

# EDF Energy case study

Efficient management of  
delinquent customers



## About EDF Energy

EDF Energy ([www.edfenergy.com](http://www.edfenergy.com)) is one of the largest energy companies in the UK, supplying gas and electricity to over five million customers.

“Our shareholders want us to maximise revenues. However, our responsibilities to our customers include keeping energy costs as low as possible.”

“By using Tallyman we are maximising collections from former customers and so can pass this revenue onto both shareholders and customers.”

### Business challenge

Around 174,000 households are switching gas or electricity suppliers every week – with nothing to stop them switching, even though they might owe money to another supplier.

Utilities are facing a tough challenge in recovering money from certain groups of former customers who are in arrears. Amongst those are the growing group of people who are struggling to pay their household bills. And there is also a new type of consumer – the won't pay.

This combination is leading energy companies to a significant re-appraisal of the way in which they approach customer revenue collection.

### The solution

EDF Energy decided to roll out the Tallyman Debt Management solution across the whole organisation for managing small business and residential customers who have moved home, gone away or switched supplier.

### The benefits

- A sophisticated system to contact former customers who are in arrears – and remind them of their obligations to pay
- A system that automatically allocates customer files to DCAs and then manages and monitors the performance of the DCAs