

Konecta for Utilita

June, 2026



EXECUTIVE SUMMARY



Lewis Jones
Business Growth Manager

Over the past **6.5 years**, Konecta has operated as an embedded extension of Utilita's customer operation, delivering regulated, scalable support from Durban across PAYG, Smart, Emergency and Customer Service activities. Throughout this partnership, we have built a strong foundation of trust, operational discipline and a shared commitment to protecting service performance and customer outcomes.

As a global CX and digital services partner with deep Utilities expertise, Konecta supports **80+ Utilities clients, 8,600+ Utilities FTEs**, and delivers end-to-end services across the full customer lifecycle. This experience provides us with a deep understanding of the challenges facing energy providers today, including cost control, regulatory complexity, vulnerable customer support, service resilience, digital adoption and the need to consistently deliver exceptional customer experiences.

Our immediate priority is to continue delivering a stable, high-performing Smart Meter service while strengthening operational performance through disciplined execution, governance and continuous improvement. We remain committed to supporting Utilita's objectives and ensuring customers continue to receive reliable, compliant and high-quality service.

Looking ahead, our ambition is to support Utilita beyond traditional BPO delivery. Through **Konecta's Catalyst approach**, we focus on helping clients transform their operations through practical digital enablement, AI-supported improvement, process excellence and insight-led decision-making.

Our objective is not simply to provide operational capacity, but to work alongside Utilita to:

- Improve customer and colleague experiences
- Reduce customer and operational effort
- Increase efficiency and productivity
- Generate actionable operational insights
- Deliver measurable value across both CX and Digital operations

We are proud of the partnership we have built with Utilita and the role we continue to play in supporting the Smart Meter service. As Utilita evaluates future opportunities, Konecta remains committed to being a trusted strategic partner that understands your business, your customers and the Utilities sector.

We welcome the opportunity to continue supporting Utilita's ambitions and stand ready to bring additional value wherever we can help drive performance, innovation and long-term customer success.

We are a global leader in customer experience (CX) and digital services

By orchestrating a perfect harmony between human ingenuity and digital precision, we redefine what is possible in GenAI-powered user experience (citizen, fan, employee, customer, patient, etc.).

