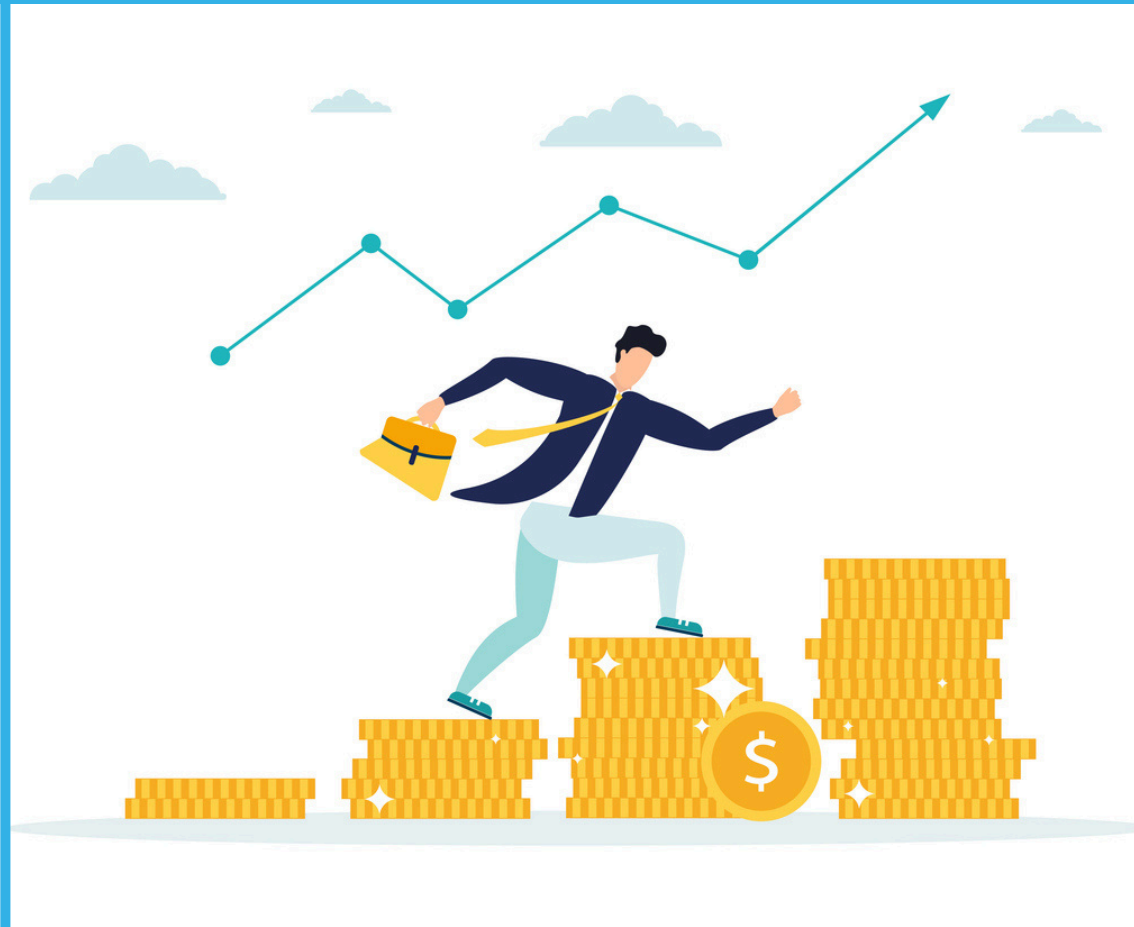


Utility Paperless Billing Benchmarks

20-30%

Average Enrollment

