

283

**JOSH FIELDS & ASSOCIATES**  
*Attorneys and Counselors at Law*

4700 S. Hagadorn Road, Suite 195  
East Lansing, Michigan 48823

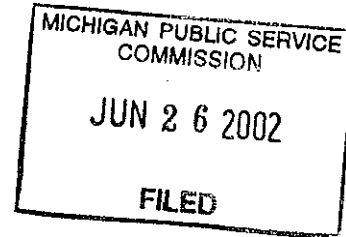
Joseph (Josh) H. Fields  
joshfields1@juno.com

(517) 337-4480  
FAX (517) 337-4879

Admitted to Practice in  
Michigan, California & Texas

June 26, 2002

Ms. Dorothy Wideman  
Michigan Public Service Commission  
Gas Division  
6545 Mercantile Way  
PO Box 30221  
Lansing, Michigan 48909



**RE: Consumers Energy Company Rate Case No. U-13000**

Dear Ms. Wideman:

Enclosed herewith please find the original and four (4) copies of Intervenor's Metro Bureau Group Services, Inc.'s Supplement to Exceptions to Proposal for Decision and Proof of Service thereof. This has also been electronically filed.

Kindly cause these documents to be filed and handled in your customary manner and contact us if you have any questions.

Very truly yours,

**JOSH FIELDS & ASSOCIATES**

A handwritten signature in cursive script that reads "Joseph H. Fields".

Joseph H. Fields

JHF: nmw  
Enclosures

Metro/intervene/U-13000 /exceptions to PFD/ secretary ltr 6.25.02

===== JOSH FIELDS & ASSOCIATES • 4700 S. Hagadorn Road, Suite 195 • East Lansing, Michigan 48823 • (517) 337-4480 • FAX (517) 337-4879 =====

283

MICHIGAN PUBLIC SERVICE  
COMMISSION  
JUN 26 2002  
FILED

STATE OF MICHIGAN  
BEFORE THE MICHIGAN PUBLIC SERVICE COMMISSION

In the Matter of the Application of )  
CONSUMERS ENERGY COMPANY for )  
Authority to Increase Its Rates for the Sale )  
of Natural Gas and for Other Relief )  
\_\_\_\_\_ )

Case No. U-13000  
BOH Docket No. 2001-1176

**INTERVENOR, METRO BUREAU GROUP SERVICES, INC.'S  
SUPPLEMENT TO EXCEPTIONS TO PROPOSAL FOR DECISION**

Metro Bureau Group Services, Inc. ("**Group Services**") hereby submits the following Supplement to Exceptions to Proposal for Decision herein:

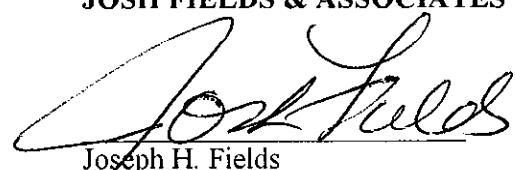
**Group Services** submits that while there is ample evidence that the issues of bad debt and uncollectibles are plaguing the energy industry, there is no such evidence with respect to schools. These issues are addressed at seminars that are provided to utility companies to help in collecting on bad debts. (see attached brochure).

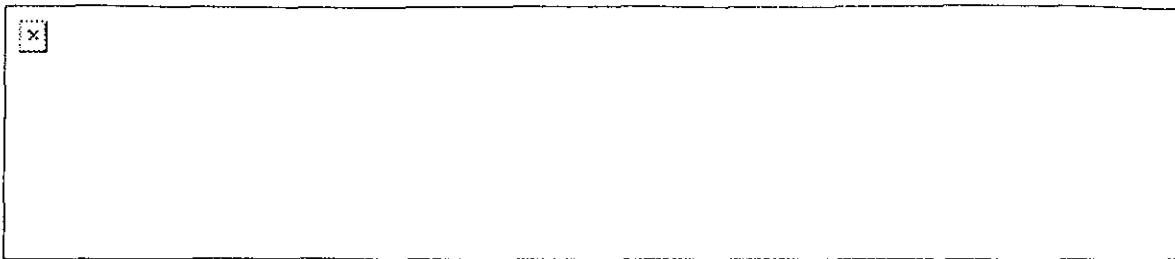
While **Group Services** is not challenging Consumers Energy Company having the right to recover bad debt and uncollectible expenses, **Group Services** steadfastly maintains that because schools are not entities that contribute to the burdens of debt collection and schools don't leave the State and become uncollectible, schools should not be placed in a position in which they bear part of the burden of bad debt and uncollectible expenses.

Dated: June 26, 2002

Respectfully Submitted,

**JOSH FIELDS & ASSOCIATES**

  
Joseph H. Fields  
4700 S. Hagadorn Road, Suite 195  
East Lansing, MI 48823  
(517) 337-4480



**Credit & Collections for Utilities**

July 22 - 23, 2002; · The Drake Hotel · Chicago, IL  
[Click Here To Download A Complete Conference Brochure](#)

Dear Energy Professional

Attend CBI's timely "**Credit & Collections for Utilities**" conference to gain insights on how to take control of revenue recovery opportunities. Doing so can help you to operate your credit and collections operations with lower costs, increased returns and high levels of customer satisfaction.

