

Situation

A solar loan originator was managing solar disconnects internally, which was a significant operational and compliance task requiring dedicated resources and attention. Solar loans are somewhat unique in that they replace another expense that customers incur, their utility bill, which rises significantly if they lose access to the production their solar panels generate. Because of this unique dynamic solar disconnects are an important tool to help optimize portfolio performance.

Challenge

The internal management of solar disconnects proved to be time-consuming and complex, detracting the client's focus from its strategic initiatives and overall business growth. The client recognized the need for a streamlined process that would allow them to redirect their resources toward innovation and expansion in the solar financing sector.

Solution

In a strategic move to enhance operational efficiency, the client partnered with Goal Solutions, which took over the management of solar disconnects. As a leader in Solar market servicing, Goal has developed detailed processes to handle solar disconnects including:

- Proper notification of pending disconnect to the customer based on specific regulations
- Management and integration of remote and physical deactivation services at the appropriate timing based on agreement and communication
- Reactivation based on cured accounts

These services effectively relieved the client of the operational and compliance burdens associated with coordinating and managing shutoffs.

Result

By collaborating with Goal Solutions to manage 100% of the solar disconnects, the client was able to reallocate their resources towards strategic initiatives and business development. This partnership not only improved operational efficiency but also empowered the client to focus on expanding their offerings and customer engagement, leading to a renewed momentum in business growth and enhanced service delivery for their customers.