

A Study on Integrated Billing and Revenue Accounting Solution



At a glance

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| Industry: | Power Distribution, Generation, Transmission |
| Location: | South Asia |
| Customer Base: | Over 1.6 million consumers |
| Environment: | Regulated |
| Our Services: | Billing, Revenue Accounting Solutions |
| Our Software: | mPower Suite |

Challenges

- Rigid legacy systems not suitable for emerging economy
- Insulated processes that haven't evolved with global trends
- Alarming levels of unbilled consumption and non-recoverable dues
- Extended cycles affecting cash flow
- Need to reform and reinvent to become profitable
- Need to respond to expectations of informed consumers
- Arrest revenue leakages and plug the loopholes

Benefits

- Reduced metering, billing and collection cycles
- Drastic reduction in unbilled consumption
- Single view consumer history related to consumption, billing and remittances
- Release of resources for core operations
- On-demand consolidated and drill-down reports at various levels of operation

The client

This state run electric utility serves the needs of over 1.6 million consumers and spans a vast geographical area with difficult terrain and consumers spread over a wide area

Our Solution

- Rolled out mPower billing and revenue accounting modules
- Assisted client in setting up the required IT infrastructure
- Trained the personnel for smooth transition
- Standardized exception reports to identify and act on discrepancies in meter-to-cash value chain
- Customized MIS for reporting on consumers, metering, billing, collections, credit control, and arrears
- Developed on-demand regulatory reporting system to save on valuable resources

Accolades

"Initial implementation over a limited geographical area has been successful. We are now on the verge of rolling out the solution covering the entire nation."

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