



Collect+

Debt collection, disconnection & financial resilience

Collect+ leverages higher collection rates and better financial performance from the collection and disconnection process of B-to-B utility providers compared with conventional debt collection approaches.

For almost two decades the solution has been used to collect debt for utility providers ranging from small start-ups to the top ten ranked B-to-B utility providers including from the Big Six.

Compared with conventional debt collection approaches Collect+ improves the financial resilience of the business and can,

- Shorten the time to collect
- Speed up cash flow
- Reduce debtor days
- Reduce bad debt
- Reduce consumption losses
- Reduce borrowing
- Strengthen compliance with Ofgem rules

Collect+ brings together debt recovery and disconnection in an optimised process.

In doing so Collect+ improves collection rates on live debt and the utility providers debt position and reduces its exposure to on-going losses.





Credit management

Regulations and the way utilities are delivered mean the full range of credit management tools are not available to a utility provider. It cannot withhold product by putting an account on-stop or withdraw access to credit.

However, within its control is the time the defaulting account continues to use the service or the credit period.

What Collect+ does

Collect+ gets payment from on-supply accounts and manages Ofgem/Ofwat compliant disconnection. But, importantly, it also increases recovery rates, minimises the providers debt position and reduces its cost of supply.

To do this the disconnection and debt recovery process are run side by side each supporting the other. This shortens the process and improves recovery rates. The outcome for the utility provider is to minimise debtor days, reduce bad debt, and have a positive impact on cash flow and borrowings.

Collect+ handles the full collection and disconnection process. The utility provider needs only to provide the required information and authorise key decisions.

Unique management platform

The benefits of coupling the collection and disconnection processes are achievable only if the work of the two teams can be closely coordinated.

A unique management platform known as Coleman combines the features of conventional debt recovery platforms with disconnection and field services management solutions. Refined over two decades of work with utility companies Colman is at the heart of Collect+.

Established, trusted, proven

The Collect+ process has been used to collect debt for the past two decades. It is a proven scalable and adaptable solution for collecting debt for all types of utility provider, their different business models, and business volumes.

Signing up for Collect+

Instructing ACS to provide debt recovery and disconnection will automatically recover the debt using Collect+.

For more about the processes used by Collect+ see the article "Optimizing the Collection of B-to-B Utility Debt" published in the journal "Credit Control and Asset & Risk Review",

Advanced Collection Systems

Established in 2000, ACS works with sole traders, SME's and multi-national corporations. We provide credit management, debt collection services, tracing and international debt recovery. To find out more please visit our website, or telephone or email with your questions.

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