

# Questions to Consider Throughout the Utility Customer Lifecycle

## ACCOUNT OPENING

## ACCOUNT MANAGEMENT

## ACCOUNT COLLECTIONS

### IDENTITY MANAGEMENT

Implement a complete identity management strategy including verification & authentication. Leverage multi-factor authentication.

### FRAUD

Ensure you have a strong fraud detection strategy that includes automated fraud scoring.

### CREDIT RISK

Use a thorough credit risk strategy that has insight from alternative data. Periodically reassess credit worthiness and propensity to pay.

### COLLECTIONS

Deploy a comprehensive due diligence tool that quickly provides necessary contact & location info. Assess efficiencies to be gained in your analyst activities.