"CBI's conference represents a very attractive package of topics and speakers critical to helping today's utilities overcome their credit and collections challenges. I look forward to attending"

*W.T. Pugh, Director, Billing & Collection Operations, AEP*



**Georgia Power**

Tracks commercial and industrial clients' credit ratings to react to bankruptcies faster

**Duke Power**

Ensures the most profitable returns through close management of its collection agencies

**Allegheny Power**

Benchmarks against industry standards and designs operational methods to achieve its revenue goals

**FirstEnergy**

In the aftermath of its merger, consolidated its best credit methods for improved revenue control ratings to react to bankruptcies faster

**BC Hydro**

Creates a win-win situation using advanced software to manage its multiple outsourced collection agencies

**Illinois Power**

Boosts collection efforts by using a predictive dialer to proactively contact customers prior to disconnection

**PECO Energy**

Sells off delinquent accounts to collection agencies to increase revenues

**Potomac Electric Power Company (PEPCO)**

Launched a multi-disciplinary review to curb revenue loss by tightening key business processes

**Commonwealth Edison**

Controls its debt and decreases field costs by prioritizing cut-out efforts utilizing risk scoring

**Salt River Project**

Implemented a prepay program that reduces bad debt, improves customer satisfaction and gains customer acceptance

**Duke Power**

Incorporates communication from front-line back into credit and collection data

**Wisconsin Electric-Wisconsin Gas**  
Implements aggressive collections  
procedures while maintaining respectful  
relationships with account holders

**TECO Energy**  
Creates new credit and payment processes  
in response to its most aggressive bad  
debt recovery goal in history

**CINERGY**

Outsources credit calls to provide a consistent and cost competitive alternative to in-house collections

[Empty rectangular box]

**#1: Consumer Credit Scores**

Powerful Tools to Evaluate, Monitor and Manage Your Accounts for Maximum Revenue

**#2: Selling Off Accounts**

Manage the Process from Disconnect to Write Off

---

[Click Here To Download A Complete Conference Brochure](#)

This email was sent to [joshfields1@juno.com](mailto:joshfields1@juno.com), by [PowerMarketers.com](http://PowerMarketers.com).  
Visit our Subscription Center to [edit](#) your interests or [unsubscribe](#).  
View our [privacy policy](#).

# Credit & Collections for Utilities

Maximize Revenue Recovery and Minimize Bad Debt through  
Innovation, Proactive Process Improvement and Outsourcing Solutions

July 22-23, 2002 • The Drake Hotel • Chicago, IL

## Capitalize on the Experiences from Leaders in Utility Credit & Collections:

- Allegheny Power
- BC Hydro
- Cavalry Investments
- CINERGY Corp.
- Commonwealth Edison
- Duke Power
- FirstEnergy
- Georgia Power
- Illinois Power
- PECO Energy
- Potomac Electric Power Company (PEPCO)
- Salt River Project
- TECO Energy
- Wisconsin Electric-Wisconsin Gas

### Documentation Binders and CD-Roms

If you are unable to attend the conference or you would like extra copies for your colleagues, you can order your conference documentation binder and/or CD-Rom today. Don't miss out on the valuable information presented by industry leaders exclusively at this event. The binder or CD-Rom is available for only \$298; \$398 for both. Add \$50 for international shipments. The binder includes overheads, articles and presentations. Simply fill out the order form and the binder and/or CD-Rom will be shipped to you 2 weeks after the conference occurs.

Registration Fee:	Commercial	Government
Conference & Workshop	\$1895	\$1195
Conference Only	\$1595	\$895
Workshop Only	\$795	\$795

Your registration fee. Fee includes continental breakfast, lunch, wine and cheese reception, refreshments and conference documentation binder. Please make checks (in U.S. funds drawn on a U.S. bank) payable to CBI Research, Inc. (No personal checks accepted)

- Team Discount:**  
 Your organization may send 1 executive **FREE** for every 3 delegates registered. All registrations must be made at the same time to qualify.

SAVE \$495

- Venue:**  
 The Drake Hotel  
 140 East Walton Place  
 Chicago, Illinois 60611  
 Tel: 312-787-2200 • Fax: 312-397-1948

BOOK EARLY—  
HOTEL WILL  
SELL OUT

- Discount Accommodations & Travel:**  
 Contact CBI's official travel service, Travel Concepts for all of your travel needs. In order to receive CBI's special discounted hotel rate, you must call Travel Concepts by July 1, 2002. Travel Concepts can also negotiate low group airfares and car rentals. Call them at 800-640-8082 (508-879-8600 outside the U.S.) or email carol@travelconcept.com. Mention that you are attending CBI's Credit & Collections for Utilities conference to qualify for hotel and travel discounts.

- Substitution & Cancellation:**  
 Your registration may be transferred to a member of your organization up to 24 hours in advance of the conference. Cancellations received in writing on or before July 8, 2002 will be refunded, less a \$195 administrative charge. No refunds will be made after this date; however, the registration fee less the \$195 administrative charge can be credited to another CBI conference if you register within 6 months from the date of this conference. In case of conference cancellation, CBI's liability is limited to refund of the conference registration fee only. CBI reserves the right to alter this program without prior notice.

- Satisfaction Guaranteed:**  
 CBI stands behind the quality of its conferences. If you are not satisfied with the quality of the conference, a credit will be awarded towards a comparable CBI conference of your choice.

