



## JARGON BUSTER

**EAC**  
Estimated Annual Consumption

**SPAA**  
Supply Point Administration Agreement

**MRA**  
Master Registration Agreement



## Billing Analysis

- Depending on your system capabilities, our consultants can analyse your billing volumes and make recommendations about the age of your delays to billing
- We can also do a general health check of any process volumes that affect billing and assess the impact
- The state of Direct Debit and payment reviews can be analysed
- An approach can be discussed and prioritised based on the age of accounts and larger EACs, larger value customers

## Bill Processes

- Direct Debit Reviews can be conducted comprehensively and accurately, improving cash flow
- Aged billing issues can be monitored and prioritised, to achieve backlog reduction and improve collectability
- Unbilled accounts can be monitored and prioritised for root cause analysis and resolution
- Billing exceptions and errors can be resolved within shorter commit times
- When the collection path is in dispute, we monitor and target these exceptions
- We create synergy with industry processes to push a faster resolution

## Industry Processes

- Customer focused approach to metering and data processes
- When billing is suppressed, we monitor and target the underlying process
- Proactive calling to customers and partners to diminish lead times
- Built-in escalations process to maximise success
- Read accuracy can be improved with proactive calling and agreeing a must-reads strategy
- Improve your collectability
- Improve your settlement performance
- With our holistic view, root causes can be identified and resolved quickly and the necessary parties engaged in a bilateral discussion.
- With all of this, we remain compliant with MRA/SPAA processes and your complaints code of practice.

**Get in touch today to see how DDC OS can help you with your billing obligations!**  
**+44 (0)1909 488600 | enquiries@ddcos.com | www.ddcos.com**