



Delivering Energy Assistance to Thousands

Situation

A Texas municipality sought an experienced partner to help efficiently and accurately qualify, enroll and notify 45,000 participants eligible for its energy subsidy program. Leveraging proprietary technology to quickly filter and match application data points, Solix qualified eligible participants for the program, and provided high-touch customer care, and fulfillment services.

Objectives

- Function as the central hub administering an end-to-end utility program supporting 45,000 participants
- Build and implement a data-matching program to compare and match potential eligible participants using records from multiple public benefit agencies
- Deliver quality customer care and fulfillment services
- Provide complete program management including application reviews and annual eligibility verification

Challenges

- Create and implement a comprehensive solution within tight timelines
- Ensure secure collection and effective processing of applicant data, as well as timely delivery of notification letters to program applicants
- Enable detailed tracking and management of program data

Solution

- Implemented a scalable customer care and fulfillment program to accommodate large, growing volumes of program participants
- Built comprehensive reporting tools to monitor program performance and increase regulatory compliance
- Provided overall program management including best practice guidance and regulatory insight
- Configured Solix's business intelligence solution, *Intuition* to capture and analyze market trends and create geographical visualization heat maps

Results

- Accurately and efficiently qualified 45,000 program participants within nine months, meeting objectives
- Centralized operational efficiencies resulted in cost savings and greater program accountability
- Scaled program allowing it to easily grow with rising energy assistance needs
- Utility provider's resources could focus on other valuable projects and initiatives