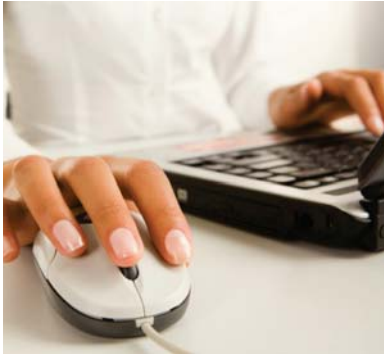


Transactional Communications

Mission-critical and time-sensitive utility documents





Optimize the Value of Statements and Notices

More than a payment collection vehicle, fully optimized statements and notices help businesses improve their ROI. Often the most frequent touch point, these documents may become a natural marketing tool to an already engaged customer. Leverage our experience to design statements and notices to enhance the customer experience and streamline business processes.

Ensure accuracy and 100% mailpiece integrity with Piece Level Tracking

Apply 3 of 9 barcode for intelligent insertion of targeted offers

Track outbound mail and improve deliverability with Intelligent Mail® barcode technology

Reduce customer service calls by presenting complete account details and account history

Add impact to important information using highlight color

Generate additional revenue with promotional offers


Speed collections by including delinquent notices

Track remittances or monitor lockbox performance with USPS® barcodes

Improve payment processing with MICR / OCR scan line capability

Document Archiving



Empower customer service reps with online viewing of statements. This enterprise-wide solution enables call centers to resolve customer inquiries by archiving your most critical documents for online access.



NCP Power & Gas
5200 East Lake Blvd
Birmingham, AL 35217-3546

Account Number: 555555
AMOUNT DUE UPON RECEIPT: \$557.33
Next Scheduled Read Date May 10, 2011
 Customer Service: (205) 421-7004 (Local)
 (555) 555-5555 (Toll Free)
 TTY (555) 555-5555 or (555) 555-5555
www.ncpsolutions.com

+ 217532 0000015 15307 919991
 NCP SOLUTIONS
 5200 EAST LAKE BOULEVARD
 BIRMINGHAM AL 35217-3546

PREVIOUS BILL AMOUNT	PAYMENTS (-)	NEW CHARGES (+)	ADJUSTMENTS (- OR +)	AMOUNT DUE (=)
\$619.49	\$619.49	\$557.33	\$0.00	\$557.33

METER NUMBER	METER READINGS: PREVIOUS	METER READINGS: PRESENT	MULTIPLIER	TOTAL USAGE	RATE SCHEDULE DESCRIPTION	AMOUNT
000000	0.00	1.05	40	42 KW	G - General Service	
	500	657	40	30 KW	Actual Demand	
				4,280 KWH	Billing Demand	522.28
	0	152		152 KWH	Electricity Usage	
	0	152		152 KWH	Annual Minimum Month 12	
					OL - Outdoor Lighting	9.41
					OL - Outdoor Lighting	9.41
					Sales Tax	14.23

Electricity Usage	This Month	Last Year
Total KWH	6,584	8,104
Days	23	29
AVG KWH per Day	235	279
AVG Cost per day	319.33	921.13

MESSAGES
 Check this section of your bill each month along with any bill inserts for important information from NCP Power & Gas.

Please detach and return this portion with your payment.


BILL PAYMENT	NCP HEATING FUND DONATION (OPTIONAL)	TOTAL PAYMENT
\$ _____	\$ _____	\$ _____

AMOUNT DUE: \$557.33

ACCT. NO: 555555
Current Charges Past Due After: May 10, 2011

IAN PHELPS
 17 WASHINGTON AVE
 BIRMINGHAM, AL 55555

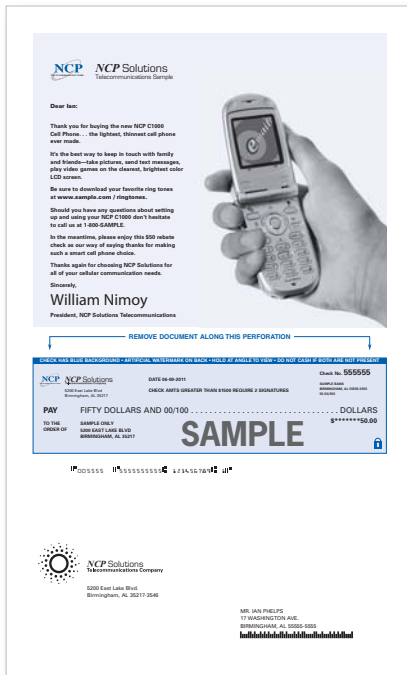
NCP STATEMENT SAMPLE
 5200 EAST LAKE BLVD
 BIRMINGHAM AL 35217-3546



0000005555 5 0055000555555 55

Stimulate Activity with Rebate Checks

An ideal application for increasing account activity, these products support customer acquisition and encourage usage within existing accounts. All check products include a host of security features from "lock" logo marks, to seals and security screens, resulting in effective marketing tools.