### 5 Easy Ways to Register



**WEBSITE**  
pmaconference.com



**PHONE**  
201 784 5389



**FAX**  
201 787 1928



**E-MAIL**  
info@pmaconference.com  
Please include all information requested on registration card.



**MAIL**  
Power Marketing Assn.  
PO Box 2303  
Falls Church VA 22042

**REGISTER TODAY! CALL 201 784 5389**

The Center for Business Intelligence

U.S. Postage  
PAID  
Galery

### Registration Card

PB270

DO NOT REMOVE MAILING LABEL. PLEASE RETURN ENTIRE FORM.

- Yes! Please register me for the CREDIT & COLLECTIONS FOR UTILITIES conference.**
- Conference & Workshop A  Conference & Workshop B  Conference only  Workshop A only  Workshop B only
- I am registering for the EARLY BIRD RATE.  I am registering for the GOVERNMENT RATE.
- We would like to take advantage of the TEAM DISCOUNT (see left for details).
- I cannot attend. Please send me a Conference Documentation Binder.  Please send me the CD-Rom.  Please send me both.

PRIORITY CODE (appears below mailing address): \_\_\_\_\_

1. NAME	POSITION	<b>Register 3 Get 1 FREE</b>
2. NAME	POSITION	
3. NAME	POSITION	
4. NAME	POSITION	
COMPANY	DIVISION	<b>FREE</b>
ADDRESS		
CITY	STATE/COUNTRY	ZIP/POSTAL CODE
TELEPHONE	FAX	E-MAIL
AUTHORIZED SIGNATURE		

### Payment Options: Payment in full is required to process registration

- Enclosed is a check for payment in full (No personal checks accepted)
- MC/Visa:     -     -     -
- Amex:     -     -

NAME (AS APPLIES ON CARD)

EXP. DATE

CARDHOLDER SIGNATURE

Please photocopy this form for additional delegates.

Workshop A

**CONSUMER CREDIT SCORES —  
Powerful Tools to Evaluate, Monitor and Manage Your  
Consumer Accounts for Maximum Revenue**

Credit scores are statistical tools that evaluate a client's past behavior to predict future risk potential. Scoring is an increasingly popular method used by credit managers to evaluate the likelihood of bill payment and credit risk. Credit data can be utilized during all aspects of the account lifecycle, from client acquisition, to identifying profitable accounts, to collection strategies. The benefits of credit information and scoring are detailed in this interactive workshop. Hear the many applications of scoring, how to choose the right tools for your business needs, implementation considerations and ongoing methods to maximize account revenue.

7:30 *Registration and Continental Breakfast*

12:00 *Close of Workshop*

8:30 *Workshop Leaders' Welcome and  
Opening Remarks*

*There will be a 30-minute networking and refreshment break at 10:00 am*

**I. Use Credit Data and Scoring Models to  
Minimize Credit Risk**

- Examine the need in the utility industry for better client risk evaluation
- Become familiar with the sources of credit data and how it is collected and stored
- Understand the uses for risk scoring in establishment of credit, identification of valuable customers and effective collections management

**II. Choose the Right Tools for Your  
Business Needs**

- Evaluate your current business operations to inventory capabilities and needs
- Test and analyze the performance of various credit scores on your accounts
- Calculate a return on investment by implementing scores

**III. How to Implement Credit Data and Scores  
into the Workflow**

- Address system connectivity issues and the pitfalls to avoid
- Review training requirements, available resources and support

**IV. Consider Next Steps and Other Applications**

- Review other applications for credit data and scores including:
  - \* periodic portfolio reviews
  - \* automated decisioning technology
  - \* identity and fraud verification
  - \* marketing and segmentation opportunities

**— About Your Workshop Leaders —**

**Carolyn Cesarz**, Senior Product Research Manager, is responsible for new product research and development, product management, and marketing for TransUnion products available to the communications, wireless, utility and cable industries. Her focus is client business solutions — recommending, analyzing and implementing a variety of credit products, scoring models and other analytical tools that improve bottom line profitability. Prior to joining TransUnion in 1997, Mrs. Cesarz spent 8 years in the banking and retail finance industries, with both Household International and GE Capital Corporation.

Her management duties spanned both operations and sales, with experience in customer service, collections, sales account management and marketing campaign development.

**Gayle Tomasson** is a Regional Account Manager with TransUnion's Communications & Energy Group (CEG). Her primary role is to support local credit bureaus representatives' sales efforts targeting telecommunication, cable and utility companies. Aided by her experience in and knowledge of the telecommunication and utility industries, Gayle conducts product presentations, tracks industry trends, attends/presents at national conventions and compiles data to develop new products or improve existing ones. Gayle has worked extensively with customers regarding their use of scores ranging from applying scores to marketing lists, applicant screening, portfolio management, payment and collections applications. Correct employment of scoring and credit products have resulted in significant positive impacts to client's collections and account management. Additionally, state public utility commissions have benefited from her custom presentations on understanding the development and application of scoring models.

## SELLING OFF ACCOUNTS — Manage the Process from Disconnect to Write Off

In a competitive environment, it is not only critical to be the least cost provider, but also to supply the best customer relations possible. You are under constant pressure to increase revenues while minimizing your costs. To effectively manage final bills from 30 days past due to post write off is key to what you deliver for your utility. Learn how to turn non-performing and dormant accounts into instant cash while simultaneously reducing administrative costs. You can significantly reduce aged credit calls to your call centers thereby enhancing its overall productivity.

