



Don't Leave Your Customers in the Dark

powerassist

util-assist | Solutions. Simplified.

Are you ready to power up your customer outage experience? When the lights go out, continuous communications serves as the vital link between your utility and the communities you serve. PowerAssist is a 24/7 outage contact center that works with your utility to deliver real-time updates and restoration estimates across various digital channels, empowering customers with choice and reinforcing trust, transparency, and peace of mind.



Multi-channel customer service, outbound alerts, and social media.



Guaranteed preferential access for **key accounts**.



Based on an **affordable** shared services model.



Multi-language capabilities.

Tier 2 Service at Tier 1 Prices

Designed specifically for utilities, PowerAssist is much more than a traditional call center. Our skilled agents understand power system delivery and are trained on your utility systems (CIS, AMI, OMS) to triage and validate outage reports, reducing truck rolls and letting you focus on getting the power restored. High retention rates mean our seasoned professionals deliver consistent, high-quality service for operational continuity and heightened customer satisfaction.



Ping meters and verify power status



Triage power issues



Validate existing service orders



Report and log incidents



Dispatch crews



Monitor SCADA notifications

Give Your Customers Choice

Embrace the future of customer engagement with our dynamic multi-channel solutions—where convenience meets speed.



Phone



E-mail



SMS



Webchat



Social Media



Dynamic billboards



Public-facing outage map updates



Scalable AI agents for widespread outages

Resilient and Secure

We're always up and running—our 24/7 operations center is a hardened, resilient facility with redundant power supplies and fiber routing.

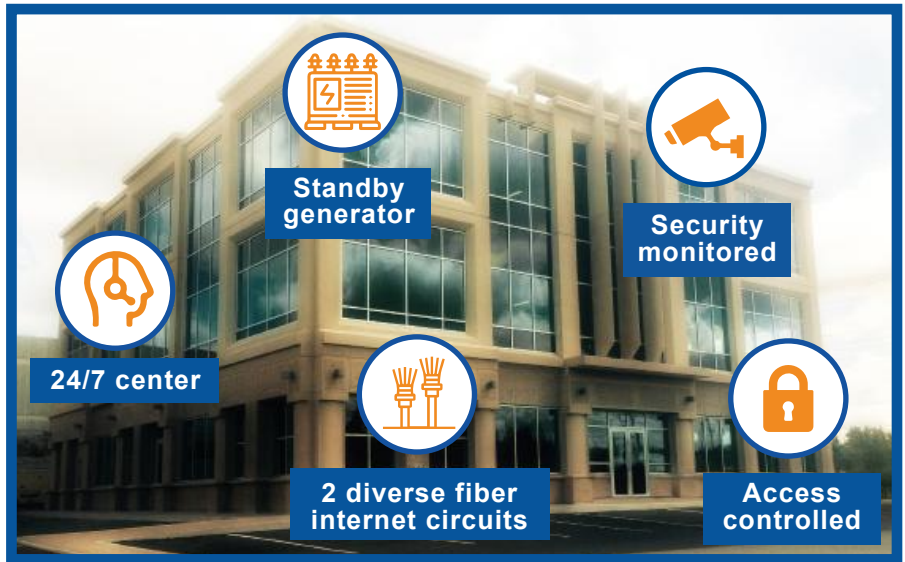
You can rest easy knowing that we have security monitoring, access controls, and strong cybersecurity measures in place.

Cost-Effective and Flexible

With PowerAssist's shared resource model, you'll pay the equivalent of a few hours per day (based on normal call volumes) for 24/7 service. As PowerAssist agents are shared across utilities, more staff can be added at a moment's notice.

Quality Guaranteed

- ✓ **SLOs:** Our service level objectives for voice and webchat ensure that PowerAssist maintains a high standard of service to your customers.
- ✓ **QA and Reporting:** Our QA Specialists apply rigorous checks, monitor performance, support regulator KPI reporting, and deliver regular reports to your utility.
- ✓ **Call Recordings:** Util-Assist records all phone calls.
- ✓ **Performance Monitoring:** Managers monitor PowerAssist agent performance daily.



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Outage calls and after-hours inquiries used to be an inefficient, challenging, and customer-frustrating experience. Today, it's a complete turn-around. PowerAssist has become integral to our utility, benefiting both operations and customer service sides.

Ashley Pereira
Supervisor, Customer Care
Oshawa Power and Utilities Corporation

PowerAssist now serves nearly 2.3 million end customers across North America.

util-assist

Util-Assist is a recognized innovator in technology and data-driven solutions for utilities. Our solutions merge technology with strategy to streamline processes, boost productivity, enable data-driven business decisions, and deliver enhanced customer experiences, transforming how utilities operate and deliver value to their customers.

Driving digital innovation with professional and managed services for electric, water, and gas, Util-Assist is shaping the utility of the future.

Contact Us



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