

# MCE The Single Point of Contact

The Single Point of Contact (SPOC) model focuses on providing excellent customer service and putting customers on a path that serves their conservation needs through a single entry point.

The SPOC model is currently being piloted in the MCE Multifamily Program.

This representation of the model does not include the full program process, but is a broad illustration of the SPOC concept.

## 1 PERSONALIZED ATTENTION

You're interested in upgrades to save energy, water, and money, but where do you start? Reach out to MCE! A SPOC assesses your immediate needs, long-term goals, budget, and timeline to identify the best programs for you.

## 2 COMPREHENSIVE ASSESSMENT

Everything but the kitchen sink! We'll help connect you with a comprehensive assessment that identifies opportunities for: energy efficiency and water conservation; customer education and engagement; renewable energy; health and safety solutions; and financing.

## 3 MCE REBATES & REFERRAL PROGRAM

MCE offers you direct technical assistance and rebates whenever possible. Otherwise, they coordinate with partners to determine your eligibility for referral programs.

## 4 FINANCING OPTIONS

You're worried that you can't afford the upfront cost of your upgrade projects. MCE comes to the rescue and helps you identify sources - like Green Loans and PACE - to fund your project.

## 5 QUALITY ASSURANCE

Time to kick the tires! MCE's technical assistance provider conducts a site verification assessment to ensure installations are up to program standards before project sign off.

## 6 SPOC IS YOUR ADVOCATE

Congratulations! You've saved time and money by using SPOC as a liaison to program partners. Now that's some efficient work on your efficiency projects!

## 7 PROJECT COMPLETION

## 8 CONSTANT RESOURCE

You've found a forever friend in SPOC! You're confident that you can rely on MCE for new projects, fixing equipment issues, and incorporating customer feedback into future offerings.