

**FOR IMMEDIATE RELEASE**



**BillMaster Voice™ helps utilities streamline past due revenue collection, better manage their customers with 24 hour account access and enables outbound calls notifying customer of emergencies and shutoffs.**

**Durango, Colorado — June 10<sup>th</sup>, 2009,** — Data West Corporation, provider of BillMaster® Utility Billing software for municipalities and the utility industry, announced today that it has partnered with Tele-Works, Inc., the leading provider of Interactive Voice Response (IVR) products for the utility and local Government markets to deliver BillMaster Voice.

BillMaster Voice integrates Tele-Works IVR technology with BillMaster's utility billing software. This enables Data West's clients' customers 24 hours access to their account information through a touchtone phone in multiple language options ensuring availability to all customers. The outbound calling feature with BillMaster Voice helps assure that your customers are informed in cases of emergencies or planned outages. In addition, this feature can also help streamline revenue collection with past due accounts reducing shutoffs by as much as 30-70%.

"Data West continues to build strategic relationships with industry leaders that will enhance our clients' responsiveness and deliver added value to their customers," said Richard Brown, President of Data West Corporation. "This collaborative partnership in the area of IVR further expands Data West's ability to offer fast, simple and secure access to our clients."

"Tele-Works is extremely excited about our new partnership with Data West. We believe utilities will benefit from our experience with the utility and local government markets," stated Erik Amelink, VP Business Development Tele-Works Inc. "Data West clients will now be able to use an integrated IVR solution that allows their customers to make payments via the phone and helps them to collect delinquent accounts and avoid the shutoffs that are typical in a tight economy. We look forward to a great relationship," Amelink concluded.

BillMaster is Data West's powerful, flexible and secure utility billing software application which enables municipalities and utility companies to take greater control over their customer management and billing functions. Combining the ease-of-use of Windows with the speed and reliability of Microsoft SQL Server, BillMaster is designed specifically for water, sewer, electric, and natural gas utilities.

BillMaster Voice is scheduled to ship during the second quarter of 2009.

**About Data West Corporation:**

Founded in 1975, Data West creates software products which are grounded in the real world needs of the utility industry. Its flagship products and services include BillMaster® and BillMaster Mobile®. For more information, visit [www.dwcorp.com](http://www.dwcorp.com).



### **About Tele-Works:**

For more than 20 years, Tele-Works has been a leader in delivering top-quality interactive voice response (IVR) solutions to local governments and utilities across North America. Our products have reshaped the way organizations communicate and transact business with their customers. From automated phone bill payments to building inspection scheduling to high-volume citizen alert systems, our solutions ensure your customers and citizens are informed and satisfied. For more information, visit [www.tele-works.com](http://www.tele-works.com).

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