

CASE STUDY: Field Recovery Delivers Large ROI

The Situation

Utilities must manage their receivables and minimize write-offs for uncollectible accounts. The increasing pressure from stakeholders requires utility companies to continuously improve productivity and cash flow and reduce collection costs. Charge offs as a percentage of net revenue measure utilities against their peers on their collection performance. To reach top decile performance, most are seeking improvement in all collection performance areas (active collections, field recovery strategy, final bill, early out, standard collections, late stage collections, bad debt, write-offs, DSO, etc.).

As utilities select their partners to help manage their receivables, it is critical that they address the most entrenched dynamic of the utility industry: the utility's relationship with its customers. A utility outsourced partner is the face of the utility and must align its' goals and operations completely. From call center operations to field disconnect crews to managing customer interactions – it is critical that utilities and their contracted partners offer the same professional customer experience.

A large investor owned utility in the Northeast needed to improve their revenue recovery and lower outstanding active receivables. Internal analytics identified a customer segment of past due customers that required a field visit for disconnect due to non-payment. They needed a safe, reliable, and professional field force to handle these difficult work orders with the highest level of customer satisfaction and expertise.

How CCI Can Help

The utility chose CCI as their Field Recovery partner due to our extensive experience in utility field collections and our ability to mobilize for a short-term pilot. This client needed a substantial impact to their past due customer base that had been identified and scored as eligible for disconnect due to non-payment.

CCI brought in our special mobile workforce team to hit the ground running. Our experienced technicians exceeded the daily goal from day one – with zero internal or customer issues. Our more highly skilled and experienced field collection technicians were paired with new local resources to provide OJT and supplemental training before additional resources were released into the field. A blended team of varied skill levels partnered with our highly effective project management and quality assurance support provided a seamless ramp up. We worked closely with our client and communicated expectations and deliverables clearly and often.

CCI was ready to go and delivered optimal field recovery services for the short-term pilot program to help boost recovery efforts before winter moratorium arrived.





*“Thank you to the CCI team for making this effort a huge success, having it run so smoothly, and having no safety incidents nor Executive or Regulatory complaints.”
- Manager of Customer Strategy*

The Results

- ◆ The pilot was a complete success. We affected almost \$5M in past due active balances.
- ◆ CCI exceeded the client goal of both dollar value and volume of completed orders
- ◆ CCI cleaned up significant balances and larger past due accounts
- ◆ CCI Completed 130% of expected volume during pilot program
- ◆ Zero complaints & Zero Safety Incidents

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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