



SMART Meter

Supporting customers to manage their energy usage

With energy prices rising and many households facing a huge increase in bills, **Smart Meters** are likely to be part of the answer to helping customers manage their usage and ultimately keep their bills lower.



With the data and insight provided by a Smart Meter, energy companies will be in a better position to help customers to help themselves.

But with only half of households currently having a Smart Meter, how can you ramp up this service?

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Ways Sigma Connected can help you

Appointment bookings:

By providing omnichannel support for appointment booking, with proactive campaigns across SMS, email, and voice, supported by Interactive Voice Messaging to boost the campaigns success.

Our customer contact agents handle both inbound and outbound campaigns to book Smart Meter installation appointments direct into your systems. Teams can be set up at short notice for small campaigns or 4 to 6 weeks for larger campaigns.

No contractual tie-ins so they run for as long as you need them, providing you with real capacity to uplift your installation numbers.



Recommissioning existing meters:

With 15% of installed Smart Meters not functioning as smart, we can provide you with a recommissioning service without the time or cost of an engineer. Our team of call agents work directly with customers or meter readers to recommission meters and ensure it's working effectively.

We access the DCC systems via remote access to your CRM and utilising our own omni channel dialler and the meter operators job booking system, we have all the technology in place ready to support your activities.

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We take either inbound contact from your field teams to remotely commission or re-commission a smart meter from site

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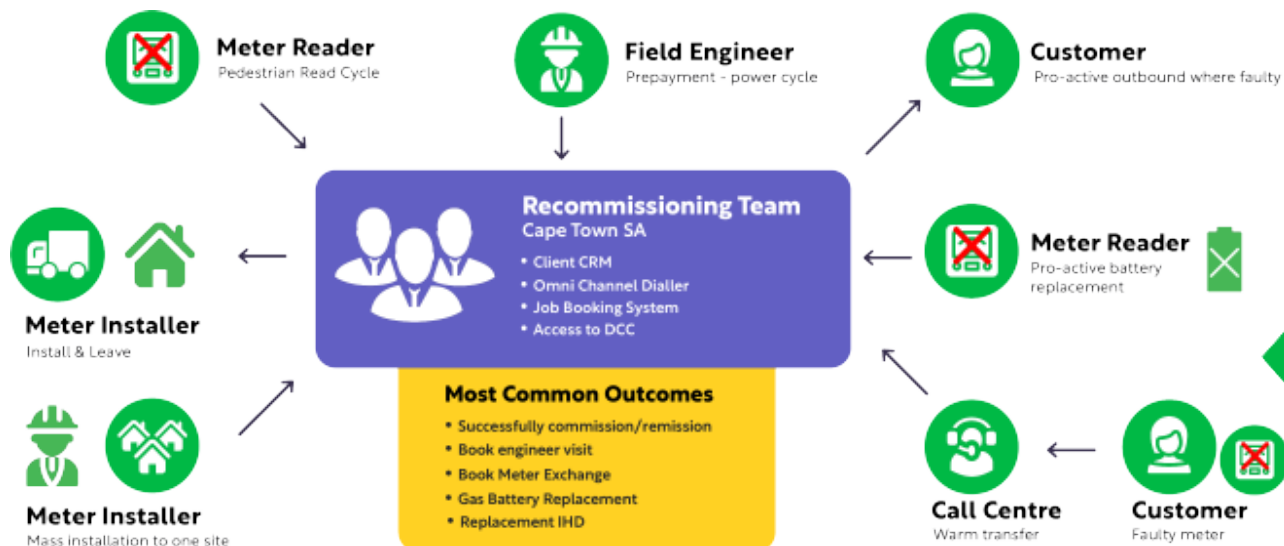
Work directly with customers either from inbound contact or by running pro-active campaigns where you know the meter isn't connected.



Where we are not able to reconnect the meter remotely, we provide insight to you recommending the next best action. Some of the outcomes we identify are:

- No smart meter on site
- Customer is physically unable to or refuses to complete commissioning cycle
- Field engineer required to complete commissioning
- Battery replacement required for gas meter
- Meter had already been successfully commissioned

Remote smart meter commissioning service



Engaging with hard-to-reach customers:

There will always be those customers who don't want to engage and Smart Meter installations will be no different. We can connect with customers who have previously disengaged from Smart for whatever reason.

Our team of energy experts reach out to this cohort, who are often vulnerable, and act as an independent party to connect customers with companies and arrange smart meter appointments. We have experience in overcoming the barriers energy companies face with this group of customers.



We're ready

With a team of 4000 experienced call agents located in the UK and South Africa, and an Omnichannel platform, we can provide you with the extra support you need to help your customers get through this period – cost effectively, flexibly and always putting them in the centre of the service delivery.

Where people



with people

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