

# Revenue Protection Case Management

Chris Smith  
Senior Investigator  
We Energies



# Outline

- Timeline
- Details
- Screens and Features
- Reports
- Benefits
- Lessons Learned
- Future Enhancements



If you build it....



It will take more time than you expect.  
It will cost more than you expect.  
It will create more work than you expect.



And it will be worth every  
minute and every cent!!



# The Journey

- 1996 Revenue Protection pilot initiated with a database built in Visual Basic 6 (VB6) with data stored in a Sybase database table
- 2005 Planning started for a new database
- 2009 Internal Audit recommended acquisition of a more robust database
- 2011 Rev Pro is given \$59,400 and 788 IT hours to create a new database
  - Original database built in 1996 no longer supported by IT
  - Directed to find or create a database that mirrored the functionality of the existing database (Capricorn Systems/Ethics Point/BPM)
- 2012 Project placed on hiatus due to a scheduled upgrade in BPM
- 2013 Project started again
- 2014 New Revenue Protection Database complete



# The Details

- Built “in house”
  - Utilizes “Business Process Management”
    - IBM product already part of We Energies system
    - Utilized by Meter to Bill and Low Income Program
- Cost \$188,009
- Hours 2588
- Utilized by
  - Investigators
  - Office Staff
  - Supervisors



# The Result

- Tool for documenting and tracking all work that comes to Revenue Protection
  - Searchable database that identifies where the work came from, the investigator assigned, the type of case, and the case progress/status
- Provides means for uniform documentation of case classification, case details, and case outcome
- Source of financial metrics
- Source of individual performance metrics
- Not a work management system





# Employee's Task List

**My Tasks**

Task Name	Investigation	Due Date
Review Referral 14-001471	Investigation: 21047	Due: December 19, 2014 12:00 AM
Review Referral 14-001777	Investigation: 22319	Due: January 9, 2015 12:00 AM
Review Referral 14-001893	Investigation: 22949	Due: January 15, 2015 12:00 AM
Review Referral 14-001892	Investigation: 22948	Due: January 15, 2015 12:00 AM
Review Referral 14-001929	Investigation: 23137	Due: January 17, 2015 12:00 AM
Review Unsaved Referral	Investigation: 23142	Due: January 17, 2015 12:00 AM
Review Referral 15-000406	Investigation: 27934	Due: March 8, 2015 12:00 AM
Review Referral 15-000417	Investigation: 28485	Due: March 13, 2015 12:00 AM
Review Referral 15-000464	Investigation: 29646	Due: March 22, 2015 12:00 AM
Review Referral 15-000580	Investigation: 30766	Due: March 29, 2015 12:00 AM
Review Referral 15-000855	Investigation: 33262	Due: April 16, 2015 12:00 AM
Review Referral 15-000973	Investigation: 34049	Due: April 25, 2015 12:00 AM
Review Referral 15-001021	Investigation: 34330	Due: April 26, 2015 12:00 AM

Showing 128 of approximately 128 results


**Create and Search**


- Create New Referral
- Search for Existing Referrals


Referral/  
Case  
Number  
is auto  
generated



# Search Screen



 WORK

 DASHBOARDS ▾

work >

## Search for Existing Referrals

### Search Referrals


Referral Number	First Name	Referral Status
<input type="text"/>	<input type="text"/>	<input type="text"/>
Account Number	Last Name	Pending Reason
<input type="text"/>	<input type="text"/>	<input type="text"/>
Primary Investigator	Company Name	Evidence Bag Number
<input type="text"/>	<input type="text"/>	<input type="text"/>
Current Assignee	<input type="text"/>	
Search Begin Date	Search End Date	
<input type="text"/>	<input type="text"/>	

### Address

House No:	Dir Prefix:	Street Name:	Suffix:	Dir Suffix:	Apt Type:	Apt/Other:
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
City:	State:	ZIP Code:	ZIP Code +4:	County	Town	
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	



# Header and Overview

 **Review Unsavd Referral**

[Print Referral](#)

### Referral

Referral Number

Source

Subsource

Referral Status

New

Primary Investigator

Current Assignee

Christine Smith

Reassign Referral

#### Current Classification

Classification

Type

Subtype

#### Initial Classification

Classification

Type

#### Reference Referrals

Referral Number

No content

Add

Remove

☐ Good for Training

☐ Internal Investigation

☐ PSC Related

☐ Is Hazard

☐ Paper File Exists

☐ Public Benefits

Project

### Account

Load Account

Update Account Information

Account Number

Account Class

Role

Name

Address

County

Town

Primary Phone Number

Social Security Number

Referral Folder Location

Save

Collapse/Expand Header

Cancel

J:\DATA\CS\credit and collection\Revenue Protection\Revenue Protection\

Overview

Persons

Narrative

Add Customer Contact

Disposition

Additional Information

Audit Trail

### Meters

Service Type	Meter Number	Rate	Relationship	Service Point Sequence	Meter Status	Billing Constant	Pressure Correction Factor
No content							