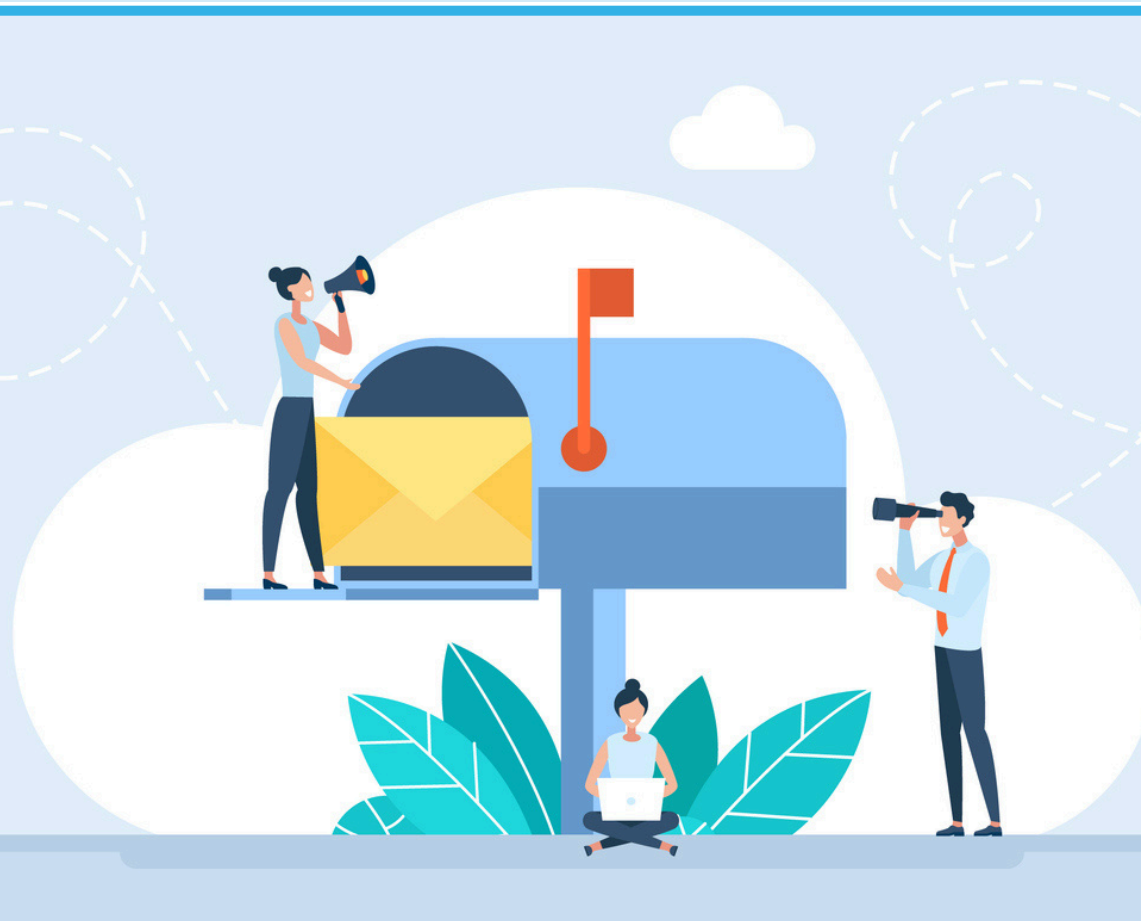
Most utilities are still billing customers primarily through printed bills sent via mail



