

SUCCESS STORY



CASEWARE MONITOR
DRAMATICALLY
IMPROVES BILLING
PROCESS FOR ENERGY
UTILITY

HIGHLIGHTS

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

CHALLENGE

An energy company for the city of Mississauga in Ontario, Canada, Enersource distributes electricity safely and reliably to more than 200,000 residential and commercial customers. As part of its commitment to service delivery excellence, the company must provide accurate and timely billings to their customers.

To comply with new regulations for billing, Enersource had recently implemented a smart metering billing system that was, however, incompatible with its existing bill verification system (BVS). Built in-house, the legacy BVS required enormous amounts of computing power—plus hours to process and verify the accuracy of bills on a daily basis. Any anomalies were distributed via email with no efficient or established process to track resolution. It was clear: Enersource needed a new bill verification system.

SOLUTION

Enersource knew that their new bill verification system would have to provide the following functionality:

- An easy way to determine the accuracy of customer bills in a timely manner
- A comprehensive view of billing controls by concurrently accessing data from varying sources
- Efficient distribution of anomalies to customer care for review before bills were sent to a third-party for print and delivery to customers

The CaseWare Analytics team met with Enersource to discuss how CaseWare Monitor could meet their needs. Within just two weeks of the initial implementation, the company had a new bill verification system that offered the following:

- **Accurate billing:** CaseWare Monitor verifies the accuracy of print bills using independent calculations to derive billing dollar amounts that are then compared to those on actual bills.
- **Monitoring multiple data sources:** CaseWare Monitor connects to multiple data sources, such as bill print files, the core billing system, and MS® Excel spreadsheets to create a consolidated data repository from which anomalies are generated based on user-defined tolerances.
- **Workflow for managing issues/anomalies:** The solution automatically distributes billing anomalies to the customer care and billing departments for final review, ensuring that bills are accurate and sent to the printing company in a timely manner. CaseWare Monitor also maintains a repository of results and provides evidence of the work done, which can then be reviewed by auditors.

RESULTS

With a bill verification system based on CaseWare Monitor, Enersource now enjoys the following benefits:

- Management can view billing error rates on a daily basis
- Accuracy of billing has improved significantly
- The process to verify daily bills was reduced from five hours to less than five minutes
- Labor-intensive manual reviews were eliminated
- Entire billing process was automated



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 five hours to less than five minutes. This allows us to significantly improve our billing accuracy.



Rob Marr, Billing Manager
Enersource

About CaseWare Analytics

CaseWare Analytics is home to IDEA® Data Analysis and the CaseWare Monitor continuous monitoring platform. Our software solutions are built on a foundation of industry best practices and expertise, enabling audit, compliance and finance professionals to assess risk, gather audit evidence, uncover trends, identify issues and provide the intelligence needed to make informed decisions, ensure compliance and improve business processes. We offer solutions that meet the needs of auditors, analysts, purchasing card managers, compliance officers and more. With 40 distribution offices worldwide, CaseWare Analytics' products and solutions serve more than 400,000 professionals in 90 countries.

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