CASE STUDY

Sagacity
Part of **Accenture** Song

Reducing Gap Sites and Increasing Revenue

Client
Large Water Company

Gap Sites

Client Situation & Impact

Our client wanted to validate they were correctly charging their domestic properties for water and waste services as this was impacting their overall revenue and increasing risk of significant regulatory fines.

Address and Billing Reconciliation

End to End Process Investigation

Customer Contact Strategy

How Did Sagacity Help?

By using our data analytics platform, address cleansing software and third party address data, we compared property data in the client's billing system against addresses in their geographical region.

We carried out the following:

- A detailed reconciliation of addresses in the geographical area against addresses held on their billing system that identified 6,000 that were missing
- Obtained an understanding of the process which moves properties into the billing system and initiates the service for charging
- Where gaps in billing were identified we provided occupiers to initiate customer billing and built a customer contact strategy

Outcome & Business Benefits

£2.6m annual revenue opportunity

Our client used the data provided to set up the missing properties on their system, initiated the customer contact strategy and commenced billing activity.

A phased customer 'on boarding' approach was used in order to minimise the impact on operational teams and enable a positive customer experience.

Increased billing greatly increased annualised revenue which helped achieve financial performance targets and avoid regulatory fines.

enquiries@sagacitysolutions.co.uk
sagacitysolutions.co.uk