

OUR SUGGESTIONS FOR SUCCESS

Utility Suppliers

Here is what DDC OS have found that successful Energy Suppliers focus on to ensure smooth and accurate operations.

WHY CASH IS KING

FOCUS ON THE MOMENTS THAT MATTER

You only get one chance at a first impression. So, be sure your front-line team accurately collect data from your customers in the onboarding process to ensure the first bill goes out correctly.



PRO-ACTIVELY LOOK FOR IMPROVEMENTS

The back-end team should be constantly picking and checking data flows to ensure that data is being received correctly and that rogue flows haven't triggered any un-toward actions in the billing system.



GET THE RIGHT HEAD COUNT ON THE TEAM

We know there are constant pressures to keep costs low. But skimping on the head count on the back-end team is a false economy. If a supplier cannot stay on top of the system and process errors, then it will have a detrimental impact on customer experience.



MAKE SURE YOU ARE LOOKING AT THE BIGGER PICTURE

Jade Gash, DDC explains, "The best approach to debt is to ensure that every time a team member speaks to the customer, for anything, that they are working the full account."



For our suggestions for success in full, download our 'Cash is King' Utilities Whitepaper on our website – www.ddcos.com