

# SPARKPLUG CASE STUDY

Missing payments and time constraints plagued PowerLogix. Luckily for them, Enerex had a turn-key commissions solution that added more value to their brokerage.



Enerex is revolutionizing how the world buys energy, connecting all aspects of the energy value chain through one trusted data platform so consumers can better understand their energy choices and transact in a secure, efficient and transparent ecosystem.



For over a decade, Power Logix, a Boston-based broker shop, has been dedicated to providing their customers with quick, easy, and cost-effective access to shopping for electricity and natural gas services.

With Power Logix's fully automated system, numerous suppliers are able to bid on a customer's custom services, saving the customer time and money, and ultimately leaving purchasing control with the customer — not the supplier.

## Product Info

Our flagship service, Sparkplug is the #1 retail energy sales platform in the world, powering over 10% of US commercial and industrial (C&I) transactions. With Sparkplug, Brokers can be a leader in energy

- Scale your business
- Work from anywhere
- Consolidate deal data
- Automate your business
- Secure your data
- Analyze and gain insights

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# How One Energy Broker Used Sparkplug's Turnkey Services to Find Their Missing Payments

## The Challenge

When David Cohen, Principal at Power Logix, found he couldn't find time within his busy schedule to utilize Sparkplug's ability to catch missing payments from the Retail Energy Suppliers (REPs) his organization transacted with, he knew immediate action was necessary. During Mr. Cohen's routine Sparkplug customer one-on-one with Craig Rabin, his dedicated Customer Success Manager (CSM), Mr. Cohen expressed his frustration and concerns about his lack of time and potential loss in revenue.

At that point, Mr. Cohen's team had already invested financial resources into a third-party service provider that warranted zero success. After a few failed attempts, Mr. Cohen knew a timely solution was of the essence.

## The Story Of Power Logix

In August 2021, Power Logix's team was faced with time-sensitive commissions challenges that were bound to negatively impact their revenue if left untouched. Our team later found their organization attempted to solve their issue with a non industry-specific service provider that solely issued payment reports on their accounts and never reconciled any of Power Logix's commissions — falling short of Mr. Cohen's expectations.

Thankfully, Power Logix was already a valued Enerex customer of our Sparkplug solution

- » Sparkplug represents the most trusted cloud platform for retail energy brokers and other third parties. It has the largest number of users, broadest feature set, and industry leading security.
- » Sparkplug focuses on automating the "dirty" work — the non-value added activity to running an Energy business
- » We do NOT split YOUR commissions with you — one flat monthly subscription fee based on feature selection

# The Solution

After Craig Rabin, Power Logix's CSM, learned of Mr. Cohen's challenge during their routine one-on-one customer meeting, Mr. Rabin jumped right into action. Being a subject-matter expert on commissions, Craig proposed a solution that would alleviate the stress weighing on Mr. Cohen's shoulders and ensure no more money was left on the table — Enerex's customer-exclusive **Commission Reconciliation Service**.



"I signed with Enerex hoping to solve a problem and they delivered. The customer service team is professional, attentive and responsive. Giving us fractional reconciliation support has saved me sanity and money by not having to hire another employee. The results speak for themselves."

—David Cohen, *Principal*  
Power Logix

## About Sparkplug's Commission Reconciliation Ser-

Enerex built Sparkplug to be as comprehensive as possible, and when paired with our unique and exclusive add-on solutions, Brokers have a 360-degree view of their energy business.

As an add-on to Sparkplug, Enerex's commission reconciliation services enables our team of commissions experts to provide each customer with detailed and accurate audit reports over every deal's payouts, future forecasts and missing agent payments.

Enerex's commission experts create a clean data portfolio, and enables your organization with the tools to surpass your expectations — while uncovering thousands in missing payments.

## Commission Services Provided by Enerex

01. Collect and upload the commission reports from suppliers
02. Help resolve errors/issues where a supplier incorrectly paid on account
03. Send reports to Broker owner of remaining no-matches for validation
04. Produce quarterly deal audit reports and send to suppliers to inform the Broker why accounts weren't paid
05. Continuously updated Sparkplug to ensure accurate forecasting
06. Validate Sparkplug for accuracy on all information and resolutions

After seeing the value and accuracy of Sparkplug's Commission Reconciliation Services first-hand, in August 2021 Mr. Cohen and the team at Power Logix agreed to a commitment for Enerex services to provide fractional monthly help with the hope of solving their missing payment challenge.

**\$10k+**

## Missing Payments Found

After using Sparkplug's Commission Reconciliation Service Add-on Solution for just three months, Power Logix has found over \$10,000 in revenue that would otherwise still be unpaid.

**100%**

## Customer Satisfaction

Following the initial 3-month commitment to Enerex's Commission Reconciliation Services, Power Logix has ongoingly renewed these services in perpetuity, and feel Enerex's add-on services have enriched Power Logix's experience within Sparkplug and enabled further success of their business.

**Start growing with Enerex Today**

With tools to make every aspect of your business more efficient and a support team excited to help you, growing your retail energy business with Enerex has never been easier.

[Learn More](#)