



# A ROBOTIC FIRST: RPA FOR HANDLING EXCEPTIONS AT A UTILITY COMPANY





Of all the things to arrive in the morning post, the utility bill is possibly one of the least welcomed. And if there's one thing worse than a bill, it's a bill that has been wrongly calculated.

This is a big problem for utility companies, who have millions of customers with different meter types on different tariffs. Every month brings them thousands of billing exceptions or tasks that need to be dealt with to the customer's (and the company's) satisfaction.

## PROBLEM

Our client, a leading electric utility in Arizona, serving more than 1.2 million retail and residential customers, was typical. Its customer care systems were seriously overworked, and the company was struggling with the way the tasks generated by its customer care and billing system were closed every day.

## SOLUTION

When the company brought this problem to Infosys, we decided to try something that had never been done at a utility before – to use bots to automatically close the daily to-dos in the client's Oracle Customer Care and Billing System. Our AssistEdge platform served as the automation lever in this project.

After the implementation, the utility company could resolve 20,000 tasks generated each month, using only the bots, without any human intervention. Straightaway, the client improved average handling time from 11.5 days to just 1.5 days. The company also found improvements in customer service, with abandoned customer service calls reduced by six percent and a year-on-year reduction in calls of two percent.

And while we couldn't make receiving a utility bill any less expensive for the customer, at least they were more accurate.

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**WE DID THIS FOR THEM.  
WE CAN DO IT FOR YOU.**

**Find out more about  
how we can use  
automation to boost  
your efficiency.**

**Reach out to us at  
[askus@infosys.com](mailto:askus@infosys.com)**