



## Orange and Rockland Utilities Selects Exstream Software by HP to Speed Billing Process

Dialogue™ Will Help Maximize Productivity and Control Costs

PALO ALTO, Calif., June 24, 2008 – Exstream Software by HP today announced that Orange and Rockland Utilities, Inc., a wholly owned subsidiary of Consolidated Edison, Inc., has selected its Dialogue™ software to aid in the development and production of the 15,000 bills it produces daily in-house. Dialogue was selected for its ease of use and high performance, which will make it possible to speed time to market and increase development and processing speed. The net effect is that customers will experience superior service and timely receipt of bills with pertinent, customized content.

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Orange and Rockland plans to take advantage of Dialogue's wide array of dynamic tables and advanced charting capabilities to create billing charges and usage charts that clarify commonly asked questions about items such as pro-rated charges and changes in usages patterns. This will improve the presentation of statistics and reduce call center activities by communicating billing charges more clearly to its 300,000 customers.

"We've selected Dialogue both for its performance and flexibility," said Keith Scerbo, project manager. "Our old software was outdated. It was difficult to use and support and because of that our software changes needed to be outsourced. Dialogue's flexibility will allow us to bring everything in-house and simply get things done faster. Additionally, the software's user-friendliness makes it possible for any newly hired development staff to get up to speed quickly without extensive training. We look forward to the savings in time and money all these benefits will deliver."

With the implementation of Dialogue, Orange and Rockland projects that it will reduce document production costs while simultaneously delivering important and timely information to customers more quickly.

Exstream Software by HP's flagship product, Dialogue, provides enterprise software solutions for businesses around the world to streamline document creation processes and produce more effective, relevant communications of all types for delivery through print/mail and online channels.

### About HP

HP focuses on simplifying technology experiences for all of its customers – from individual consumers to the largest businesses. With a portfolio that spans printing, personal computing, software, services and IT infrastructure, HP is among the world's largest IT companies, with revenue totaling \$110.4 billion for the four fiscal quarters

ended April 30, 2008. More information about HP (NYSE: HPQ) is available at [www.hp.com](http://www.hp.com).

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