

**FOR IMMEDIATE RELEASE**

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## **SEMCO ENERGY Gas Company Implements Systems & Software's Customer Self-Service Offering**

**Williston, VT, March 10, 2009** – Harris Computer Systems (Harris), a subsidiary of Constellation Software Inc. (TSX: CSU) is pleased to announce that SEMCO Energy Gas Company (SEMCO) has implemented Systems & Software's (S&S) customer self-service offerings, enQuesta WebConnect and enQuesta PayConnect to enhance overall customer satisfaction while increasing revenues.

Like many utilities, SEMCO wanted to provide their end-users with a Customer Service Representative that was available 24 hours a day, 7 days a week. The enhanced functionality of these offerings provide end customers with the ability to make real-time payments, review consumption history, billing history, and utility payment history on-line, at their leisure. In addition, customers are able to request and schedule service requests such as a transfer and/or disconnect of service. This reduces the number of calls coming into the Customer Service Department thereby allowing the CSRs to focus on finding solutions to more complicated issues. Laurie Owens, Director of Customer Service for SEMCO comments, "While these features benefit the customers and the environment, SEMCO has also seen revenue increases."

"We are extremely pleased to see the added benefits SEMCO has realized from these solutions and hope to continue to provide this level of success to other customers within our base," says Dave Decker, General Manager, Systems & Software. "Due to the state of the economy, we understand the importance of assisting our customers in finding new revenue channels to attain forecasted financial targets."

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

Since 1973, Systems & Software has been a top-rated 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](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.