

# MACH ENERGY

Improve C&I / SMB Customer Satisfaction:

Convert Inbound "High Bill" Calls into Happy C&I Customers



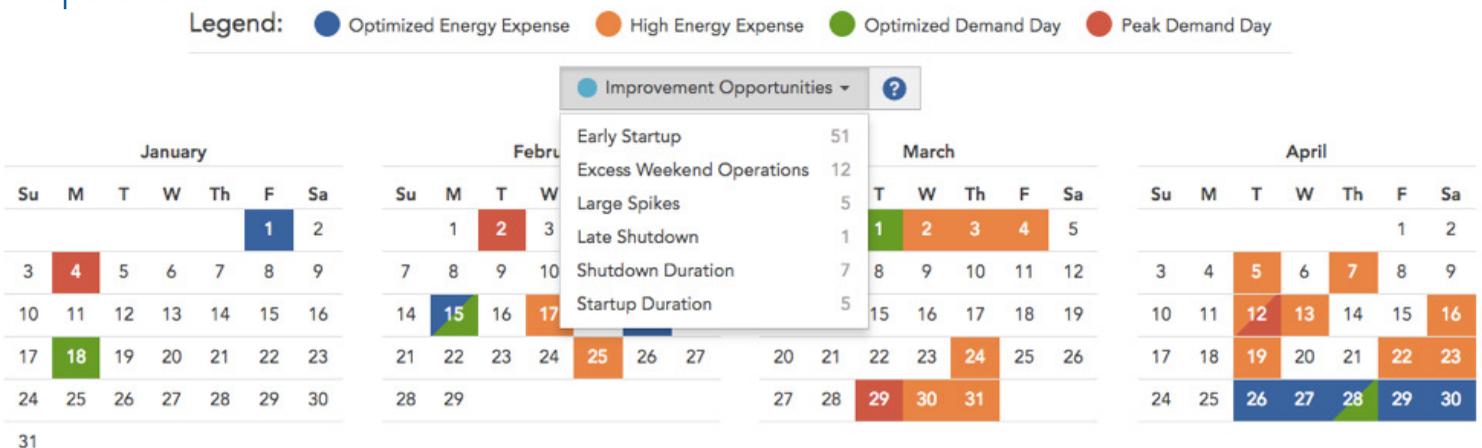
Are high bill inquiries a major issue for your call center? Utilities say that most inbound calls from C&I and SMB customers – we've heard up to 70% – are about unexpectedly high bills!

Customer care reps often don't have handy visualization and analytical tools for a quick answer when complaint calls come in. With unfolding regulations that encourage competition, a frustrating response can risk C&I and SMB revenues – typically 60% of annual energy sales.

Here's the good news: MACH has been helping commercial customers for more than 15 years and we know first-hand the challenges facing building teams. We've developed powerful yet easy-to-use software that helps C&I and SMB customers with high utility bills and energy efficiency. Our cloud-based software is tuned to customers with diverse commercial and industrial buildings, just like those of your account reps.

## ✓ MACH Trends Helps Easily Formulate Response

One way we improve customer satisfaction is with MACH Trends, analytics that persistently monitor and track many operating behaviors that cause energy and dollar waste. So when your customer care rep receives a call or email, MACH Trends (shown below) uses meter data to provide a quick, intuitive, calendarized view into the customer's building operations.



Learn more at [machenergy.com/utilities](http://machenergy.com/utilities).or schedule a demo by emailing [contact@machenergy.com](mailto:contact@machenergy.com).

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SMART.  
EFFICIENT.  
INTUITIVE.

Trends visually presents and automatically identifies days that may have caused the high bill issue. Plus, Trends benchmarks the building's operations against its own history and peers. Moreover, it compiles a number of opportunities so utility personnel can prioritize issues that matter most to the customer. Your rep will have a meaningful conversation with the customer and become a trusted advisor.

*MACH identifies no-cost operational savings – the last thing an upset customer wants to hear about is an expensive capital upgrade!*

## ✓ Easily Identify New Ways to Engage

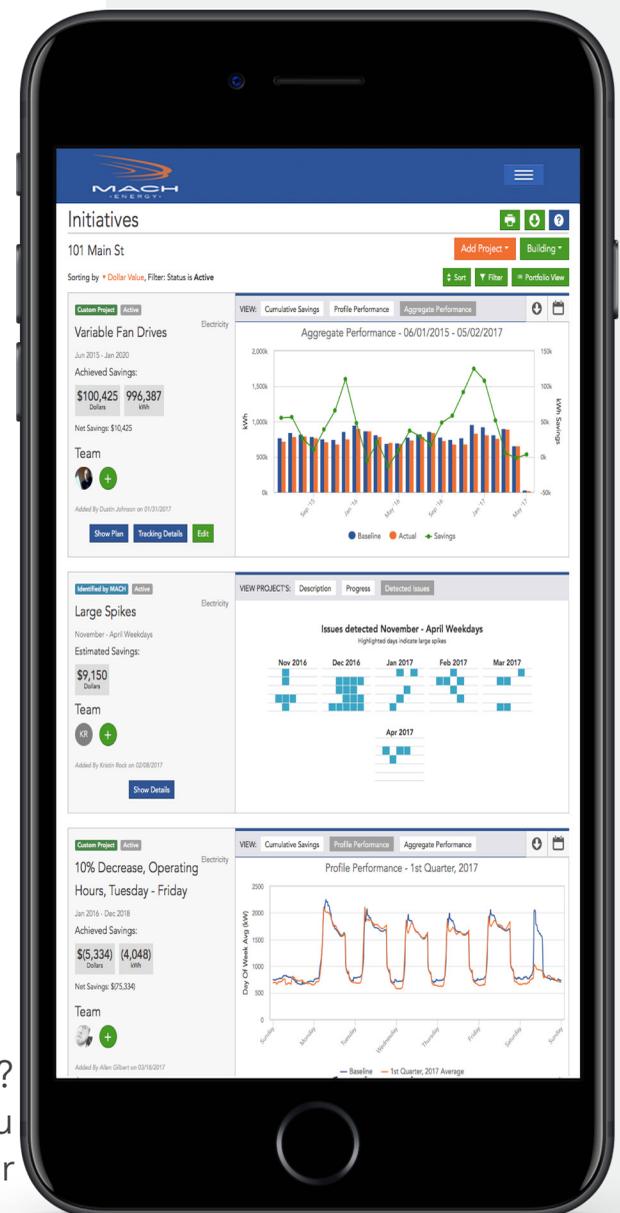
Our customers have long used MACH analytics to generate energy savings. We quantify potential opportunities into trackable Initiatives by using the customer's actual utility billing-grade tariff. Because the data are accurate, utility reps can have confidence that they are proposing actionable and accurate next steps. If a rebate program is of interest, MACH Initiatives can provide "what-if" project justification and tracking to ensure project "drift" is addressed quickly.

## ✓ Enable Customer Changes BEFORE High Bill Calls

MACH's automated alerts can help utilities proactively avoid high bill calls. With MACH's numerous push reports available for white labeling, utilities will be able to engage and provide value even after the phone call or visit. These reports offer actionable information that can help end-users make changes BEFORE a high bill occurs!

Are high bill inquiries a major issue for your group? If so, please contact us below. MACH can help you convert these calls into long-term, trusted advisor relationships!

Learn more at [machenergy.com/utilities](http://machenergy.com/utilities). or schedule a demo by emailing [contact@machenergy.com](mailto:contact@machenergy.com).



Make your job easier with  
MACH Energy.