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Getting a return on your investment



How the Enercare Connections Client Management Team helps customers achieve their energy management goals

Making the shift to sub-metering is a long-term investment that can help you realize significant cost savings. At Enercare Connections, we know that it's important to ensure this change continues to bring you benefits, long after the meters have been installed and 'energized.' That's why we have created an **entire team within Enercare Connections that's solely dedicated to supporting property owners, building managers and landlords** throughout the post-installation process – our Client Management Team.

Meet the team

The Client Management Team serves as the main point of contact between Enercare Connections and our sub-metering customers. Once our sales team has gone through the contracting and installation process, our team takes over, ensuring a seamless post-installation transition and that property owners, building managers and landlords have dedicated support for their sub-metering needs.



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Investing in our Client Management Team to ensure you get the best performance

Having a dedicated Client Management Team for our sub-metering customers to work with following the installation process, rather than continuing to work with the sales team or only having access to a customer contact centre, is something we're incredibly proud of at Enercare Connections. Our customers can access the information and support they need in a timely manner and feel comfortable knowing this team is focused on supporting their building's needs.

We are proud that our ***Client Management Team is made up entirely of in-house, Enercare Connections staff and we believe in investing in their growth to ensure our customers are always getting the best service possible.***



That's why our team receives best-in-class, intensive training to become Certified Client Service Professionals (CCSP). This industry-recognized designation, accredited from the [Customer Service Professional Network](#), ensures they have the knowledge and tools needed to create an engaging customer experience.

Another benefit of having our Client Management Team in-house is it allows them to resolve or escalate issues on their own, or quickly answer queries by engaging with other team members close by. Rather than dealing with colleagues in different cities or countries, all Enercare Connections staff are a short walk or a quick phone call away.

Benefiting from your investment

Having a dedicated Client Management Team means that ***our customers are always able to access the right support when they need it.*** Our team is constantly thinking about ways we can support our customers and we strive for a 90/10 split of proactive and reactive interactions. We don't only want to be in contact when issues arise; it's important that we are having ongoing discussions with our clients to fully understand the buildings they operate, their needs and how we can help them achieve their goals.

Our team takes pride in finding the right solutions for our clients, which in turn provides financial savings as well as creates energy conscious solutions.

One way we do this in rental buildings, for example, is by conducting monthly building audits. Each Client Manager works closely with our property owners, building managers and landlords to compare previous month rent roll data to current month rent roll data and to highlight any changes.



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This ensures that all tenants are accounted for in the program and that all new or vacated tenants are accounted for in our billing system. We have also built in some ***advance features into our audit program that highlight any unexpected move outs and higher than normal consumption*** in these once previously occupied units. All this equals timely billing and customer service for our direct resident customers and ***maximizing commodity recovery to property owners, building managers and landlords.***



The tenant benefit

Our monthly building audits aren't only beneficial for property owners, building managers and landlords, but prospective tenants as well. Our audit program helps support quick and efficient billing of the tenant to help decrease the stress of a move and to ***help our client leave a lasting positive impression with the new tenant.***

How we measure success

At Enercare Connections, we believe that receiving regular customer feedback is vital to ensure we continue to provide a high level of service. To do this, our team is measured based on a Net Promoter Score (NPS), which asks customers if they would recommend our services. We also recently introduced an on-boarding survey to solicit further feedback on our processes, which is helping us to identify opportunities for improvement. Receiving this feedback is critical for us to be a more focused and responsive organization. We truly believe that without this feedback system in place, we would be missing a major learning opportunity for both the organization and the Client Management Team. ***Because at the end of the day, we are driven by providing our customers with the best service and support to help them achieve their goals.***



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About the author: After nearly four years as Director, Client Management, Joe Assenza will be moving into a new role at Enercare Connections as Director, Business Technology. In his new role, Joe will be responsible for establishing the long-term strategy for the divisions key systems with client needs in mind.

You can find Joe on [LinkedIn](#).

If you'd like more information about how our team can help you to achieve your energy management goals, give us a call at 1-877-513-5133 or, contact us at Client.Care@enercare.ca.

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