CASE STUDY

Sagacity
Part of **Accenture** Song

Managing Missing Meter Reads for Improved Billing Accuracy

Client
Large Water Company

Client Situation & Impact

Our large water client was aware that bills were being issued for metered accounts to customers that did not include any meter reads. The client required validation of their process that applies meter reads to bills in order to improve its efficiency and effectiveness.

Meter Reads

Data Analytics

New Controls

How Did Sagacity Help?

Using our industry expertise and proprietary software, our team processed the client's metered customer base through our data analytics platform to identify those accounts without meter reads.
Our analysis showed the following:

- 3,300 metered accounts were identified and validated as not having meter reads
- meter reads were missing from these accounts for the last 12 months on average, which meant the customers were not being billed for their consumption during this period

A meter read exception report was created to identify missing meter reads so the customer could be billed more accurately.

Outcome & Business Benefits

£1.5m increased billing

Our industry specific analytical knowledge and process control capability allowed us to recommend the improvements required including new meter read and account set-up controls, and new exception reporting to identify any occupied metered accounts without an associated meter.

We enabled the client to amend agent training and communications to eliminate meter errors being applied to accounts and bill customers retrospectively within the existing billing guidelines.

This enabled our client to improve their meter installation process, bill customers and recover £1.5m in additional revenues in the financial year.

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