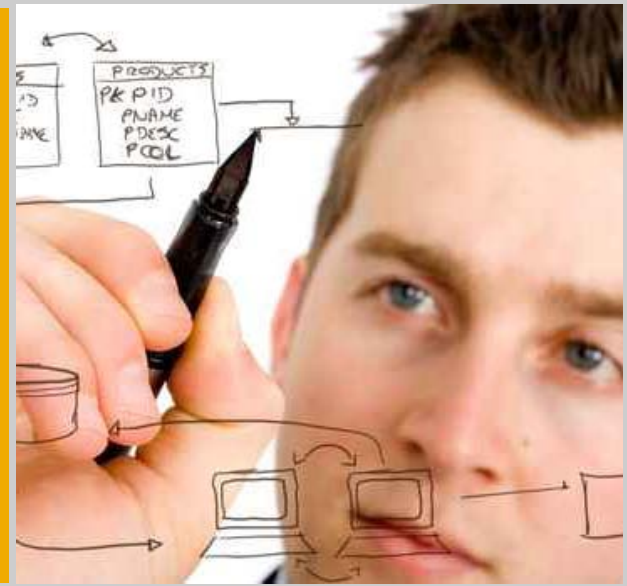


UTILITIES TAKE BUSINESS BEYOND PAPER  
TO ADD "GREEN ROI" AT NO EXTRA COST

StreamServe Utilities  
Designed for use with SAP® for Utilities



[www.streamserve.com/sustainability](http://www.streamserve.com/sustainability)  
February, 2009



THE BEST-RUN BUSINESSES RUN SAP™



# SAP endorses StreamServe Utilities designed for use with SAP for Utilities



*“2.5 billion utility bills are processed by SAP software each year (aided, I will add, by SAP partner StreamServe, which helps SAP’s customers do this in an efficient manner)”.*

*Please see <http://tinyurl.com/bceqvm> to read the full post.*

Josh Greenbaum, principal at Enterprise Applications Consulting

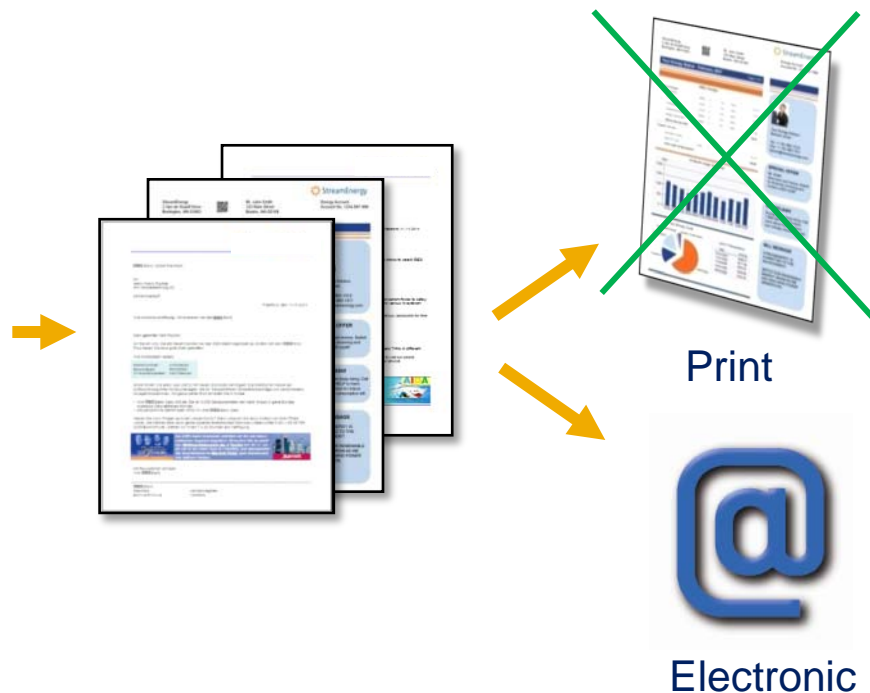
NOTE: Since this figure was originally quoted, James McClelland, Sr. Director, SAP Energy & Utilities Americas has confirmed the actual number of utility bills produced by SAP is over 3 billion per year.