7:30 *Registration and Continental Breakfast*

8:30 *Workshop Leaders' Welcome and  
Opening Remarks*

### I. Receive Immediate Cash for Non-Performing Assets

- Immediate cash for funds that may be received over the next 1 to 6 years
- Achieve immediate time value of money
- Eliminate uncertainty of when account will be paid
- Ability to accurately project recoveries in the near to intermediate term
- Enhance ability to meet charge off to revenue goals

### II. Reduce Administrative Expenses for Credit & Collections Operations

- Reduce collection agency fees
- Reduce/eliminate/reallocate resources
- Reduce customer contacts in call centers
- Eliminate customer requests related to Credit Bureau derogatory remarks
- No legal matters to address

### III. Methods to Enhance Customer Relations When Selling Off Accounts

- Don't require past due bills on reconnections of service
- Keep from alienating customers in a competitive environment
- Eliminate customer complaints on aged bills
- Enhance customers' ability to rehabilitate credit
- Flexibility to work with customers to resolve disputes

### IV. Choosing the Right Agency Partner

- Learn criteria necessary to minimize/eliminate risk of complaints
- Determine most appropriate basis for long term partnership
- Why highest price is not necessarily the best determinant
- Determine overall criteria to use for each collection situation

### V. PECO Energy Sells off Delinquent Accounts to Collection Agencies to Increase Revenues

Energy providers are selling their bad debt accounts as a receivables management tool. By using a systematic approach, utility companies can maximize the value of their bad debt accounts.



- Determine if selling is right for you
- Examine the benefits of selling
- Learn the steps required for a successful sale
- Examine post-sale requirements

12:00 *Close of Workshop*

*There will be a 30-minute networking and refreshment break at 10:00 am*

## — About Your Workshop Leaders —

Glenn Padgett is Vice President of InoVision. During Glenn's 30 plus year career with Virginia Power, he was responsible for the management and performance of diverse business areas of the company. Glenn directed a Customer Service Center, was responsible for Virginia Power's Customer Accounting functions that included billing, collecting and reporting of electric (and for a period of time, gas) revenues and was Project Manager on replacing the Customer Accounting functions with an integrated Business Management System. He is very familiar with customer service issues, customer accounting matters and managing automation projects. Following his retirement from Virginia Power, Glenn joined InoVision to lend his expertise in dealing with credit and collection issues confronting the utility industry in this era of competition and deregulation.

Bruce A. Gay is the Senior Analyst of Revenue Recovery at PECO Energy. Shortly after joining PECO Energy Co. in 1997, Bruce led the energy company's efforts in selling charged off accounts. Bruce has managed a number of large one-time sales, as well as forward flow agreements, totaling over \$170 million. He also oversees all inactive delinquent account strategies, including collection agency management. In 2001, after the merger of PECO Energy Co. and ComEd, Bruce was instrumental in consolidating all inactive account processes and collection agencies between the two Exelon Corporation companies.

# MAIN CONFERENCE

Day One — Monday, July 22, 2002

12:30 Main Conference Registration and Refreshments

Canvas Briefcases  
provided by:



1:15 *Chairman's Welcome and Opening Remarks*  
Alfred J. Brothers, Executive Vice President, Cavalry Investments

## Improve Internal Processes to Increase Collections and Reduce Loss

1:30 **Set New Performance Standards in Credit & Collections**

Measuring success in credit and collections is important for setting goals. By benchmarking against industry standards in both utilities and credit and collections, you can better map your route to achieve the revenue goals for your company.



- Look to other industries for performance standards in all areas of operation
- Communicate problems to service centers to establish revenue goals
- Design performance standards for your operations to achieve your revenue goals

Denise Ralston, General Manager, Credit & Collections, Allegheny Power

2:15 **Tighten Key Business Processes to Curb Unintended Revenue Loss**

Many external forces, such as electricity deregulation, low regional growth rates and long-term rate freezes, have caused utilities to examine a number of existing processes to stem unintended revenue loss. Hear how one utility launched a multi-discipline review to tighten key business processes.



- Identify key business processes that place revenue at risk
- Conduct process reviews to understand revenue impacts of corporate policies & procedures
- Identify process improvements and prioritize initiatives across business disciplines
- Obtain corporate commitment to a revenue recovery strategy

Paula B. Blair, Departmental Manager, Billing Services & Investigations, Potomac Electric Power Company (PEPCO)

3:00 **Manage Mergers — Consolidate Best Credit Methods for Improved Revenue Control**

Mergers and acquisitions have been rampant in utilities. In the aftermath, merging credit and collections operations can be particularly challenging, so specific goals and measurements have to be in place. Every business process is challenged in order to set up the new company for success.

- Agree on specific tenets to determine each business practice review
- Conduct a side-by-side best practice review to compare for best results
- Manage changes in cultures, processes and comfort levels

JoAnn Ruchlewicz, Advanced Business Analyst, FirstEnergy



3:45 *Networking and Refreshment Break*

4:15 **Coordinate Efforts with Your Contact Center to Increase Collections**

How can you best work with your contact center to get the most out of your collection efforts? Learn different ways to boost revenues.



