

We Can Help You Help Your Customers

Dollar Energy Fund specializes in the administration of low-income utility assistance programs, creates customized software technology and offers a variety of customer service call center resources. Our programs utilize innovative techniques to provide our clients with quality solutions to serve their customer base.



Low-Income Program Administration

Dollar Energy Fund has decades of experience in bridging the gap between the customer's ability to pay and the utility company's need to keep cash flowing in. As one of the largest hardship funds in the nation, Dollar Energy has the resources and experience to deliver the results your utility desires through our low-income customer assistance program administration services. **We can provide:**

- Complete, turn-key program administration
- Targeted assistance with specific areas of your programs (reporting, program design, agency training, recruitment)
- Establishment and management of a Community-Based Organization network

41 Utility Partners

Customized Program Management Software

Over three decades of experience in the low-income utility assistance arena has fueled our creation of software solutions for program administration. Our cutting-edge software will not tax your internal Information Technology staff. **Our services include:**

- Licensed software packages for efficient administration of hardship funds, utility assistance and weatherization programs
- Custom software designed to meet all of your needs
- Upgrades and maintenance managed by our team



iPARTNER©

iPartner© is a custom web-based tool for low-income assistance program administration. This software combines elements of tracking and information management systems to connect users, track application processes and provide statistical reports—all based on real-time information.



OSCAR©

The On-line System for Customer Assistance Records is a web-based software tool designed to create efficiencies in the administration of low-income utility assistance programs.

Customer Service/Contact Center Solutions

If your organization needs to make meaningful contact with its customers, members or prospects, put our expertise to work for you. Dollar Energy Fund can manage your next outreach project through our state-of-the-art call center, which is staffed with professional, trained customer service representatives. **Our services include:**

- Inbound and outbound calling programs
- Program enrollment and recertification projects
- Customized options tailored to your specifications
- SMS/MMS technology and web-based self-help options



125k

Accounts Enrolled

175

Seats in Our Call Center

50k

Customer Calls/Month

Who We Are

Dollar Energy Fund is a 501 (c) 3 organization whose mission is to improve the quality of life for households experiencing hardships by providing utility assistance and other services that lead to self-sufficiency. For more than 35 years, we've served the limited-income community by providing \$146 million in utility assistance grants to more than 530,000 limited-income families and individuals.

Want to learn more about how Dollar Energy Fund can help you?
Contact us at sales@dollarenergy.org or by calling (412) 431-2800
Visit us online at www.dollarenergy.org