90%

Program Retention

Year over year, paperless billing programs have low churn rates



\$9-\$12

Savings per Customer

Converting customers to paperless billing delivers annual trackable ROI

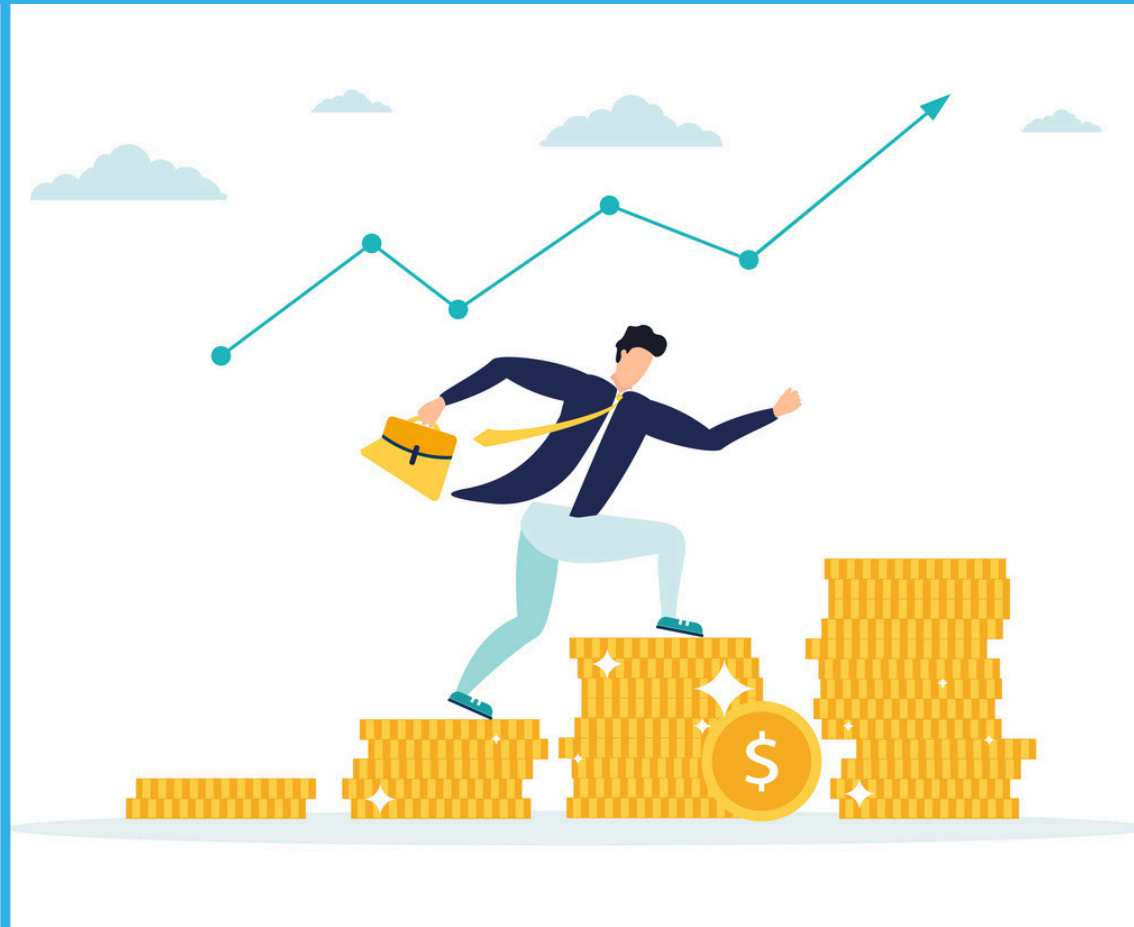


Utility Call Center Benchmarks

1.1-1.4

Calls per Customer

Annual call volume impacts CSAT scores, staffing needs, and CS tool budgets



67%

Self Serve Preference

