



DDC 
Outsourcing Solutions

A DDC OS BRIEFING

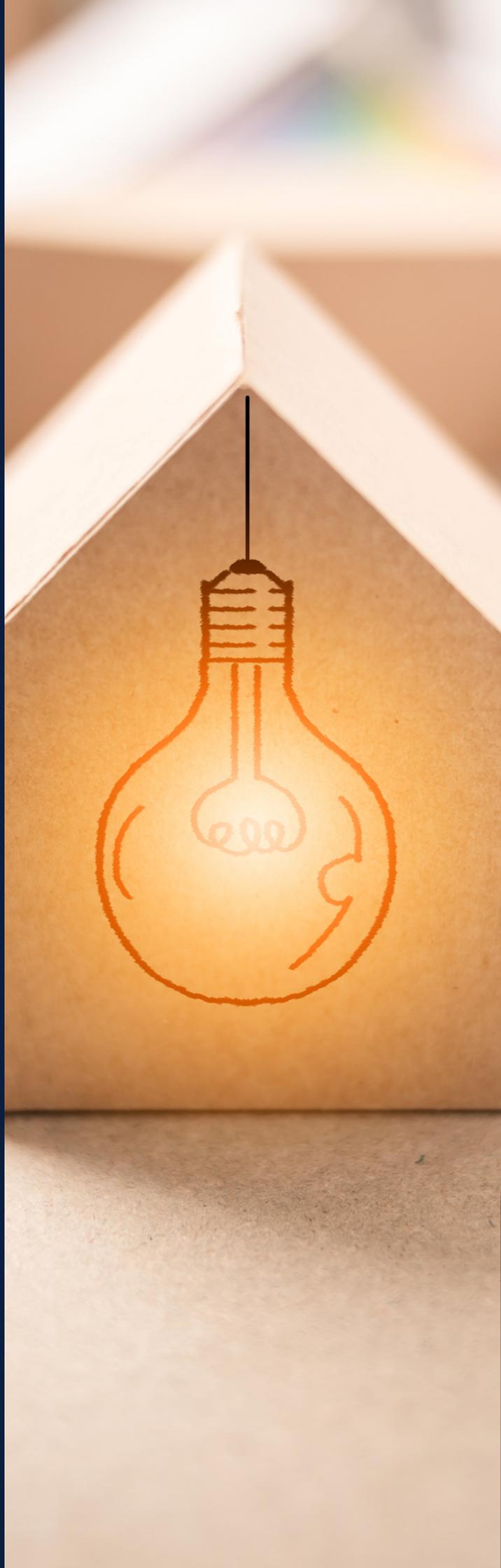
BACK BILLING OBLIGATION

HOW ARE SUPPLIERS DOING WITH THE BACK BILLING OBLIGATION?

Housed within a domestic suppliers terms and conditions is licence condition 21BA. This is to protect consumers from lengthy back-bills. The date of implementation took effect from 1st May 2018, and essentially makes the voluntary back-billing code, established in 2007, compulsory for all suppliers. This is to protect consumers from receiving back-bills going back further than a year. Therefore, where a supplier has failed to resolve ongoing metering or read data issues, it can only back bill for reflective consumption over the past year. It is therefore essential that suppliers produce timely and accurate bills and ensure their industry exceptions are in good shape. DDC Outsourcing Solutions (DDC OS) has a number of solutions that could help your business increase collectability, improve your billing accuracy and reduce revenue leakage.

SO, WHAT IS 'BACK-BILLING' AND WHEN WILL THE RULES APPLY?

A back-bill is a 'catch-up' bill, sent to a customer, where previous bills have been incorrect or absent. Back-bills can be for any amount but there is a principle in place defining when and for how far back suppliers can go with their charges. If the supplier is at fault, it will not seek additional payment for unbilled energy used more than 12 months prior to the error being detected and a corrected bill being issued.



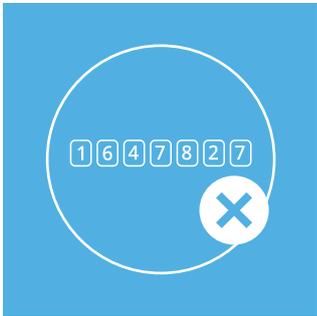
When the 12-month limit for back-bills may apply:



When the supplier has failed to reassess a payment arrangement (e.g. Direct Debit) within 15 months or failed to reassess based on a reasonable estimate of usage



When the supplier has failed to do anything about a query raised by the customer regarding their account or meter and a large debt has built up as a result



When the supplier has failed to use accurate readings



When the supplier has failed to bill the customer

JARGON BUSTER

EAC
ESTIMATED
ANNUAL
CONSUMPTION

MRA
MASTER
REGISTRATION
AGREEMENT

SPAA
SUPPLY POINT
ADMINISTRATION
AGREEMENT



WHAT CAN DDC OS DO FOR YOUR BUSINESS?

DDC OS are experts in Utilities Back Office Administrative processes. Our experience in working with Utilities providers of all sizes means we understand the issues that you will be facing in this area. Here are just some of the services we provide to some of our Utilities clients:

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/AQ's , 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

