Billing Quality Assurance

Verification and line item reconciliation of all customer bills including reconciliation against source meter data.

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Problem

+ **Billing system complexity makes billing errors likely**
+ **Changes in rate structures and rate plan assignments require additional quality assurance checks**
+ **Need to quickly check bills before sending**
+ **Need to reconcile billing input values against source meter data**

Solution

Delivered parallel billing system to check system-of-record billing system

Reconciled every line item of every bill before being sent to customer

Rate editor enables real-time changes to rate structures and rate plans

Billing inputs reconciled against source meter data and any discrepancies flagged

Rate assignments on every account checked to insure that account qualifies for that rate

Why Fractal

Delivered parallel solution with Fractal Programming.

Parallel application ran over 1,000 times faster, reduced storage 90%, and eliminated billing errors.

Utility is able to update rate models in minutes.

Utility now has an independent way of checking billing and meter data.

Impact

Eliminated need for $35 million billing system rewrite

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