

Customer Service and Revenue Generation can go hand in hand!

We collect every dollar possible through our collections programs.

We also provide customer service and outsourced call center solutions to help you expand your service offerings!

Helvey and Associates offers both immediate and incremental savings.

Utility Industry Service Program

Industry deregulation is a fact of life. Public Utilities are adjusting to business in a dynamic competitive market. Growing competitive pressures are forcing utilities to reduce costs and improve productivity.

Outsourcing is a proven method of reducing cost and increasing customer satisfaction.

Helvey and Associates provides a wide variety of programs that can help you better manage your personnel resources, and better serve your customers' needs.

- Assisting new customer sign up
- Resolving customer billing issues
- Handling service requests
- Providing mandatory pre-shut off notification programs
- Pre-collect and early out programs



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