CASE STUDY

Sagacity
Part of **Accenture** Song

Recovering Missed Billing

Client
Large Water Company

Revenue Assurance

Client Situation & Impact

Our client had a control in place to manage meters that were showing zero consumption on their customer accounts.

The client wanted Sagacity to validate the zero consumption control in place and to also recommend areas of improvement.

Revenue Leakage

Analytics & Process Investigation

New Reporting & Controls

How Did Sagacity Help?

Our team processed our client's customer base through our data analytics platform to identify any accounts with zero consumption.

Our analytics showed the following:

- 12,000 accounts with zero consumption, which was significantly higher than the volume detected by our client's report
- the average time the account experienced a zero meter read was 630 days, which meant the customers were not being billed for their consumption during this period
- a revised zero consumption control was required to enhance the meter detection so the customer could be billed more accurately

Outcome & Business Benefits

£2m cash collected

Our industry expertise underpinned with our analytics and process investigation allowed us to recommend the improvement required to the control, amend their operational processes and bill customers retrospectively within existing billing guidelines.

This enabled our client to improve their zero consumption control, bill customers and recover £2m in additional collections in the financial year.

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