# SAP Integrates Business Processes StreamServe Integrates Document Processes



Customer document processes are integrated by StreamServe to deliver a single set of documents which can be **delivered in the most eco-friendly way, while limiting print to the absolute minimum.**

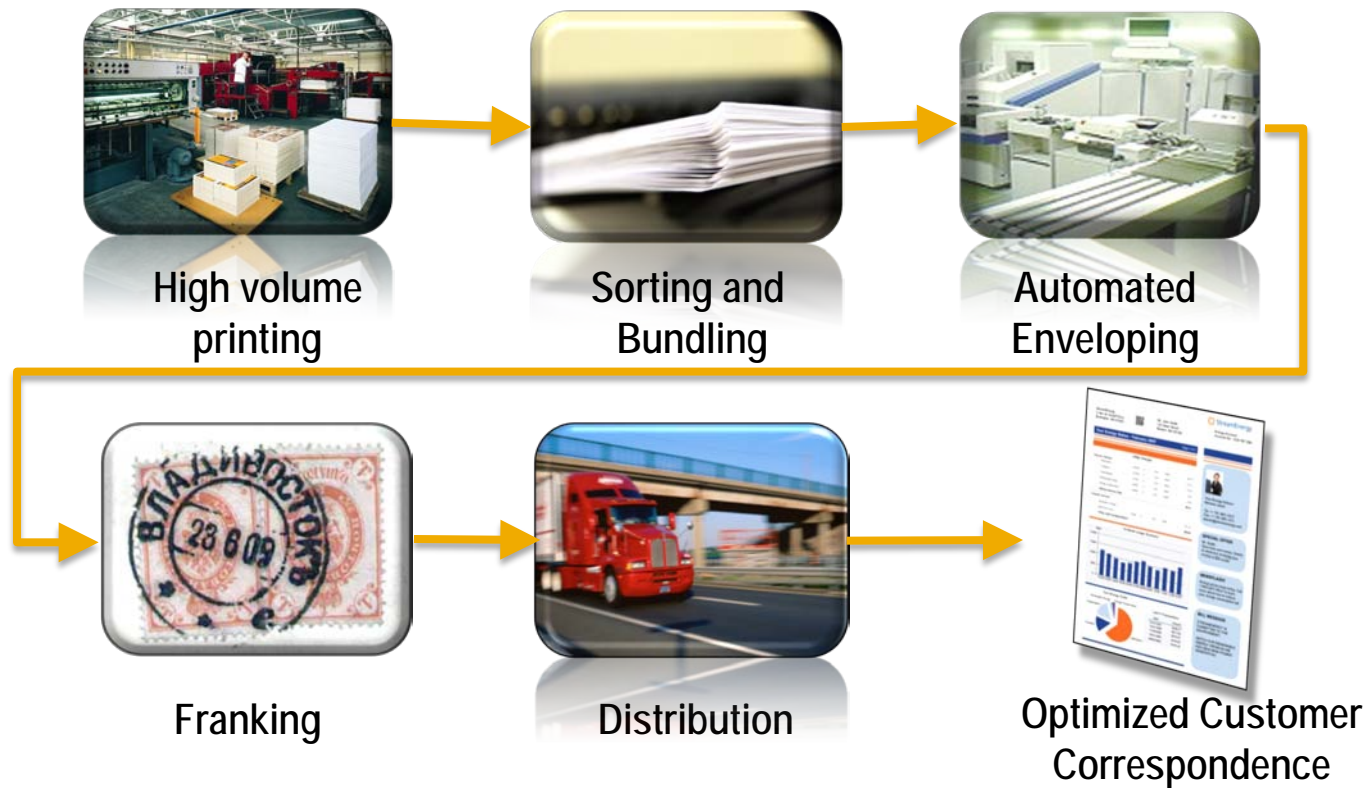
## SAP IS-U



# StreamServe *Utilities* High Volume Production Printing



Various Bar Codes, Data Metrics Code, OMR Marks, and document post processing drives production printing equipment (roll print, AFP Flow, inserts, enveloping, etc)



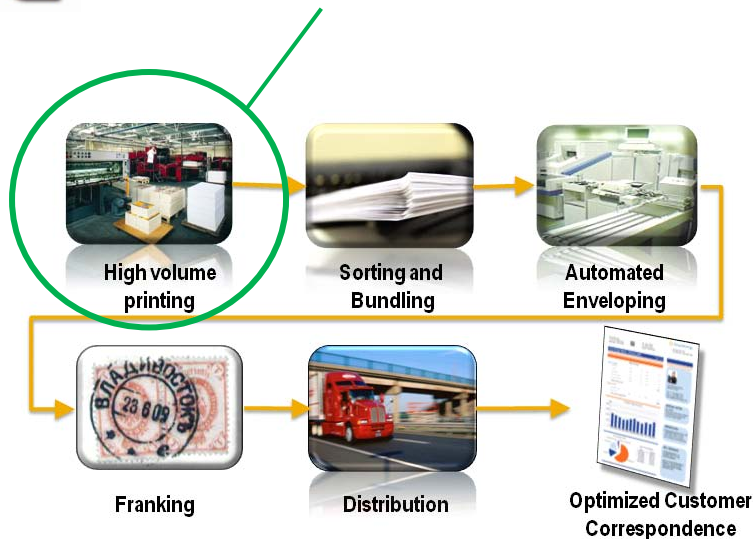
StreamServe customers have achieved cost reduction from .51 to .25 cents per document for print process, handling and postage



