Switching on Better CX for Energy & Utilities Companies

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 SMS. 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 omnichannel 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."

Outsourcing Solutions Manager
Retail Electric Power Distributor

FAST FACTS

- Alorica is the **largest Certified minority-owned BPO** for utility companies looking for diversity spending

- We service **many 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

- **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

- **Multilingual agents** available

- **24/7/365 omnichannel support** across all channels

- Available Alorica Anywhere (work-at-home) agent pool of **6,000+ FTE**

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THE ALORICA ADVANTAGE

Innovative Ideation
Our specialized Alorica Advisory 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**.

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 Anywhere 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 **Alorica Pay**, 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 its 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 Rebadging: We excel at rebadging, providing effortless transitions that streamline operations and improve efficiency. For a major energy client, we deployed Alorica management and quickly rebadged over 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.