

# OPPORTUNITY ANNOUNCEMENT



## TXU Energy Customer Support Inbound Collection & Sales



### Service Revenue

**Service Revenue**  
**\$11.50 per hour\***  
(\$5.75 per interval)

*\*Hourly rate shown assumes the servicing of two, 30-minute intervals.*



### Certification

#### Class Schedule

**Phase I**  
3/30/2022 – 4/14/2022

**Phase II**  
4/15/2022 – 4/22/2022

#### Class Times Offered

**Monday – Friday**

9:00 a.m. – 1:00 p.m. ET

2:00 p.m. – 6:00 p.m. ET



### Servicing Times Available

#### Intervals Available\*

**Monday - Saturday**  
9:00 a.m. – 7:00 p.m. ET

**Sunday**  
9:00 a.m. – 1:00 a.m. ET

#### Special Servicing Requirements\*

6 intervals (3 hours) are required to be serviced on Mondays

*\*Subject to change based on client needs*



## TXU Energy Customer Support Inbound Collection & Sales



### About the Client | TXU Energy

is a market-leading, competitive, retail electricity provider, powering the lives of more Texans than any other retailer. TXU Energy offers a variety of innovative products and solutions, allowing both its residential and business customers to choose options that best meet their needs, including exceptional customer service, competitively priced electricity service plans, innovative energy efficiency options, renewable energy programs and other electricity-related products and services.



For more information about TXU Energy review the client's website – [www.txu.com](http://www.txu.com)



## TXU Energy Customer Support Inbound Collection & Sales

### System and Equipment

#### Equipment Must Meet Platform Standards

[Click Here for System & Equipment Policy](#)

Please see **Page 3** of this opportunity announcement for additional details

- This program uses **the AVG 1.6 (Arise Virtual Gateway)** to connect to the client systems
- **Arise Secure Desktop (ASD) Drive** - Instructions will be emailed upon enrollment
- USB VoIP Headset is required

### Additional Client Program Technology Standards

**Arise Secure Desktop (ASD)** The Arise Secure Desktop (ASD) flash drive is a device necessary to successfully access the Arise Platform in order to service a client program.

The ASD is an additional operating system on a computer which provides a secure and streamlined environment. It does not interact with an existing windows operating system. It is launched from a USB flash drive and does not install on a computer. Once the ASD is removed, no trace of it is left on the PC.

- Agents will need to provide or purchase their own flash drive to download the ASD onto, and instructions will be emailed to the enrolled agent on how to download the ASD software to that flash drive.
- Upon enrollment in a certification course for a client program, make sure to keep an eye out for an email with instructions on how to create the ASD.

### Arise Secure Desktop (ASD) Purchase Suggestions\*

Amazon [SanDisk Ultra CZ48 32GB USB 3.0 Flash Drive](#) \$8.99

Best Buy [PNY - Elite Turbo Attache 4 32GB USB 3.0](#) \$12.99

Walgreens [Infinite USB Flash Drive 16GB](#) \$16.99



\* This list of equipment does not constitute an endorsement or recommendation by Arise but is provided for informational use and your convenience. It is your responsibility to decide what equipment you would like to use and which retailer from which to purchase such equipment. Arise disclaims all liability to any person in respect of anything done or omitted to be done wholly or in part in reliance on the information contained herein.



## TXU Energy Customer Support Inbound Collection & Sales What to Expect When Servicing



### What to Expect

**On a day-to-day basis, businesses can expect to participate in the following activities:**

- Review, analyze and respond to customer billing inquiries
- Upsell eligible customers home warranty solutions
- Resolve customer issues or questions
- Processing payment deferrals and installment plans
- Attempt to save customers who may be moving, unhappy with the plan or current rate
- Quickly identify customer needs in the first few minutes of the call to offer the appropriate plan
- Accurately enroll the customer in the correct plan
- Strive to resolve the customer issues on the first call
- Demonstrate knowledge of TXU Energy processes and polices
- Build trust and rapport with the TXU customer through clear, respectful interaction
- Always strive to ensure that overall customer satisfaction remains high, while resolving issues
- Understand 'client call flow' and Texas Utility regulation
- Ensure no Public Utilities Commission Complaints are filed
- Ensure that no TXU customer has a Lights Turned Out In Error (LOIE) situation