- Develop training programs for employees
- Establish incentives for reaching performance goals
- Incorporate communication from front-line back into credit and collection data

Vera W. Carroll, Debt Management Specialist, Duke Power

5:00 **Reduce Bad Debt by Coordinating a Team Approach and New Strategies**

In the past year, the economy's uncertainty has resulted in higher uncollected funds from more accounts. Those who were historically not at risk for inability to pay have slid into that status unwillingly. When your bad debt goal is more aggressive than ever before, you need to investigate different ways to achieve it. By coordinating a team approach and taking a global, strategic view, utilities can make better credit decisions up front, and collect on customer accounts.



- Offer more stringent financing and payment plans to customers
- Change scoring practices to prevent bad debt
- Create new processes that support the customer in being on time with payments rather than encourage them to be delinquent
- Educate front line employees as to why credit policies are changing as they can make or break the transition
- Solicit front line employees for feedback on changes
- Network with other utilities to prevent re-work and simplify your processes

Gina Zahran, Manager, Credit, Collection & Strategies, TECO Energy

5:45 *Close of Day One*



5:45-6:45 **Wine & Cheese  
Networking Reception**

Join colleagues and friends in a relaxed setting.

## Day Two — Tuesday, July 23, 2002

7:15 Continental Breakfasts

Breakfast Hosted by:

  
TransUnion

7:45 *Chairman's Review of Day One*  
Alfred Brothers, Executive Vice President, Cavalry Investments

### Maximize Revenue Recovery with Proactive Customer Transactions

8:00 **Aggressively Recover Revenue by Using Non-Traditional Payment Arrangement Options**

Most utilities face the difficult task of recovering delinquent receivables while providing superior customer service. Ironic in scope, but it can be done consistently by developing payment arrangement models that are responsive to corporate fiscal needs yet address customer needs.

CASE STUDY

- How to create truthful responses from customers when requesting income and expense information
- Income and expense guidelines and threshold models dependent on expense
- Payment plan guidelines and models to heighten the impact of failure
- Reporting and performance thresholds, performance and feedback

Gregory Svauh, Manager, Credit and Collections Operations, Policy and Strategy, Wisconsin Electric-Wisconsin Gas

8:45 **Prepayment Programs to Minimize Credit Risk and Bad Debt**

Prepay offers both the utility and the customer alternatives to the traditional methods of dealing with bad debt.

Hear about the successes and challenges of implementing a prepay program in North America. Use prepay to reduce bad debt, improve customer satisfaction and gain acceptance.

CASE STUDY

- Determine if prepay is right for you and how to implement a successful prepay program
- Lessen bad debt and help credit challenged customers change payment practices and reduce costs for all customers
- Strengthen customer satisfaction by helping customers take control of their electric usage and bills
- Use prepayment to keep customers in service while they pay off arrears
- Move prepay from a pilot to a standard offering

John R. Soethe, Manager, Revenue Cycle Services, Salt River Project

9:30 **Use a Predictive Dialer to Boost Revenue Recovery and Reduce Shut-Offs**

Utilities would rather get an account to pay rather than shut off the meter. By using a predictive dialer, Illinois Power made a huge impact on its collections, before having to shut off the customer. Learn how you can best use this tool.

CASE STUDY

- Determine if a predictive dialer can boost your collection efforts with campaigns specific to your company's needs
- Optimize cash flow by proactively contacting customers prior to disconnection
- Enhance collection efforts with one call resolution
- Reduce costs associated with non-pay shut offs

Jacque Winston, Proactive Collections Supervisor, Illinois Power

10:15 *Networking & Refreshment Break*

10:45 **Control Your Debt by Addressing the Risk**

Bad debt is on the rise nationwide due to the increase in unemployment, bankruptcy and our tough economy. Segmenting your customer base by risk will help you identify the accounts that pose the greatest and least amount of risk. Risk, rather than simply the amount past due, should be your basis for selecting accounts to be cut for non-payment and determining the sense of urgency. Hear how you can control your debt and decrease field costs by prioritizing your cut-out efforts by utilizing risk scoring.

CASE STUDY

- Increase revenue by cutting risky accounts earlier which will increase the likelihood of payment
- Reduce your field costs while lowering past due debt
- Prioritize non-payment cut-outs by identifying the difference between true credit risk and late paying customers

Tim Hopper, Senior Administrator Revenue Protection, Commonwealth Edison

### Leverage Collection Agencies & Outsourcing Opportunities

11:30 **Administering Third Party Collection Agency Relationships**

How do you decide which collection agencies to use? Make your relationship a win-win situation by managing and measuring third party collection agencies.

CASE STUDY

- Build a matrix to aid in selection of agencies
- Create reports and measurements to set agency standards
- Establish specific and measurable goals with the agency to ensure clear communication and expectations

Kim Bass, Debt Management Specialist, Duke Power

12:15 *Luncheon*

1:30 **Manage Your Collection Agencies by Using Advanced Software Solutions**

Supervising multiple collection agencies can be tricky. By implementing an automated collection agency management system software that makes the processes more streamlined, you can manage those agencies with a higher level of efficiency and better returns.



- Gauge past experience with energy providers
- Examine alternatives for commission based collections
- Establish value on accounts sold by age

*Stanja Frenette, Process Improvement Team Lead, BC Hydro*

2:15 **Outsource Credit Calls to Concentrate on Customer Service**

Outsourcing customer service activities within the utility industry has gained momentum in recent years, with utilities concentrating on core customer service processes. One such area that utilities have been outsourcing is credit calls. Outsourcers are providing a consistent, cost competitive credit alternative at which utility companies are taking a closer look.



