

Operations by the Numbers

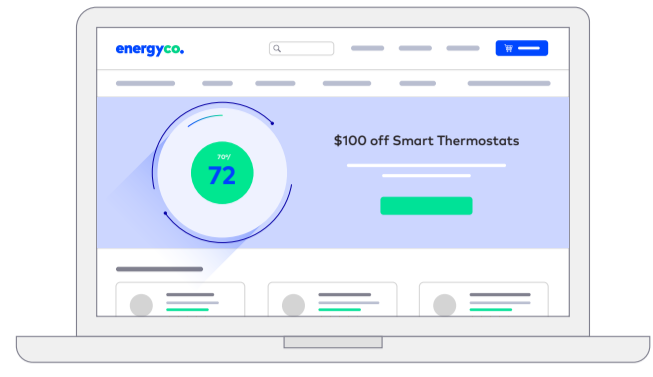
Uplight aims to provide best-in-class operations—focusing on continually improving scale, innovation, security, and client engagement. Here are some of the numbers illustrating our work and progress in 2021.

2021

Marketplace

Uplight sent 111 million emails as part of 230 unique campaigns, promoting deals on utility Marketplaces—25% more campaigns than in 2020.

Uplight campaigns drove 38 million digital ad impressions. We also sent 3.8 million postcards to utility customers to encourage them to purchase an energy efficient product on their utility Marketplace.

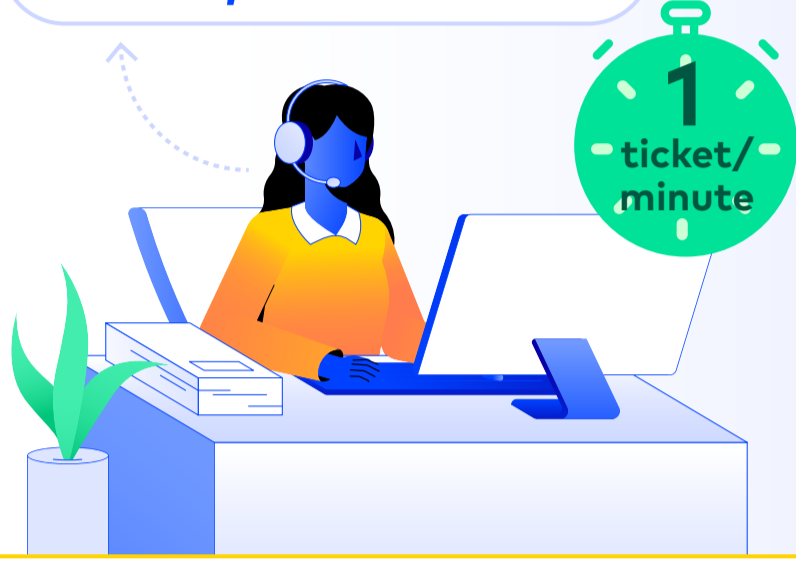


↑ 25% more campaigns

👁️ 38 million digital ad impressions

📧 3.8 million postcards

180,000 tickets



Customer Care

Uplight's Customer Care team handled 180,000 tickets, equal to 1 ticket sent each minute during operating hours, ensuring that our utility partner's customers are served in a timely manner and their issues are resolved.

HERs

So far in 2021, Uplight has sent over 43 million Home Energy Reports, generating 440.3 GWh of electric savings and 12.3 million therms of gas savings.



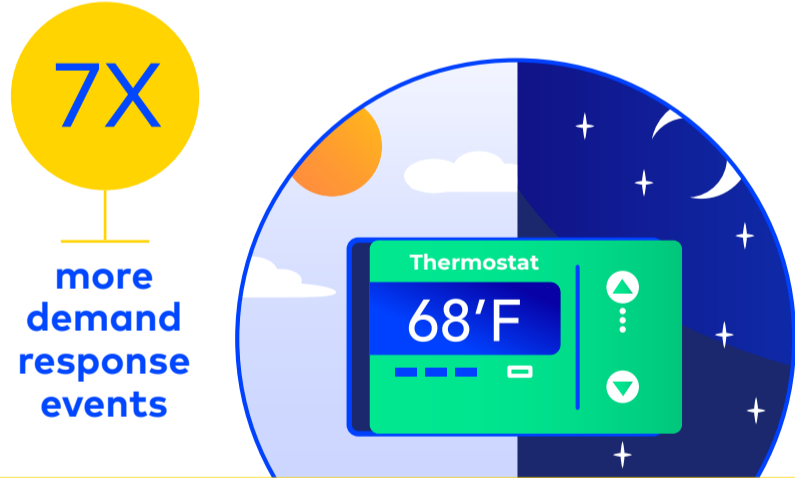
📄 43 million Home Energy Reports sent

⚡ 440.3 GWh of electric savings

🔥 12.3 million therms of gas savings

Demand Response

Uplight's utility partners called 7X more demand response events this summer with an event taking place over half of summer days.