# A StreamServe utility customer converts 20% of its bills from paper to electronic....



@ "Approximately 100,000 bills per day"



Paper-based savings of 235 metric tons of CO<sub>2</sub>, which is equivalent per year of:

- 43 passenger vehicles
- 31 homes annual electricity use
- 54 acres of pine or fir forest sequestered
- 9,811 propane cylinders used for home barbecues
- 1 railcar of coal burned
- 81 metric tons waste recycled instead of landfilled

This also corresponds to ...

- 18 million sheets of paper not printed
- 26,764 gallons (101,166 liters) of gasoline/petrol
- 7 million gallons (26 million liters) of wastewater

# If 15% of the 3 billion utilities bills produced by SAP per year **convert to electronic** ...



Paper savings of 14,515 metric tons of CO<sub>2</sub>, which is equivalent per year of:

- 2,658 passenger vehicles
- 1,922 homes annual electricity use
- 3,299 acres of pine or fir forest sequestered
- 604,000 propane cylinders used for home barbeques
- 76 railcars of coal burned
- 5,000 metric tons waste recycled instead of landfilled
- 0.003 coal-fired power plants

This also corresponds to ...

- 1.1 billion sheets of paper not printed
- 1.6 million gallons (6.2 million liters) of gasoline/petrol
- 429 million gallons (1.6 billion liters) of wastewater

**Invoice** December 2008 page 1(2)

**CUSTOMER NUMBER** ISUAM00446  
**DUPLICATE** 01/17/09  
**AMOUNT DUE** 197.58

**CUSTOMER** MS. ANDREA MURPHY  
165 PARK AVENUE  
TEMPE, TX 85287  
US

**CUSTOMER NUMBER** ISUAM00446  
**INVOICE DATE** 01/03/09

To view legal terms, please follow this link: [Legal Terms](#)

**YOUR STREAMENERGY ADVISORS**

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**UTILITY CHARGES**

Consumption determination period 12/01/08 - 12/31/08

CONSUMPTION	ISUAM00446	10124.6	10339.0	215.0 KWH
Murphy Andrea030				

**AMOUNT**

Energy Price	\$6.04
Flat Rate	16.58
plus tax 5.000%	3.63
<b>SUBTOTAL</b>	<b>76.25</b>

**12-MONTH USAGE HISTORY**

Month	Usage (KWH)
11/08	150
10/08	180
09/08	200
08/08	180
07/08	150
06/08	120
05/08	100
04/08	120
03/08	150
02/08	180
01/08	200
12/07	180

**LAST 5 TRANSACTIONS**

Date	Amount
20081131	188.00
20081031	165.00
20080930	144.00
20080831	201.00
20080731	173.00

**STREAMENERGY NEWSFLASH**

Andrea Murphy, Remember to sign up for our Electricity Saving program!  
You have used 215.0 KWH in the past billing cycle. Here is how you compare to others in your town, 202 KWH. Visit the StreamEnergy website to learn more about the program.

Please return bottom portion with your payment.

Mail Payments to:  
StreamEnergy Inc.  
2931 Donaldson Ave.  
San Antonio, TX 78228  
US

Ms. Andrea Murphy  
165 Park Avenue  
Tempe, TX 85287  
US

**CUSTOMER NUMBER** ISUAM00446  
**DUPLICATE** 01/12/09  
**AMOUNT DUE** 197.58

ISUAM0044600000000001597600001276763  
www.streamenergy.com

Sources and Assumptions: [www.edf.org/papercalculator](http://www.edf.org/papercalculator).  
Gas/Petrol: <http://www.epa.gov/oms/climate/420f05001.htm>  
Calculations available upon request.



