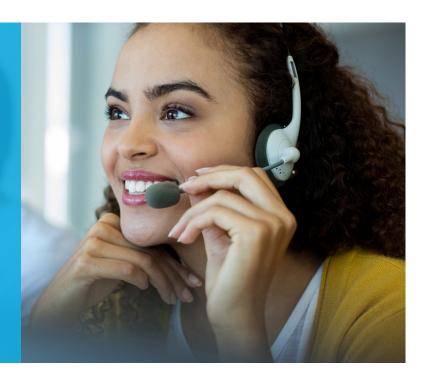**RiverStar**

RIVERSTAR UTILITY ASSISTANCE: AUTOMATING AND STREAMLINING THE UTILITY ASSISTANCE PROCESS FOR COMMUNITY CARE AGENCIES

A Fully Automated, Easy-to-Use Solution

Each year as winter and summer approach, community care agencies like United Way and 2-1-1 Centers are available for thousands of low-income households. These community care agencies help these households relieve the burden of utility bills and make sure their homes are warm during the winter, and cool during the summer. However, the application process can be cumbersome and lengthy — and confusing for applicants.

RiverStar Utility Assistance (RUA) was built from the ground-up to make applying for the Low Income Home Energy Assistance Program (LIHEAP) simple and easy for both applicants and agents — designed to maximize efficiencies and increase the number of applicants processed year after year. Using RUA, community care agencies can:

- **Offer multiple application options,** via phone, self-service desktop or mobile device — with the industry's most intuitive, easy-to-use interface replicating existing application forms or creating new ones.

- **Determine eligibility quickly** with advanced screening and application logic.

- **Reduce or eliminate errors** with pre-determined scripts and application workflows.

- **Scale your operations confidently** with a system that grows with you as your enrollment increases.

- **Automate reporting** with a powerful engine that generates regularly scheduled reports with the detail you need, when you need, which can be used on-the-fly to respond to ad-hoc reqeusts.

- **Increase revenue while decreasing costs** with a more efficient and streamlined approach.

REAL RESULTS. MEASURABLE IMPACT.

"Our applicants consistently tell us this is the easiest system they've ever used. Using the RiverStar Utility Assistance platform, we're able to help over 8,000 low-income families a year ease the burden of utility bills on their road to financial stability.

RiverStar has been a true partner during this process and responds to our requests quickly and thoroughly."

Ken Toll
President and CEO
United Way of Jackson County

United Way

RIVERSTAR

RIVERSTAR UTILITY ASSISTANCE FEATURES:

Hands-Free, Fully Automated Processing
The entire LIHEAP process can be set up in an automated fashion, without the need for human intervention — from eligibility approval through application processing and end-payment.

Simple, Easy-to-Use Interface
Available via desktop, tablet or mobile views, our easy-to-use interface makes applying for LIHEAP applications simple for both applicants and agents alike.

Automated Eligibility Determination
Eligibility can be determined quickly and automatically with a simple, up-front screening.

Eligibility and Approval Visibility
Applicants can log in to view eligibility and approval status.

Agent-Led Assistance
Agents have full visibility into application progress to assist applicants with completing the process or uploading documents.

Streamlined Application Questions
RUA has built-in logic which automatically skips questions that aren't needed, simplifying the process and providing approvals more quickly.

Continue the Process
All applications can be saved and continued at a later date, either by the original applicant or an agent.

Fraud Detection
Built-in logic can alert agents of possible fraud if application data does not meet set standards.

Powerful Reporting
Reports meet all state-level requirements and new reports can easily be created on-the-fly for ad-hoc requests. Internal reports can be generated to identify areas for optimization and revenue loss.

Built-in Reminders and Notifications
RUA can be configured to send reminders and acceptance notifications to applicants via text or email, alerting applicants of approvals or reminding them to complete the process.

Multi-Lingual Support
All components of RUA can be delivered in multiple languages — including application screens, alerts and messages.

Advanced Integration
RUA integrates with internal systems and external data sources — automating and streamlining data sharing and communications between agencies and utility providers.

Payment Processing Integration
RUA can integrate with various funding sources, managing payment processing via electronic file transfer — and export financial data into standardized file formats.

Integrated Appointment Scheduling
Applicants and agents can set phone or face-to-face appointments in different locations, with automated appointment reminders.

Data Access and Sharing
Data can be shared with other agencies to flag and eliminate duplicate applications.

CALL TODAY.
Utility Assistance application season is just around the corner. With RUA, RiverStar provides a streamlined way to help more families. Contact us today to get started and automate your LIHEAP application process.

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