



1. **Performance based contract**; delivering revenue enhancement to the utility while WCA bears the risk.
2. Brings **recognized technical expertise** to assist utility's staff.
3. Provides **immediate increased revenue** on current services.
4. Provides new **revenue to fund non-budgeted** services.
5. Delivers **ongoing increased revenue** to the utility after the program's completion.
6. Improves **accountability** for services to all customers.
7. Improves **"rate payer" equity** among all users.
8. Provides **solutions to administrative and policy glitches** in the billing system and procedures.
9. Creates a heightened **awareness among staff and departments** of the need to operate effectively and efficiently.
10. Provides **solutions for specific distribution and collection system problems** in the field.

**Revenue leaks stopped today** will be less costly to remedy than if allowed to compound themselves over long periods of time.