

Collections for Utilities*

Who will benefit

Level 2 3 4 5

New staff working in a utility collections or callcentre role, ideal as a refresher course for experienced staff who may need to brush up on relevant industry and process knowledge as well as collections and negotiation skills.

Objective

To equip staff in utility collections and callcentre roles with an understanding of how their role relates to other internal processes so as to help them to maximise total customer value for their companies.

To learn key collections and negotiation skills, including the opportunity to practice these during the course.

Course content

- **The Role of Credit in Utility Profitability**
 - Costs of enforcement and bad debt
 - How does bad debt occur?
 - Measurement of collections success
- **The Debt Management Process**
 - Debt paths
 - Telephony
 - Disconnection/de-energisation
 - Litigation
 - Ofgem
- **The Legal Framework**
 - Legal entities
 - A right to supply?
 - Data Protection and proof of residence
 - The Human Rights Act
 - Litigation is a last resort
 - Consumer versus industrial/commercial
- **Controlling Calls for Cash**
 - Managing the call
 - Assertiveness with courtesy
 - Complaint management and follow up
 - How to negotiate payment
 - Warning signals for fraud
 - Summing up and following up
- **The Loopholes**
 - Deceased
 - Bankruptcy/Liquidations
 - Complaints/Disputes

“Good day - learnt a lot”

Fee: £390.00 + VAT Non-Members, £310.00 + VAT Members

*This seminar can lead to an ICM Award