



Steele-Waseca Outsources Collection Process including Disconnect Notices and Telephone Contracts

Today, utilities of all sizes must focus on their core competencies. **Steele-Waseca Cooperative Electric** determined that by outsourcing the disconnect collection process, they could save time and money. By engaging **OPUS²¹ Management Solutions** to send the required notices and conduct proactive telephone contacts, Steele-Waseca benefited from increased recovery and improved customer relationships.

"Outsourcing our collection process has enhanced our day to day operations by allowing our Customer Service Representatives to concentrate on the expansion of new programs to all our customers," says **Darla DeVries, Office Division Manager**. "At the same time we know our past due customers are still being managed professionally by well-trained individuals. The disconnect notice and telephone contacts conducted by OPUS²¹ Management Solutions assures us that every effort is being made to recover the dollars outstanding using our business rules. They are an extension of our office".



Steele-Waseca Headquarters
Owatonna, MN

"A significant benefit of using OPUS²¹'s Business Process Outsourcing group is understanding our clients' needs and tailoring a process that springboards off their strengths. In addition, our associates are trained to assist customers based on the same guidelines established and utilized within our client's facility," says **Norma Overbaugh, OPUS²¹'s Chief Operating Officer**. "Steele-Waseca knew the value of contacting the customer prior to disconnect, but was challenged by having a qualified individual available when the calls needed to be made and on a consistent basis - every billing cycle without fail".

By avoiding disconnect, Steele-Waseca not only continues providing service to the customer, but also saves the additional cost of sending crews for the physical disconnect. In most cases, the reconnect fee charged to the customer does not cover this cost. Another huge benefit is collecting more dollars on an expedited schedule. Steele-Waseca has seen an immediate drop - by over 30% - of arrears over 90 days.

OPUS²¹'s Business Process Outsourcing (BPO) group is widely recognized as a national leader in helping clients manage business processes to better support their strategic business plans and to improve performance, profitability, and shareholder value.

For more information about the Business Process Outsourcing group or OPUS²¹ Management Solutions, contact Mike Shuba at (651) 905-0400 / mike.shuba@opus21ms.com.

Steele-Waseca, is an electric cooperative with approximately 8,000 customers. Since 1937, Steele-Waseca has provided services in South Central Minnesota.

OPUS²¹ Management Solutions is a strategic organization focused on maximizing resources and minimizing write-offs through people, processes and technology. Specific solutions include organizational assessment and development, CIS data hosting, inbound / outbound call center activities, first and third party recovery, and skill development of CSRs, in house collectors and leadership teams.



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