

Solix Supports Public Utility Commission to Provide Qualified Residents with Electricity and Phone Service Discounts

Client Overview

The Lite-Up Texas and Lifeline Programs, regulated by the Public Utility Commission of Texas (PUCT), are established to provide electricity and telephone service at a reduced cost to over 3.2 million qualified residents. The PUCT engaged Solix to design and implement a more robust and efficient solution for this complex program.

Program Objectives

- ✂ Design and rollout a customized platform to aggregate and match applicant enrollment information from multiple data points.
- ✂ Process high volumes of paper and electronic applications, quickly and accurately.
- ✂ Provide timely, professional customer care services regarding application status and program guidelines.

Challenges

- ✂ Ability to accurately sort, key, review and approve large volumes of applications.
- ✂ Enable fast, efficient turn-around to meet program requirements.
- ✂ Ensure information from multiple sources is collected and normalized for processing.

Solix Solution

- ✂ End-to-end eligibility, qualification and customer care to meet specific program needs.
- ✂ Develop and manage a customized website for information and applicant enrollment options.
- ✂ Unique combination of program design and technology to process large quantities of data from multiple sources.
- ✂ Partnering with Salesforce.com, develop a platform to streamline customer information to call center agents.

Results

- ✂ All aspects of applicant qualification, enrollment, and renewals processed by Solix
- ✂ Effective data matching process enabling more than \$60.3M in electric and \$25.4M in telephone awards to be qualified and approved
- ✂ Centralized management for greater operational efficiencies and scalability
- ✂ Enhanced customer experience with real-time updates regarding application status