#1 BPO challenger in English speaking markets

#1 BPO in Italy, Spain, Czechia & Peru

#2 BPO in Colombia with 15% of the market share

#3 BPO in Mexico with 5.4% of the market share



120,000+
employees



€2bn+
revenue



40,000+
employees working
from home



28
countries

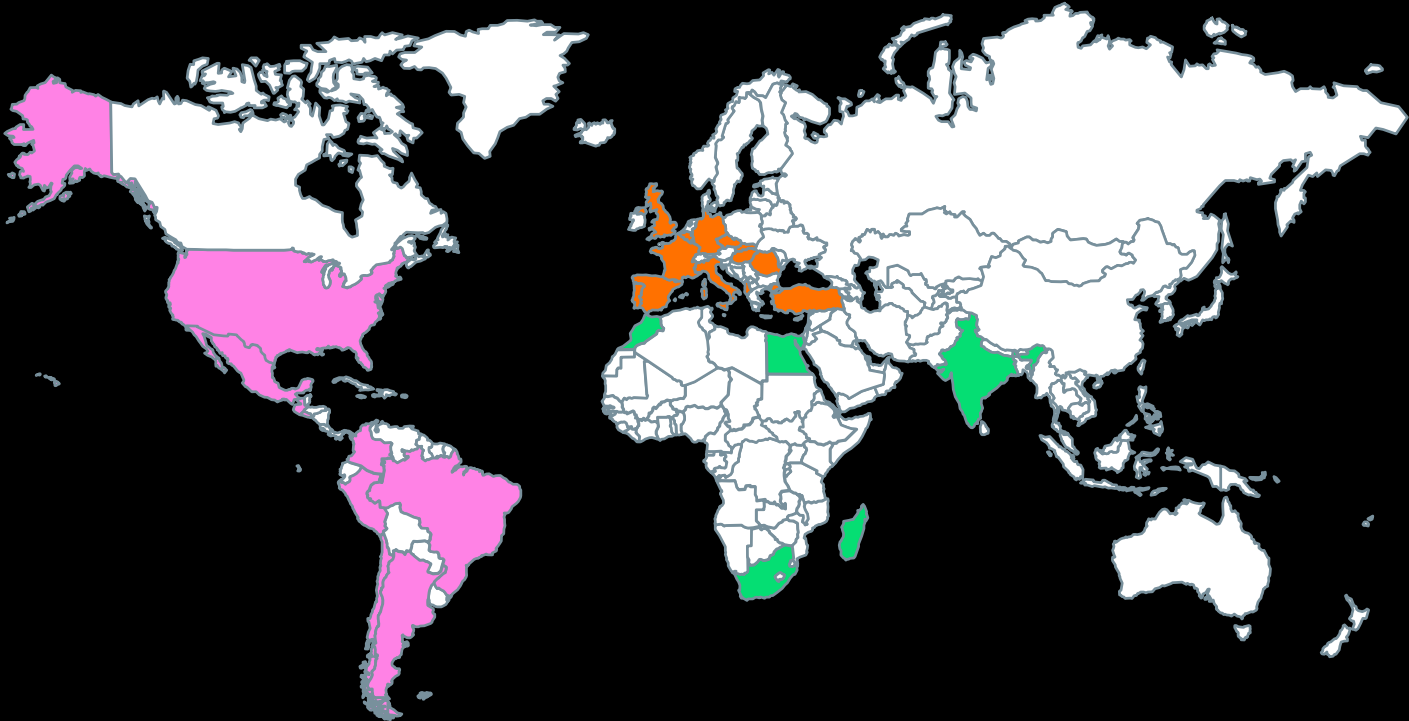


30+
languages



500+
blue chip clients

A leadership position across five continents with best-shoring capabilities



AMERICAS

9 countries
56+ sites

Colombia - 21 sites
Peru - 9 sites
Argentina - 10 sites

Mexico - 4 sites
Brazil - 8 sites
Chile - 1 sites

El Salvador - 1 site
Guatemala - 1 site
USA - 2 sites

EUROPE

14 countries
110+ sites

Spain - 34 sites
Italy - 31 sites
France - 18 sites
Czech Rep - 9 sites

Türkiye - 5 sites
Romania - 6 sites
UK - 3 sites
Albania - 3 sites
Kosovo - 1 site

Slovakia - 1 site
Germany - 1 site
Belgium - 1 site
Hungary - 1 site
Portugal - 2 sites

MIDDLE EAST | AFRICA | ASIA

5 countries
12 sites

South Africa - 1 site
Madagascar - 2 sites

Morocco - 7 sites
Egypt - 1 site

India - 1 site

Forthcoming: The Philippines

MULTILINGUAL HUBS

All along with a comprehensive virtual model to provide best-in-class Work from Home operations

- | | | |
|------------|---------|--------|
| Barcelona | Lisbon | London |
| Bogota | | Mexico |
| Cairo | | |
| City | | |
| Casablanca | Paris | |
| Istanbul | Tangier | |



89%
Employee Satisfaction

6.0%
Attrition Industry: 10-12%

94%
Loyalty

+85%
Internal Promotion

Why Leading Enterprises Choose to Work With Us



Customer-Centric Approach

We put **your business needs first** to deliver Gen AI solutions that **drive real value**.

- Jobs to be Done methodology: uncovering real business needs and challenges
- Context Awareness: Solutions that are specific to your operational context
- Insightful Understanding: insights into your customers and employees



Integrated Expertise

We **combine diverse skills to ensure holistic and effective transformation**

- Proximity to Business Processes: operational understanding
- Cross-functional delivery: blending business, tech, data expertise and people
- Data & Process-Level Insights: Rich data drives personalized high-performing solutions



Delivery Excellence

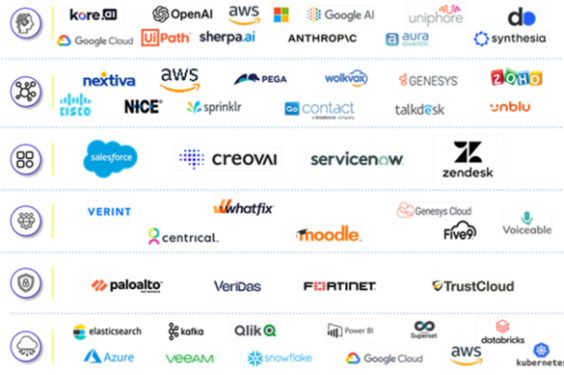
We are committed to delivering results with **agility** and a **focus on your success**

