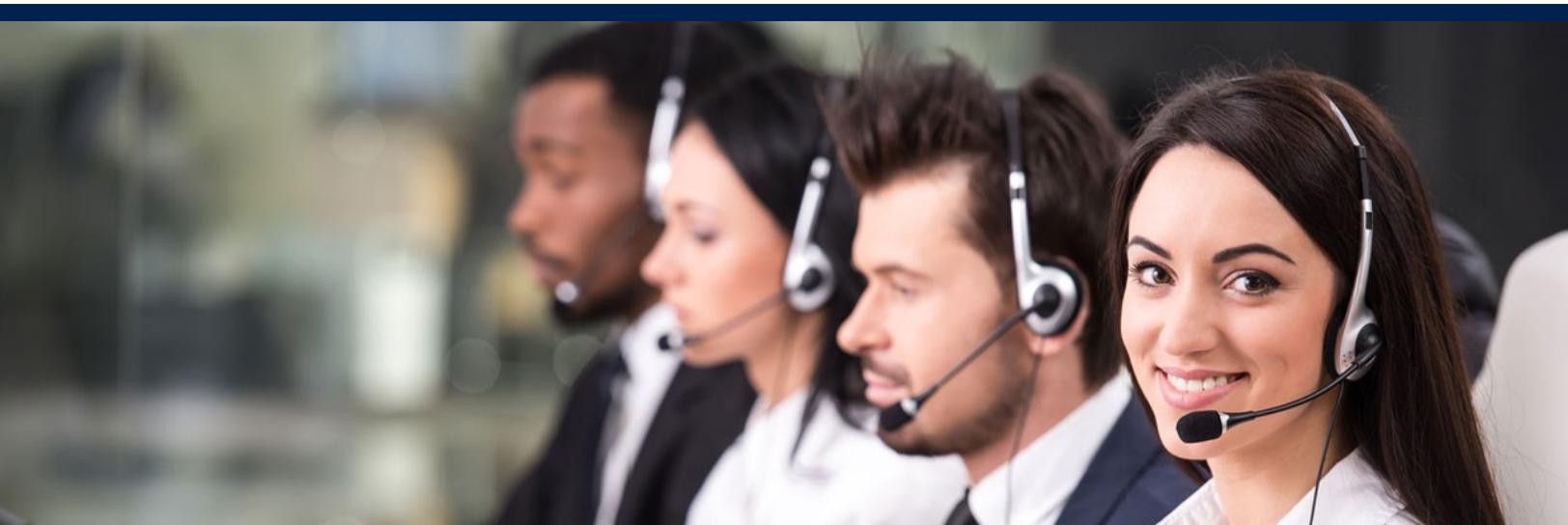


## CASE STUDY: 13 year Relationship Doing “Final Bill – EOP” Collections Just Keeps Getting Better

### The Situation

Back in 1999, a multi-state utility was looking to upgrade their final bill collection performance and through a challenger analysis, CCI was awarded this project. At that time, the utility was struggling with consistent performance and was churning through OCA's on a regular basis. To their budgeted forecasts of recovery, they were constantly struggling in their collections efforts. When CCI was awarded the opportunity to work on their “primary” placement set, the environment quickly changed. The utility wanted to place accounts one week past disconnect; while having an aggressive but compliant plan in place to drive recovery results without generating regulatory complaints. CCI was called upon to deliver an action plan, with predefined workflows for their dynamic and ever-changing environment.



### CCI's Solution

After working their Primary portfolio for five years, in 2004 the utility was looking to put a charge in their recovery rate and reduce the amount of accounts they pushed into the secondary stages of the recovery process. The utility approached CCI looking for ideas and help in developing an EOP program. CCI quickly analyzed their condition and advised the utility on how they should implement the EOP program to gain the most traction and results.

At the same time, this utility was expanding their footprint into 6 states, all with different regulatory challenges and requirements. CCI's expertise in multi-state regulatory management helped guide the utility through this time of expansion. Based on like type clients; CCI gave them a comfort level knowing their OCA partner would be able to manage and execute in all geographic footprints while mitigating risk on any potential regulatory issues.

CCI evolved to build internal teams of collectors that were training on each state and regulatory environment.

Through the use of technology, we de-centralized our dialing strategy to make sure that the right agents were managing the correct engagements and that helped drive results and reduced complaints.

We also employed the use of IMB codes with our letter vendor, and monitored our lock box for customers who were paying off our first demand notice, in order to only call out on folks who didn't take of their bills. This also enabled us to treat involuntary and "past due" voluntary terminations much sooner in the EOP process and drive recovery rates far faster than before. Final Bill "short pays" were created faster as a result too; which took the low hanging fruit accounts out of the primary process, at a cost reduction to the utility.

Additionally, we have regular audit sessions with the utility and those sessions help provide actions items for improvement, process enhancements and new ideas. It's a never-ending partnership that continues to evolve based on the multi-state environments of today and improved liquidations on their termination status types.



***"CCI is a valued partner that we have relied on to drive our collection recoveries, prior to our traditional third party placement strategy. No matter the economical climate, they have consistently met all challenges we have faced."***

***Director - Credit & Collections***

## **The Results**

As a result of the continued evolution on this relationship, CCI has become a valued partner to this world class utility. Our technology and our operational approach are tied to drive immediate and consistent results. Even during the tough economic times of 2008-2009, CCI was able to help deliver stable results and help the utility partner stay on budget and on course.

*If you would like to speak to this client directly about this business case and their results, please reach out to me and I will be happy to place you in contact with them:*

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