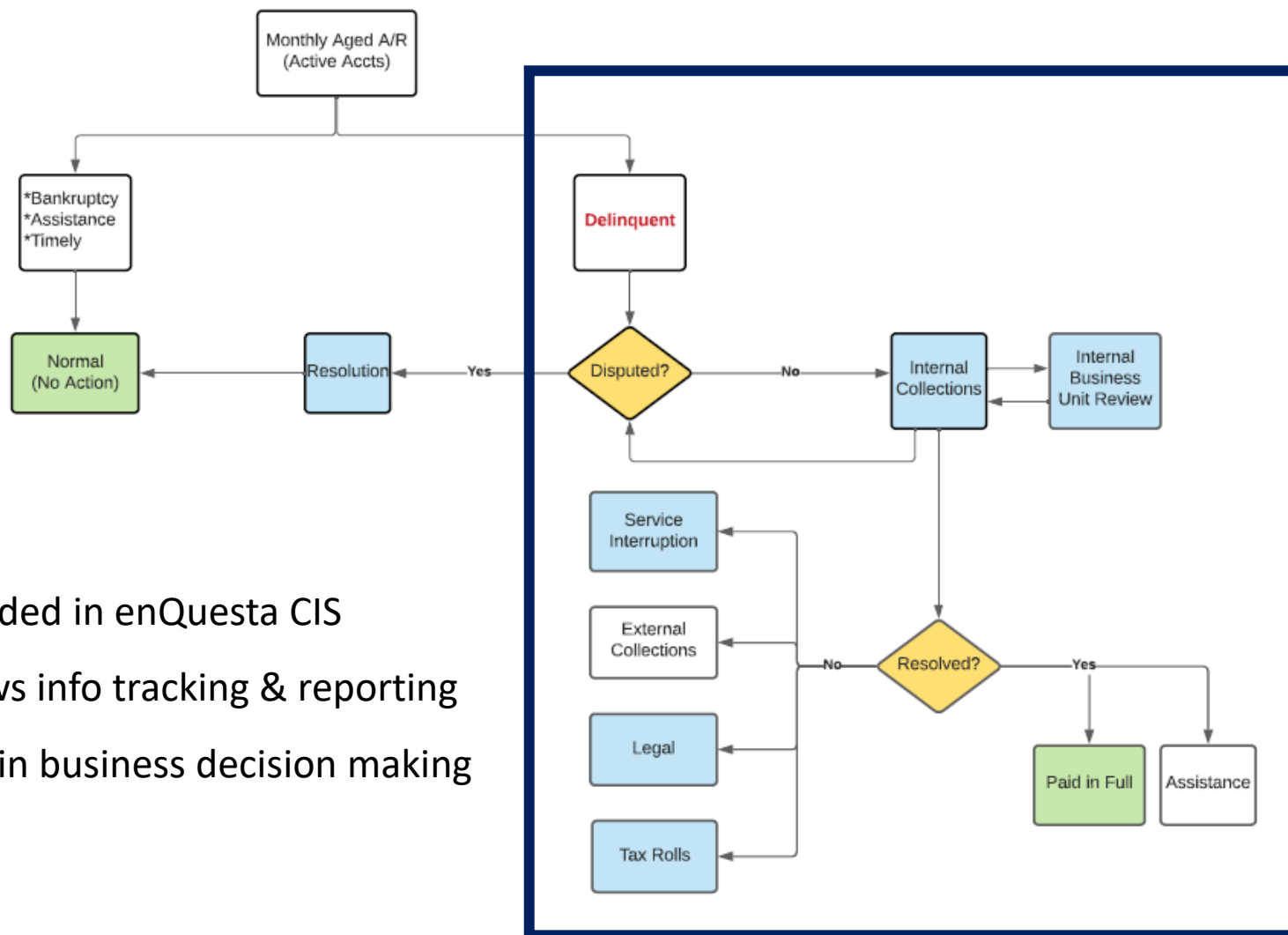




CUSTOMER ACCOUNTS RECEIVABLE PEOPLE, PROCESS & TECHNOLOGY

PRESENTED TO FINANCE COMMITTEE ON FEBRUARY 3, 2021

Collections Flow Chart: Improving Data Collection, Reporting & Analytics



- ✓ Encoded in enQuesta CIS
- ✓ Allows info tracking & reporting
- ✓ Aids in business decision making

Billing: Managing Large Customer Accounts With a Single Direct Contact



CHALLENGES WITH LARGE CUSTOMER ACCOUNTS

- Large number of properties
- Multiple accounts
- Multiple account types
- Bureaucratic organizations
- Multiple mailing addresses

Billing: Managing Large Customer Accounts With a Single Direct Contact



THE SOLUTION

- Customer accounts consolidated into more manageable master accounts
- Single direct contact assigned from the customer
- Single direct contact assigned at DWSD
- Use of a single customer mailing address
- Payment by electronic funds transfer (EFT)
- Selection of customer accounts driven by business complexity

Billing: Managing Large Customer Accounts With a Single Direct Contact



CUSTOMER EXAMPLES – Based on Business Complexity

- Bedrock Properties, Olympia Development, JMC Management
- City of Detroit, United States Border Patrol, State of Michigan
- General Motors, FCA, Marathon Petroleum, U.S. Steel
- Wayne State University, Detroit Public Schools