- Outcome-Based commercial models
- Operational speed and flexibility
- We don't just tell you, we show you
- Gen AI repeatable delivery model



Digital Ecosystem

We deliver **smarter, faster, and safer transformation** through a strong and strategic partner ecosystem



Trusted BPO provider with over two decades of delivery track record

£150m investments in genAI development

+2,500 digital experts

We have extensive experience & capabilities in the utility sector

Utilities At Konecta (Global Scale)

12% of Konecta's global revenue comes from the Utilities sector

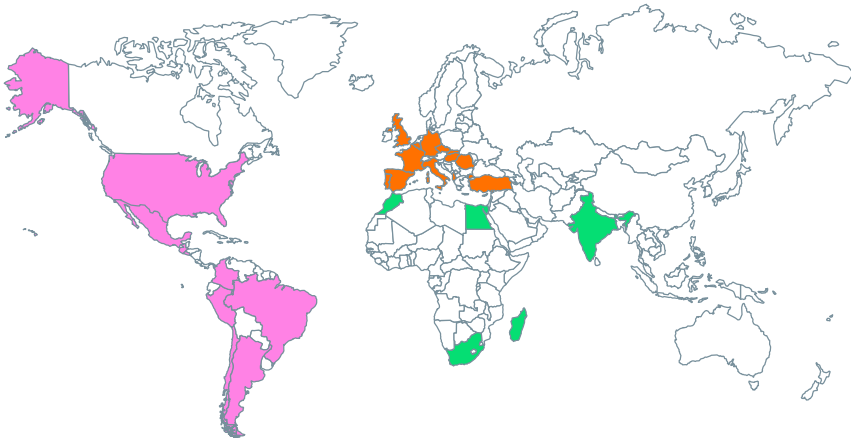
€250M in revenue is generated from the Utilities sector

80+ clients

8,600 Utilities FTEs

Multi-shore delivery across Americas, Europe, Middle East, Africa And Asia

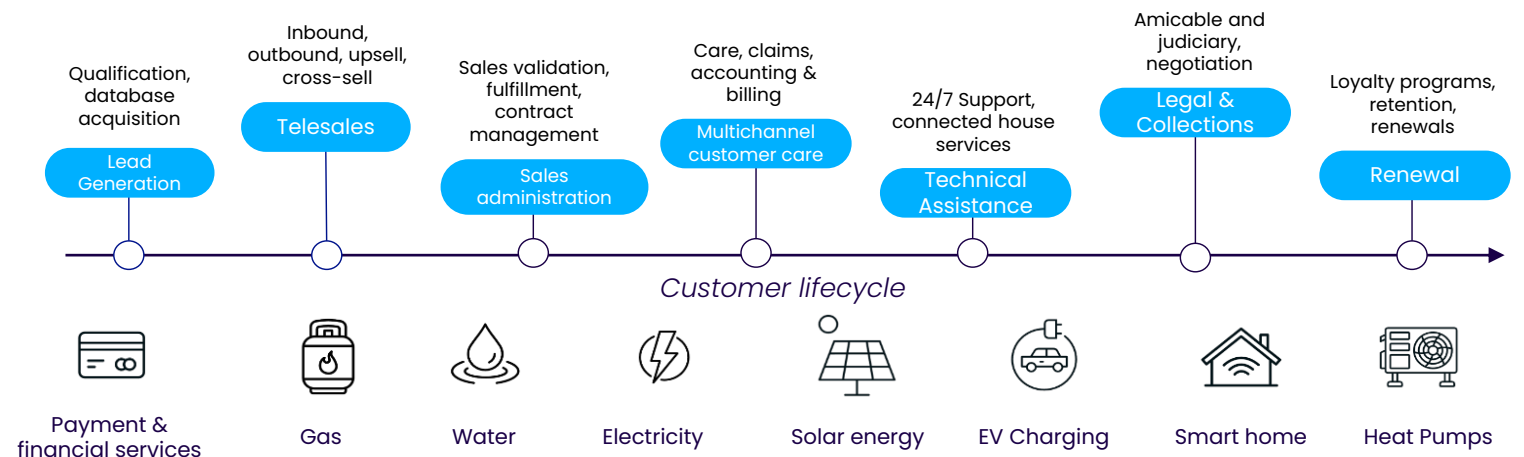
#1 CXM partner by revenue in the Utilities & Energy market