- Examine your current state credit call situation
- Decide on what you want to accomplish
- Get the necessary information needed to get key decisions made
- Choose a vendor
- Implementation and follow-up

*Grady Reid Jr., Manager, Revenue Collections, CENERGY Corp.*

3:00 **Networking & Refreshment Break**

3:30 **Using Outsourcing to Ensure Best Practices in Credit & Collections for Utilities**

The utility industry is managing in difficult, turbulent times with increasing energy prices, an overall economic downturn and the threat/opportunity of deregulation. What better time than now to examine what many companies view as a cost center that is really a ripe opportunity center? Utilizing industry best practices is the key to mining the full opportunity many utilities have available.

- Examine the analytical tools available to forecast delinquency and write-offs
- Discover how to balance the inbound/outbound dilemma
- Evaluate your current methods of segmenting collections activities
- Determine the management tools that tie your financial targets to collections operations

*Mike Staed, Executive Vice President — Sales & Marketing, Outsourcing Solutions Inc. (OSI)*

4:15 **Manage Large Commercial and Industrial Credit**

Georgia Power has embarked on a challenging idea to stem bad debts that are associated with large commercial and industrial customers. By creating a watch list of customers whose financials are less than desirable, it has incurred some early success as well as some promising near misses. By building, maintaining and creating key relationships, it has begun to slow the bleeding.



- Where to obtain free valuable financial information about your customers
- Specific financial ratios worthy of periodic review
- How rating services can provide excellent information that is affordable

*Jim Maynard, Commercial and Industrial Credit Coordinator, Georgia Power*

5:00 **Close of Conference**

**Do you want to meet this powerful audience to drive new business?**

At CBI's **Credit & Collections for Utilities** conference, you will find a highly targeted audience of senior level decision-makers. CBI conferences are NOT trade shows, which attract large numbers of attendees at very low cost who lack purchasing or decision-making power. Instead, CBI events are attended by those with the seniority and authority to change the way their firms operate.

For sponsors and exhibitors, this means an unparalleled opportunity to raise your profile before a manageable group of senior level executives who make the key purchasing decisions for their businesses. There are a wide range of sponsorship packages, which can be customized to fit your budget and marketing objectives. Select the components YOU require in order to increase your brand identity.

Choose from an extensive range of promotional opportunities:

- Exclusive Platinum Sponsorship
- Keynote Address Underwriter
- Cocktail Reception Host
- Day One Breakfast Host • Luncheon Host
- Networking Break • Portfolio Organizer
- Exhibition Space — both 8'x10' and table-top , depending on availability

Space is very limited, so call NOW to avoid disappointment!

**CURRENT SPONSORS & EXHIBITORS INCLUDE:**



TransUnion



InoVision

Please Contact Lorne Grout at tel. 781-939-2404  
or via email at [lorneg@cbinet.com](mailto:lorneg@cbinet.com).

## Our Outstanding Speakers

### **Denise Ralston, General Manager , Credit & Collections, Allegheny Power**

Ms. Ralston is responsible for policy and activities associated with billing and credit & collections in Allegheny's five jurisdictions. She is also part of the Manage the Revenue Stream (MRS) management team and the AP Meter Reading Management team. Denise's career with Allegheny Power in 1987 and served in several different positions including Power Station Accounting Supervisor, General Ledger Supervisor, Customer Accounting Supervisor, responsible for billing adjustments and collections, Administrative Aide working with the WV PSC on informal and formal complaints, and Manager, Corporate Billing, where she was responsible for all billing and collections related to service billing.

### **Stanja Frenette, Process Improvement Team Leader , BC Hydro**

Ms. Frenette has worked in both the telephone and electric utility field as a collections business process and system analyst. She spent 10 years at the New Brunswick Telephone company, with a background in collections and eventually leading a technical team in the analysis and implementation of collections and computer-telephony systems. During her years at BC Hydro, she led the business team through the design and implementation of new Account Referral business processes and an automated system for Collection Agency Management. She is currently the business process expert for Account Management Processes.

### **Alfred J. Brothers, Executive Vice President, Cavalry Investments**

Mr. Brothers is the Executive Vice President of Cavalry Investments, LLC. Cavalry Investments (formerly known as Zirkak Investments) has been actively purchasing, collecting and reselling non-performing consumer debt portfolios since 1991. Based in Phoenix, Arizona, Mr. Brothers has direct responsibility for Cavalry's marketing, acquisition, and debt sales activities as well as overall responsibilities for Cavalry's Phoenix operations including collections and MIS. Mr. Brothers joined Cavalry in 1992 and has played a major role in Cavalry's consistent, profitable growth.

### **Grady Reid Jr., Manager , Revenue Collections, CINERGY Corp**

Mr. Reid currently manages the Revenue Collections Department for Cinergy Corporation overseeing credit and collections policies. He has worked for Cinergy Corporation and The Cincinnati Gas and Electric (CG&E) Company for 27 years. He has spent most of that time in customer contact jobs. Since the merger of CG&E and Public Service of Indiana (PSI) in 1994, Grady has been the Corporate Records Manager, an Area Manager of Community Relations, Manager of Customer Contact and his current position of Manager, Revenue Collections.

