Questions to Consider Throughout the Utility Customer Lifecycle

ACCOUNT OPENING

1. Who is the applicant?
2. Do I have a previous relationship with the applicant?
3. Is there potential fraud?
4. Are there credit concerns?

ACCOUNT MANAGEMENT

1. Is the person attempting access the legitimate account holder?
2. Is there potential fraud?
3. Has their credit risk profile changed?
4. Is there opportunity to provide additional offerings?

ACCOUNT COLLECTIONS

1. What is their risk of credit default?
2. What is the likelihood of repayment?
3. Can I locate them to collect?
4. Are my collection processes efficient?