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Clarksville Gas & Water Department Experiences Their Own enQuesta Success Story

Clarksville, TN and Williston, VT, August 27, 2009 – Harris Computer Systems (Harris), a subsidiary of Constellation Software Inc. (TSX: CSU) is pleased to announce that Clarksville Gas & Water (CGW) out of Clarksville, TN, has successfully gone live with Systems & Software's (S&S) enQuesta 3e solution.

S&S' Java-based enQuesta replaces CGW's legacy DOS system where users were required to navigate through multiple screens to respond to incoming customer calls. As is often the case, too many keystrokes on the utility side often lead to long wait times and heightened frustration levels on the customer side. One of CGW's goals in pursuing this 10-month implementation was to reduce customer hold time which is already being accomplished as CSRs now have a single portal view that displays the key information required to handle most incoming calls.

Systems & Software's General Manager, Dave Decker, is often asked - "What is the definition of a successful project?" His response is this: "We consider a project a great success when on the Monday following the go-live weekend, our newest partner is able to run their billing cycles, read their scheduled meter routes without any error, and the CSRs and cashiers are able to successfully move their end customers through the call center with minimal delay." These events describe day 1, post-CGW's go-live weekend.

With this success, CGW has elected to implement a new Interactive Voice Response (IVR) solution utilizing a Web Service out of the enQuesta toolbox and the enQuesta PayConnect solution. These two add-on modules are scheduled to go-live 4th quarter of this year with the end result being enhanced customer self-service options for the Clarksville customer community. "Our expectation is that the implementation of these modules will be as "smooth and transparent as the core enQuesta go-live," adds Pat Hickey, General Manager, CGW.

About Systems & Software, Inc.

Since 1973, Systems & Software has been an industry leading CIS provider to municipal and investor-owned (IOU) electric, water 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.



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, or call 888-847-7747.