



Energy & Utilities

It's time to switch on smarter CX
and power up performance

As energy and utility markets evolve—driven by deregulation and rising customer expectations—providers must reimagine traditional call centers with digital-first, human-centered CX solutions. Today's customers demand more than just speed and resolution; they expect seamless, omnichannel engagement across voice, chat, email, and digital platforms 24/7/365.

Alorica drives this transformation forward. Our secure, PCI-compliant technology and omnichannel CX solutions enable both regulated and deregulated providers to scale operations, meet complex compliance requirements, and deliver outstanding service—without sacrificing performance.

With decades of experience and client partnerships averaging 10+ years, Alorica is the industry's most trusted CX partner, powering greater efficiency, satisfaction, and long-term loyalty.

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“We had all but given up on the market, and Alorica really opened our eyes with the quality of recruits.”

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Outsourcing Solutions Manager
Retail Electric Power Distributor



Alorica is the **largest private, minority-owned CX** provider for utility companies looking for diversity spending



We partner with **leading regulated electric and gas utilities**, including Fortune 500 companies



Residential and commercial expertise in both regulated and non-regulated markets



PCI-compliant solutions that protect customer data and brand reputation



Extensive US footprint supports steady-state business and quick scale during outages and emergencies



Data-driven insights that **enhance the customer experience and improve outcomes**



Multilingual support in **75 languages and 200+ regional dialects**



24/7/365 omnichannel support across all channels



Supporting **3 of the 5 biggest renewable energy suppliers** in the world

25+ Years of Proven Experience In:



Transformation Advisory Services

Our Alorica Advisory experts uncover inefficiencies and unlock performance. From IVR enhancements to smarter scripting and system access improvements, we help clients reduce call volume, boost first-call resolution, and drive cost savings—like \$200K+ annually for one utility provider.



Meter-to-Cash Lifecycle Support

From account activation to payment collection, we deliver secure, scalable CX across the entire meter-to-cash cycle. With 100,000+ team members across 17 countries, we provide cost-effective global talent, tech-enabled language solutions, and proven operational excellence. And our deep expertise in financial services means we understand the nuances of payment cycles and customer expectations—ensuring every interaction is efficient, compliant, and customer-centric.



Agile Response to Demand Spikes

Whether it's heat waves or winter storms, our workforce management and nationwide at-home agent pool ensure rapid response and uninterrupted service—anytime, anywhere.



Smarter Payment Solutions

Simplify payment processing across web, mobile, and IVR with our proprietary solutions. One major utility client cut costs by 30% and saved \$2.5M annually through automation and mobile optimization solutions.



Regulatory Compliance & Risk Mitigation

From the frontlines to the boardroom, we embed trust, accountability, and integrity into everything we do—to safeguard your customers, secure sensitive data, and uphold your brand's reputation. We stay ahead of evolving regulations to protect your brand and bottom line, ensuring compliance and avoiding costly penalties.



Driving Value Through Smart Conversations

Our team becomes a seamless extension of your brand—delivering consistent, high-quality experiences your customers expect, while also identifying opportunities to cross-sell and upsell with empathy and precision.



Seamless Rebadging & Transitions

We make change easy. For one energy client, we rebadged 150+ agents and long-tenured leaders in under two months—ensuring operational continuity, preserving institutional knowledge, and driving improved efficiency from day one.

