



## Solution Overview

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# Revenue Assurance for Utilities Overview

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## Revenue Assurance

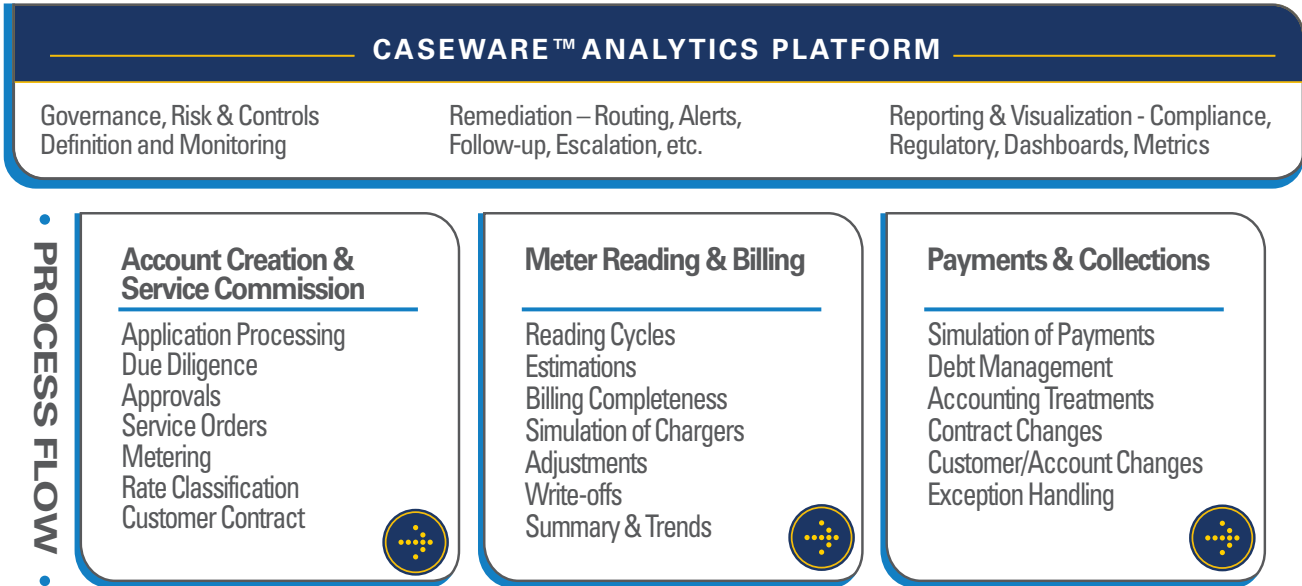
Revenue Assurance is the methodology of increasing an organization's income by identifying areas where revenue gets lost and minimizing these losses by eliminating or fixing the source of the leaked revenue.

There are various business activities that can contribute to revenue leakage within utility companies. These include incorrect customer accounts and contracts, faulty metering, inaccurate billing, ineffective collections, theft, etc. With increasing data volumes and complex systems, identifying revenue leakage and implementing an infrastructure to effectively address it is essential.

## 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.

Figure 1 - CaseWare™ Analytics Revenue Assurance Platform



**Solution Benefits**

**Accurate Billing**

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.

**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.

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“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.”

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KPMG International, Global Revenue Assurance Survey Results

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## 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.

## Revenue Assurance Analytics

<p>Customer Account Creation and Commissioning</p>	<ul style="list-style-type: none"><li>○ Find delays in entering customers on billing system</li><li>○ Identify errors in customer or rate classifications</li><li>○ Identify accounts with missing supply/meter information</li><li>○ Customer data quality issues</li><li>○ Service activated but no billing account created</li></ul>
<p>Meter Reading, Billing and Servicing</p>	<ul style="list-style-type: none"><li>○ Identify meters not being read</li><li>○ Detect irregular consumption patterns</li><li>○ Accounts not being billed but consumption recorded</li><li>○ Consumption falls outside tolerable average for the account/class/area</li><li>○ Delinquency analysis/reports</li><li>○ Billing errors – rates, status, classification, consumption, charges, taxes, discounts, etc.</li><li>○ Suspicious rescheduling, write-offs, refinancing or changes to customer accounts</li><li>○ Inaccurate transfer of meter readings to billing system</li><li>○ Duplicated billing</li><li>○ Find service orders outstanding for excessive periods</li><li>○ Detect payments that far exceed amounts owing</li></ul>

## Revenue Assurance Analytics (continued)

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### 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)
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