

WHY ESG

ESG is the leading global provider of SaaS-based solutions for retail energy providers, utilities, and pipelines. ESG offers flexible and scalable solutions that are highly modular and configurable. With ESG, you get gas and electric on one platform along with easy access to data and advanced analytics.

QUICK FACTS

ESTABLISHED IN 1998

LARGEST GLOBAL SAAS FOOTPRINT

[NORTH AMERICA](#) | [UK](#) | [JAPAN](#) | [AUSTRALIA](#)

~20 MILLION METERS MONTHLY & GROWING

DEDICATED EMPLOYEES & EXPERIENCED LEADERSHIP

[500+ EMPLOYEES](#) | [OVER 30% ARE 10+ YEARS WITH ORGANIZATION](#)

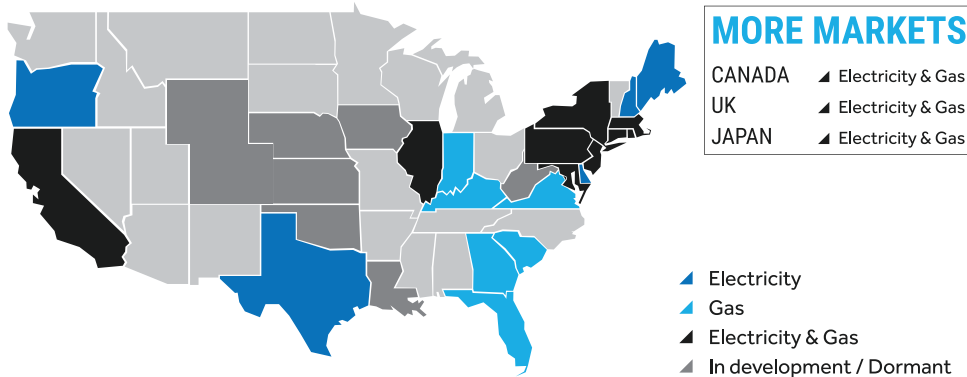
FINANCIALLY BACKED BY ACCEL-KKR

[WWW.ACCEL-KKR.COM/PORTFOLIO](http://www.accel-krk.com/portfolio)

EXPANDING DOMESTICALLY & INTERNATIONALLY

[ORGANICALLY & THROUGH M&A ACTIVITY](#)

FULL MARKET COVERAGE WE WILL GET YOU THERE FAST



WHO WE SERVE

300+
ENERGY COMPANIES

250+
ELECTRIC
& GAS COMPANIES

100+
PIPELINES &
STORAGE FACILITIES

70+
STATES, PROVINCES
& PREFECTURES

26 MILLION METERS

ESG SOLUTIONS

TRANSACTION MANAGEMENT

Supports all retail energy supplier & utility data exchange requirements, including systems implementation, market testing and certification, ongoing operations, & exception management.

BILLING & CUSTOMER INFORMATION

Facilitates prospecting & commission tracking as well as billing & collections including complex pricing, account set-up, automated exception & watch queue processing, robust reporting, and online customer self-service.

WHOLESALE FORECASTING, SCHEDULING, SETTLEMENT, & RISK MANAGEMENT

Enables energy retailers to effectively and efficiently forecast, schedule, settle loads, and manage the energy procurement processes.

STORAGE & PIPELINE MANAGEMENT

For owners of capital-intensive pipelines and storage facilities, ESG automates pipeline and storage management processes and streamlines complex transactions through cost-efficient, internet-based systems.

CUSTOMER ACQUISITION MANAGEMENT SYSTEM

Provides suppliers with front- and back-office interfaces to work alongside sales channels and broker networks, providing real-time custom pricing, contract generation, EDI/billing system integration, and commissions calculation and management.

ANALYTICS

Layers onto your CIS or Transactional Data, enabling you to dig deeper to support analytical decision making based on key company data in areas like Receivables, Revenue, Enrollments, & Net Gain/Churn.



COMPREHENSIVE TECHNOLOGY & SERVICE LEVELS

ESG does not simply deliver software configuration and screens, but has SLA incentives to ensure they are working properly. ESG provides market guarantees that reduce risk associated with market changes and issues. Billing Analysts monitor billing quality and resolve issues. ESG adheres to a strict project communication protocol. Stakeholders for each customer are identified at the Executive, Project Team, Business User and Trading Partner levels along with the purpose of communication and frequency.



RESPONSIVE SUPPORT

ESG's outstanding technical support staff monitors your system and identifies, tracks, and resolves business process exceptions. ESG's exception monitoring dramatically lowers the total cost of ownership by increasing efficiency and customer satisfaction. You can customize your service model options to reflect full service or self-service.



ACCELERATED ONBOARDING

ESG offers a turnkey solution that reduces the risks and costs compared to providing them in-house. Our experts have been through the process countless times. You can count on your ESG implementation to be rapid and reliable. ESG professionals have extensive experience across the retail energy market, and our underlying technology and business processes were designed to quickly integrate with utility and retail energy supplier internal systems and processes.



CLIENT SATISFACTION

ESG's SaaS products stand alone in terms of power, sophistication and ease of use. By providing solutions that streamline operations, help maintain regulatory compliance, maximize profitability and pairing them with the most experienced team in the industry, ESG exceeds client expectations and delivers services on time and on budget.



SECURITY

Data and systems entrusted to ESG must be secure. Infrastructure and security has to be configured to withstand the strongest of attacks. ESG has developed a robust Security Roadmap to ensure that we are the leading software provider of secure retail energy solutions for our industry.

LOCATIONS

CORPORATE HEADQUARTERS

Norwell, Massachusetts

OFFICE LOCATIONS INCLUDE

Burlington, MA | Houston and Dallas, TX | Chorley, England | Tokyo, Japan