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## **Chattanooga's Electric Power Board (EPB) Goes Live with enQuesta™ 4**

**Chattanooga, TN & Williston, VT, November 3, 2010** – Harris Computer Systems (Harris), a subsidiary of Constellation Software Inc. (TSX: CSU) is pleased to announce that the Electric Power Board (EPB) of Chattanooga has upgraded to enQuesta™ 4 by Systems & Software (S&S), a wholly-owned subsidiary of Harris.

As a long-time Systems & Software customer, proud of its mission to deliver cutting-edge energy, fiber-optic communications, and related services, EPB needed a partner and CIS solution to embrace and advance these goals as well. Enter enQuesta 4 with its greatly enhanced Inquiry Portal, Rate Management, and Reading Edit processes. According to Anita James, EPB's Executive Corporate Technical Consultant, "Our Call Center productivity has noticeably improved because the screens our CSRs need are now more at their fingertips. New CSRs are finding the V4 interface very intuitive and easy to learn, which helps them become productive all that much sooner."

EPB is a large utility that likes to make full and efficient use of available CIS functionality. For example, Senior Project Manager, Jeryl Butler, reports EPB's praise of enQuesta 4's enhanced group security functionality for its improved permissions accuracy and ease of security administration. "And users also got a big bang out of our new Print Preview functionality, which enables them to easily generate standard enQuesta reports to PDF files on their own computers," comments Butler. According to S&S Senior Implementation Consultant, Erin Ennis, "EPB is always a great partner to upgrade. They use virtually everything that enQuesta has to offer."

S&S' General Manager, Raja Mukherjee, says that "through the years EPB's strong focus on its own advanced product offerings (such as its "Fiber-to-the-Home" integration of Energy, Communications, and Video services) has challenged Systems & Software to constantly improve our own product offerings. We're honored to support EPB in their industry-leading initiatives."

### **About Systems & Software, Inc.**

Since 1973, Systems & Software has been a top-rated CIS provider to municipal and investor-owned (IOU) water, electric and gas utilities. With an unrivalled track record of success, the company's web-based enQuesta software drives advanced business performance including utility billing, revenue management, mobile workforce management, GIS integration, electronic bill presentment & payment (EBPP), automated meter integration (AMI/MDM), time-of-use (TOU) billing, asset management/work management integration, customer self-service web portal, business intelligence and reporting. Based on service-oriented architecture (SOA), enQuesta is specifically designed for utilities and is proven to increase efficiencies and revenues, as well as enhance customer service. For more information about Systems & Software, and enQuesta, please visit [www.ssivt.com](http://www.ssivt.com).

**About Harris**

Harris is a leading provider of utility customer information systems (CIS), billing, and financial management software solutions. Since 1976, Harris has focused on providing feature-rich and robust turnkey solutions to public power and water markets as well as all levels of local government throughout North America. Harris' focus is on creating long-term relationships with our customers and ensuring that we meet the changing needs of our customers over time. For further information on Harris Computer Systems please visit our website at [www.harriscomputer.com](http://www.harriscomputer.com), or call 888-847-7747.

**About Electric Power Board (EPB) of Chattanooga**

A non-profit entity of the City of Chattanooga, EPB was established in 1935 for the sole purpose of providing electric power to the people of the greater Chattanooga area. Today, it is still one of the largest publicly-owned providers of electric power in the country. It serves more than 169,000 residents in a 600 square-mile area that includes greater Chattanooga, as well as parts of surrounding counties. EPB electric sales revenue was \$457 million in 2008. For more information about EPB, please visit their website at <http://www.epb.net/>