

Client Value Proposition: Maintain sufficient cash profile to meet operating expenses (particularly to support unexpected/demand work), reduce interest expenses and opportunity costs, and ensure all possible revenue is collected

Strategic Value: Optimize liquid assets to support ongoing operations, understand and reduce customer credit risk exposure, understand and improve billing accuracy, collect revenues effectively and efficiently (benefit-cost), understand and reduce unbilled revenue

Information and Analytical Capabilities Provided:

- Analyze forward-looking operating plans and historical cash actuals (lead/lag models) to prepare and analyze effectiveness of working capital balance plans
- Evaluate outstanding receivables and historical collections to determine optimal collection strategies
- Evaluate historical customer usage and payments against their different risk classes to optimize strategies for assuming customer credit risk
- Evaluate historical accuracy of customer data, meters, and billing to determine areas of improvement
- Identify possible suspected accounts relating to fraud/theft/mis-metering and impacts of confirmed cases
- Evaluate relative success of corrective actions to address revenue leakage

Example Metrics: % Bill Accuracy, Customer Complaint Rate, % Meter Information Accuracy, # Unbilled Meters, # Idle Sites, # and \$ Outstanding Receivables, MTC Duration, Time to Collect Receivables, # and \$ Write-offs, # Connects/Disconnects, \$ Recoveries, Revenue Forecast, # and \$ Fraud Suspects, # and \$ Actual Fraud

Related Modules: Capital Planning and Management Analysis, Customer Care Analysis

Meeting Energy Industry Challenges