

Celebrating 40 Years of Helping 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 Fund 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

46 Utility Partners

Customized Program Management Software

Four 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 with upgrades and maintenance managed by our team



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.



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.

MyApp

MyApp is an online, self-service portal for customers to complete some or all of their assistance program application.

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 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

October 2021 - September 2022



250k
400k

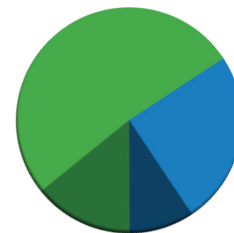
Applications Processed
Customer Calls Handled

Federal Funding Statistics

Dollar Energy Fund has distributed over \$67 million from federally funded programs to provide utility assistance for utility partners since 2020.

WEST VIRGINIA
\$34.6 Million

PENNSYLVANIA
\$9.5 Million



VIRGINIA
\$16.7 Million

NEBRASKA
\$6.2 Million

Who We Are

Dollar Energy Fund is 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 40 years, we've served the limited-income community by providing over \$245 million in utility assistance grants to more than 811,500 households.



Learn how Dollar Energy Fund can help you!

Email us at sales@dollarenergy.org or by calling (412) 431-2800