### **Tim Hopper , Senior Administrator Revenue Protection, Commonwealth Edison**

Mr. Hopper has 12 years of utility experience in the fraud, loss prevention, and Revenue Protection fields. He has been part of Finance and Revenue Management organizations for telecommunications and electric companies. As a member of ComEd's revenue management team, Tim is currently responsible for managing our revenue protection initiatives as well as the team of associates who are responsible controlling the debt of ComEd's 3+ million customers through the selection of accounts to be cut due to non-payment. He is a member of the Association of Certified Fraud Examiners and was recently elected to the board for the International Utilities Revenue Protection Association (IURPA).

### **Kim Bass, Debt Management Specialist, Duke Power**

Ms. Bass has been employed with Duke Power for 20 years. She began her career in Customer Services in the local field office, then moved on to work in the Merchandise Credit & Collections area. Kim has been in the electric Debt Management area for the past 10 years in supervision and staff positions.

### **Vera W. Carroll, Debt Management Specialist, Duke Power**

Ms. Carroll has worked in the area of collections and customer service for Duke Power Company for over 33 years, sixteen of which were spent as a Credit and Collections Supervisor, managing collections for approximately 124,000 residential and non-residential accounts. Vera was also a Customer Contact Coach, where she gained insight on collections from a customer service point of view. She also has experience in system development as a Business Analyst providing business requirements for the development of collections processes for Duke's Customer Billing & Information System.

### **JoAnn Ruchlewicz, Advanced Business Analyst, FirstEnergy**

### **Jim Maynard, Commercial and Industrial Credit Coordinator , Georgia Power**

Mr. Maynard has 23 years of utility customer service and customer accounting experience. He began his career with Georgia Power as a customer service representative in the call center. Jim was also Sr. Accounting Analyst, Accounting Supervisor, Organizational Comptroller, Assistant to the Vice President of Customer Service, Manager of Final Bills, and now Commercial / Industrial Credit Coordinator.

### **Jacque Winston, Proactive Collections Supervisor , Illinois Power**

In Ms. Winston's 21 years with Illinois Power, ten were spent in field operations, seven in customer service. She implemented the use of a predictive dialer in the summer of 1999. Ms. Winston currently oversees all proactive collection efforts for IP. In addition, she manages the credit center, which opened Feb. 2002. Her department administers consistent credit deadlines by focusing on limited financial risk to the company. The goal of its proactive efforts is to increase collection on active accounts and reduce active arrears.

### **Mike Staed, Executive Vice President, Sales & Marketing, Outsourcing Solutions, Inc. (OSI)**

Mr. Staed has overall responsibility for sales and marketing functions in OSI's Consumer Business Unit as well as for corporate marketing and communications. In addition, he is responsible for developing key alliances and partnerships, co-marketing agreements, and alternate distribution channels. The Consumer Business Unit includes the Bankcard, Financial Services, Telecommunications, and Utilities Services divisions, each of which has dedicated operations and sales organizations providing a seamless line of customized solutions across the receivables continuum of outsourcing, collection and portfolio services.

### **Paula B. Blair, Departmental Manager , Billing Services & Investigations, Potomac Electric Power Company (PEPCO)**

Ms. Blair's department has led the charge to improve business processes through a multi-discipline Revenue Protection Taskforce formed in 1999 in preparation for a deregulated energy market. Her department also manages the supplier support organization that interfaces with alternative energy suppliers, and conducts investigations to resolve billing complaints for all customer groups.

### **John R. Soethe, Manager , Revenue Cycle Services, Salt River Project**

Mr. Soethe has been with SRP for 16 years. His experience includes six years of transmission planning and nine years of rate-making, five of those years as manager of SRP's Corporate Pricing department. For the past year, Mr. Soethe has managed the Revenue Cycle Services department which includes SRP's Metering, Meter Reading, Billing, Field Customer Service and Revenue Protection groups as well as SRP's prepay program, M-Power.

### **Gina Zahran, Manager , Credit, Collection & Strategies, TECO Energy**

In her career with TECO Energy, Ms. Zahran has managed the call center and credit and collection department at TECO Energy for three years. She coordinates all budgets under the Director of Customer Services and develops strategies for Customer Services.

### **Gregory Straub, Manager , Credit and Collections Operations, Policy and Strategy, Wisconsin Electric-Wisconsin Gas**

Greg Straub is the Manager of Credit and Collections Operations, Policy and Strategy at Wisconsin Electric-Wisconsin Gas. Since joining WE-WG in 1996, Greg has been responsible for providing strategic direction and vision to the credit and collections area. Areas of focus and development have been centered around creating a formal litigation process and work group; a Positive Identification process and organization; and leading the tele-collections, low income, litigation, remittance, energy theft & fraud and field collection work groups. Additionally, Greg is responsible for tracking changes made by local, state and federal regulatory bodies and adapting credit and collection policies and guidelines for compliance in both the regulated and unbundled/non-regulated sides of the utility business.

# Credit & Collections for Utilities

Register Today!