What differentiates Konecta

- Utilities & regulated-environment specialists
- Compliance-ready operations
- End-to-end ownership across the full customer lifecycle
- Global scale with flexible multi-shore delivery models
- Strong digital, AI & automation capabilities
- Proven transformation partner, not just a BPO

We deliver end-to-end services across the customer lifecycle and for all utility offerings

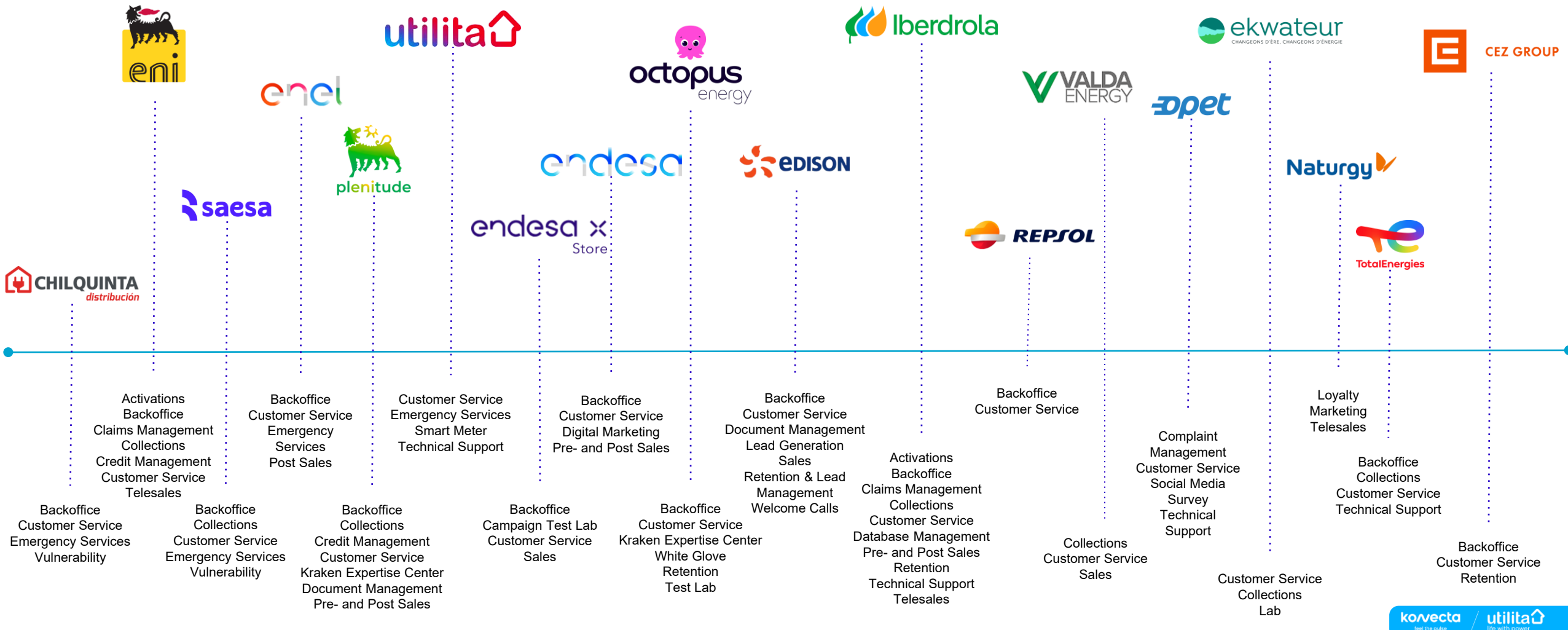


A Client Selection. Decades of partnership.

80+
clients

8,600+
agents

12%
Group revenue
from Utility sector



Demonstrated Utilities Delivery & Performance Outcomes



REPSOL – Multi-Country Energy Operations

Scope

- Multi-channel customer care across Spain, Peru, Portugal & Mexico
- Back-office service operations supporting energy accounts

Scale

- 600 FTEs
- End-to-end customer and operational support
- Multi-country delivery governance model

Measured Impact

- Seamless cross-market service continuity
- Operational efficiency uplift through back-office optimisation
- Sustained service quality across multiple communication channels



TotalEnergies – EV & Energy Services

Scope

- 24/7 multilingual customer care (7 languages)
- EV & payment card technical support
- Move-in/move-out and retention processes

