



## Case Study

**CLIENT:** POWER DISTRIBUTION COMPANY, INDIA  
**FIELD:** TOTAL REVENUE MANAGEMENT

**B**ackground: The customer is a government owned company responsible for electric power distribution and revenue collection in the state of Andhra Pradesh, India. As part of the power distribution and consumer billing reforms, the customer undertook a massive computerization of its accounting system and an integrated Total Revenue Management system. This includes a system of spot billing which had could drastically reduce paperwork, manual work and reduce the billing cycle time.

Prior to the reformation, the process of billing, collection and accounting was done manually. The process was cumbersome and was often prone to errors. The magnitude of this problem can be appreciated when we consider that the customer has a base of over 5.5 Million consumers. The logistics involved processes like meter reading, bill computation, bill mailing and scheduling resources like manpower over a large geography. The billing cycle took two months from meter reading to bill mailing with a further time lag required for bill realization.

In an effort to keep a lean structure focussing on operational excellence, the customer decided to outsource the total work content of system implementation and billing services.

### Challenges:

Apart from the volume of work involved, the challenge was to formulate new operational service plans using technological solutions involving software,

hardware and business strategy.

### Solution:

With a management and employee profile consisting of power distribution and process experts, CSEL started executing the work of computerization of consumer accounts, implementation of the Spot Billing and accounting process. An application package called Energy Billing and Accounting System (EBAS) was deployed for the purpose.

The service profile includes **Maintenance** of consumer data, entering remittances, adding new consumer data, update information of consumers such as reconnections and disconnections, meter replacements, etc., **Spot Billing** service involves meter reading, uploading and downloading the data from Handheld computers, printing and issuance of bills at consumers' doorstep etc.,

### Results:

In addition to the simplified & smooth functioning of the billing and accounting system, Billing improved more than 100%, Revenue realization improved by 100%. Billing cycle reduced to more than half. Report generation facilitated the management with regular update of information regarding power theft and losses. Employee satisfaction increased dramatically, as the number of consumer complaints reduced and the employees could refocus their time for operational excellence.