



A DDC OS CASE STUDY

UTILITIES

Industry Operations

DDC 
Outsourcing Solutions

It's a Success!

Achieved
126%
of bill failures target



Industry Operations

Overview

This energy supplier was a popular provider to millions of customers around the UK. Offering renewable electricity and carbon offsetting their gas, they helped customers reduce their home's carbon footprint. This supplier prided itself on a carbon-neutral status and first-rate customer service.



EXPERTISE AND EXPERIENCE

Clients Needs

Operating with an in-house team only (excluding sales), the client began to look for an outsourcing partner who could offer expertise and experience in the domestic energy market to help with their growing customer base. It would support reducing costs while providing customers with the quality they expect, expanding the team quickly to create sustainable growth.

As a specialist outsourcer in the utility space, DDC OS was chosen to work on a range of industry-specific operations and select areas of customer contact. The outsourced team would work alongside the in-house team as a cohesive unit.



Our Solution Summary

01

Hybrid team based across the UK and Bosnia & Herzegovina.

02

Presented expert insight, identifying extensive opportunities for financial returns.

03

Proactively identified areas of upskilling/access needed to improve our team's ability to solve problems completely without client involvement.

04

Created detailed reporting, which allowed the client to have insight into the capabilities and productivity of our teams. These BI dashboards also allowed them to forecast work allocation more accurately than prior to our partnership.

Wide range of services, including:

- ☒ Billing
- ☒ Refunds
- ☒ Disputes
- ☒ Erroneous Transfers
- ☒ Billing & Meter Read Settlements
- ☒ Related Meter
- ☒ Cleansing
- ☒ Settlements



It's a Success!

Achieved

104%

of disputed reads target

KEY SUCCESS POINTS



Circa.
260,000 billing errors solved.



Achieved
126% of bill failures target.



Achieved
167% of the back billing target.



Achieved
104% of disputed reads target.



Achieved
117% of the refunds target.



GSOP Escalations reduced from
35% to 14%.



An average of

£2,000

savings per account released. This was achieved through our Settlement work for both electricity and gas energies that saw a £20 million release total. This was represented by a

£15 million

Settlement decrease and a

£5 million

Billing increase upon release of the accounts.

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