Billing: Managing Large Customer Accounts With a Single Direct Contact



A CASE STUDY: CITY OF DETROIT

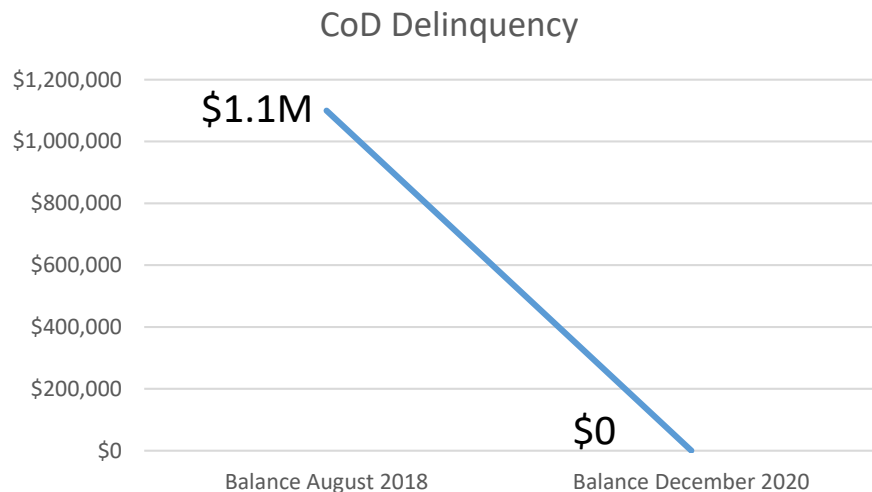
THE CHALLENGES

- Multiple City Agencies
- Daily account inquiries
- Incomplete listing of properties
- Misapplied payments
- Major unresolved disputes

THE SOLUTION

- One to one contact
- EFT payment process initiated
- Master accounts established
- Disputes resolved

THE RESULT



- Improved customer support
- Improved cash flow at DWSD

Billing: Managing Large Customer Accounts With a Single Direct Contact



A CASE STUDY: BEDROCK PROPERTIES

THE CHALLENGES

- Bedrock owns/manages hundreds of properties
- Assistance with Start to Finish on New Infrastructure/New accounts.
- Experiencing Misapplied Payments/Delinquencies

THE SOLUTION

- One to one contact
- Improved payment processing through:
 - ✓ Daily Email Communications to resolve billing issues and inquiries
 - ✓ Reconciliations (Sold Properties, Purchased Properties)
 - ✓ EFT payment process initiated

Billing: Managing Large Customer Accounts With a Single Direct Contact



THE RESULT

- Improved customer support
- Strong DWSD support for economic redevelopment



DeRonne, Amy <AmyDeRonne@bedrockdetroit.com>

Carlos Vazquez

RE: New Role



You forwarded this message on 8/15/2019 4:27 PM.

Click here to download pictures. To help protect your privacy, Outlook prevented automatic download of some pictures in this message.

You have been absolutely amazing! You have made all issues with our properties and water accounts a real breeze. Your response time is very appreciated and helps us execute quicker. I truly appreciate everything you have done for me! I will still have the same email so feel free to KIT! 😊



Amy DeRonne
Accounts Payable Specialist

>>>

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Collections: Using Cross-Trained Personnel



THE CHALLENGES

- Collection process often revealed issues involving various DWSD business units
- However, collection activities often remained in one business unit: Collections

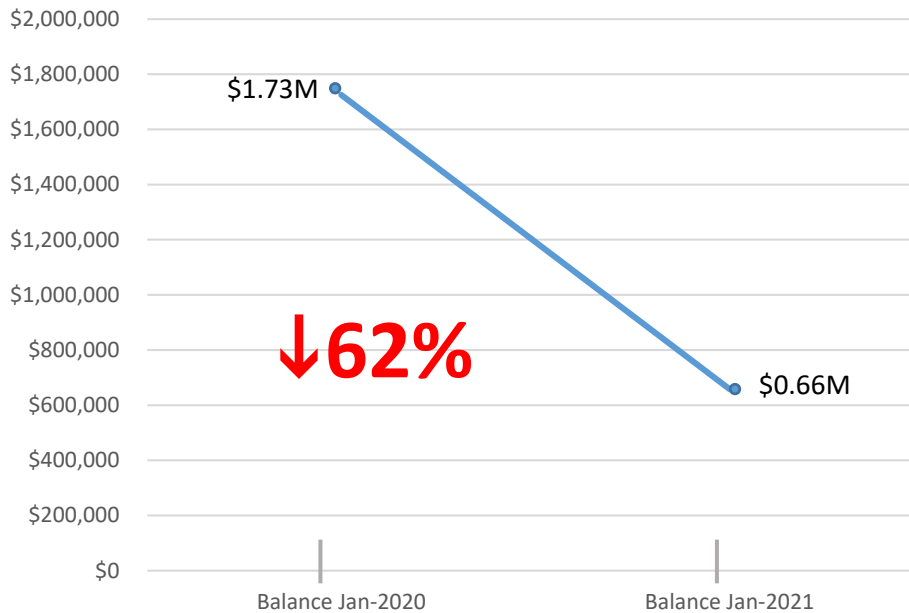
THE SOLUTION

- Use of cross-trained personnel in collections
- Training in billing, collections, customer service and storm water management
- Coordination with General Counsel's Office

Collections: Using Cross-Trained Personnel



THE RESULT



- Container Port
- Military & Veteran Affairs
- Buckeye Terminals
- Detroit Housing Commission
- Detroit/Wayne Stadium Authority
- FCA
- Gee Edmonson Academy

Other Possible Collection Tools

COLLECTION AGENCY

- Piggyback City of Detroit Contract
- Inactive Accounts
- Other Accounts TBD

PROSECUTING WATER THEFT

- Grant Agreement with Wayne County Prosecutor
- Reimbursement possible through restitution orders
- Commercial & Industrial accounts only

These tools would become part of the overall DWSD plan to better utilize people, process and technology to increase collections and reduce receivables.



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