clearview ENERGY™ Love Our Planet

Case Study

Help client adhere to verification requirements mandated by the Public Utilities Commission using a third-party verification process.

Industry: Energy

Timeframe: 2013-present

Achievement: 2,000+ records processed monthly by Clearview with AnswerNet's support



The Client

Clearview Energy is a leading supplier in the competitive retail energy market which caters to both the business and consumer segments. The company operates in several states, including Connecticut, Delaware, Illinois, Maine, Maryland, Massachusetts, New York, New Jersey, Ohio, Pennsylvania, Rhode Island and Washington DC.

The Challenges

Clearview was faced with stringent Public Utilities Commission (PUC) regulations requiring third-party verification for every residential sale in the energy sector. Clearview needed a reliable partner to handle complex verification processes and ensure compliance with regulations without compromising customer service.

- Setting up processes to meet Clearview's requirements was an intensely-focused project, including custom programming and the use of AWS server hosting.
- The AWS server hosting manages an extensive, pre-validated customer lead list to ensure compliance and data integrity.

The Solution

AnswerNet was engaged by Clearview in 2013 to provide comprehensive contact center services, including LiveOp TPV, Webform, Digital Forms, Document Services, API Integrations, VOIP Lookup, GPS Distance Tracking and Server Hosting. By 2021, the partnership expanded to include Trusted TPV, further enhancing the verification processes and compliance adherence with ID verification and digital photo capture as part of the solution.

The Result

With the power of AnswerNet's advanced technology and customized solutions, Clearview has not only met compliance standards but has also exceeded them. Features like electronic transcripts, contracts and API integrations have streamlined their operations, helping to increase the security and reliability of their customer interactions. In 2025, the client expanded their service to include AnswerNet's Learning Management System, leveraging it as a centralized solution for employee training.

2,000+ records

Processed monthly by Clearview with AnswerNet's support

> Our account manager ALWAYS goes above and beyond. Autumn finds efficiencies and suggests new products to Clearview Energy. She notices gaps in processes, errors or issues and addresses them proactively. She is on top of each of our requests and anticipates our needs. She has stayed late, worked weekends and done what is necessary to ensure our success. She is the epitome of a dedicated account manager."
>
> *-Andrew Pantoja, Compensation & Quality Manager*

For more information, call, text or visit us online.

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