



Central Customer Service Office of the ENERGA Group.

The ENERGA is the first power concern in Poland to start its central Customer Service Office for all customers served by the Group. Remote customer service is possible due to the eBOK application created and implemented by the Asseco Poland S.A.

Customer profile.

The ENERGA Group is one of the largest Polish power concerns. Its main areas of activities cover: generation, turnover, distribution and transmission of electric and thermal energy. The Group supply electric energy to 2.5 million households and over 300,000 companies, and it gives it ca. 17% market share in electric energy sales. The Group operate electric energy distribution system covering the area of 75,000 sq. km, and over 187,000 km power lines to transmit over 20 TWh of energy per year.

Ecological approach, for consumers.

Ecological approach, i.e. Smart Eco, and pro-client approach, i.e. the eBOK, determine strategy development directions of the ENERGA Group that is the leader in generating energy from renewable sources. Ensuring satisfactory service level and building stable relations with customers within every segment of electric energy market is the objective pursued by the ENERGA Obsługa i Sprzedaż Sp. z o.o. company providing comprehensive services to the customers

of the whole Group. The company employs over 1,100 employees providing services to 2.8 million customers in the area exceeding 75,000 sq. km. Undoubtedly, maintenance of the highest standards of services rendered to energy consumers is guaranteed by qualified employees making use of the state-of-the-art technology solutions in order to develop modern communication methods.

is our priority. That is why our Company reached the decision to implement technology allowing for remote customer services and the process centralization. Its application made us convinced that making use of modern tools has a positive impact on work comfort of our employees, as well as on the satisfaction level of customers they provide services to.

Michał Stobiecki
Manager of the Electronic Customer Service Office
ENERGA Obsługa i Sprzedaż Sp. z o.o

Integrated applications.

The selected functionalities have been launched by way of e.g. integration of eBOK application with the original Asseco Poland billing system and other billing systems applied by the ENERGA Obsługa Sprzedaż. In result, the implemented solution inte-grates several independent bodies, various billing systems and database technologies.

Operation of all eBOK system components is based on common data structure. This modern application may operate independently or as one of the modules of the Asseco UMS (Asseco Utilities Management Solutions) system – comprehensive solution for power and gas companies. It contains several dozen modules, internally integrated according to SOA architecture, ready to serve multimillion recipient databases, and their most important feature,

confirmed by the eBOK module implementation in the ENERGA, is their readiness to integrate with any internal system of our customers.

Mutual benefits.

The central Customer Service Office started in the ENERGA allows energy consumers for checking individual account balance, online monitoring of energy consumption history based on issued invoices, ordering subscription service (SMS, e-mail – information on payments, issued invoices), contact with the Customer Service Office by e-mail, and individual issuance of an invoice based on self-readout of the meter.

Each of 2.8 million customers of the Group may make use of this form of contact from any location, for 24 hours a day, 7 days a week, and access to the eBOK is free. It is the central platform operating in the same way for all ENERGA customers, continuously improved and having new functionalities added, recently extended with the Rozliczenia Rzeczywiste (Real-Time Billing) service.

The Rozliczenia Rzeczywiste is a free service that allows the customer for individual settlement of actually consumed energy by quoting the current meter readout via the eBOK that is available online.

For ENERGA, making use of the eBOK platform is equivalent to introducing various channels of communication with customers, combined at the same time with service cost optimization. Employees gained new competences, in particular in the field of electronic customer service. The number of customers making use of alternative communication forms shows regular growth. And, first of all, introduction of unified customer service process based on central platform and making alternative communication channels available point to implementation of ENERGA strategic objectives, i.e. pro-customer operating philosophy.

Implementation of the eBOK system in the ENERGA Group allowed for unification of the systems applied in customer service, and made their modification easier.