

Case Study #2

Correcting suppliers data

During our Account Validation process, we discovered that gas and electricity suppliers were using incorrect data, showing twice the actual consumption figures.

CCS software identified the errors and successfully applied for the records to be updated, thereby preventing complications with future contracts and billing.

The client had also paid for smart meter data to be reported every half hour. However, our client's previous efforts to find who was responsible had failed. Both the supplier and meter operator denied responsibility for retaining the data, yet, after protracted investigation, CCS managed to identify the correct agency, obtain a copy of a year's data and set up the client with online access to monitor consumption.

No charge was made to the client, who was extremely grateful and now has the information needed to start reducing energy consumption.

This case study illustrates the thoroughness of validating energy accounts and how persistence paid off.