



# The Utilities

## Contact Center Guide 2026

*Navigating the Prosumer Revolution and Grid Resilience*

AnswerNet BPO | Built for Industries Where Every Call Counts

**19%**

Of utility customers completely trust their provider

**70%**

Of utility calls are billing-related

**400%+**

Call volume spike during major outage events

**#1**

Contact center: primary driver of utility trust scores

# What's Inside the Full Guide

01

## Digital Twin Interaction Models

Real-time home energy visualization that shifts billing calls from defensive explanation to collaborative, actionable analysis.

02

## Predictive Outage Orchestration

ADMS-integrated proactive communication and Storm Mode architecture designed for 400%+ volume events.

03

## ESG-Driven Compassionate Collections

Propensity-to-Pay AI that identifies financial stress before delinquency — connecting customers with assistance programs proactively.

04

## Decarbonization as a Service

Measuring and reporting the MW reduction and carbon avoidance value generated through contact center-led behavioral change.



## Full Guide Unlocked

13 pages of operational strategy, performance frameworks, and implementation guidance for the prosumer era.

[Download the Full Guide →](#)