### Capabilities of Top Performing Service Partners for this Program

- Complete weekly certification courses to maintain knowledge in client products and services



## TXU Energy Customer Support Inbound Collection & Sales CERTIFICATION DETAILS

### eLearning & Self-Paced Content

#### This phase:

Registrants will learn about the client, how to navigate systems, and how to address customer concerns

13 days Instructor led  
4 hours of instructor-led class daily  
2 – 3 hours of self-paced content daily  
Daily office hours offered by instructor for additional 1:1 time as needed

### Certification Call-Taking Earn While You Learn

#### This Phase is:

- Continue eLearning while generating revenue taking your first calls!
- Two hours per day instructor-led classroom sessions
- Two hours per day taking calls at a specified time (Mandatory to service during blended learning)
- 10 hours per week of service time within designated timeframes
- Opportunities to service more during this phase as needed

### Certification SOW Continues Earn While You Learn

#### This Phase is:

- Apply what you have learned in Phase I and Phase II.
- During this phase, Service Partners are required to service a minimum of 30 intervals (15 hours) per week as outlined in the certification SOW

**See Page 1 For Class Dates and Times**

100% attendance in instructor-led sessions is highly encouraged for success





## TXU Energy Customer Support Inbound Collection & Sales CERTIFICATION DETAILS



### Certification Completion Criteria

- Pre-course work to be completed before the first day of class including "TXU Virtual Clean Up" systems check
  - Attend Virtual Clean Up course if the check is not passed
- Learners will need to complete an assessment before enrolling in the course
- Attend all instructor led sessions as scheduled
- 100% completion of self-paced modules and assessments should be completed daily
- Must pass quality observation and complete all client learnings prior to foot in water
- Final exam must meet 90% in order to pass class
- Must upsell a minimum of 1 home warranty solution while in Phase II
- Pass all quizzes and exams with 80% or higher
- All learners must complete the Service Partner Security Awareness self-paced course and score 85% or higher on the assessment before the last day of class in order to be certified



We highly suggest that you attend class every day - as this is critical to your company's success. If you are not able to attend a class, please advise your instructor. Failure to notify your instructor could result in being dropped from class with no refund.

Read complete course policies [here](#)

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## SECURITY VERIFICATION ON THE ARISE PLATFORM

**A background check, including drug screening, will be prompted once you pay for the course**

Upon submission of the background check, you will be sent an email (within 24 hours) containing information pertaining to the drug screening from the third-party vendor: First Advantage ([FADVReports-NoReply@fadv.com](mailto:FADVReports-NoReply@fadv.com)).

- Please be sure to check your SPAM and/or Junk mailboxes in case the email is there
- The background and drug screening must be successfully completed within FIVE business days. If this is not done, the learner will not be able to gain access to client systems
- If a Service Partner does not pass the background check, the certification course fee will be refunded, minus a processing fee which will be displayed/visible before payment is made.
- If a course is paid for with a voucher, a voucher will be re-issued, minus a processing fee.
- Refunds will not be provided if the background check is not completed in a timely manner.
- A credit freeze will delay the process. The credit freeze should be temporarily lifted for a minimum of 10 days in order for the third-party vendor to process your background check.

### IMPORTANT INFORMATION REGARDING BACKGROUND CHECKS

Please note if you have frozen your credit, you will have to temporarily lift the credit freeze with Experian. You do not need to lift the freeze at the other credit bureaus. Please lift the freeze for a minimum of 10 days. You will need to wait at least 24 hours before attempting the background check.

If you have recently changed your name, it may delay or disrupt the background check. Please make sure that full and correct legal name is included in your profile and provided in the background check step. Also, please ensure the Experian is aware of your name change.

