



# Customer Services for the Energy Industry

# ADVANTAGE

## Singular Focus. Striking Results.

EnergyCare is more than a brand name. It's a mission, and it's all we do.

Our team was founded in 2011 with the goal of providing the most expert and responsive customer experience services to the energy industry.

We may be relatively new players in the call-center service industry, but we know we're good and we're determined to outperform our competition.

Our clients include both alternate energy suppliers and established utilities. We confidently support electric, gas and renewable-energy services.

# CONNECTION

## Common Language. Superior Access.

Our company supports the energy industry exclusively. That means we have a fundamental understanding of the customer mindset, which is essential when it comes to answering inbound questions and concerns.

Each client is assigned a dedicated EnergyCare Account Manager, who will manage the client's needs through every aspect of the service, from technical implementation to scripting and staffing. Our Account Managers are available 24/7, with direct lines to company leadership for issues that need escalation. We are always available to you. That is our pledge.



## Conservmore Delivers Eco-Smarts and Real Savings for the Home

EnergyCare is committed to providing its clients every advantage possible in preserving its loyal customer relationships. We believe that energy conservation makes good financial and environmental sense.

We bring those two goals together in a proprietary offering called Conservmore, an engaging web-based application that provides quantifiable, money-saving tips and unique insights to help consumers manage their energy consumption.

# TECHNOLOGY

**Technical Expertise. Personal Attention.**

## Conservmore

Our proprietary home-management tool allows customers to implement energy-savings ideas and quantify the savings. It's a free, value-added service to our clients that has become a very effective retention tool. In fact, upon implementation of Conservmore, our clients enjoyed an 85% increase in their save rate.

## Safe Harbor Compliance

We pride ourselves on TCPA Safe Harbor compliance methodologies that have produced a spotless record and zero contract violations for our clients. The responsibility for Do Not Call compliance ultimately lies with you. Liability cannot be contracted away, so choose your vendors carefully.

## CMS Integration

Our technical team can seamlessly integrate our backend systems and CSR screens into those of our clients, reducing implementation costs and increasing speed-to-market. There's no need to create new processes or learn new screens on your end. We adapt to the needs of our clients. It's the right thing to do.

## CIPHER System

If our clients need a CMS system capable of handling the unique demands of the energy industry, we offer our proprietary CIPHER system. Built specifically to serve both suppliers and utilities, CIPHER can pull data from multiple sources to handle a wide range of functions including customer transactions, utility data management, invoicing and settlements.

## Online Chat

In today's on-the-go world, customers are often forced to multi-task. Providing undivided attention to a customer service issue isn't always possible, however that doesn't make the problem go away, of course. Our online chat system allows us to assist a customer on their terms and timeline.

## E-Mail

All of our customer service representatives have their own e-mail addresses, and can provide follow-up or research results directly to the customer. Likewise, the customer can follow up with a "real person" directly rather than having to jump back into queue.

## IVR Collections

Our automated IVR system is completely custom scripted and PCI compliant. With the option to speak to a live operator at any time, customers can make ACH, credit card, debit card and prepaid card payments securely and privately. The system features Spanish and English options, and is available as a stand-alone service or as part of our customer care offerings.

## Overflow Support

Some of our clients prefer to maintain their own in-house care team to provide primary customer support. That's fine. Our systems can remain on standby, ready to provide seamless backup and overflow services in case of outages, aggregations and outreach campaigns.

## Flexible Staff

Let EnergyCare worry about the challenges of staffing your customer outreach or inbound support function. Ramping up and down to match volume swings is no problem. We can also provide representatives with sales backgrounds to assist in supporting direct mail drops or web conversion campaigns.



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