

Harris & Harris Hosts Utility Benchmarking Meeting

March, 2015

Harris and Harris just hosted a benchmarking meeting for various Utility clientele. This meeting allowed different Utility companies to come together in a roundtable setting. Various industry events take place throughout the year for the utility market. This meeting provided an open setting for similar companies to talk about what they are currently facing in the utility marketplace.

Three different utility companies, all based in various Midwestern states, came to the Harris & Harris Chicago Headquarters to meet. Various attendees from the Revenue Management, Credit and Collections, and Compliance departments attended. Over 20 participants partook in the discussions.

A synopsis of the agenda includes the following topics; Utility Best Practices, Billing Cycle, Disconnect Processes, Write Off Processes, Uncollectible Metrics, Low Income & Energy Assistance, and Compliance & Regulatory Issues. Each session allowed for various team members to walk through their responsibilities, how their processes work, and what successes and issues they face.

The goal of this event was to allow the three different companies to educate, understand, and learn from each other. Harris & Harris team members participated from the partner standpoint, while helping facilitate the conversation.

Overall, it was a great two days of sessions. Everyone felt it was a very productive and informative meeting. One of the Credit and Collections Directors stated that, "everyone seems to be going through the same processes, issues, and trends. We can learn so much from what others have done in similar situations." Harris and Harris hopes to turn this into a bi-annual event for all three markets they service; utilities, healthcare, and government.

About Harris & Harris, Ltd.

Harris & Harris is a Chicago-based collection firm, representing local and state government, gas and electric utilities, and hospital systems. Founded in 1968, the firm employs more than 400 associates headquartered in downtown Chicago. It employs state-of-the-art information and data management systems to meet the speed and reporting needs of its clients. Learn more at www.harriscollect.com.

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- Director of Credit & Collections,
Local Chicago Utility Client