Utility Training By MONTICELLO

LIVE ONLINE COURSE

Advanced Collection Agency Management

Govern Agency Performance, Evidence, Allocation, Risk, and Accountable Action



February 4 and 11, 2027

10:30 AM–2:30 PM ET Each Day

Two Live Online Sessions

Course Overview

Govern Agency Performance, Evidence, Allocation, Risk, and Accountable Action

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Two Live Online Sessions

Advanced Collection Agency Management is a two-session live online course for experienced utility professionals responsible for governing outside collection agencies after award and account placement.

Participants work through a fictional utility case and controlled agency data to evaluate governance handoffs, performance measures, agency economics, reconciliation controls, allocation decisions, business reviews, compliance oversight, and corrective action.

The course moves from reporting to accountable management decisions. Participants define decision rights, compare agency performance using controlled and fee-adjusted measures, identify material exceptions, evaluate capacity and allocation options, and document actions, owners, guardrails, escalation paths, and closure requirements.

Across seven applied modules, a between-session assignment, and an integrated Day 2 capstone, participants develop a case-based agency performance improvement recommendation and prioritized 90-day oversight actions.



Class size is limited to support discussion, applied exercises, and instructor feedback.

Learning Outcomes

After completing this course, participants will be able to:

01 Establish a post-award agency-governance model with defined decision rights, review cadence, evidence requirements, and escalation responsibilities.

02 Build a controlled agency-performance framework with defined metrics, sources, denominators, thresholds, owners, cadence, and change control.

03 Compare agency performance using gross recovery, net recovery, cost-to-collect, fee-adjusted yield, portfolio mix, and other fair-comparison controls.

04 Diagnose placement, payment, remittance, posting, reporting, and customer-treatment exceptions through reconciliation and accountable resolution.

05 Make evidence-based allocation, Champion-Challenger, bullpen, capacity, activation, and suspension decisions using defined criteria and guardrails.

06 Conduct agency business reviews that convert scorecard variance, evidence gaps, and risk into decisions, owners, due dates, and closure requirements.

07 Design risk-based compliance, complaint, customer-treatment, and audit oversight with testing, severity, remediation, and follow-up controls.

08 Develop and defend a corrective-action and escalation recommendation integrating performance, economics, compliance, operational risk, capacity, and transition considerations.

> Participant Outcome: Develop a case-based agency performance improvement recommendation and prioritized 90-day oversight actions.

Course Sessions

SESSION 1

Govern and Interpret Agency Performance

M1 **Governance Handoff and Agency Operating Model**

Decision rights, evidence and escalation.

M2 **Performance Measurement, Agency Economics, and Fair Comparison**

Controlled metrics and net recovery.

M3 **Data Reconciliation, Payment Controls, and Exceptions**

Placement, payments and remittance.

M4 **Allocation, Champion-Challenger, Bullpen, and Capacity Governance — setup**

Frame roles, capacity, criteria and guardrails.

SESSION 2

Review, Challenge, and Govern Agency Decisions

Assignment Evidence Review

Separate calculations, evidence quality, assumptions and management judgment.

M4 **Allocation, Champion-Challenger, Bullpen, and Capacity Governance — completion**

M5 **Business Reviews and Evidence-Based Decision Management**

M6 **Compliance Monitoring, Complaints, and Agency Audits**

M7 **Corrective Action, Escalation, Remedies, and Transition**

BETWEEN SESSIONS | REQUIRED ASSIGNMENT

Complete 45–60 minutes of fictional-case agency performance analysis and business-review preparation. Submit through the Learning Portal by the cohort deadline, at least 24 hours before Day 2.

INTEGRATED DAY 2 CAPSTONE

Defend a case-based agency performance improvement recommendation and prioritized 90-day oversight actions, supported by a business-review pre-read and case-based improvement plan.

Who Should Attend

This course is designed for experienced utility professionals responsible for governing outside collection agencies after contract award and account placement.

Ideal attendees include:

- **Credit and collections leaders**
- **Finance, reporting, analytics, and performance-measurement professionals**
- **Collection agency, vendor-performance, and third-party oversight managers**
- **Operations leaders responsible for placement, allocation, remediation, suspension, renewal, or transition decisions**
- **Revenue-recovery and final-bill leaders**
- **Managers accountable for agency performance, recovery results, cost, risk, and corrective action**
- **Compliance, audit, complaint, and customer-treatment professionals**

This course is particularly valuable for utilities seeking to strengthen agency governance, performance measurement, business reviews, compliance oversight, allocation and capacity controls, corrective action, and escalation practices.

> Recommended experience: Working knowledge of utility collections operations, final-bill portfolios, agency contracts, SOWs, SLAs, scorecards, and agency performance reports.

Tools & Materials Included

Participants receive structured resources supporting agency governance, performance analysis, allocation decisions, compliance oversight, and corrective action.

Student Workbook & Controlled Case

A seven-module working document and staged fictional utility case help participants record findings, assumptions, decisions, evidence gaps, controls, and carry-forward actions.

Protected Practical Tools

Nine controlled course-use tools, released in stages at their point of use.

PT01	Agency Governance Charter and RACI
PT02	Controlled Agency Performance Metric Dictionary
PT03	Agency Performance Scorecard
PT04	Batch-Track Performance Analysis Workbook
PT05	Agency Business Review Pre-Read and Agenda
PT06	Corrective Action and Escalation Plan
PT07	Compliance and Audit Oversight Checklist
EW01	Reconciliation and Payment-Control Exception Register
EW02	Allocation Decision and Champion-Challenger Control Sheet

Applied Course Work

Seven applied module exercises; required between-session agency-performance and allocation analysis; business-review preparation; and an integrated Day 2 capstone.

