

Solutions for Utilities

INDUSTRIES

Powerful Tools Designed to Meet the Specific Needs of the Electric and Gas Energy Industry

Tech + Human Touch Business Services Platform Empowers Public and Private Utilities

Solix is committed to the development of business services that help utilities ensure customer satisfaction while helping to accelerate large scale program deployment. We understand the distinct needs of integrated, municipal, and regional power utilities everywhere. It's why we are a leading provider of Business Process Outsourcing (BPO).

Solix works hard to support the operational and business challenges of electric and gas utilities as they work tirelessly to support diverse populations reliant on them to power their daily lives. We understand the delicate balance that must be maintained between customer satisfaction and the need to manage costs and program efficiency.

We Understand the Needs of the Utility Industry

For decades we've worked with a broad range of utilities to help them manage complex low-income customer assistance programs while helping them amplify their operational impact. Solix provides utilities with a broad range of program management, customer support, and business services including:

- ✓ **Program Design** – Collaborative support developing and deploying population specific utilities programs
- ✓ **Case Management** – Precise application processing and eligibility determination delivered with compassion
- ✓ **Customer Care** – Solix omni-channel contact centers provide special program + seasonal high demand support
- ✓ **Technology** – Powerful universal services platform providing mission critical integrated program support
- ✓ **Data Security** – World class tech platform geared around the specialized needs of the utility industry
- ✓ **Growth Programming** – Business intelligence tools and outbound customer acquisition assistance capabilities

Industry Insights and Experience

Our utilities industry experience has afforded us opportunities to help public and private energy providers improve program efficiencies and impact as a trusted business services partner. We understand the importance of compliance monitoring and data security inherent in the utilities industry.

We understand the power industry's need for precise program management, efficiency, and compliance with state, local, and federal regulations.

We've delivered impact across the power industry:

- Helped Texas deliver discounted energy costs to 3.2 million qualified low income households
- 1.9M calls handled by our contact centers annually
- Respond to over 16,000 bi-lingual inbound calls annually
- 300 call center agents
- Helped a regional utility deliver \$29 million/year of discounts with precise Customer Assistance Program (CAP) eligibility determinations

Leverage Analytics to Improve Targeting

Our sophisticated business intelligence tool helps contextualize and analyze large amounts of data often associated with complex utilities programs. It can help decision makers quickly identify trends and issues to make informed program improvement decisions.

Solix works with clients to access, combine, and strategically analyze multiple information feeds and data sources to illustrate potential program growth and efficiency opportunities.

We know utilities seek speed and efficiency in program deployment and management. Let Solix show you how we can help you improve complex program management, improve overall efficiencies, and reduce operational costs.

An Array of Utilities Industry Support

We help you manage complex programs while driving new business expansion across your household population.



ENERGY REBATES

Rebate program eligibility determination, enrollment, and application processing assistance



BUSINESS DEVELOPMENT

Geo and micro household targeting tools to support new business development efforts



CUSTOMER SUPPORT

Inbound and outbound call center support



PROMOTIONAL PROGRAMS

Attracting and enrolling customers for special promotional and business building initiatives



WEATHERIZATION PROGRAMS

Prospecting + appointment setting to help commercialize weatherization programs



CASE MANAGEMENT

CAP (Customer Assistance Program) + CRP (Customer Responsibility Program) screening, eligibility determination, and benefits processing



FOR MORE INFORMATION ON OUR UTILITIES INDUSTRY SUPPORT SERVICES:

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