

Recovering Missed Billing

Client Problem & Impact

Our client, a large water company, 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 also recommend areas of improvement.

Sagacity Review & Remedy

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

Our analysis 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



Revenue Leakage



Analytics & Process Investigation



New Reporting & Controls

£2m

cash collected

Outcome

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 collection in the financial year.