Scale

- 70 FTEs supporting pan-European operations
- Partner since 2007
- 250 FTEs supporting energy supply & back-office functions

Measured Impact

- Long-term strategic partnership stability
- Consistent multilingual SLA adherence
- Enhanced customer retention benchmarking



Endesa

Scope

- Back-office customer complaint management
- Contract quality control and validation
- Technical service support (face-to-face back office)

Scale

- 95 FTEs
- 50,000+ contracts processed per month
- 52% physical contract handling
- Barcelona delivery centre

Measured Impact

- +20% increase in First Call Resolution (FCR)
- Higher case closure at first contact
- 20% reduction in technician dispatches



Plenitude – Multi-Country Energy Supply

Scope

- Multi-country customer service & platform migration
- Kraken launch in France

Scale

- 360 FTEs (scaled from 20)
- 4 European markets

Measured Impact

- 90%+ Trustpilot 5★ target
- Unified delivery governance model

Konecta has been a key strategic partner for THG customer service, helping to maintain a balanced low-cost contact centre operation, whilst supporting that ever-important calibre of service and sentiment, the proven mix of SA integrated with our UK agents has delivered positive and ongoing YoY results. Konecta can quickly upscale at key periods to cover seasonal and promotional peaks seamlessly, whilst managing a consistent team throughout the year that have become a real extension of our own employee cohort, operating hand in hand. I'm incredibly pleased that our team in South Africa continue to achieve performance mirrored to that of the UK, remaining a strong part of our ongoing Customer Experience Strategy.

THG

Daniel Berry
Chief Experience Officer
THG



I am pleased to provide this letter of reference for Konecta, our partner on BPO Operations, who has played an important role in supporting our Operational transformation. Their team has Demonstrated exceptional capabilities in building and executing a new operational model based on Kraken Technologies.



Konecta has been a trusted partner of Plenitude France for many years, consistently supporting us in managing our customer base with professionalism and dedication.

In September 2024, following a dedicated tender process, Konecta successfully expanded its expertise by adopting the Kraken Universal Agent model for Plenitude France. Their seamless integration of this new methodology, leveraging their existing capabilities, has ensured a smooth transition to our new operating model.

Today, Konecta manages a significant part of our customer base in France through the Kraken model, demonstrating remarkable adaptability and efficiency. Their ability to apply best practices, upskill teams at a new site, and optimize operations has been instrumental in strengthening our customer experience.

Anna Lisa Amabile
Head of Operations
Eni Plenitude France



Client Testimonials

Working with Konecta has been a game-changer for our business. Their market knowledge, integrity, and consistent performance have made them a trusted extension of our team.



Thanks to their strategic approach and dedication to client satisfaction, we've expanded our reach and built long-term customer relationships. We highly value the partnership and look forward to continued success together.



Michelle Coull
Sales Director
Valda Energy



Excellent Call Centre Partner – Highly Recommend Konecta South Africa

We've been working with Konecta South Africa as our call centre partner, and the experience has been nothing short of outstanding. From the very beginning, their team demonstrated professionalism, attention to detail, and a genuine commitment to delivering results.

What stands out most is their consistent quality of service – the agents are well-trained, courteous, and efficient. We've received positive feedback from our customers about their interactions, and we've seen a clear uplift in customer satisfaction since bringing Konecta on board.

