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Enphase Energy Enhances Customer Experience

PETALUMA, Calif., July 19, 2018 (GLOBE NEWSWIRE) -- [Enphase Energy, Inc.](#) (NASDAQ:ENPH), a global energy technology company and the world's leading supplier of solar microinverters, today announced the addition of 'Service-on-the-Go' for the Enlighten Manager and the Installer Tool Kit platforms. As part of the Enphase customer experience initiative, Service-on-the-Go enables a solar installer to request a return and quickly activate a new microinverter in an existing system from the field using a smartphone or computer, 24 hours a day, seven days a week. A return can now be processed automatically and in 60 seconds or less, without the installer having to make a phone call.

The Enphase customer experience initiative began in early 2018 and is led by Jeff McNeil, who joined Enphase in January as vice president, quality and customer support. McNeil has held senior leadership positions focused on improving service and driving operational excellence in large technology companies. Under McNeil's leadership of the customer experience initiative, Enphase has made significant improvements in the customer contact center and online support functions, including: enhancing staff training; bringing the support team on to Enphase social media channels; implementing an option for call-back; and changing a policy that gives homeowners direct access to Enphase customer support. The contact center improvements have resulted in a tenfold decrease in the average wait-time in the second quarter, and Enphase customers have taken note of the overall improvements in the experience.

"Synergy has been a big fan and loyal Enphase customer since we started using them exclusively seven years ago," said Jeff Mathias, co-owner of Synergy Solar and Electrical Systems Inc. "Enphase's technology and tools help us better serve our customers and make us more competitive. Enphase's support continues to improve and it's clear how far ahead of other manufacturers they are. I could not be happier with the products, service, support, and software we receive from Enphase."

"I want to thank Enphase for the new and improved customer support service," said Brian Miller, president at Professional Electrical Services, Inc. "The wait times and support call issues appear to be a thing of the past and calling for technical support is actually an enjoyable experience now. We especially appreciate that Enphase now takes calls directly from our customers, since Enphase is still the best at explaining the inner workings and features of the MyEnlighten platform."

"We switched to Enphase earlier this year and have been impressed with the customer service response times," said Tommy Lowden, director of operations at Shine Solar, LLC. "Enphase has been 20 to 30 percent faster in responding to issues than previous manufacturers, which equates to immediate onsite labor savings, and their new Service Manager Dashboard provides a great, single location to see the status of any outstanding service issues. We are very happy with our decision to move to Enphase and with their continued focus on customer service."

"Southern California is an extremely competitive marketplace for solar, and Enphase's Service-on-the-Go has been a game changer for us in terms of customer service," said Arno Aghamalian, president and CEO of Solar Optimum. "We take great pride in being customer service-centric and expect the same level of efficiency and speed from our partners. The ability to file a warranty claim and manage the replacement online is a perfect example of something that makes us more efficient and faster and reflects an important alignment of values between Solar Optimum and Enphase."

Enphase has also rebuilt its self-service support portals in which both end customers and solar installation professionals have access to new libraries of resources, including tutorials, tips-and-tricks and videos to answer most of their questions themselves quickly and without human intervention. On the portal, self-help sessions increased from an average of 375 sessions per day in 2017 to 1,452 sessions per day in the second quarter of 2018.

"Changing customer experience is not just about tactical enhancements to the support function, it's also about changing a company's culture," said Jeff McNeil. "I'm proud of the dramatic increase in our transactional Net Promoter Score in the past six months, which I view as evidence of our progress towards embracing a customer-experience-focused culture. We are making it easier to do business with Enphase, significantly reducing cost of ownership, and using outstanding customer experience as a competitive differentiator."

The Enphase customer experience initiative is an ongoing program with the aim to match a premium customer experience with Enphase's premium, high-reliability energy products. Enphase customer support can be reached through the new self-service center at <https://enphase.com/en-us/support> or by calling (877) 797-4743.

About Enphase Energy, Inc.

Enphase Energy, a global energy technology company, delivers smart, easy-to-use solutions that connect solar generation, storage and management on one intelligent platform. The Company revolutionized solar with its microinverter technology and produces the world's only truly integrated solar plus storage solution. Enphase has shipped approximately 17 million microinverters, and more than 760,000 Enphase systems have been deployed in over 110 countries. For more information, visit www.enphase.com and follow the company on [Facebook](#), [LinkedIn](#) and [Twitter](#).

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Images Available: <http://go.enphase.com/enphase-media-room>

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