

August 15, 2019

Re: EnergyCare

To Whom it May Concern;

When I started up my last retail energy business venture in 2018, I didn't have to think about the customer service vendor I needed. I have been dealing with the EnergyCare/AGR for nearly twenty years. Going back to this organization to handle this critical business function was a "no-brainer".

EnergyCare is a true industry expert at handling customer inquiries from the simple to the most complex. Wait times were never a problem, customer inquiries were handled right the first time, escalated complaints did not exist and my team's communication with the EnergyCare team was always effective and pleasant. In addition, my cost of service was far lower than it would have been had I decided to handle customer service in-house.

I would highly recommend EnergyCare's service for retail energy marketers. Had they been around during my utility executive days, I would certainly have recommended their service to the company.

Sincerely,

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