





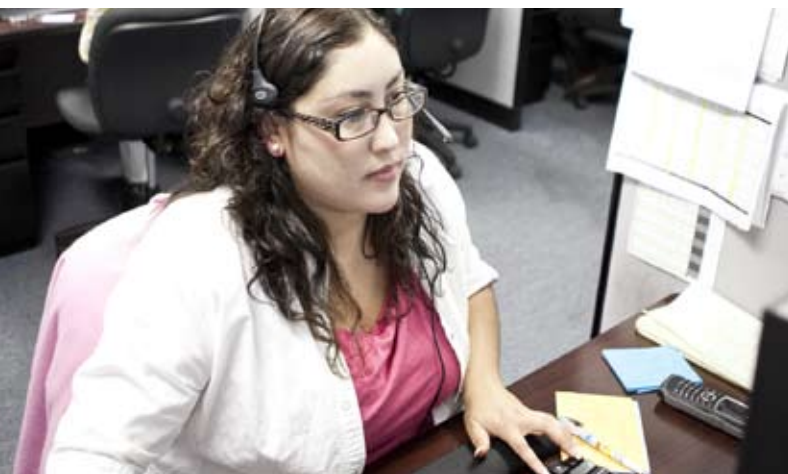
Call Center Operations

Comprehensive, fully customized services.

CORIX's call center operations provide utility companies, cooperatives and municipalities with secure data management, call records and archiving capabilities needed to streamline their customer service processes. Each project is customized to the specific needs of our clients, with the call center being standalone or part of a deployment project.

Excellent customer care

CORIX is committed to providing world class customer care. We constantly monitor our call center service levels and adhere to established policies and procedures to ensure high quality standards are always maintained. Additionally, our experienced representatives receive extensive training for prompt, professional and accurate inquiry response, as well as to ensure volume spikes and rapid workplace adjustments, such as updated scripts or evolving meter issues, are handled efficiently. Our call center team is fully equipped to provide language translations and interpretations, so that every customer receives the attention they deserve.



Integrated work management system

All work performed at our call center is integrated into the CORIX Work Management System (CWMS), a secure, automated and customizable system designed to maximize productivity, efficiency and customer satisfaction. Our CWMS enables call center representatives to seamlessly share up-to-the minute account information with field installers for reduced downtime, faster work order completion and fewer customer issues.

Additional services include:

- 24/7 and holiday availability for maximum customer convenience
- After-hours call routing for emergency situations
- Liaison between field supervisors and installers for improved productivity
- Customized scripts to verify and protect customer information
- Appointment scheduling processes that fit customers' availability
- Quick response (24 hours or less) to customer inquiries, claims and troubleshooting issues
- Outbound surveying to improve customer service levels

Delivering the CORIX advantage

CORIX Utilities provides end-to-end smart meter and measurement field services that help gas, water and electric utilities, municipalities and cooperatives efficiently achieve their goals. We bring more than 70 years experience to each project and serve a diverse range of customers across North America.

As a fully integrated provider of utility infrastructure products, services and systems, including meter and measurement solutions, CORIX is committed to delivering superior customer care through our service-driven programs. Safety, longevity and ease-of-use are always emphasized to maximize social, economic and environmental returns.