Arise uses First Advantage to complete the background checks. Under certain circumstances, First Advantage may reach out to you to clarify your information. Your prompt response to First Advantage will accelerate the process of completing your background check and enrollment.

### AFFIDAVIT OF ID

- A completed, Affidavit of Identification with photo ID must be on file.
- To access the Affidavit of Identification form, log on to the portal, click on the AVA icon on the bottom right and select Affidavit Form.
- Make sure to follow all instructions and once completed, submit the form to [AriseAffidavits@arise.com](mailto:AriseAffidavits@arise.com)

#### **Please note:**

- Arise will not process system access codes, required to attend the certification course, until ALL enrollment pre-requisites have been successfully completed and provided to Arise.
- If the learner is removed or dropped from the opportunity for failure to complete all steps listed above, no refunds will be provided.



## Service level requirements vary and are subject to change

Failure to meet one or more of the service level requirements may result in termination of the SOW. The service level requirements may be modified from time to time upon commercially reasonable notice to the business.

Service Level Requirements		Metrics Definition
<b>Commitment Adherence</b>	90%	% of intervals serviced compared to the intervals scheduled and committed to service. Commitment Adherence is calculated as: $\frac{[(\text{Serviced Minutes} + \text{Excused No Show Minutes}) / (\text{Selected Minutes} + \text{Released Lockdown Minutes})] \times 100}{}$
<b>Loss Rate</b>	$\leq 4.5\%$	Using any number between 1 and 5, where 5 is very satisfied and 1 is very dissatisfied, how would you rate TXU Energy on making it easy to complete your request? The PCS Effort Score for agents are derived from the customer's responding to the Effort question of the survey at the end of the call. Calculation for the score = Number of calls rated 4 & 5 divided by all surveys.
<b>Home Warranty Solution</b>	$\geq 1\%$	Total Solutions/Total Calls
<b>Change Alerts Completions</b>	$\geq 100\%$	Complete all weekly change alerts via myworkday
<b>Transfer to ASG</b>	$\leq 1.45\%$	Total Transfers to ASG/Total Calls



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## STAR metrics requirements vary and are subject to change

Star metrics and corresponding incentives are included in the Production SOW. Certification SOWs do not include Star metrics.

1 Star		2 Star		3 Star	
Metric	Min Requirements	Metric	Min Requirements	Metric	Min Requirements
Minimum Collections Rate	≥ 85%	Minimum Collections Rate	≥ 85%	Minimum Collections Rate	≥ 85%
		PCS Overall Satisfaction	≥ 91%	PCS Overall Satisfaction	≥ 91%
				Intervals Serviced Per Invoicing Period	≥ 68
Silver		Gold		Platinum	



## Log-in codes are confidential, user specific and will only be generated for confirmed course attendee

All businesses must ensure that their agents have a professional work environment, free from any background noise, when in class and when servicing.

Commitment Adherence is critical to this program. Businesses are responsible for ensuring that their agents service all intervals that have been accepted in StarMatic®.

### You DO NOT QUALIFY to participate in this program if any of the following applies:

- Has dropped from "enrolled" status in any TXU/Dynegy program opportunity less than 4 weeks before expressing interest in this program opportunity.
- Are already in "interested" status for another opportunity.
- The dates and/or times of the class for this opportunity overlap with a class for another opportunity you are already enrolled in.
- Were servicing one or more SOWs that were terminated for cause, including a 'Breach of SOW Client Policy' for this client program.
- Have a dropped status from 3 or more opportunities within the last 90 days, regardless of whether it is this program or a different one.
- Have a Commitment Adherence below 90%.

### DISCLAIMER

This Opportunity Announcement (OA) is intended as a summary of the applicable business opportunity. It is not a legal document, nor a comprehensive review of all terms included in the applicable Statement of Work (SOW).

You should thoroughly review each SOW prior to executing it. In the event of a conflict between the OA and the SOW, the terms of the SOW will take precedence. Arise recommends a thorough review of all policies prior to enrolling in the certification course.