

# Generating Utility Supply Chain Program Value

## Delivering Material and Marketing Program ROI and 100% On-time Performance

### Energy / Utility Program Performance Examples

- 2008** – Direct mail rebate program processing and print management:  
**Converted to 100% on-time performance**
- 2012** – Marketing fulfillment, online ordering, print, asset management and inventory control: **2X faster order delivery; 100% branding compliance**
- 2016** – Energy efficiency program procurement, order / financial management and fulfillment: **Saved customer \$3.98 million in first 2 years**
- 2018** – ALOM supports San Diego Gas & Electric with personalized communications/letter printing, insertion and mailing services to deepen end-user relationships and increase utility program adoption: **Same day production and mailing; 100% accuracy and quality**
- 2020** – Portable battery program procurement and fulfillment providing back-up power source to ratepayers with essential home medical equipment in event of power shut-down: **Successful 30-day launch. Met 100% material sourcing and fulfillment goals**



### Proven Record of Success Serving the Utility Industry

We understand the importance of meeting utility regulatory and stakeholder requirements. Our expert supply base team and program managers track compliance and provide detailed reporting using mutually agreed upon KPIs to measure success. Our teams meticulously identify and mitigate risk factors to deliver the highest Six Sigma level of operational and quality performance.

### Advanced Technology for Efficiency and Data Security

Here's the secret to our ability to simplify complex programs: Award-winning ALOM technology systems allow us to design, customize and collectively manage the physical, digital, and financial supply chains. We offer customized and branded order management portals, high-speed variable print and detailed back-end reporting. Our customized analytics dashboards allow everyone to follow activities.

When it comes to accuracy, transparency and security, we leave nothing to chance. We are SOC2 certified demonstrating our commitment to our clients and their end-users to provide the highest levels of data security, redundancy and privacy protection.

### Secure Order Fulfillment and Visibility Systems

Our buyers meticulously research and source products that meet the most stringent energy-efficiency standards in the world.

### By the Numbers - Utility Industry Impact



**4 Million**  
LED light bulbs sold



**90 Thousand**  
MWh energy saved/yr  
using ALOM lighting



**77 Thousand**  
Letters printed and  
mailed/mo



**37 Percent**  
Diverse supplier spend/yr



## Energy / Utility Supply Chain and Marketing Operations Services

Our clients work collaboratively with a dedicated ALOM account team to outsource all or substantial parts of their global operations where we seamlessly manage both the product supply chain and marketing operations of their business-critical programs.



**Material  
Sourcing**



**Program  
Administration**



**Print and Mailing  
Services**



**eCommerce  
Fulfillment**



**Logistics  
Management**

### Energy / Utility Service Advantages

- Proven performer with regulatory compliance expertise
- Ethical and cost-efficient materials sourcing and procurement
- Customized technology and process automation
- Subject matter experts in LED lighting and energy efficiency
- CPUC and WBENC certified woman-owned business with strong tier 2 diversity spend

### Corporate Social Responsibility

We care! We care about people, the planet, ethics and the community. Our values guide our business decisions. We believe in diversity and inclusion. Our commitment has made our team stronger and has allowed us to build a unique, diverse supply base.

ALOM is committed to making a positive difference for the environment, and we are in a unique position to do so. We maintain the highest standards of sustainability, recycling and environmental stewardship. We are proud recipients of the SDCE Green Supply Chain Award for the past 7 years recognizing ALOM innovation building sustainability into our global operations and client supply chains.

### About ALOM

ALOM is a global leader in supply chain management serving as a partner to its Fortune 500 customers by expertly and seamlessly conducting their key business functions.

We are the quality leaders and readily exceed industry quality standards. We accomplish this by our obsession with flawless execution and by treating each client's business, and their end-user as if it were our own.

We are passionate about quality and committed to delivering our clients' products and services perfectly, enriching the client experience, and their end-user as if our own.

ALOM operates from 19 global locations with service facilities near major world markets and manufacturing centers.

