2018 NEUAC Annual Conference

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Credit & Collections Strategic Roadmap

**Debt Prevention and Management**

**Policy & Practice**
- Collection Policy
- Risk Mitigation
- Return Mail
- Billing Analysis

**Programs & Offerings**
- Energy Assistance
- Rate Programs
- Payment Arrangements

**Change Management**
- Communication Strategy
- Latent Conditions
- Goals and Reporting

**Technology**
- Payment Validation & Options
- Customer Verification
- Theft Analytics
- Customer Analytics (Collections & Low-Income)

- Statewide collections
- Proactively manage the timeline
- Enforce CNP with resources and technology
- Track and report activity
Mission:

- Ensure the Program serves our purpose of preventing debt for our customers, as well as moving our customers out of the collections cycle.
- Ensure the needs of our customers align with the assistance provided by both government and charitable organizations, as well as private donors through the development of a strategic Energy Assistance Program.
- Ensure the Program has corporate governance but also the expansion into a local presence when appropriate.
- Ensure we are building a Learning Organization.

2018 Focus Area’s:

- Enhancements to Energy Assistance Portal.
- Continue statewide Outreach Efforts – Awareness Campaign.
- Conduct a Customer Energy Assistance Forum.
- Develop a robust process to proactively address Special Customer Needs.
Convenient Payment Options

Authorized Payment Locations (APL)

- Walmart
- Kroger
- Publix
- Shell
- CITGO

Real-time payment posting at over 4,800 convenient locations. Available evenings & weekends. $1.50 convenience fee.

Mobile and Online Payments

Make payments online using your debit card completely free of charge

CheckOut

Obtain your barcode on our website, or from your bill and take it to a participating retail location near you to pay your bill. $1.50 convenience fee.
Financial Empowerment

Energy Assistance Team

PrePay Education

Future Enhancements
Select Bill Due Date
(Residential)

Introducing Pay by Day (pilot)

Senior Citizen Discount Enhancements

Social Security SSI / SSD

Veteran Discount

Energy Savings Account
Helping over 400,000 Georgians
74% of people serviced are elderly
Energy Assistance Portal

Benefits
• 24/7 access
• Eliminate the need to call/fax pledges or mail payments to Georgia Power
• View account information for customers that have provided you permission
• Make Pledges on behalf of customers in need
• Make Payments
• User friendly, flexible and free

What is needed to Retrieve Customer Data?
• Customer’s Georgia Power Account Number
• Last Name as it appears on the Customer’s bill
• Last 4 digits of Customer’s Social Security Number

What can you see?
• Customer’s Account Status
• Average Monthly Bill
• Current Bill Amount
• Total Due & Total Past Due
• Pending Payments
• Due Date
• Recent Bills & Payments

Visit georgiapower.com/agencyassistance
Energy Assistance Portal

• We are enhancing the online Energy Assistance Portal to make it easier for the agencies and community action groups to work with us

• These changes will eliminate challenges that exist today with our pledging process and allow agencies to make direct payment as the client’s needs are assessed

• This streamlines the process of securing assistance from organizations that have programs set aside to help our customers make needed utility payments

• This enhanced online process should eliminate the stress many of our customers feel as they wait for payment of the vouchers to be received (30 to 60 days)
Energy Assistance Portal Summary Report
2017 YTD (plus 2018 - Jan - May)

Agencies added:
- 7 in Today
- 5 in 2017 YTD
- 6 in 2018 YTD

2017 YTD – 4.7 M and 16,769 pledges
2018 YTD – 4.4 M and 14,362 pledges
THE ROAD TO SUCCESS IS ALWAYS UNDER CONSTRUCTION

-Lily Tomlin