Sagacity

CASE STUDY

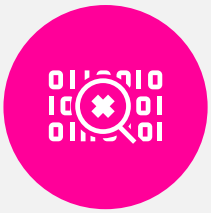
Domestic Bill Payer Identification for Improved Collections

‘Big Six’ Energy Supplier

Occupier ID

Unknown Occupants

Occupier Debt



Data Quality

Client Problem & Impact

Our ‘Big Six’ energy supplier was experiencing an increasing number of properties where the occupier was unknown.

This was resulting in high levels of occupier debt, that required a solution that could identify the current residents of properties where the name of the occupier is unknown and provide a named bill payer.

Alongside missing occupier data, split properties and unknown addresses were also impacting data quality, as often these change without prior notice so the supplier has little to no oversight that what or who they are supplying has changed.

How Did Sagacity Help?

Following a successful proof of concept delivery, the client engaged us to analyse over 30k customer records where a named bill payer was not listed.

Using our Occupier Identification solution, we provided:

- An address pre-cleanse to optimise and improve address data quality
- Occupier and residency data appending for the supplied properties
- Occupier matching using our proprietary scorecard to deliver the most likely ‘head of household’ with an associated confidence rating
- Additional identification for low confidence matches or where there was insufficient data to identify an occupier using our enhanced data assets including Land Registry, Delivery Data and Affluency analysis

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Analyse Properties

Identify Occupants

Enhanced Datasets

£2.3m projected 90-day cash collection

We identified billing grade occupiers for 43% of the supplied property base.

This represents a significant 90-day collections projection for the client, with high confidence occupiers contributing £930k of this total.

Billing grade occupiers could be contacted for billing immediately with little to no investigation needed.

Potential False Move Outs, Long Term Residents and low confidence occupiers can be investigated or contacted using an alternative strategy.

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