

CASE STUDY

OPTIMIZING METER-TO-CASH FOR A NORTH AMERICAN UTILITY COMPANY

A North American utility company faced persistent challenges in its Meter-to-Cash (M2C) process—from delayed meter reads and high estimated bill volumes to billing errors, late collections, and compliance issues. With millions of customer accounts, fragmented visibility led to revenue leakage, customer dissatisfaction, and rising operational costs.

Executive Summary

A 10-week mindzie deployment connected data from the utility's Meter Data Management (MDM) system and Customer Information System (CIS) to form a unified view of the M2C process. This digital twin enabled deep analysis of cycle time, re-work, compliance, SLA adherence, and exceptions across customer billing and payment processes.

Key Outcomes

- **Bill-to-cash cycle time reduced by 22%**
- **Estimated reads cut by 47%, improving billing accuracy**
- **First-time-right billing increased from 76% to 93%**
- **Compliance with regulatory billing timelines improved to 98%**
- **Collections efficiency improved with 34% faster resolution**
- **Proactive alerting reduced manual exception handling by 60%**



Business Challenge

The utility's M2C process was impacted by:

- Delayed or missing meter reads
- Excessive reliance on estimated billing
- Billing errors due to failed validations or usage anomalies
- High volume of disputes and reversals
- Disconnected collections triggers and follow-up steps
- Compliance risks due to late bills and misapplied rates

Despite robust systems, lack of end-to-end process visibility prevented the utility from identifying root causes and acting proactively.

Project Scope

mindzie ingested 18 months of M2C event data across the MDM and CIS. Focus areas included:

- Cycle time from meter read to payment received
- Re-work from bill reversals and re-issuance
- SLA breaches in read and bill timeliness
- Billing accuracy and compliance performance
- Dispute resolution speed
- Collections funnel performance and root causes

Automated alerts were configured to notify teams in real time when exceptions—like estimated reads, billing delays, or collection holds—threatened SLA or compliance targets.

OPERATIONAL HIGHLIGHTS

The utility company implemented mindzie to continually monitor the Meter-to-Cash process and automated actions to notify business users for a proactive approach. End-to-end visibility reduced revenue leakage, improved SLA adherence, and allowed cross-functional teams to align on exception handling with data-backed precision.

Conclusion

By deploying mindzie across its M2C process, the utility company transformed a complex, multi-system operation into a streamlined, insight-driven workflow. With reduced estimated reads, improved billing accuracy, and more effective collections, the organization saw improvements in both customer experience and financial performance. Real-time monitoring and alerting ensure that these gains are sustained, positioning the utility for continued regulatory compliance and operational excellence.

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