



MONTICELLO
Consulting Group Limited

Some Thoughts and Ideas for a Successful 2012!

Since it is the start of a new year for the utility industry, it is a great time to reflect on recent trends and plan for the year ahead. **Monticello Consulting Group** believes utility companies in North America will continue to face difficult trends in 2012, including:

- Uncertain economic conditions
- High rates of unemployment
- Limited internal IT resources
- Increased scrutiny by regulators

The list of issues, trends and difficulties facing utilities is long. Many of our clients ask us what they can do improve collections and financial performance. The simple answer is to better understand and measure your company's internal data. Then you can use it to design strategies and focus action on specific types of accounts that will respond positively to your collection treatment efforts. In an effort to help you plan for 2012, here are a few industry solution trends that you may find helpful, including:

- Predictive analytics and segmentation
- Tools to assist in designing and deploying segmentation strategies
- Improved management reporting
- Third-party collection agency management solutions

The collection agency management solution represents one of the most recent and intriguing debt recovery developments. Specifically, utilities often struggle with optimizing their agency management programs because of a lack of IT and other resources, including real-time data and insights of agency work and performance. These third-party ("middleware") solution providers help solve these issues.



Monticello Consulting is pleased to announce our strategic alliance with **NeuAnalytics**, a middleware solution provider whose [Enterprise Collections Agency](#)

[Management](#)™ service (ECAM™) helps companies select, manage and monitor all collection agencies and programs, as well as potential future debt sales. NeuAnalytics is unique in that its solution can offer a quick ROI, without the need for internal IT resources.

NeuAnalytics offers an end-to-end solution that helps utilities reduce risk and increase collections. Their ECAM™ solution:

- Analyzes agency performance and places accounts according to agency strengths to maximize results and forecast ROI
- Audits every account, every day, for both work standards and compliance
- Produces detailed, web-based reports daily through a seamless IT connection, giving utility professionals unprecedented visibility into the entire collections process

The experts at NeuAnalytics provide the technology and tools for utility companies to better manage their multiple collection agencies. [Learn how NeuAnalytics](#) can take your agency programs to optimization levels you might not think are possible today.

Please contact me today for more information on NeuAnalytics or how Monticello Consulting can assist you with improving your Accounts Receivable Management performance.

Best Regards,

Bruce A. Gay
President

Monticello Consulting Group

843-767-9001 Office

610-812-9807 Cell

Bruce@monticelloconsulting.com

www.monticelloconsulting.com

Please plan to visit with me at the upcoming industry conferences:

[Platts' 11th Annual Credit and Collections for Utilities](#)

February 29 - March 2, 2012, Hyatt Regency Grand Cypress

Orlando, Florida

Monticello and NeuAnalytics attending

[EEI/AGA Customer Service Conference and Exposition](#)

April 9 - 12, 2012

Omni Fort Worth, Fort Worth, TX

NeuAnalytics and First Energy co-presenting on agency management solutions

[Utility Revenue & Customer Management World Asia 2012](#)

April 16 – 19, 2012, Marina Bay Sands Convention Centre, Singapore

Bruce A. Gay will be conducting one-day Masterclass workshop at this event