CASE STUDY

Sagacity
Part of Accenture Song

Investigating Domestic Properties for Occupancy Status

Client
Challenger Energy Supplier

Resident Identification

Client Problem & Impact

Our client was experiencing an increasing number of properties with no named bill payer. This was resulting in rising levels of debt and over statement of aged debt due to high volumes of estimated bills against 'empty properties'.

Our client wanted to understand if the properties were empty or if they were occupied so that they could contact and bill the correct occupier, and clean up 'fictitious debt' where properties had been billed on estimated readings.

Property Analysis

Resident Identification

Confidence Scoring

How Did Sagacity Help?

The client shared a portfolio of 1,000 customer records to understand the status of the property and identify the named bill payer.

Our proprietary software, using third party data sources along with our occupier scorecard for confidence rating, identified an occupier for c. 440 properties. We also identified c. 460 empty properties for the client to mark as empty.

10% of the records provided were identified as either unmatchable addresses due to data quality issues or potentially occupied premises with insufficient data present to confirm the named bill payer.

Outcome & Business Benefits

£300k billed to the named bill payer

The client benefitted from improved oversight of their empty properties allowing them to update their records and remove fictitious debt immediately, with 44% of properties identified as occupied and 46% of properties flagged as empty.

They billed the named occupiers we identified, creating an additional revenue opportunity that was not previously recognisable due to unknown occupancy status. Better billing accuracy also increases satisfaction and improves outcomes for customers.

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