



Advanced billing integrated with revenue accounting, debt management and energy auditing.



## At a glance

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Industry:	Power Distribution
Location:	A city with a population of over 4.8 million
Customer Base:	Over 5,00,000 consumers
Environment:	Regulated
Our Services:	Utility Billing Solution
Our Software:	mPower Suite

## Challenges

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- Extended cycles for metering, billing and collections thus affecting cash flow
- High level of unbilled consumption and non-recoverable dues
- High levels of arrears and revenue leakages
- Lack of energy auditing data for decision making
- Multiple isolated legacy systems handling consumer and billing data
- Inability to efficiently track and manage materials and network assets
- Lack of sufficient resources to address operational issues

## Benefits

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- Reduced metering, billing and collection cycles
- Drastic reduction in unbilled consumption
- Quick resolution of complaints related to meter-to-cash service
- Easy tracking of materials and network assets
- Integrated system offering a single view of consumer's usage, billing and payment patterns
- Release of resources for core operations
- On-demand consolidated and drill-down reports at various levels of operation
- Efficient demand side management for better supply

## About Utility

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Our client, a government sector power utility in central India is responsible for distribution and bulk supply of power and proud of serving over 5 lakh consumers including domestic, commercial, agricultural and high value etc.

## Our Solution

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- Rolled out mPower billing and complex billing modules to handle all meter-to-cash activities
- Implemented Revenue Accounting module to track and arrest revenue leakages
- Implemented Debt Management solution to process credit collections
- Deployed Energy Auditing solution for demand side management
- Trained the users for a smooth transition
- Consumer and network data integrated with GIS and Materials Management applications

## Accolades

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"We carried on with our operations as usual with little or no disruption, during the roll-out phase. Even our consumer haven't noticed any changes until they woke up to a responsive and always available consumer care system."

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