

Active Revenue Recovery for Utilities

First-Party Collections That Pay for Themselves



Economic pressure is rising. Past-due accounts are growing. You need a way to recover revenue fast—without damaging customer relationships.

That's where we come in. Our turnkey revenue recovery solution combines utility-trained agents, the right tech, and proven outbound strategies to deliver real ROI.

ROI That Speaks for Itself

Our collections solution is designed to pay for itself, with recovered revenue often exceeding operating costs. And we've seen it happen—fast.

We believe performance should speak louder than promises. That's why we provide a clear, data-backed view of your potential return before you commit. We track the metrics that matter most: promise-to-pay rates, payment plan enrollments, call resolution, cash collected per hour, customer satisfaction, and more, so you can see the impact in real time.

Our approach doesn't just recover revenue; it helps customers stay current, reduces friction, and builds trust in your brand.



Fast Setup: Launch in days, not months. Start seeing delinquency improvements right away.



Utility Experts: Our agents know state regulations and customer care inside out. We've been doing this for 25+ years.



Integrated Dialer Technology: Outbound compliance built in.



Strategic Recovery Framework: Data-driven segmentation and Right Party Contact (RPC) optimization.



Real-Time Reporting: Transparent dashboards and KPIs.



PCI-compliant Solutions: Protect customer data and brand reputation with integrated security.



Flexible Operations: Scale up to meet seasonal or crisis-driven demand and easily expand teams to boost in-year recovery results.



Global Reach: 100,000+ experts across 17 countries giving you the agility you need.



Custom Workflows: Integrate seamlessly with the systems you already use.

Why Utilities Choose Alorica

Let's talk about what's possible.

No guesswork. Just real results.