# Utility bills transformed by StreamServe



*A Design Proposal from StreamServe*


**StreamEnergy**


**Invoice** December 2008 page 1(2)

<b>CUSTOMER NUMBER</b> ISUAM00446	<b>CUSTOMER</b> MS. ANDREA MURPHY 165 PARK AVENUE TEMPE, TX 85287 US	<b>CUSTOMER NUMBER</b> ISUAM00446
<b>DUE DATE</b> 01/17/09		<b>INVOICE DATE</b> 01/03/09
<b>AMOUNT DUE</b> 197.58		

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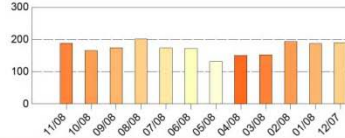
**UTILITY CHARGES**

Consumption determination period: 12/01/08 - 12/31/08

<b>CONSUMPTION</b>				
Murphy Andrea030	ISUAM00446	10124.6	10339.0	215.0 KWH

<b>AMOUNT</b>		
Energy Price		56.04
Flat Rate		16.58
plus tax 5.000%		3.63
<b>SUBTOTAL</b>		76.25

**12-MONTH USAGE HISTORY**



**LAST 5 TRANSACTIONS**


Date	Amount
20081131	188.00
20081031	165.00
20080930	174.00
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<b>CUSTOMER NUMBER</b> ISUAM00446
<b>DUE DATE</b> 01/17/09
<b>AMOUNT DUE</b> 197.58



ISUAM00446000000001599600001298761  
[www.streamenergy.com](http://www.streamenergy.com)

Personalized message and relationship manager contact information

OMR marks on bill

Compare customer usage with others to incent Eco-friendly behavior

Summary and detail information includes usage by energy source, including renewables.

Marketing message on bill eliminates need for separate inserts

Bar Code

# CLP Power Hong Kong Billing Self Service customer example

**CLP WebService**

FAQs Feedback Contact Us

Logout Electricity Account Logged On: 95899- -7

## Easy access to your account

Welcome! You are now logged on to CLP WebService.

**"eBill" is a FREE email bill alert service for the CLP Power customers.**

What are the benefits of "eBill"?

- It is an environmentally friendly way of billing which reduces paper waste.
- You will receive e-mail notification when your bill is ready.
- You can also view, download and print your bill anywhere and anytime.

**How does "eBill" work?**  
Simply click on the hyperlink in your e-mail notification to view your bill at your CLP WebService Account.

**Pay Your Bill**

CLP Power customers have the convenience of choosing from a wide selection of bill payment methods. [Click Here](#)

