



IntelliSUPPORTSM

Implement programs with best-in-class,
one-stop installation services.



IntelliSUPPORT

Comverge's IntelliSUPPORT service provides the installation and customer care services that enable you to realize the benefits of intelligent energy management programs. Whether you're implementing a demand response or time-of-use program, IntelliSUPPORT handles licensing, permitting, customer service, and installation activities all across the country.

Benefits

- Efficient processing of customer enrollments, including installation scheduling and addressing customer questions and concerns
- Timely installs for prompt program implementation and short-term burst capacity
 - Technicians are highly trained in HVAC and demand response technologies
 - Leveraging our expertise with load management programs, our installation teams help customers understand the service and provide training
 - Customer service training and quality assurance include frequent satisfaction surveys to ensure high customer satisfaction rates
 - Unlike meter install companies, our employees understand HVAC systems – ensuring technically correct demand response installs and providing year-round customer support
 - We work with all constituencies, including local HVAC companies
- Reductions in service calls through our integrated call center and installation support
 - Customer service representatives take full steps to resolve problems over the phone – approximately 95-percent of problems are handled via telephone
 - If an onsite service call is required, technicians are dispatched 24x7
 - In the event of an emergency, devices can be deactivated through the call center

- Consistent quality and safety standards across all levels of the program
- Increased customer satisfaction rates through efficient enrollment, post-install support, and prompt resolution management
- Standardized data management that enables effective load control while ensuring a better user experience

Features

- More than 200 field support personnel to provide the ideal combination of demand expertise and a localized program presence
- Extensive experience installing devices to control load
 - We develop our own equipment and are also well versed in installing third-party products
- Fully integrated business information systems software that provides information on customer recruitment, enrollment, installation, and service
- Knowledgeable installation teams and service representatives who are thoroughly trained on our best practices
- Weekly safety training for all field teams that addresses both high- and low-voltage equipment
- Training, quality assurance, installation and service support for local contractors and constituencies

Corporate Offices

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