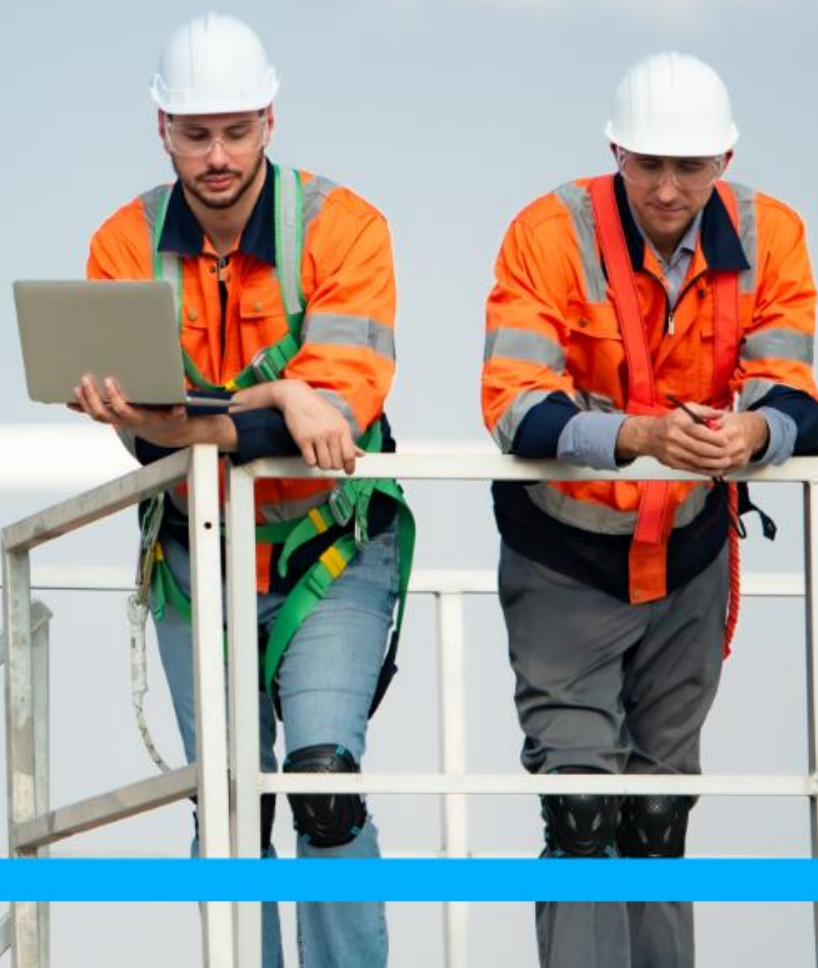
Their management team is proactive and collaborative, always willing to go the extra mile to understand our needs and adapt quickly to any changes or challenges. Reporting is clear, timely, and transparent, giving us the visibility we need to make informed decisions.

Overall, Konecta has become an integral part of our operation, and we trust them to represent our brand with care and professionalism. We highly recommend them to any business looking for a reliable and high-performing call centre partner.

John Johnstone
Operations Director
My Claims Group

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OUR PARTNERSHIP JOURNEY



Partnership in Practice.

From Durban, Konecta operates as an embedded extension of Utilita's UK customer operation — delivering regulated, scalable support with discipline and continuity.

Scaled capacity by 30% in line with seasonal demand

Embedded UK regulatory governance into daily operations

Consistent 24/7 PAYG and smart support delivery



6.5 years operating as one team!



Trust built



**Control
Strengthen**



**Performance
Protected**



From Foundation to Forward Focus

Go-Live & Foundation (2019–2020) 45 – 80 FTE

- Durban delivery established
- Multi-skill PAYG support environment
- Smart metering & emergency line capability embedded
- Regulatory alignment to UK energy framework

Scaled Delivery & Workforce Expansion (2021–2023) 80 – 145 FTE

- Agent headcount scaled in line with customer growth
- QA calibration discipline embedded
- Structured coaching cadence embedded
- Winter surge capacity strengthened

Governance & Performance Maturity (2024) 120 – 142 FTE

- KPI variance thresholds formalised
- Calibration discipline strengthened
- Contact driver elimination focus
- Weekly reporting rhythm formalised

Operational Reinforcement (2025) 84 – 114 FTE

- Leadership layer strengthened
- QA re-calibration & sampling refinement
- Escalation safeguards reinforced
- Intraday visibility and queue control tightened
- Additional workstream awarded, Smart Meter appointment bookings (Sales) 5 FTE

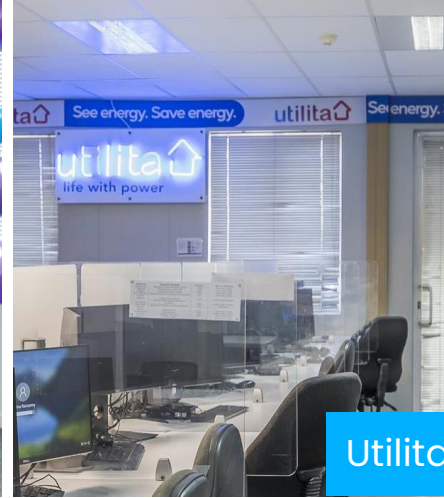
Performance Protection & Forward Focus (2026+)

