***Interview Data:***

**Problem Statement (Business understanding):**

Edison Utilities PLC is a company that provides meter reading services to Utility Europe. During this tenure Utility Europe has heavily criticised Edison Utility for it’s performance for more concise and accurate data.

**Overview (Data Understanding):**

The data consists of 500 jobs done to collect meter readings, each specifying the reason in failure to do so. The document is in xlsx form. Consisting 12 columns each specifying one unique value.

**Data cleaning and preparation:**

Principle component analysis the columns which were more influencing than others have been segregated. Namely:

1. Utility: specifies 2 categories Gas or Electricity
2. Frequency: contract type
3. SME Flag: Type of client (small and medium enterprises/ residential and others)
4. Reading Date: the date of collection
5. Result of job: reason of the failure in job completion
6. Outcode: postal code of that area.

**Analysis:**

**Cycle 1**:

1. Which days we observe least number of failed jobs.

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Calendar

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1. Which postcode has the most number of failed jobs.

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1. Type of contracts facing the issue

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1. Failed jobs distribution in electricity or gas

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**Cycle 2:**

1. Reason of failed jobs

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1. Failed jobs distribution in SME or Non SME

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**Solutions:**

1. App verification of employees using employee code.
2. App tracking of the employee coming to check your meter reading
3. Rescheduling and availability confirmation of person
4. Awareness in the areas that are refusing the job or inspection in the areas with the most vacant sites.
5. Contacting all vacant sites owners for address updating or terminating the contract.
6. New meter installation process with more precise location of meter house and the address. (Pictures of the area and post code based meter tracking)
7. If gas and electricity companies could ask their users if they are not using the services for some time.

**Future scope:**

More time and alternate perspective could find in depth details about data. This could also be seen from Source of collection and date of job received vs date of job done.