The majority of customers want to resolve issues via digital self-service tools



\$10-\$14

Cost per Call

Reducing the number of phone calls delivers trackable ROI

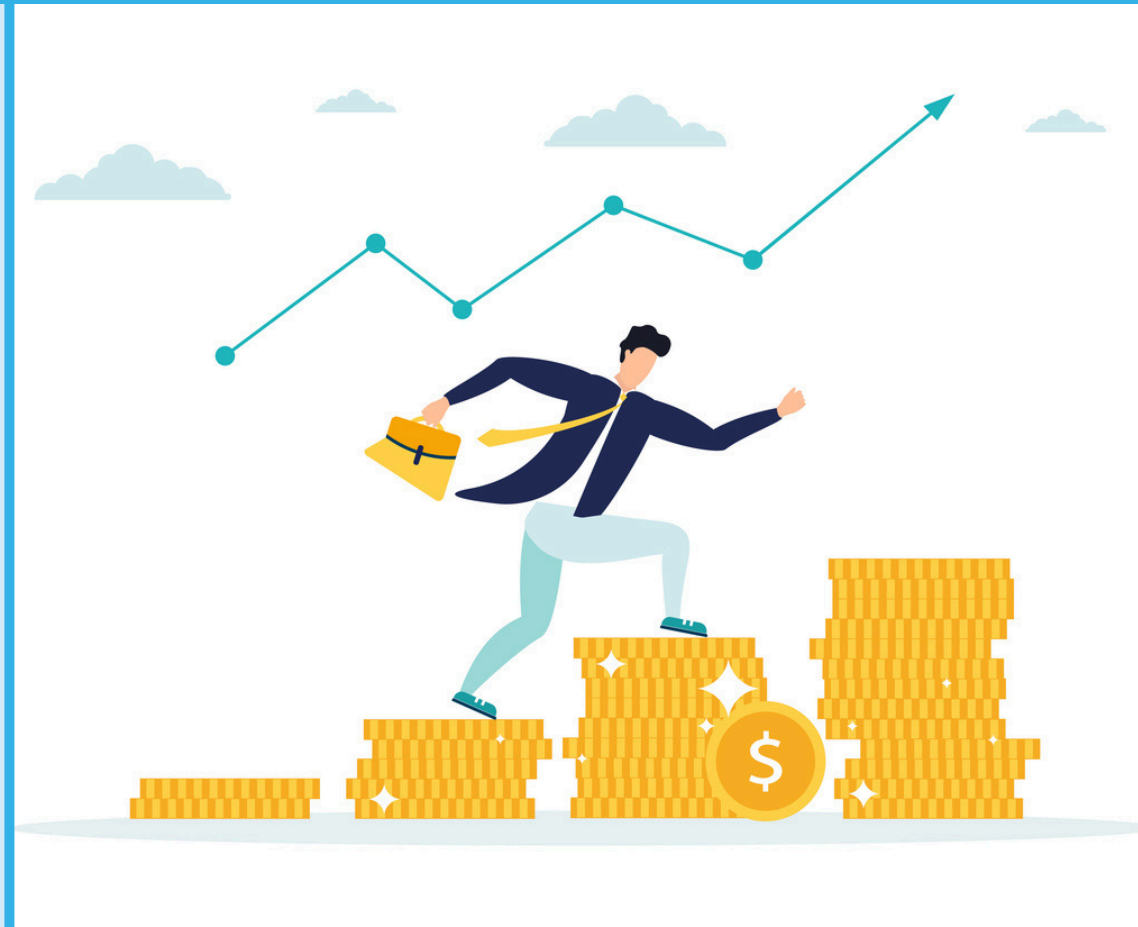


Utility Collections Benchmarks

\$788

Dollars Behind

Better understanding why customers get behind can help with mitigation efforts



16%

Behind on Bill

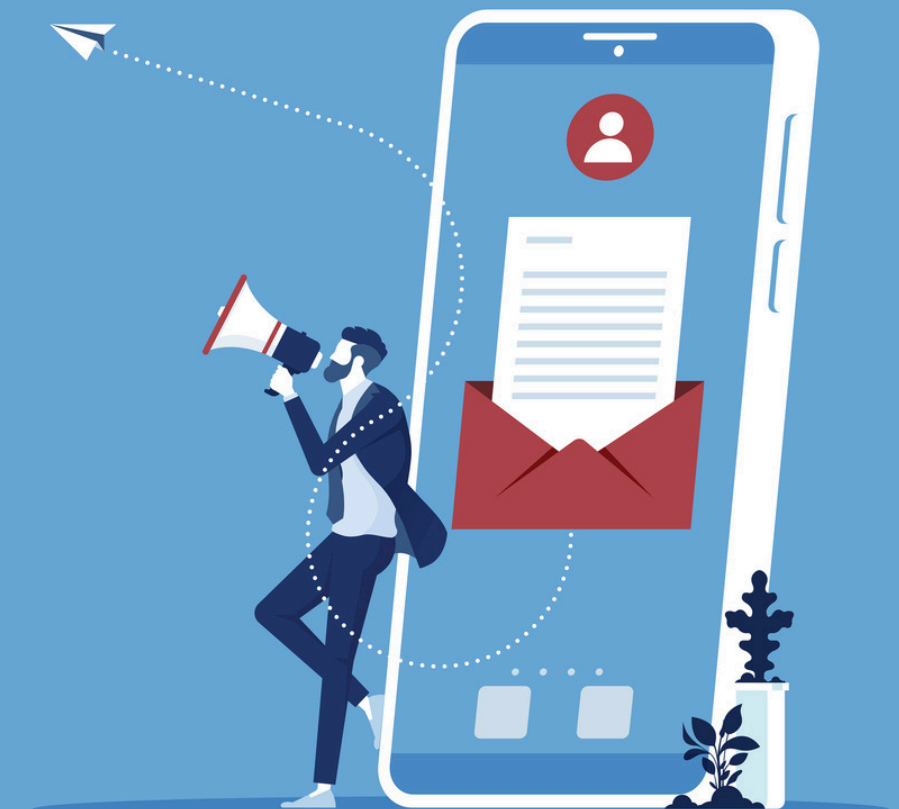
Intervening before customers get behind is vital to keeping this metric low



