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FOR IMMEDIATE RELEASE

GREYSTONE POWER IMPLEMENTS ADVANCED IVR APPLICATIONS FROM CENTURION FOR USE WITH ORACLE CC&B CIS

TAMPA (April 14, 2010) -- GreyStone Power in Douglasville, GA, has implemented an interactive voice response system from Centurion using speech recognition in English and Spanish to server its consumers around the clock. The IVR's self-service applications include advanced functionality to better serve their consumers.

GreyStone invested nineteen (19) months of effort to implement an Oracle Customer Care and Billing System equipped with a custom IVR interface which offers advanced self-service functionality to their consumers.

The advanced self-service functionality includes multiple phone number recognition, caller address verification, phone number update, expanded bill payment history, past due minimum payment authorization, prepaid meter current balance and payment, and intelligent caller transfer to Fiserv for bill payments using credit cards.

GreyStone will be using the IVR's outbound notification system to provide courtesy calls to members who are overdue in paying their bills and offer the opportunity to pay their bills during the call. Additionally, GreyStone will use the system to notify members of scheduled outages, tree trimming, cooperative announcements, emergencies, and support alternate telephone numbers should the primary number go unanswered.

GreyStone will also use the Centurion IVR for automated outage reporting and customer call back when services have been restored. Each caller's address will be verified by the IVR to assure the accuracy of the outage location being reported.

About GreyStone Power

Located on the west side of Atlanta, GreyStone Power serves 120,000+ consumers in portions of eight metropolitan Atlanta counties including Douglas, Paulding, Fulton, Coweta, Cobb, Fayette, Carroll, and Bartow, some of the fastest growing areas not only in the state but in the nation. GreyStone Power is a non-profit Cooperative incorporated under Georgia law.

About Centurion, Inc.

Since 1981, Centurion, Inc. has provided in-house solutions to help companies better serve their customers. With thousands of federal, state and local government agencies, public and private utilities, financial institutions and other business customers worldwide, Centurion's extensive library of Interactive Voice Response (IVR), Automatic Call Distribution (ACD), CRM, Screen Pop and

Recording applications are custom designed to enhance every aspect of an organization's online and real-time interfaces. Committed to "delivering on our promise", Centurion is positioned to deliver the very best hardware, software and post-sale support to increase an organization's efficiency, reduce costs and improve interactions with existing and potential customers.

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