

June 1, 2026

Dear Enco Utility Services Client,

We are excited to announce that effective June 1, 2026, the Enco Utility Services team is joining Cerida Investment Corporation dba AnswerNet ([AnswerNet.com](https://www.answer-net.com)). The goal of this letter is to welcome you to AnswerNet and to officially communicate the details that we think are important to you and your utility operation.

### **Welcome to the AnswerNet family!**

By way of introduction, I am Gary Pudles, the owner and President of Cerida Investment Corporation dba AnswerNet ("AnswerNet"). Based in Horsham, PA, AnswerNet is a full service business process outsourcing (BPO) and technology provider. We offer an integrated suite of human and automated services designed to support your utility business operations, including omnichannel call center operations, billing, print and mail, and advanced technological solutions. We currently have nearly 10,000 clients including over 150 utility and retail energy clients.

AnswerNet traces its roots back to the 1920s when part of the company was known as the Western Union Telephone Answering Service. We began our current operations in 1998 when the company was formed and acquired its first telemessaging call center in Allentown, Pennsylvania. Since that time we've added document fulfillment, billing (software and outsourcing), print, and mail, remittance (also known as keying and caging) and other administrative support services for businesses of all sizes. Today, we have grown to over 1200 employees operating through 35 remote and facility-based teams throughout the US and Canada. In other words, we have both scale and experience to work with you now and as your needs change in the future.

As we welcome you to AnswerNet, please rest assured that the former Enco team (now the AnswerNet team) will seamlessly continue providing the same high-quality services you rely on today. We are keeping most of the existing Enco delivery team, to ensure that we continue to provide knowledgeable, uninterrupted support.

You will be happy to learn that Kistiñe Irigoyen, Business Analysis Manager with Enco for 16 years, has been named Corporate Operations Manager of the Former Enco Team. Alongside Kistiñe, we are thrilled to share that Bob Brink, Shann Edmonds, Niki Graves, Kristina Bautista, and Marisela Corona are joining the AnswerNet team and will continue to serve as key contacts for your account.

In preparation for this exciting combination, the Enco and AnswerNet teams have been working together to upgrade Enco's call center systems and work distribution technologies. Officially launching on June 1st, these upgrades will allow us to offer an expanded suite of services to help you to continue to run your utility business your way. More about this in our next communication.

Finally, a few operational changes.

All outstanding Enco invoices, including those that were sent prior to closing but that are now or soon coming due should be paid to AnswerNet as follows:

Effective immediately, all mail (including payments of invoices) should be directed to the operating team at Enco-AnswerNet at 5 Walnut Grove Drive, Suite 350, Horsham, PA 19044.

For those who pay by credit card, we have put up a temporary online credit card payment system on the [Encous.com](http://Encous.com) web site (where you have historically made credit card payments). Starting today, the name Cerida Investment Corp will be reflected on your credit card statement.

For those who prefer to pay by ACH, we are attaching new ACH instructions.

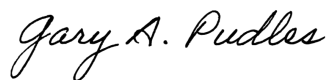
Our W-9, certificate of insurance, service agreement assignment, and our SOC3 (verifying we are SOC 2 Level 1) are also attached for your records.

To make this integration as effortless as possible for you, our team will be contacting you over the next few weeks to introduce you to AnswerNet and to answer any questions you may have about your services and our company. You can always reach out to the team at [encomanagers@answernet.com](mailto:encomanagers@answernet.com) (phone number here pointed to the call center with a remote reception for Enco)

Again, welcome to our family of clients. Of course, I am always available via phone at 267-942-6000 or by email at [gary@answernet.com](mailto:gary@answernet.com).

Looking forward to working with you.

Sincerely,

A handwritten signature in cursive script that reads "Gary A. Pudles".

Gary A. Pudles  
President & CEO