0.5-2.2%

Average Write Off %

Optimizing collections and reducing bad debt delivers trackable ROI

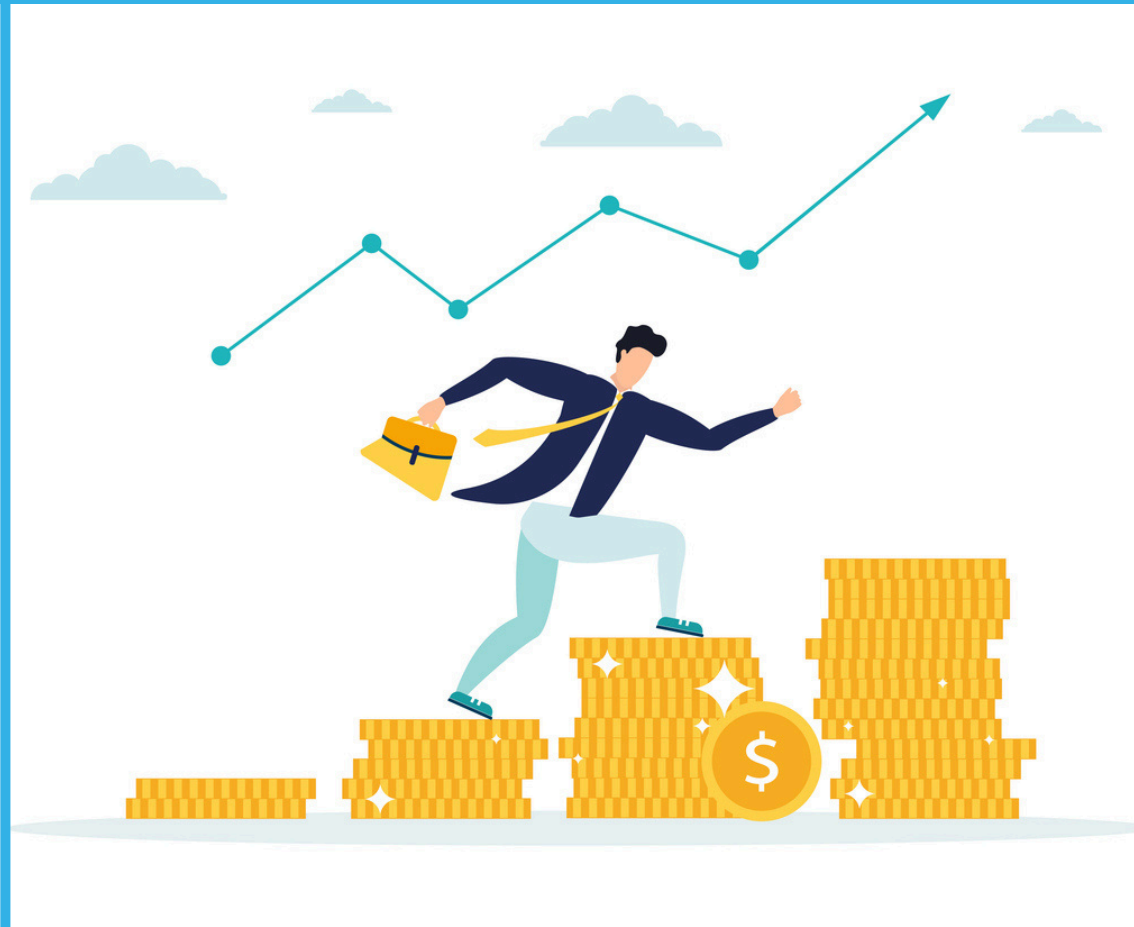


Utility Customer Assistance Benchmarks

46%

CAP Aware

Most customers are not informed about available assistance programs



16%

Behind on Bill

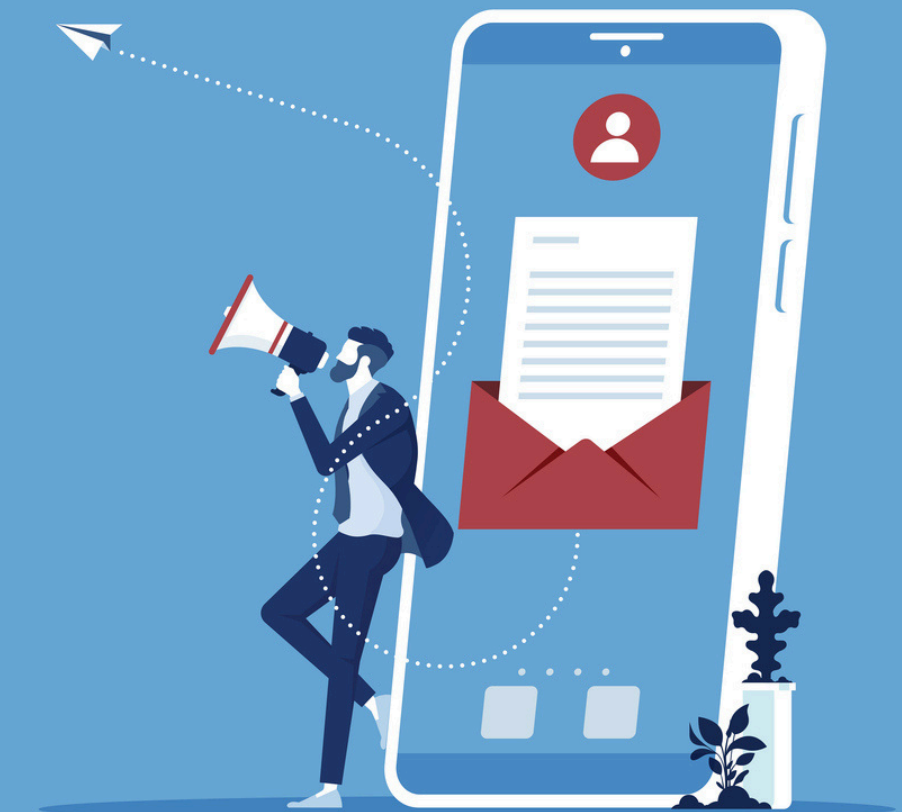
Intervening before customers get behind is vital to keeping this metric low



10-15%

Eligible Enrolled

Connecting customers with assistance programs delivers trackable ROI



Utility Energy Efficiency Benchmarks

17%

Average Enrollment

Increasing customer adoption helps with infrastructure demand and regulatory requirements