Add Meter

Update Meter

Remove Meter

### Previous Activity by Account

Referral Number	Account Number	Customer Name	Service Address	Social Security Number	Investigator	Classification
No content						

Add Selected to Reference Referrals

### Previous Activity by Customer

Referral Number	Account Number	Customer Name	Service Address	Social Security Number	Investigator	Classification
No content						

Add Selected to Reference Referrals

### Previous Activity at Premise



# Header



Review Unsaved Referral | Due: January 17, 2015 12:00 AM

[Print Referral](#)

## Referral

Referral Number

Source

Subsource

Referral Status

New

Primary Investigator

Current Assignee  
Christine Smith

[Reassign Referral](#)

## Current Classification

Classification

Type

Subtype

## Initial Classification

Classification Type

## Reference Referrals

Referral Number

No content

[Add](#)

[Remove](#)

- ☐ Good for Training
- ☐ Internal Investigation
- ☐ PSC Related
- ☐ Is Hazard
- ☐ Paper File Exists
- ☐ Public Benefits

Project

## Account

[Load Account](#)

[Update Account Information](#)

Account Number

Account Class Role Name

Address County Town Primary Phone Number Social Security Number

[Save](#)

[Collapse/Expand Header](#)

[Cancel](#)

Referral Folder Location

J:\DATA\ICS\credit and collection\Revenue Protection\Revenue Protection\

[Overview](#)

[Persons](#)

[Narrative](#)

[Add Customer Contact](#)

[Disposition](#)

[Additional Information](#)

[Audit Trail](#)



# Referral Status

## Status

## Pending Reason

**WE** WORK DASHBOARDS

work

**Review Unsavd Referral** Due: January 17, 2015 12:00 AM

[Print Referral](#)

**Referral**

Referral Number  Source  Subsource

Referral Status

**Current Classification**

Classification  Type  Subtype

**Initial Classification**

Classification  Type

**Reference Referrals**

Referral Number

No content

☐ Good for Training  
☐ Internal Investigation  
☐ PSC Related  
☐ Is Hazard  
☐ Paper File Exists  
☐ Public Benefits  
Project

**Account**

Account Number  Account Class  Role  Name

Address  County  Town  Primary Phone Number  Social Security Number

Referral Folder Location

**WE** WORK DASHBOARDS

work

**Review Unsavd Referral** Due: January 17, 2015 12:00 AM

[Print Referral](#)

**Referral**

Referral Number  Source  Subsource

Referral Status

Pending Reason

**Current Classification**

Classification  Type  Subtype

**Initial Classification**

Classification  Type

**Reference Referrals**

Referral Number

No content

☐ Good for Training  
☐ Internal Investigation  
☐ PSC Related  
☐ Is Hazard  
☐ Paper File Exists  
☐ Public Benefits  
Project

**Account**

Account Number  Account Class  Role  Name

Address  County  Town  Primary Phone Number  Social Security Number

Referral Folder Location



# Required fields



Review Unsaved Referral | Due: January 17, 2015 12:00 AM

[Print Referral](#)

## Referral

Referral Number

Referral Status

New

Primary Investigator

Current Assignee  
Christine Smith

[Reassign Referral](#)

Source

Subsource

## Current Classification

Classification

Type

Subtype

## Initial Classification

Classification Type

## Reference Referrals

Referral Number

No content

[Add](#)

[Remove](#)

- ☐ Good for Training
  - ☐ Internal Investigation
  - ☐ PSC Related
  - ☐ Is Hazard
  - ☐ Paper File Exists
  - ☐ Public Benefits
- Project

## Account

[Load Account](#)

[Update Account Information](#)

Account Number

Account Class Role Name

Address County Town Primary Phone Number Social Security Number

[Save](#)

[Collapse/Expand Header](#)

[Cancel](#)

Referral Folder Location

J:\DATA\ICS\credit and collection\Revenue Protection\Revenue Protection\

[Overview](#)

[Persons](#)

[Narrative](#)

[Add Customer Contact](#)

[Disposition](#)

[Additional Information](#)

[Audit Trail](#)

Note: At least one disposition type must be selected before the referral can be closed.



# Required Fields

Overview Persons Narrative Add Customer Contact **Disposition** Additional Information Audit Trail

Note: At least one disposition type must be selected before the referral can be closed.

