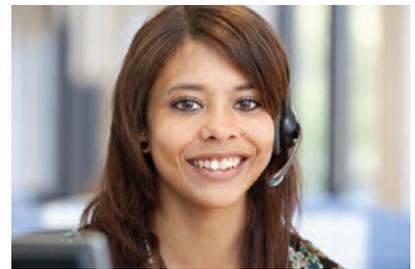
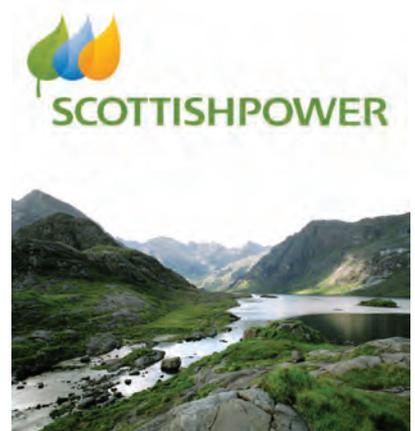


## CASE STUDY

# Delivering results and great customer experiences

How Grosvenor helps Scottish Power to successfully collect debt whilst treating customers fairly.



Scottish Power is part of the Iberdrola Group, a global energy company and world leader in wind energy, operating in the generation, transmission and distribution of electricity, energy management and the supply of gas and electricity in the UK. Echo's wholly owned subsidiary, Grosvenor Services Group Ltd, has provided debt collection services to Scottish Power since 2003. As the only debt collection agency to have enjoyed such longevity, we have long been considered a leading panel member.

## ■ THE CHALLENGE

### Collecting debt in the new landscape

Consumer debt management is increasingly under the spotlight from regulators and industry alike. Essential suppliers, such as utility companies, are facing many key debt management challenges and are looking to reduce bad debt levels whilst improving their understanding of the support customers need and working towards ensuring the appropriate outcome for each customer. Some of the key challenges faced can be listed below:

- 1) Protecting brand reputation whilst maximising returns
- 2) Adherence to strict FCA & CSA guidelines and regulations
- 3) Protecting vulnerable customers
- 4) Ascertaining customers' ability to pay
- 5) Treating customers fairly

## ■ ACTION

### Leading the way with customer engagement

- Multi-channel engagement to maximise success – we communicate with our client's customers via letter, telephone, SMS, email and doorstep visits
- We operate as an extension of the client, delivering their early arrears collections activity utilising our own office based team
- Our Nationwide field agents conduct doorstep visits to discuss arrears, execute warrants of entry where necessary and carry out vacant property and information gathering visits
- We've invested heavily in technology to support collections activity – including handheld technology for field agents, automated dialler solutions for our contact centre, an online payment platform for our customers and an SFTP server for data transfer
- We've extended our contact centre opening hours to Mon-Fri 8am-8pm and Sat 8am-2pm for added customer convenience

*"Since we began working with Scottish Power in 2003, our service provision has developed to not only enhance performance on standard utility debt recovery, but to also encompass a full end-to-end service delivery. This begins with our early collections white label service right through to warrant execution"*

**Lloyd Birkhead**  
Group Managing Director,  
Grosvenor Services Group

The customer-centric approach to debt collection

# RESULTS – Maximising returns whilst ensuring the appropriate outcomes for customers

Outsourcing debt recovery processes to an expert debt collection agency can enhance internal recovery strategies. We deliver problem free and fully compliant solutions to our client through our highly experienced and trained staff with full UK coverage. We also add value by collecting additional information, and what's more our approach gets impressive results:



Scottish Power's debt recovery panel member since 2003



A 39.44% collection rate achieved against target of 34%



An average customer contact success rate of 80.42%



Highest allocation of work across the panel for the last 4 years

## What Scottish Power said...

*"Grosvenor has been a leading provider of live debt collection services to Scottish Power for over 13 years, maximising returns whilst ensuring appropriate outcomes for our customers."*

Marion Pretswell  
Agency Manager, Domestic Debt Operations, Scottish Power

### How to contact us...

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t: 0117 344 1500

w: [www.echo-ms.com/debt-recovery](http://www.echo-ms.com/debt-recovery)

in Our profile is on LinkedIn

## Debt collection. Make a change for the better.

There are many debt collection agencies in the UK, but there aren't many who truly understand customer service. **And that's where we're different.** A part of Echo Managed Services, the customer journey specialists, our people **place customer service at the heart of our operation.** Engaging your customers, protecting your brand and most importantly collecting more.



**The right people. The right processes. The right customer experience.**