13%

LMI Enrollment

Targeting LMI demographics for conversion insures equity and compliance with any governing needs



200%

Energy Efficiency ROI

Increasing customer adoption of energy efficiency offerings delivers strong return on investment



Utility Electric Vehicle Benchmarks

7%

US EV Ownership

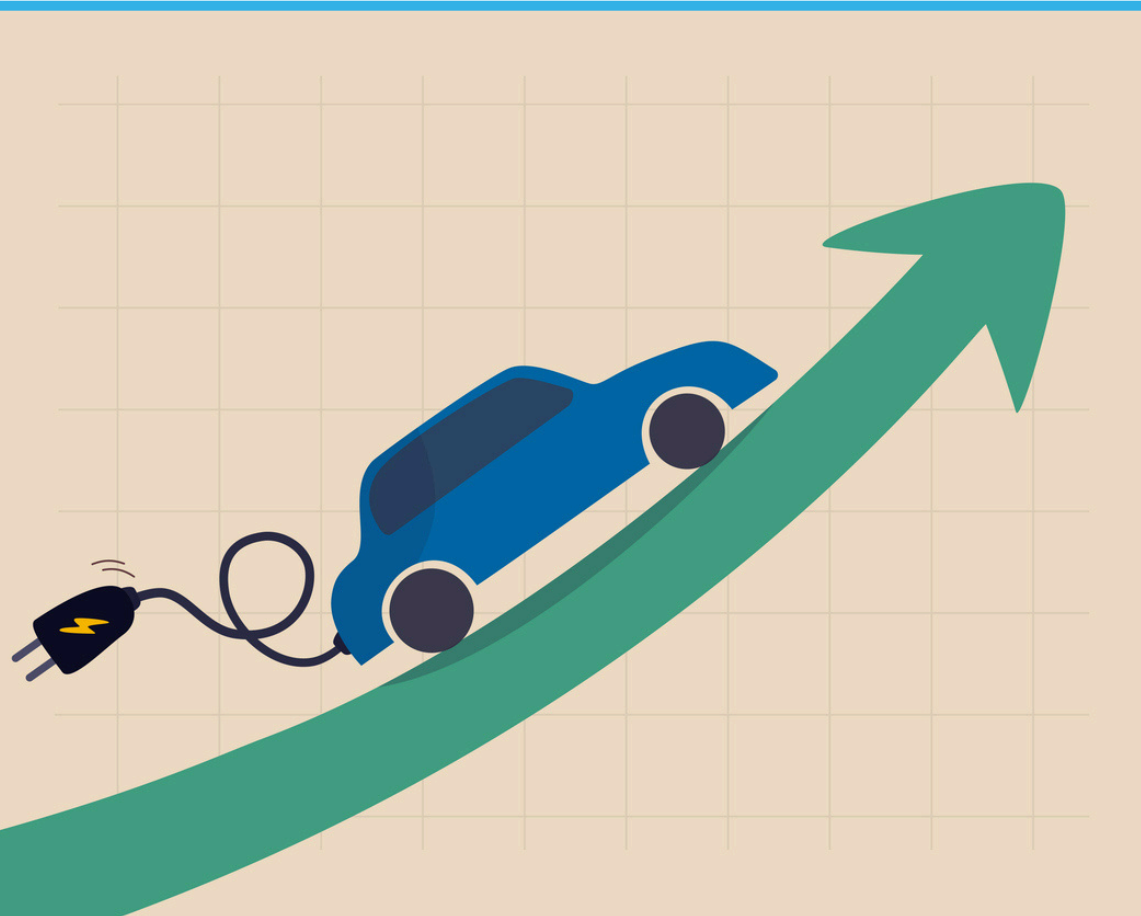
Having an EV strategy is vital as ownership increases and translates into grid demand



80%

Home Charging

Home ownership is currently number one correlating factor for EV ownership



36%

EV Program Awareness

Driving customers to managed EV charging programs translates into trackable grid relief