- Structured governance rhythm embedded
- Vulnerable customer safeguards enhanced
- Reporting transparency strengthened
- Winter resilience planning validated
- Smart Meter Sales FTE increase to 7

Where the Partnership Comes to Life



Dedicated Utilita zone



Utilita governance embedded on floor

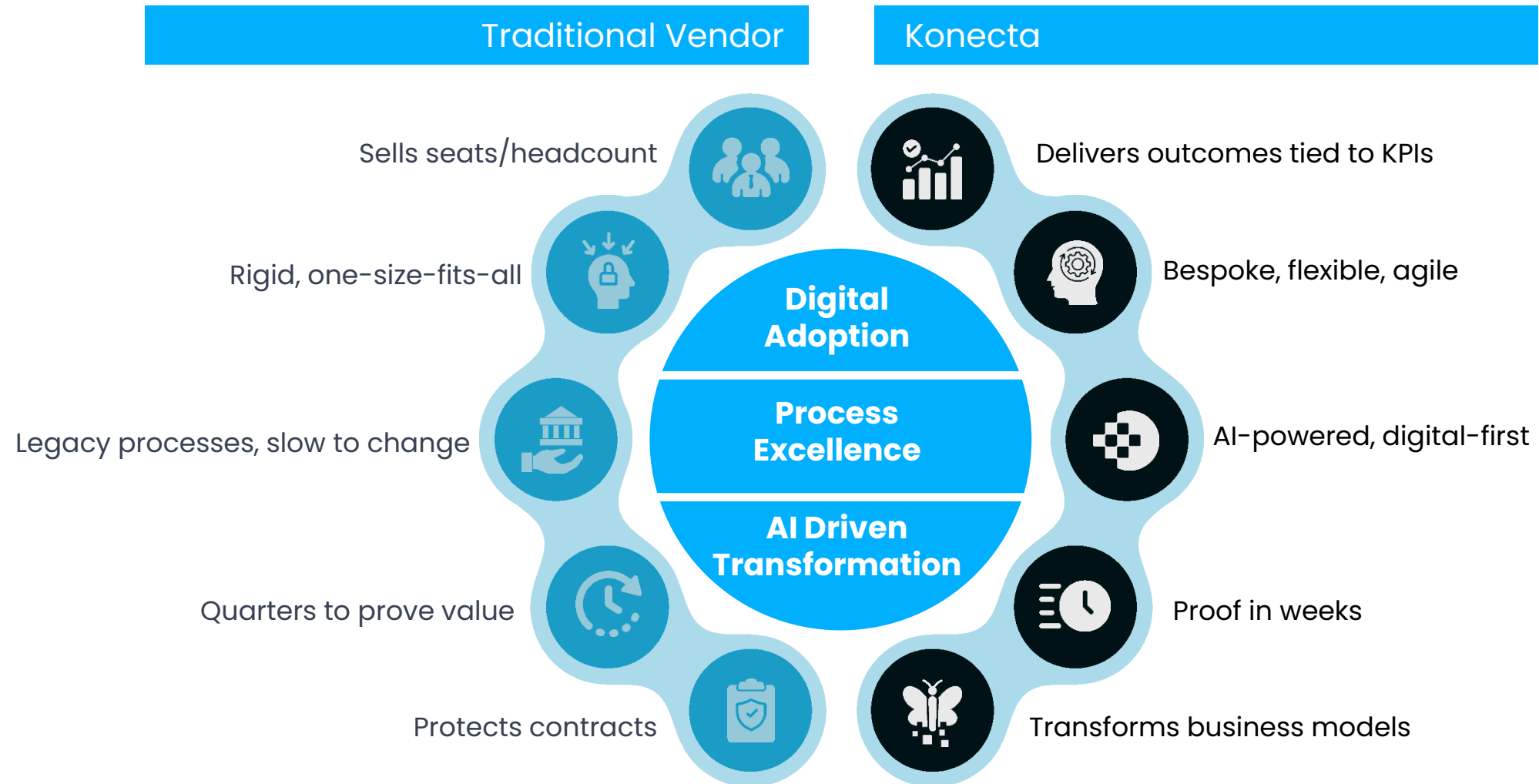


Segmented pre-payment and smart support environment



**This is not an outsourced floor.
It is a Utilita operation — delivered from Durban.**

Competitive Snapshot: Traditional Vendor vs. Konecta



thank you

Lewis Jones

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