

Debt Reduction Programme for B2B Energy Provider

Client Challenge

Our energy client was experiencing unsustainable levels of 120+ day debt that was increasing month on month. Significant collector performance issues, inefficient operational processes, legacy system issues and poor quality customer data were contributing to ongoing bad debt.

Sagacity Activities & Initiatives

To address the client's challenges, we mobilised a combination of our platform solutions, specialist analysis capabilities and our credit and collections expertise to launch a series of improvement initiatives.

We delivered rapid credit and collection improvements:

- implemented a new credit checking solution
- cleansed the customer data
- enhanced the Change of Tenancy process
- updated customer correspondence
- established and trained a Debt Task Force to accelerate collections
- strengthened the dialler and operational processes
- created a process to accelerate dispute resolution
- introduced agent incentives



Credit Checking



Data Quality



Change of Tenancy



Debt Task Force



Dispute Resolution

£1.3m

reduced debt in
12 weeks

Outcomes

In just twelve weeks, our initiatives reduced debt by over £1m. During this same period, we established reporting to track and measure the improvements on an ongoing basis.