

Designed to reach today's digitally engaged customers, these relevant and personalized messages allow utilities to reach their customers proactively.

Position your utility as the energy expert.

By leveraging billing data and behavioral data, the power of Envoy outbound communications is enhanced allowing utilities to market to the segment of one. With emerging technology and the use of personalized messages, Apogee's Envoy can proactively answer customer's questions and help them to become active participants before problems arise.

Envoy transforms big data into personalized customer messages.

Leverage your data to:

- Use customer's bills to enhance energy analysis
- Energy Alerts
- Generate custom email and text messages
- Personalized Video Messaging

Proven Results

5x greater program participation

16% increase in customer satisfaction

14x industry average open rates

2x more accurate than the next best

PROACTIVE. OUTBOUND. PERSONAL.



Advantages

- ✓ Gives customers a sense of control
- ✓ Increases program participation and awareness
- ✓ Improved customer satisfaction
- ✓ Reduces CSR call volume and increases first call resolution
- ✓ Increase revenue by decreasing costs – stretch your marketing dollars
- ✓ Meet goals at a low cost while providing analytics



"I was so excited when I got your email telling me my utility bill was going to be higher. I knew it was going to be higher because of the holidays, but it was nice to know you are looking out for me."

- Tri-County EMC customer