

Manual Bill Validation (current and late)



Readings

COS - If incorrect opening/closing reads following a COS – re-agree opening or closing reads with previous/new supplier, in line with industry process. Once agreed, correct readings & re-issue bill.

COS - If opening/closing reads missing, propose readings to previous/new supplier, in line with industry process. Once agreed, correct readings & re-issue bill.

COT - If incorrect opening/closing reads following a COT – investigate and establish correct readings (using notes, customer contact etc) ensure validated and reissue closing/opening bill. If no firm readings available estimate COT readings based on EAC or previous reads.

Cyclic - If estimate reads incorrect and firm reading obtained, cancel estimate bill and reissue bill to firm reading.

Tariff

Check the customer is billed on the correct tariff (bill should reflect what is being charged on the system).

Metering

A meter change that has not been updated within the system could cause fictitious debt or credit. Investigate flows and if meter change identified, cancel bill and pass to the metering team to process. Once meter change has been updated, reissue bill to correct readings.

Payments

Check pays on system are reflected correctly on the bill. If any pays are missing, a simple cancel rebill should correct. If not, cancel all bills and re issue from SSD to current reading.

Credits

Following validation checks if credit balance is true, raise a refund request, in line with company authorisation levels.

ADHOC

Check any adhoc charges are applicable i.e exit fees
If not, remove fees and reissue bill.