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Success Story

ENERSOURCE OPTS FOR CONTINUOUS MONITORING TO PROVIDE REVENUE ASSURANCE FOR THEIR BILLING PROCESSES

Highlights

- Connect to multiple data sources to create a consolidated view of the entire billing process
- Ensure accuracy and timeliness of bills through automatic routing of anomalies via built-in workflow, alert systems, and resolution tracking
- Processing time for daily bills was reduced to less than 5 minutes
- Entire bill verification process was automated

enersource

Enersource Corporation is a diversified energy and technologies company that has been serving the City of Mississauga for over one hundred years. Enersource is owned 10 percent by BPC Energy Corporation (Borealis) and 90 percent by the City of Mississauga, Ontario, Canada. The Corporation has a mandate to provide safe and reliable distribution of electricity to residential and commercial customers.

Challenge

Enersource is responsible for ensuring that customer billing is accurate and timely. The company had effectively implemented a smart metering billing system to comply with the new billing requirements stipulated by the government. This presented an opportunity for Enersource to implement a robust Bill Verification System (BVS).

The company was using a system developed in-house and it faced compatibility issues with the new billing system. The existing solution required enormous amounts of computing power and took several hours to check the accuracy of the bills. It was also extremely labour intensive and challenging to maintain the logic.

The processing of daily bills took at least five (5) hours and the anomalies identified were distributed using e-mails with no efficient process to track resolution.

Enersource set out to identify a solution for bill verification that could:

- Easily determine the accuracy of customer bills in a timely manner.
- Provide a comprehensive view of the billing controls by concurrently accessing data from varying sources.
- Efficiently distribute the anomalies to Customer Care for review before the bills are sent to a third party for print and delivery to customers.