Optional editable post-course tools: PT01, PT02, PT05, PT06 and PT07 only, released after completion requirements are verified. The other four tools remain protected course-use resources.

Instructor

Joe Duggan



Manager, Credit & Collections

Consolidated Edison

Joe Duggan brings more than 25 years of utility credit and collections experience at Consolidated Edison, with leadership roles across customer operations, field operations, collections, and central credit and collections.

As Manager of Credit & Collections, Joe oversees credit and collections strategy, third-party collection agency performance, process improvement, and compliance with New York State Public Service Commission and federal requirements. His responsibilities include agency governance, performance monitoring, vendor accountability, recovery improvement, and write-off control.

Joe's experience managing collection agency relationships gives participants practical insight into governance handoffs, agency scorecards, business reviews, compliance oversight, audits, corrective action, allocation decisions, and performance remediation.

Throughout the course, Joe applies his utility operating experience to help participants evaluate agency evidence, challenge performance results, and develop defensible agency-oversight and corrective-action recommendations.

Instructional Methods

This two-session live online course combines instructor-led discussion, utility-specific examples, controlled case analysis, guided spreadsheet exercises, and structured decision practice using staged evidence and protected tools.

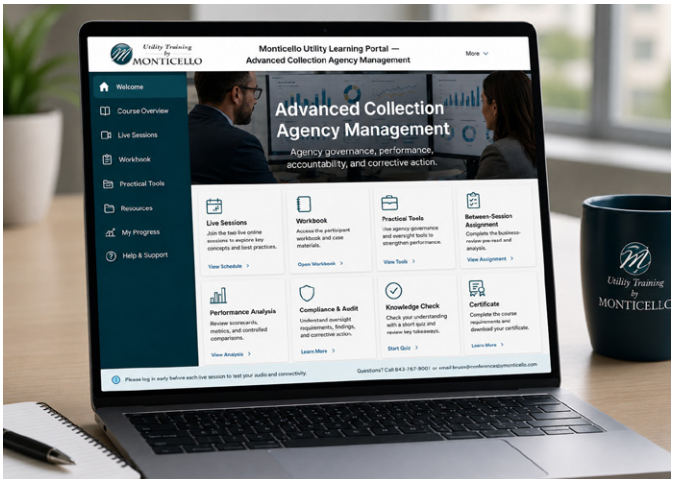
Seven applied modules, the required between-session assignment, and the integrated Day 2 capstone connect agency governance and performance with evidence, assumptions, comparability limits, allocation guardrails, compliance oversight, corrective action, monitoring, and closure requirements.

Learning Portal / Course Access

Two four-hour live sessions through Microsoft Teams. Join through the app or a supported browser.

The Monticello Utility Learning Portal provides:

- Session schedules and Teams access
- Student Workbook and staged case evidence
- Protected practical tools
- Between-session assignment submission
- Knowledge check and course evaluation
- Completion and certificate instructions



Completion & Certificate Release

Certificate release requires attendance at both live sessions, completion of the required between-session assignment, submission of the final course evaluation, and administrator verification.

Attempt all 15 knowledge-check items. The check is formative and unscored, with no passing threshold. Certificate release is not automatic.

Post-Course Resource Access

Approved participant resources remain available for 60 days after Day 2. Selected optional editable tools (PT01, PT02, PT05, PT06 and PT07) are released only after completion requirements are verified.

Registration Instructions and Fees

Single Registration: $1,395 per attendee.

Registration includes both live online sessions, Learning Portal access, the Student Workbook, fictional utility case and controlled dataset, nine protected course-use tools, applied exercises, the required between-session assignment, the formative knowledge check, course evaluation, and completion materials.

Certificate release requires attendance at both sessions, assignment completion, submission of the final course evaluation, and administrator verification. The 15-item knowledge check is formative and unscored, with no passing threshold.

1. Register using the ONLINE REGISTRATION FORM.

2. Call 843-767-9001 for registration assistance.

3. DOWNLOAD PDF REGISTRATION FORM and email the completed form to bruce@conferencesbymonticello.com.

Payments accepted: Visa, MasterCard, American Express, Discover, PayPal.

Team Discounts

Organizations registering three or four participants for the same course receive a 10% discount on each registration, including the primary registrant. For groups of five or more, contact Monticello for private team training or group pricing.

Substitutions and Cancellations

Cancellation requests must be submitted in writing at least five business days before the course start date to qualify for a refund. A $95 administrative fee will be deducted from the refund.

Registrations may be transferred to another participant within the same organization. Monticello's liability is limited to refunding the registration fee.

Utility-Focused Training Built for Operational Results

Utility-Focused Training for Credit, Collections, and Meter-to-Cash Professionals

Utility Training by Monticello develops practical online courses for utility professionals responsible for credit, collections, revenue recovery, customer operations, billing, payments, and meter-to-cash performance.

Our programs combine utility-specific instruction, applied exercises, analytical tools, and implementation planning to help participants strengthen strategy, improve operational performance, and reduce write-off exposure.

Why Choose Monticello?

Utility-Specific Focus: Courses built around the operating realities, regulatory oversight, and performance challenges of utilities.

Practical Application: Workbooks, analytical tools, case exercises, and action plans designed for immediate use.

Experienced Instruction: Programs developed and delivered by professionals with direct utility credit, collections, and revenue-recovery experience.

Explore upcoming live online courses and professional training programs.

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