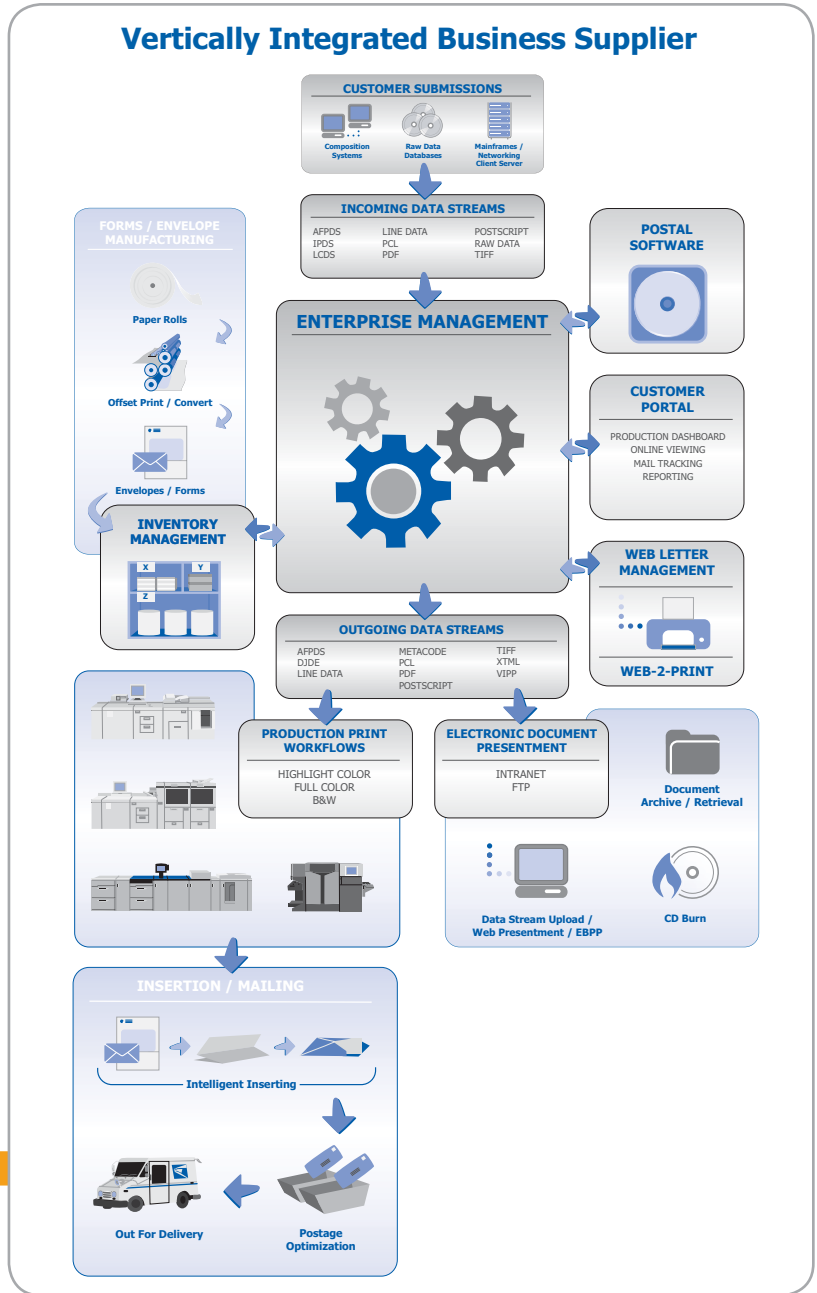


Manage Risk with Letters and Compliance Documents

Today's institutions are placing greater emphasis on risk management in order to address the increasing challenges presented by legal compliance requirements. To help your firm meet these stringent standards, we offer a suite of products designed to protect your interest and your customers' including:

- Collection Letters
- Privacy Notices
- Certified Mail™
- Water Quality Reports

Vertically Integrated Business Supplier



Web Letter Management

Maintain compliance with ever-changing regulations with our online document editing and collaboration system. This web-based tool supports on-the-fly changes to your mission critical documents; thereby reducing product obsolescence, while ensuring corporate control of content and design.



Privacy & Security

NCP Solutions takes extensive measures to protect the privacy and security of customer data. Our annual SAS 70 Type II audit demonstrates our commitment to providing clients with the highest level of data safeguards through isolated systems, encryption, disaster recovery and overt/covert security features.

Further enhance your document delivery with additional print, mail and electronic services:

Marketing Communications

- Postcards & One-to-One Marketing
- Collateral Management

Mail Services

- Address Hygiene & Address Updating
- Mail Tracking
- Inkjet Addressing
- Return Mail Processing

Electronic Document Services

- Job Tracking & Reporting
- Document Archiving
- Collateral Management
- ePresentment & Payment
- Web Letter Management
- Web-to-Print

About Us

For over 35 years, clients have relied upon our industry-leading expertise to optimize the effectiveness of their critical business communications. Leaving nothing to chance, NCP operates two separate production facilities where accuracy, security and reliability serve as the cornerstone of service delivery; freeing clients to focus on core business needs. Let us demonstrate how our advanced solutions can adeptly address your communications challenges.

Corporate Headquarters

5200 East Lake Blvd.
Birmingham, AL 35217-3546
205.421.7004

www.ncpsolutions.com

