

Energy and Utility Solutions

Switching on a Better Customer Experience



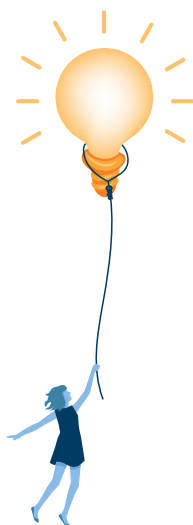
Similar to retail supplier choice legislation transforming deregulated markets, rapidly shifting customer preferences now require that utilities convert traditional call centers into contact centers, capable of supporting digital interactions.

The primary driver of customer satisfaction—rather than speed of answer or AHT—is rapidly transforming to ease communication through mobile devices including chat, text and click-to-call. Outsourcing expedites the access to cutting-edge technology, scalable capacity, training techniques and skilled customer care agents with digital experience.

Alorica's flexible PCI-compliant technology, combined with omni-channel customer care capabilities helps regulated utilities and non-regulated energy suppliers drive operational efficiency, adhere to regulatory requirements and deliver exceptional service to customers. We've been **supporting utilities since 1972** and currently partner with **30+ industry clients**, making us the **most experienced utility workforce in the country**.

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

*- Manager of Outsourcing Solutions
for a Retail Electric Power Distributor*



FAST FACTS

- Alorica is an Minority Business Enterprise for utility companies looking to diversify spending
- We service 50% of the top 20 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
- Largest U.S. footprint supports steady-state business and quickly scales during outages and emergencies
- Data-driven insights that help enhance the customer experience and improve outcomes
- Bilingual agents available
- 24/7/365 omnichannel support through voice, IVR, web, email, mobile (SMS) and social media
- Available Alorica-at-Home agent pool of 6,000+ FTE

THE ALORICA ADVANTAGE



Innovative Ideation

Our specialized Customer Experience Consulting (CXC) team members dig into our clients' operations to find process improvement opportunities and eliminate waste. By implementing IVR enhancements, scripting changes and system access/process limitations, one utility client saw a **6% reduction in call volume**, a **3% increase in first-call resolution** and **over \$200K in annual cost savings** in 2017 alone—and we're on track to save them up to \$1M with two dozen additional recommendations.



Digital Deflection

We're always working on reducing calls and deflecting them to chat or social media, saving time and money for both customer and client. As we've learned from our millennial-heavy agent base: "Less talk. More action."



Meter-to-Cash

From activating accounts to collecting payments—we successfully service the entire meter-to-cash cycle. With almost 100 locations in North America employing 50,000 people and 5,000 Alorica-at-Home agents, we've got meter-to-cash and outage requirements covered. And with decades of experience supporting financial services clients, our understanding of payment delivery cycles runs deep.



Weather Woes

Scorching summer heat waves or plunging winter temperatures often result in surging call volumes. Alorica's highly efficient workforce management system assures utility clients that we're equipped to handle spikes with ease—especially with access to Alorica-at-Home agents in every time zone.



Proprietary Payment Solutions

Alorica developed **PayNow**, a platform that delivers payment processing solutions through the web, mobile, IVR and IVR direct calls. One of our largest utility partners have **reduced costs by 30%** using PayNow automation and mobile solutions, resulting in \$2.5M annual savings.



Compliance Adherence

We're on top of every government-enforced rule, across the country and beyond. Our stringent principles keep our clients in good standing with all regulatory bodies and consumer protection agencies, preventing negative press and financial penalties.



Connected Home Products: Because using technology to save money appeals to most everyone, we educate callers and often upsell ways for them to manage their energy-saving thermostats while they're away from home.



Seamless Rebranding: For a major energy client who was looking to revitalize their internal contact center, we deployed Alorica management to their site, **quickly rebranded more than 150 agents** (as well as leaders whose average tenure was 15 years), and gained full control of the site operations and staff within two months.

CLIENTS SERVED

- Electric Power Companies
- Propane and Natural Gas Distributors
- Water and Sewer Utilities
- Solar Energy Providers
- HVAC Maintenance and Repair Providers
- Waste Management and Environmental Services Companies