multi-utilities support,
- Management of customers, contracts, invoices, receipts and readings,
- Regular cycle for: readingsheet production, manual reading input, invoice generation and printing and invoice payment,
- Contract lifecycle: new contract, change of owner, change of meter, termination of contract,
- Standards reports and charts,
- Multi-languages support,
- Access secure to the system and end-users permissions management,
- Easy to use due to its web browser intuitive interface.

[New Contract](#)

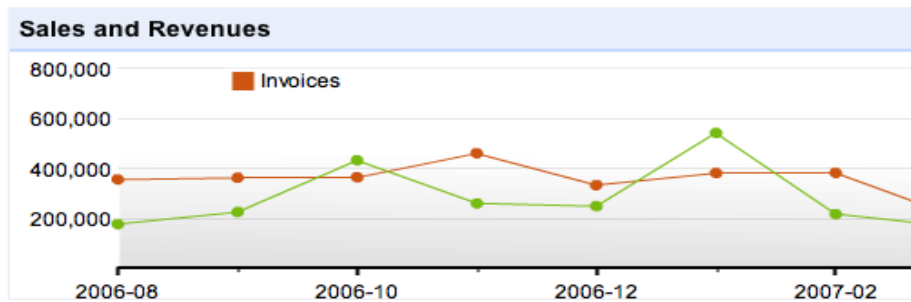
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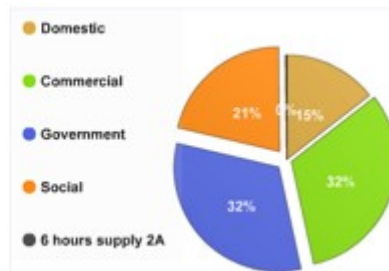
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No.	Name	Type	Start date	End date	View	Edit
256	V...	Domestic	2007-06-01		View	Edit
512	T...	Domestic	2007-06-01		View	Edit
768	E...sa	Domestic	2007-06-01		View	Edit
1024	Petra Pereira Cristóvão	Domestic	2007-06-01		View	Edit

With its flexibility, CS-4U is easily adaptable and customizable for any utility requirements. It has been developed based on open format, best practices and open technologies which make it a robust and an easy to maintain solution.



Contracts			
	Total	Active	Terminated
Domestic	85	77	8
Commercial	188	170	18
Government	188	183	5
Social	124	121	3
6 hours supply 2A	1	1	0
	586	552	34



Standard **reports** are provided out-of-the-box to cover most of the management needs in order to understand the growth of the customer base and follow-up of any standards problems.

Licensing

CS-4U is an open-source solution under the GPL license version 2. More information available at our website: <http://www.estadieu.com/cs4u/>.

Professional support and development can be provided in order to help utilities customize the system for their specific needs.

What's next?

- Barcode management for invoice.
- E-services such as send invoices via email and web access for customers to their account (including archive, reports and application forms).
- GIS/Mapping integration for map reports and network management.
- Complete customer contact management (CRM).

Technical Specifications

- Apache 2+ web server.
- PHP 5 application server.
- MySQL 5.x database.
- Platforms supported: Windows, Linux, MacOS X.
- Browser recommendation: Mozilla Firefox 2+ and Adobe Flash Player.
- [Symfony](#) framework based on best of practices.
- MVC architecture: flexible and easy to customize or add new features.
- Full web-based interface in a standard browser.
- User authentication can be managed by external directory such as LDAP.

