



Don't Leave Your Customers in the Dark

powerassist

util-assist | Solutions. Simplified.

PowerAssist is a 24/7 outage management contact centre that enables fast, personalized service across multiple channels plus the ability to scale during widespread outages at a fraction of standard costs.



Multi-channel customer service, outbound alerts, and social media.



Guaranteed preferential access for **key accounts**.



Scalable during peak periods and widespread outages.



Based on an **affordable** shared services model.

The PowerAssist Advantage

PowerAssist is much more than a traditional call centre. Our skilled agents understand power system delivery and are trained on your utility systems (CIS, AMI, OMS) to triage and validate outage reports, reducing truck rolls and letting you focus on getting the power restored.



Ping meters and verify power status



Validate existing service orders



Report and log incidents

Deliver Customer Choice

Your customers expect multiple contact channels for convenience and speed, including the option to interact with a live agent, especially during an emergency. PowerAssist is a holistic solution that meets the needs of your customers across the entire spectrum.



Billboard messaging



SMS Billboard message



Webchat (Auto response)



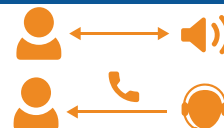
IVR & Chatbot integration to OMS



Interactive SMS with live agents



Interactive webchat with live agents



Interactive voice with callback option



Full agent voice interaction

Resilient and Secure

We're always up and running—our 24/7 operations centre is a hardened, resilient facility with redundant power supplies and fibre routing.

You can rest easy knowing that we have security monitoring, access controls, and strong cybersecurity measures in place.

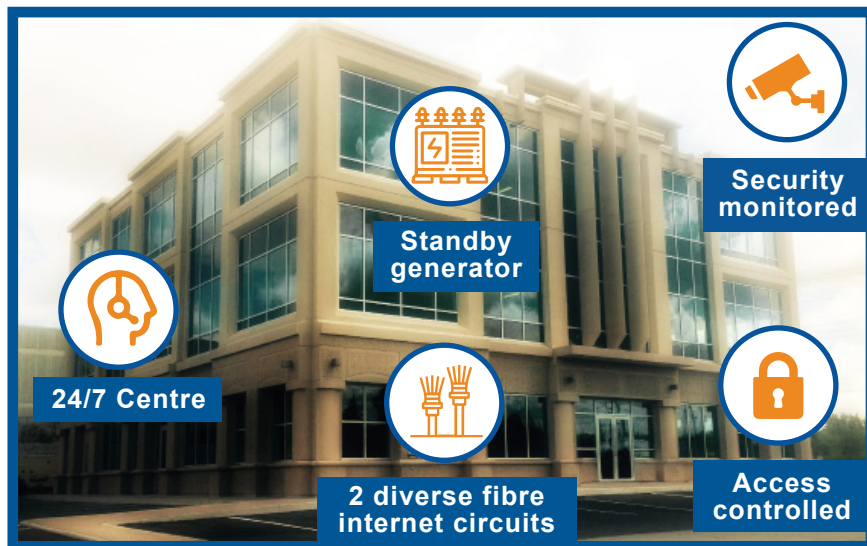
Cost-Effective and Flexible

With PowerAssist's shared resource model, you'll pay the equivalent of a few hours per day (based on normal call volumes) for 24/7 service. As PowerAssist agents are shared across utilities, more agents can be added at a moment's notice.

Need us to be on stand-by during a hurricane or only want PowerAssist services after business hours? We're adaptive to your needs.

Quality Guaranteed

- ✓ **SLOs:** Our service level objectives for voice and web/chat ensure that PowerAssist maintains a high standard of service to your customers.
- ✓ **QA and Reporting:** Our QA Specialists apply rigorous checks, monitor performance, support regulator KPI reporting, and deliver regular reports to your utility.
- ✓ **Call Recordings:** Util-Assist records all phone calls.
- ✓ **Performance Monitoring:** Managers monitor PowerAssist agent performance daily.



PowerAssist now serves 2.25 million end customers.



PowerAssist is offered by Util-Assist, a recognized innovator in technology and data-driven solutions for utilities. Our solutions merge technology with strategy to streamline processes, boost productivity, enable data-driven business decisions, and deliver enhanced customer experiences—transforming how utilities operate and deliver value to their customers.

With professional services and managed services for electric, water, and gas, utilities rely on us to help them drive digital innovation that reshapes the utility landscape.

Contact Us



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Solutions.
Simplified.