



west

West  
Asset  
Management

# low income hardship

u t i l i t i e s

While speaking with a customer about their account balance, our agents will identify a customer who could qualify for low income hardship assistance from federal, state and local funds. West Asset Management offers this comprehensive program to our utilities clients so you can accelerate cash flow, alleviate the administrative burden on your staff and create goodwill among the communities you operate in.

## Helping Others.

Our agents can help customers who fall in Tier 1 or Tier 2 financial statuses by setting them up with payment arrangements and direct bank account withdrawals to help get their accounts in good standing.

## What we do.

Our Low Income Hardship service will assist the utility company in identifying and qualifying those customers who are eligible for low income hardship programs. We have dedicated staff that has expertise in these programs and will educate eligible consumers on LIHEAP and local energy or heat assistance programs. We will also facilitate the filing of the appropriate assistance application paperwork, such as medical certifications. Our proprietary database of assistance programs allows our agents to search for programs that the customer qualifies for and contains information on each program's application process.

If a local assistance program changes its requirements or a new program becomes available, we will conduct outbound notification and letter campaigns to urge eligible low income hardship customers to use these programs.

Additionally, as part of our Low Income Hardship service, we conduct phone blasts and letter campaigns to customers who have donated to the utility's matching assistance fund in the past to solicit for further donations.

performance focused



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## Benefits of our service.

There are several benefits of our Low Income Hardship service:

- Alleviates the administrative burden on the utility company's internal resources by:
  - Identifying and qualify eligible parties.
  - Obtaining medical certifications.
  - Finding appropriate federal funding for each eligible customer.
  - Identify local assistance programs such as churches and community groups' heat funds.
- Accelerates cash flow back to the utility.
- Allows the utility to substantiate their rate case with the public utility through a comprehensive low income hardship program with real results.
- Enrolls qualifying customers and in turn enhances the utility's public image and community relations.

## Who we are.

West Asset Management, a division of West Corporation, is a trusted and performance focused accounts receivable management leader that has the expertise and resources to meet the breadth of industry needs across the debt continuum. We are a fully licensed collection agency with 2,500 employees and 13 locations in 12 states plus an offshore location in Makati City, Philippines, and a nearshore location in Portmore, Jamaica. We provide our clients a full spectrum of services within the communications, financial services, government, healthcare, higher education, insurance and utilities industries.

West Corporation is a leading provider of technology-driven, voice-oriented solutions. West offers its clients a broad range of communications and infrastructure management solutions that help them manage or support critical communications. West's customer contact solutions and conferencing services are designed to improve its clients' cost structure and provide reliable, high-quality services. West also provides mission-critical services, such as public safety and emergency communications.

Founded in 1986 and headquartered in Omaha, Nebraska, West serves Fortune 1000 companies and other clients in a variety of industries, including telecommunications, banking, retail, financial, technology and healthcare. West has sales and operations in the United States, Canada, Europe, the Middle East, Asia Pacific and Latin America.