



We Energies: No Longer Business As Usual

Have you ever had a collection agency deliver a check to you at the end of the month, and expect high fives because this month's check was bigger than last month's? Have you ever found it challenging to compare one agency's performance with another? Have you ever wished you had more time and could visit your collection agency every month to perform an audit?

We Energies found all the above to be true. They also discovered that **OPUS²¹ Management Solutions** Receivable Management Group (RMG) managed bad debt accounts for other utility companies and was returning a significantly greater percentage than what they were obtaining. "OPUS²¹ is not a collection agency per se", says **Mike Shuba, President**, "we do, however, have a tremendous amount of industry knowledge and we leverage this expertise to manage our client's portfolio of past due accounts to improve their netback performance. Currently, we manage over \$30M in receivables through FCS, our strategic partner. The increased performance We Energies has received is due to a combination of a dedicated team of utility-specific collectors - combined with training, advanced skip tracing, performance benchmarking and a proven recovery methodology."



"We are very pleased with the collection performance of FCS and the relationship management provided by OPUS²¹. With OPUS²¹'s hands-on approach, FCS has far exceeded the goals established for them to date," says **Tim Lynch, Manager of Outsourced Accounts at We Energies**. "We are also very satisfied with the service they've provided us and our customers. We have yet to receive a single customer complaint."

OPUS²¹'s Receivable Management Group (RMG) consists of five service offerings:

- **Agency Assessment** - An analytical report comparing the performance of multiple collection agencies in a single decision-ready management report.
- **Operation Assessment and Recommended Solutions (OARS)** - An opportunity to review the baseline functionality of an organization to search for efficiency improvements and opportunities to implement new initiatives to enhance the performance of an organization.
- **Right Contact** - Proactive customer contact performed in the name of the utility for past due accounts or at time of disconnect.
- **Collection Agency Recovery** - OPUS²¹ manages the portfolio of accounts through our strategic partner, FCS, including performance benchmarks and monthly audits on behalf of the utility.
- **Skip Tracing** - The discovery of new information regarding an account with the information provided back to the utility for appropriate action.

Today, more than ever, every dollar counts. OPUS²¹ Management Solutions delivers results. For more information about the Receivable Management Group or OPUS²¹ Management Solutions, contact Mike Shuba at (651) 905-0400 / mike.shuba@opus21ms.com.

We Energies, formerly known as *Wisconsin Electric - Wisconsin Gas*, is a utility brand of Wisconsin Energy Corporation serving more than one million electric and nearly one million natural gas customers in Wisconsin and the Upper Peninsula of Michigan, approximately 2,500 water customers in Milwaukee's northern suburbs, and 500 steam customers in downtown Milwaukee.

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.