



# Revenue Assurance for Utilities

## Customer Success Story

### HIGHLIGHTS

#### INDUSTRY

Utilities

#### LOCATION

Mississauga, Ontario, Canada

#### CUSTOMER BASE

188,000

#### REVENUES

\$577 M

#### Challenges

- Previous system required expert technical knowledge
- No Workflow or ability to effectively distribute issues throughout the enterprise
- System was time and labour intensive, requiring extensive data analysis to ensure bill accuracy

#### Solution

- 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
- Make rate calculations simple to maintain and adapt

#### Results

- Accuracy improved significantly
- Processing time for daily bills was reduced to less than 5 minutes
- Entire bill verification process was automated
- System was implemented within 2 weeks

### ENERSOURCE OPTS FOR CASEWARE™ MONITOR TO PROVIDE ASSURANCE OF THEIR BILLING PROCESSES.

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. The Corporation has a mandate to provide safe and reliable distribution of electricity to residential and commercial customers.

#### CHALLENGES

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.

**“With a successful implementation within two weeks, the results were quite impressive. Through an automated process we lowered processing time to verify daily bills from 5 hours to less than 5 minutes. This allows us to significantly improve our billing accuracy.”**

**Rob Marr, Billing Manager**  
Enersource Corporation

## **CASEWARE™ MONITOR BILL VERIFICATION SYSTEM (BVS)**

The CaseWare RCM team was contacted and met with the stakeholders at Enersource to discuss their challenges and business goals. They opted to implement CaseWare™ Monitor Bill Verification System (BVS). The initial implementation took two (2) weeks.

### **ACCURATE BILLING**

CaseWare™ Monitor is able to verify the accuracy of Print Bills using independent calculations to derive billing dollar amounts which are compared with those on the actual bills.

### **MONITORING MULTIPLE DATA SOURCES**

CaseWare™ Monitor achieves this by connecting to multiple data sources such as bill print files, the core billing system, and MS Excel sheets to create a consolidated data repository from which anomalies are generated, based on user defined tolerances.

### **ISSUES MANAGEMENT DISTRIBUTION AND WORKFLOW**

The solution automatically distributes billing anomalies to the Customer Care and Billing departments to do a final review. This ensures that the bills are accurate and sent off in a timely manner to the printing company. The solution also maintains a repository of results and provides evidences of the work done for review by auditors.

## **RESULTS**

- Management can view billing error rates on a day to day basis.
- Accuracy of billing improved significantly.
- Processing time to verify daily bills was reduced from 5 hours to less than 5 minutes.
- Labour intensive manual reviews were eliminated.
- Entire process was automated.

## **ABOUT CASEWARE RCM INC .**

CaseWare RCM Inc. is a pioneering software company in providing solutions and services for monitoring and managing organizational risks and controls. The company's flagship product is CaseWare™ Monitor, a sophisticated risk and controls monitoring solution that allows business, risk and control professionals as well as auditors to quickly and confidently monitor any automated system. This ensures that executives and other key decision makers are given the opportunity to maximize every possible advantage in monitoring risk and make better business decisions to boost profitability.

The CaseWare family of products is available in over 130 countries in 16 languages, and is used by Big Four and other major accounting firms, federal, state, provincial and local governments, as well as Fortune 500 and Global 500 companies across varying industry sectors.



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