Disclaimer

# StreamServe / SAP Utility Customers

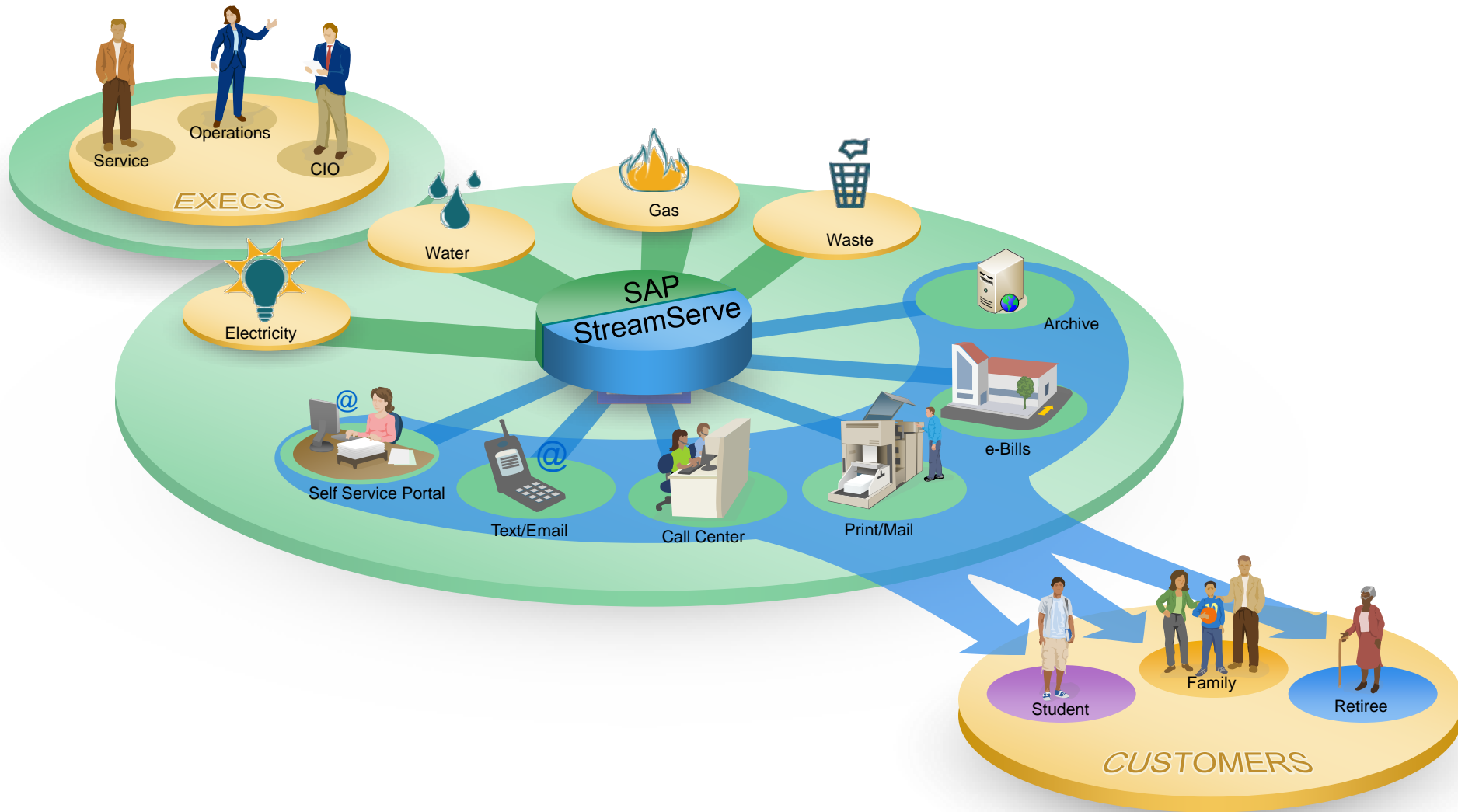




- Business Solutions **fulfilling SAP whitespace**
- SAP Co-development ensures **uninterrupted customer operation**
- Solution map **recommends** for high volume document processing
- Integrated in SAP **support infrastructure**
- **SAP IDES** billing scenarios
- Collaborative **marketing**
- StreamServe is the **only SAP EBS solution** in the high volume Document Process Management space
- EBS **fully complies with SAP's end-to-end solution** specifications.

***Better business value at lower risk, accelerated time to value and faster speed of innovation***

# SAP for Utilities & StreamServe Landscape



Simplified architecture, Lower cost to serve,  
Excellent service, and Loyal customers

# Thank you!

[www.streamserve.com/sustainability](http://www.streamserve.com/sustainability)



# Appendix – Paper equivalent environmental calculations sources and assumptions



## SOURCES AND ASSUMPTIONS

(with thanks to Christopher Mines, Forrester Research, for links to petrol and paper calculators)

### Actual weight of paper standard copy paper letter size (weighed on scale)

2 reams = 1,000 sheets = 10 pounds paper = 4.54 kilograms

### CO2 from Gasoline/Petrol

<http://www.epa.gov/oms/climate/420f05001.htm>

CO2 emissions from a gallon of gasoline = 2,421 grams x 0.99 x (44/12) = 8,788 grams = 8.8 kg/gallon = 19.4 pounds/gallon

CO2 emissions from a gallon of diesel = 2,778 grams x 0.99 x (44/12) = 10,084 grams = 10.1 kg/gallon = 22.2 pounds/gallon

### Environmental Impact from Paper

<http://www.edf.org/papercalculator/>

Assumes Uncoated Free Sheet, 5 pounds = 1 ream, and 0% recycled content

#### a) Equivalents per Metric Ton Paper:

Wood Use	4.00	Tons (Short)	
Total Energy	42.00	Million BTU's	
Greenhouse Gases	6271.00	lbs CO2 equivalent	
Wastewater	21021.00	gallons	
Solid Waste	2511.00	pounds	

#### b) Equivalents per 1000 Pounds Paper:

Wood Use	2.00	Tons (Short)	
Total Energy	19.00	Million BTU's	
Greenhouse Gases	2845.00	lbs CO2 equivalent =	1.423 Short Tons
Wastewater	9538.00	gallons	
Solid Waste	1139.00	pounds =	0.570 Short Tons

#### c) Equivalents per Short Ton (2,000 pounds) Paper:

Wood Use	4.00	Tons (Short)	
Total Energy	38.00	Million BTU's	
Greenhouse Gases	2.85	Tons (Short)	
Wastewater	19076.00	gallons	
Solid Waste	1.14	Tons (Short)	

### D) Additional CO2 Equivalents

Per passenger vehicle per year	5.46	Tons (Metric)	
Electricity use per home per year	7.55	Tons (Metric)	
Energy use per home per year	11.33	Tons (Metric)	
One acre of pine or fir forest (amount sequestered)	4.40	Tons (Metric)	
One propane cylinder used for home barbeques	0.02	Tons (Metric)	
Per railcar of coal burned	191.50	Tons (Metric)	
Waste recycled instead of landfilled	2.90	Tons (Metric)	
One coal-fired power plant for one year	4643734.00	Tons (Metric)	