

RCO

When you hear the words “Water Industry” what comes to mind? Maybe you think of water technicians who repair equipment to ensure the water quality meets the standards. Or maybe you think of water engineers who work on the design and planning of water-related infrastructures. The truth is that like any industry and business, there are people in every area and department who work together to ensure their customers are taken care of.

At Pennichuck there are many different departments that all have a key role in keeping it functioning properly. One of the departments that many people don’t initially think of in the water industry (or at least I didn’t initially think of) is Revenue & Customer Operations (RCO). RCO handles billing, accounts receivable, and customer service support. This department plays the key role of ensuring customer bills are correctly processed so they can have water.

HOW IT WORKS

Billing

Every month, quarter, or semi-annually customers are billed depending on their contract with Pennichuck. These bills are calculated based on the customer's water use which is tracked by meters in the field.

- Meters are read in the field- These bills are calculated based on the customer's water use which is tracked by meters in the field.
- Billing Integrity- Employees in RCO are responsible for the billing of different towns or areas which are broken up in different billing cycles.

The Distribution Technicians collect reads off the meters and bring those reads to RCO. RCO then does a calculation to determine how much each customer’s bill will be, based on their meter read. This ensures that each customer is being billed correctly for their water consumption.

- Putting the bills onto the customers’ accounts- Once these bill amounts are finalized and the billing cycles are updated, they are then uploaded to the customer’s account.
- Sending the bills out to the customer- After these bills are uploaded to the customer's account, individual bills are sent out via mail or email.

Accounts Receivable

In response to the bills that are sent out, customer payments are received that are processed by our Accounts Receivable specialists who ensure each payment is posted to the right accounts.

Customer Service

In addition to billing services, our RCO department is also responsible for customer support services. The department takes calls Monday through Thursday from 7:30 am to 7:00 pm and from 7:30 am to 5:00 pm on Fridays. These questions range from billing questions to service problems and assistance, and more.

I believe the water industry is like any other business or industry where there is a need for people who work in jobs like RCO, Communications, Accounting, and more. My hope is that after reading this blog you have a new perspective on the different types of jobs available in this industry. For more information on career opportunities and more, visit our career page.

www.pennichuck.com/career-opportunities/

