



PSE&G Case Study

PSE&G Exceeds Business Case with UtiliWorks™ from WAUSAU Financial Systems



New Receivables
Platform Results in
an Additional
\$8.4 Million Dollars
of Daily Investible
Cash

100% of Payments
Processed Within 24
Hours

50% of Payments
Processed by One
FTE

WAUSAU Financial
Systems
875 Indianhead Drive,
Mosinee, WI 54455

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www.wausaufs.com

The Challenge

Public Service Electric & Gas (PSE&G) is one of the 10th largest utilities in the nation, delivering electricity and natural gas to more than 3.9 million commercial and residential customers in New Jersey. PSE&G receives approximately 50,000 with a peak of up to 100,000 customer payments per day.

PSE&G had a difficult time processing all of their payments - whether they were received via mail, at a remote location, or over the phone - before the bank deposit cut-off time, resulting in daily carryover. Remote payments made at PSE&G's 16 customer service centers were delivered overnight by company courier.

PSE&G's former receivables process was very labor intensive and required handling exception items, which make up approximately 20% of mail volume, an average of five to seven times. All other mail was handled an average of two-three times. In addition, PSE&G was also missing effective monitoring tools to manage labor and cash position across all received payments.

Customer Expectations

PSE&G realized they needed to look beyond just a new receivables solution to gain efficiencies. PSE&G also wanted updated technology and clearing capabilities such as Accounts Receivable Conversion (ARC) and Image Exchange.

PSE&G's goal was to have a system that would provide the ability to process 100% of payments received within 24 hours in their current union environment and shift schedule.

PSE&G had several needs when selecting a new receivables solution:

- Replace a legacy receivables system
- Centralized and distributed capture
- Image-based correspondence handling
- Flexibility in payment volumes and types
- Elimination of Pass 2
- Lower unit costs
- Reduce courier costs
- To process 100% of payments within 24 hours
- Increase security of customer information
- Implement electronic clearing methods

"We were looking for a solution that would offer streamlined processes, resulting in faster funds availability, improved banking fees, improved accessibility to check and coupon images and customer correspondence."

– Patrick Naples, District
Manager, Customer Operations

The Solution

After looking for a partner with comprehensive payment capabilities, PSE&G selected WAUSAU Financial Systems' (WFS) UtiliWorks™ solution suite. The solution includes receivables processing, remote capture, archive and workflow capabilities and integrated system-wide monitoring features from MAVRO Imaging's MavBridge™.

PSE&G is utilizing an OPEX Eagle with Wide Open IEM for primary mail extraction, image capture and inline best routing decisioning. OPEX 3690's are used for capturing Full Page Check & List documents.



The new solution utilizes 100% electronic clearing and has eliminated the need for encoding points when depositing items.

In addition, PSE&G has deployed over 30 remote capture seats for capturing approximately 70,000 – 80,000 customer payments a month at remote office locations throughout its service territory.

Lastly, PSE&G is using MAVRO Imaging technology as the landing zone for all payments as well as advanced statistical reporting, productivity reporting tools and system workflow monitoring that tracks data as it flows through the system. MAVRO provides instant notification to multiple supervisory locations when events are detected that could stall payment processing.



"We determined the WFS solution would provide our organization with the best technology features all while lowering unit costs. And it has done exactly that."

— Patrick Naples

The Results

By implementing the UtiliWorks™ suite of solutions, PSE&G experienced results far exceeding their business expectations.

- \$8.4 million increase in daily funds availability
- 100% of payments processed within 24 hours
- 50% of daily volume processed by one FTE
- Increased security of customer information
- Improved transaction integrity
- Eliminated overtime pay
- Reduced staff by one FTE and 10 PTEs
- Eliminated courier costs

UtiliWorks™

UtiliWorks™ is the only complete end-to-end receivables solution available on the market to centralize payments capture, reduce electronic clearing costs, reduce FTE's, improve management efficiencies and improve customer service response time. All of the key criteria PSE&G required.

UtiliWorks™ can provide your utility with:

- Lower unit costs
- Improved funds availability
- Electronic clearing methods such as ARC
- Reduced banking fees
- Eliminate courier costs
- Instant access to customer information

To discover why more than 45 utility companies processing more than 200 million annual transactions partner with WAUSAU Financial Systems as their receivables processor of choice, go to www.wausaufs.com/utilities to learn more.

To discuss the UtiliWorks™ solution suite contact Mike Tallitsch - VP of Corporate Solutions for utilities, (715) 359-0427 or email, mtallitsch@wausaufs.com.

