

REVENUE ASSURANCE FOR UTILITIES

CaseWare Analytics Revenue Assurance for Utilities

Utility companies are able to define an end-to-end control environment including creation of customer accounts, commission of service, metering, billing, payment and collections. This enables disparate silos of information to be linked in order to provide a comprehensive 'meter-to-bill' view of your business. This gives visibility into business processes and fosters greater efficiencies, resulting in revenue assurance. The monitoring framework examines all electronic activities to detect control breaches and alert the relevant persons responsible for revenue assurance tasks within the organization.

CaseWare Analytics Capabilities

24/7 AUTOMATED ANALYSIS

Ongoing and automated analysis of all user accounts, meters and payment transactions allows you to discover anomalies immediately.

SUPPORTS EXISTING SYSTEMS

Support any business process on any system and data from any source, without additional infrastructure and integrate easily with any system such as bill print files, core billing systems, etc.

Solution Benefits

ACCURATE BILLING

Verify the accuracy of print bills by using independent calculations to derive billing dollar amounts that are then compared with amounts on actual bills.

MONITOR MULTIPLE DATA SOURCES

Connect to multiple data sources, such as bill print files and core billing systems, to create a consolidated data repository from which anomalies are generated based on user-defined tolerances.



“For the majority of operators, recovery of leakages ranged from 2.5 percent up to 37.5 percent of the total estimated leakage. This indicates a large portion of the revenue leakage remains un-recovered. Although revenue leakage worldwide was generally 1 – 3 percent of revenues, the quantum loss even at this miniscule percentage is significant.”



*KPMG International,
Global Revenue Assurance Survey Results*



CASEWARE
ANALYTICS

CASEWARE ANALYTICS PLATFORM

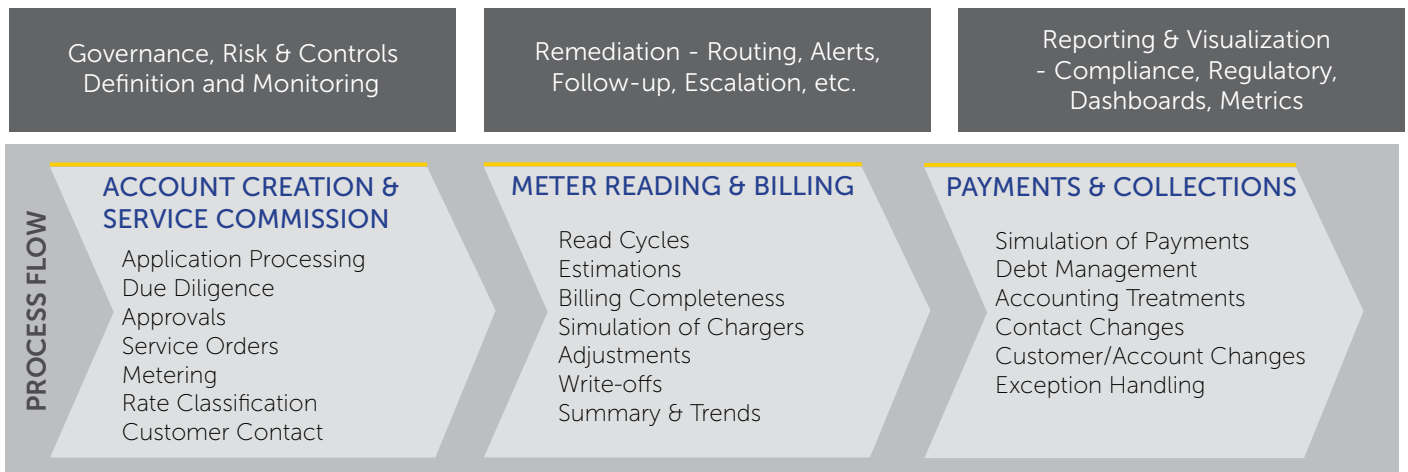


Figure 1 - CaseWare Analytics Revenue Assurance Platform

Sample Analytics for Utilities

Customer Account Creation and Commissioning

- Find delays in entering customers on billing system
- Identify errors in customer or rate classifications
- Identify accounts with missing supply/meter information
- Customer data quality issues
- Service activated but no billing account created

Meter Reading, Billing and Servicing

- Identify meters not being read
- Detect irregular consumption
- Accounts not being billed but consumption recorded
- Consumption falls outside tolerable average for the account/class/area
- Identify name and address parts in non-standard addresses
- Billing errors – rates, status, classification, consumption, charges, taxes, discounts, etc.
- Suspicious rescheduling, write-offs, refinancing or changes to customer accounts
- Inaccurate transfer of meter readings to billing system
- Duplicated billing
- Find service orders outstanding for excessive periods
- Detect payments that far exceed amounts owing

Payments and Collections

- Delinquent accounts not being disconnected
- Reconciliations and postings to G/L inaccurate
- Customer ratings inconsistent
- Disconnection service orders not being completed
- Collection and Debt Management reports
- Collection metrics and Key Performance Indicators (KPI)

About CaseWare Analytics

CaseWare Analytics is home to IDEA® Data Analysis and the CaseWare Monitor continuous monitoring platform. Our software solutions are built on a foundation of industry best practices and expertise, enabling audit, compliance and finance professionals to assess risk, gather audit evidence, uncover trends, identify issues and provide the intelligence needed to make informed decisions, ensure compliance and improve business processes. We offer solutions that meet the needs of auditors, analysts, purchasing card managers, compliance officers and more. With 40 distribution offices worldwide, CaseWare Analytics' products and solutions serve more than 400,000 professionals in 90 countries.

To learn more visit casewareanalytics.com.

