



SOLIX

ASSIST-U PROGRAM

UTILITIES

A PASSION FOR PRECISION



A Powerful Platform Designed To Empower Utilities.

Solix Assist-U is a powerful collection of services designed for utilities to amplify operational impact and customer engagement. Featuring secure cloud-based tools with tested and proven processes, Assist-U also offers a customer service experience that elevates your brand through highly trained and skilled agents and omni-channel assistance. Our flexibility and seamless deployment of resources to match demand without the loss of quality gives Assist-U customers the solutions and support needed to succeed.

We understand the challenges and objectives of utilities because we have helped them build and grow successful programs including discount and low-income assistance initiatives. Assist-U is also designed to meet the strictest regulatory requirements by providing comprehensive and reliable reporting as well as industry leading eligibility verification and compliance solutions critical to utilities - especially government entities seeking to minimize waste, fraud and abuse.



Program Design

Collaborative support developing + deploying customer focused programs



Technology

Highly customizable technology platform enabling integrated support programming



Case Management

Precise eligibility and application processing / determination services



Data Security

Highly redundant security protocols to satisfy the most demanding industry standards



Customer Service

Omni-channel equipped contact centers providing superior customer service across multiple platforms



Growth Programming

Business intelligence tools + outbound customer acquisition assistance capabilities

Full Support for Programs and Growth

ENERGY REBATES	BUSINESS DEVELOPMENT	CUSTOMER SUPPORT	PROMOTIONAL PROGRAMS	DISCOUNT PROGRAMS	CASE MANAGEMENT
Rebate Program Eligibility Determination, Enrollment, And Application Processing Assistance	Geo And Micro Household Targeting Tools To Support New Business Development Efforts	Inbound And Outbound "White Glove" Contact Center Support	Assistance Attracting + Enrolling Customers In Special Promotional And Business Building Initiatives	Eligibility, Customer Engagement & Call Center Services to Support Consumer Programs	Customer Assistance Program + CRP screening, eligibility determination, and benefits processing

Expertise And Results You Can Count On

- Helped large state agency deliver discounted energy to 3.2 million qualified low income households
- 1.9M calls handle by our contact centers annually
- Helped a municipal utility deliver \$29 million/year of discounts
- Maintained an average healthcare customer satisfaction score of 97%
- High first call resolution success and effectiveness
- 15+ yrs of experience running all aspects of a large state energy assistance program
- Services include large volume application intake, review and enrollment, budget management, renewals, detailed data tracking, reporting, regulatory compliance, and customer care
- Proven track record in managing budgets, improving efficiencies, and delivering high-touch bi-lingual customer service
- 300+ Contact Agents and 800+ US based associates
- Skilled in facilitating large-scale Customer Assistance Program (CAP) eligibility determinations

We Are Always Here To Assist-U! For more information contact us at info@solixinc.com or call **800.200.0818**
www.solixinc.com