Maximize Revenue Recovery and Minimize Bad Debt through Innovation,  
Proactive Process Improvement and Outsourcing Solutions

July 22-23, 2002 • The Drake Hotel • Chicago, IL

## Hear 14 Proven Case Studies

- **Allegheny Power**  
Benchmarks against industry standards and designs operational methods to achieve its revenue goals
- **BC Hydro**  
Creates a win-win situation using advanced software to manage its multiple outsourced collection agencies
- **CINERGY**  
Outsources credit calls to provide a consistent and cost competitive alternative to in-house collections
- **Commonwealth Edison**  
Controls its debt and decreases field costs by prioritizing cut-out efforts utilizing risk scoring
- **Duke Power**  
Incorporates communication from front-line back into credit and collection data
- **Duke Power**  
Ensures the most profitable returns through close management of its collection agencies
- **FirstEnergy**  
In the aftermath of its merger, consolidated its best credit methods for improved revenue control
- **Georgia Power**  
Tracks commercial and industrial clients' credit ratings to react to bankruptcies faster
- **Illinois Power**  
Boosts collection efforts by using a predictive dialer to proactively contact customers prior to disconnection
- **PECO Energy**  
Sells off delinquent accounts to collection agencies to increase revenues
- **Potomac Electric Power Company (PEPCO)**  
Launched a multi-disciplinary review to curb revenue loss by tightening key business processes
- **Salt River Project**  
Implemented a prepay program that reduces bad debt, improves customer satisfaction and gains customer acceptance
- **TECO Energy**  
Creates new credit and payment processes in response to its most aggressive bad debt recovery goal in history
- **Wisconsin Electric-Wisconsin Gas**  
Implements aggressive collections procedures while maintaining respectful relationships with account holders

Organized By:



Outstanding Support Provided By:



Choose from 2 Interactive Pre-Conference Workshops – Monday, July 22, 2002:

- A** CONSUMER CREDIT SCORES — Powerful Tools to Evaluate, Monitor and Manage Your Accounts for Maximum Revenue
- B** SELLING OFF ACCOUNTS — Manage the Process from Disconnect to Write Off

=====JOSH FIELDS & ASSOCIATES • 4700 S. Hagadorn Road, Suite 195 • East Lansing, Michigan 48823 • (517) 337-4480 • FAX (517) 337-4879=====

STATE OF MICHIGAN  
BEFORE THE MICHIGAN PUBLIC SERVICE COMMISSION

MICHIGAN PUBLIC SERVICE  
COMMISSION  
JUN 26 2002  
FILED


In the Matter of the Application of )  
CONSUMERS ENERGY COMPANY for )  
Authority to Increase Its Rates for the Sale )  
of Natural Gas and for Other Relief )  
\_\_\_\_\_ )

Case No. U-13000  
BOH Docket No. 2001-1176

**PROOF OF SERVICE**

I declare that on the 26<sup>th</sup> day of June 2002, I served copies of the Intervenor's Metro Bureau Group Services, Inc.'s Supplement to Exceptions to Proposal for Decision upon all persons listed in the attached service list, by first class mail, postage prepaid or hand delivery and by electronic filing.

June 26, 2002

  
\_\_\_\_\_  
Nichole M. Weber

=====JOSH FIELDS & ASSOCIATES • 4700 S. Hagadorn Road, Suite 195 • East Lansing, Michigan 48823 • (517) 337-4480 • FAX (517) 337-4879=====

Department of Attorney General  
Donald E. Erickson, Asst. Attorney General  
Special Litigation Division  
6520 Mercantile Way, Suite 2  
PO Box 30218  
Lansing, Michigan 48909

Consumers Energy Company  
Consumers Energy Company  
Jon R. Robinson  
212 West Michigan Avenue  
Jackson, Michigan 49201

Consumers Energy Company  
H. Richard Chambers  
212 West Michigan Avenue  
Jackson, Michigan 49201

Consumers Energy Company  
John C. Shea  
212 West Michigan Avenue  
Jackson, Michigan 49201

ABATE  
Robert A.W. Strong  
Clark Hill, P.L.C.  
255 S. Old Woodward Avenue  
Third Floor  
Birmingham, Michigan 48009

National Energy Marketers Association  
John M. Dempsey  
Dickinson Wright, P.L.L.C.  
215 S. Washington Square, Suite 200  
Lansing, Michigan 48933-1816

MPSC Staff  
Steven D. Hughey, Asst. Attorney General  
Public Service Division  
6545 Mercantile Way, Suite 15  
Lansing, Michigan 48911

metro/intervene/pos 6.26.02

Service List  
U-13000

Larry G. Watterworth, Asst. Attorney General  
Public Service Division  
6545 Mercantile Way, Suite 15  
Lansing, Michigan 48911

Administrative Law Judge  
Daniel E. Nickerson, Jr.  
Michigan Dept. Of Consumer & Industry Services  
Bureau of Hearings  
611 West Ottawa Street  
Ottawa State Building, Second Floor  
PO Box 30695  
Lansing, Michigan 48909-8195

Energy Michigan  
Eric J. Schneidewind  
Varnum, Riddering, Schmidt & Howlett, L.L.P.  
The Victor Center  
201 N. Washington Square, Ste. 810  
Lansing, Michigan 48933

MCV  
Michael J. Brown  
Howard & Howard Attorneys, P.C.  
The Phoenix Building  
222 N. Washington Square, Ste. 500  
Lansing, Michigan 48833

Gary B. Pasek  
Vice president of General Counsel & Secretary  
Midland Cogeneration of Venture Ltd. Partnership  
100 Progress Place  
Midland, Michigan 48640

Thomas C. DeWard  
Thomas C. DeWard  
25806 Glover Court  
Farmington Hills, Michigan 48335