Past due accounts present a unique challenge for utilities – government regulations, administrative costs and demands around customer service often make it difficult to collect on non-paying accounts.

The good news is there’s an easy way to incorporate bad debt recovery into your customer strategy. SEDC is proud to announce updates to the Bad Debt Prevention and Management System – a new integration model implemented by ONLINE Utility Exchange (a division of ONLINE Information Services, Inc.) and designed to speed the recovery process and minimize losses.
The Bad Debt Prevention and Management integration can help you:

SAVE TIME
SEDC supports the Bad Debt Prevention and Management system by providing customer information to the ONLINE Utility Exchange integration model, eliminating much of the manual effort involved in the collection process.

REDUCE LOSSES
Real-time integration allows you to take a proactive approach with at-risk accounts – speeding the recovery process and reducing losses. In addition, ONLINE Utility Exchange manages a nationwide database designed to prevent consumers from moving between service areas without paying off their accounts.

PREVENT IMPENDING DEFAULTS
The fully integrated Bad Debt solution runs quietly in the background, monitoring accounts and updating UPN to reflect pre-collection and collection status – allowing you to take steps to avoid bad debt at each stage of the customer lifecycle and tailor your debt collection strategies for each customer segment.

CUSTOMIZE THE COLLECTION PROCESS
The Bad Debt solution is configurable to meet the needs of your utility. You can assign event triggers, as well as designate how and when collection activities will begin – for example, in pre-collection, collection or during the final bill phase. This customization helps you get the right message to the right consumers at the right time in the account lifecycle, improving the debt collection process.

IMPROVE CUSTOMER SERVICE
Your utility-specific collection criteria ensures consistent, timely responses and that all accounts are treated equally. In addition, the integration with the ONLINE Utility Exchange Model offers instant ID verification and Red Flag reports that help you assess credit worthiness, prevent application fraud and identify potentially problematic accounts.

For more information
| t | 770-414-8400 |
| e | info@sedata.com |
| i | sedata.com |