

# Providing Texas Residents With Electricity and Telephone Discounts



## CASE STUDY

### Situation

The low-income residential customer rate reduction program, regulated by the Public Utility Commission of Texas (PUCT), is a state-level program established to provide electricity and telephone services at a reduced cost to over four million eligible residents. After working with a partner that managed the database of eligible electric customers, the PUCT engaged Solix to design and implement a more robust solution for both electric and telephone users.

### Objectives

- Design and rollout a customized platform to aggregate and match applicant enrollment information for electric and telephone customers
- Coordinate the receipt of monthly files from Texas Health and Human Services Commission and utility service providers
- Process high volumes of paper and electronic applications, quickly and accurately
- Provide timely, professional customer service regarding program information and application status

### Challenges

- Ability to sort, key, review and approve large volumes of monthly service applications
- Enable fast, efficient turn-around to meet program requirements
- Ensure information from multiple sources, delivered in multiple forms is collected and normalized for processing

### Solution

- Developed an implemented customized end-to-end eligibility, qualification and customer care solution tailored to specific program needs
- Built and managed a customized low-income website for information and application intake
- Developed custom platform to streamline customer information to call center agents, in partnership with Salesforce.com
- Unique combination of program design and technology to process large quantities of data from multiple, disparate source.

### Results

- More than \$1B in low-income awards have been qualified and approved to date
- Identified as many as +1,000,000 customers/month who qualify for electric and/or telephone discounts
- Customer experience has been improved with the introduction of near real time update regarding application status
- Solix has served as the Low Income Discount Administrator (LIDA) and managed all aspects of applicant qualification, enrollment, and renewals in the program for 20 years.