Reporting

Uplight delivered 190 recurring reports per month to utility clients. The team has been able to automate 30 of these reports so that they can go to multiple utility partners, ensuring more consistent, accurate, and on-time data delivery.

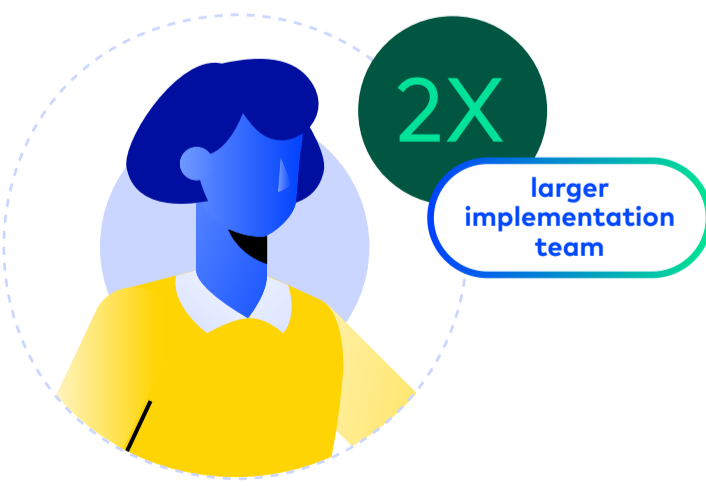
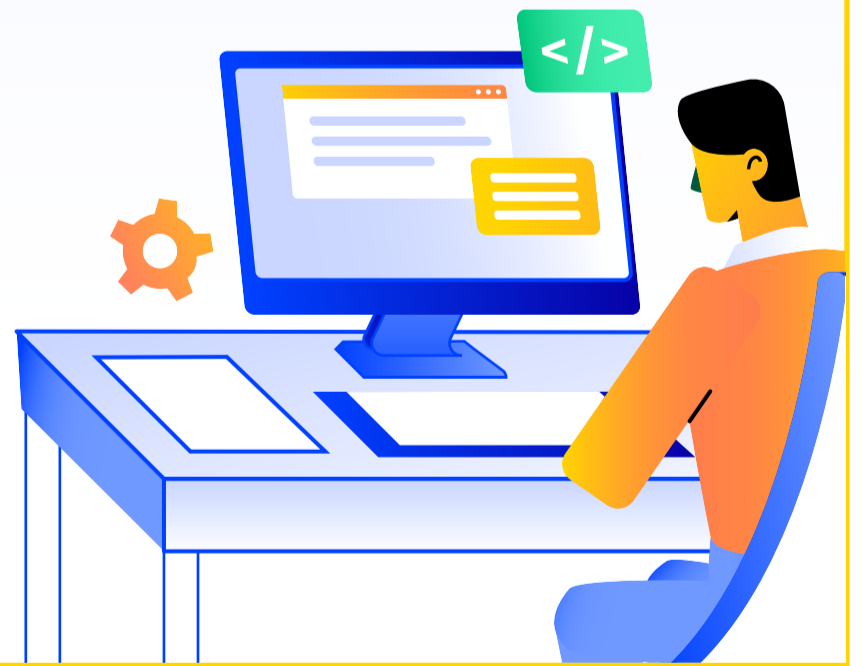
📄 190 reports recurring monthly

⚙️ 30 reports automated for multiple utility partners

Tech Support

Uplight's Tech Support team responded to 300-400 tickets per month. The team also launched 24x7 on-call coverage to more quickly resolve Severity 1 and 2 incidences. We are also using ticket data to improve monitoring and alerting on our products.

300-400 tickets per month 24x7 on-call coverage



Project schedule deviation improved from 33% → 5%

Implementation

Uplight's Implementation team doubled in size in 2021, expanding from 24 to 47. As a result, Uplight's solution project schedule deviation improved from 33% to 5%.

Data Services

Uplight built a new data services team in 2021 to focus on process standardization and grew the team to 84 people. The team handled 1,500 tickets a year, providing 24x7 support with team members in the United States and India.