### Disposition Type

<input type="checkbox"/> Revenue Enhanced	<input type="checkbox"/> Criminally Prosecuted	<input type="checkbox"/> Administratively Closed	<input type="checkbox"/> Justified PSC Complaint
<input type="checkbox"/> Revenue Protected	<input type="checkbox"/> Corrected Account Information	<input type="checkbox"/> No Theft/Fraud/Company Error	<input type="checkbox"/> Unjustified PSC Complaint
<input type="checkbox"/> Non Service Charges Billed	<input type="checkbox"/> Follow Up at a Later Date	<input type="checkbox"/> No Further Action	<input type="checkbox"/> SS Verification Correct
<input type="checkbox"/> Re-Billed Debit	<input type="checkbox"/> Referred to Other Business Unit	<input type="checkbox"/> Dispute Resolved in Favor of Company	<input type="checkbox"/> SS Verification Incorrect
<input type="checkbox"/> Re-Billed Credit	<input type="checkbox"/> Referred to External Agency	<input type="checkbox"/> Dispute Resolved in Favor of Customer	<input type="checkbox"/> NSF NPSO Order Issued
<input type="checkbox"/> Cons not Re-Billed	<input type="checkbox"/> Restitution Awarded	<input type="checkbox"/> Dispute Partially Resolved for Both Sides	<input type="checkbox"/> NSF Customer Paid
<input type="checkbox"/> Citation Issued	<input type="checkbox"/> Inconclusive	<input type="checkbox"/> Customer Paid Toward Outstanding Balance	

Disposition Date

**Set Responsible Party**

### Responsible Party

Account Number  
Account Class  
Name  
Address

### Non Service Charges

Investigative Charge  
Equipment  
Labor Charge

### Self-Reconnect

Number of Self-Reconnects Billed on Current Referral

Self-Reconnect Date	Discovery Date	Days Self-Reconnected
No content		

Row Remove Selected Row

### Charge

Total Non  
Total En  
Total Add

**Financial Report is cued off of this date**



# Sources



Review Unsaved Referral | Due: January 17, 2015 12:00 AM

[Print Referral](#)

## Referral

Referral Number

Referral Status

New

Primary Investigator

Current Assignee  
Christine Smith

Reassign Referral

Source

Email  
Evidence Bag  
Fax  
In-person  
Mail  
Phone  
Proactive  
PWQ  
Web Form  
ETF database

Subsource

Location

Type

Subtype

ation

## Reference Referrals

Referral Number

No content

Add

Remove

- ☐ Good for Training  
☐ Internal Investigation  
☐ PSC Related  
☐ Is Hazard  
☐ Paper File Exists  
☐ Public Benefits  
Project

## Account

Load Account

Update Account Information

Account Number

Account Class Role Name

Address County Town Primary Phone Number Social Security Number

Save

Collapse/Expand Header

Cancel

Referral Folder Location

J:\DATA\CS\credit and collection\Revenue Protection\Revenue Protection\

Overview

Persons

Narrative

Add Customer Contact

Disposition

Additional Information


Audit Trail

## Meters





# Sub Sources

 **Review Unsaved Referral** | Due: January 17, 2015 12:00 AM

[Print Referral](#)

### Referral

Referral Number

Referral Status

Primary Investigator

Current Assignee

Christine Smith

Reassign Referral

Source

Classification

Initial Classification

Classification

Type

Subsource

Returned Energy Theft Order

Check Seal - Redisconnect

Cons on AMR NPSO Pole/Curb

Consumption on NPSO meter

MtrRd Skip/Trouble Cd-Self Rc

MtrRd Skip/Trouble Cd-TheftRef

PWQ Referred by Other Business Unit

Form 185

Form 371

NSF

Administrative Services

Attorney's Office

Care Center

Care Center PSC Support

Credit and Collections Office

Customer Generated

Data Raker

Detectent

Disputed Charge

DNS

Electric Operations

Field Services

Gas Operations

Hotline

Identity Theft Packet

Law Enforcement

Meter-to-Bill Field

Meter-to-Bill Office

Multiple Self R/C List

Other

Other Government Agency

Positive ID

PSC

Self-Initiated

Converted Data

Reference Referrals

Referral Number

No content

Add

Remove

☐ Good for Training

☐ Internal Investigation

☐ PSC Related

☐ Is Hazard

☐ Paper File Exists

☐ Public Benefits

Project

### Account

Load Account

Update Account Information

Address

County

Town

Primary Phone Number

Social

Save

Collapse/Expand Header

Overview

Persons

Narrative

Add Customer Contact

### Meters

Service Type	Meter Number	Rate

Add Meter

Update Meter

Remove Meter

### Previous Activity by Account

Referral Number	Account Number	Customer Name

Add Selected to Reference Referrals

### Previous Activity by Customer

Class

Role

Name

ction\Revenue Protection\Revenue Protection\

Audit Trail

ce

Meter Status

Billing Constant

Pressure Correction Factor

ity

Investigator

Classification



# Classifications



Review Unsaved Referral | Due: January 17, 2015 12:00 AM

[Print Referral](#)

## Referral

Referral Number

Source

Subsource

Referral Status

New

Primary Investigator

Current Assignee  
Christine Smith

Reassign Referral

## Current Classification

Classification

Type

Subtype

- Company Error Rev Enh
- Company Error Rev Pro
- Customer Equipment
- Disputed Charges
- Duplicate Referral
- Identity Theft
- Inactive Consumption
- Inquiry
- Manager
- Negligent Interference
- Other
- Other Fraud
- Proactive Investigation
- Request for Service
- Social Security Check
- Stolen Meter
- Team Leader
- Theft (Not Self Reconnect)
- Theft (Self-reconnect)

## Reference Referrals

Referral Number

No content

Add

Remove

- ☐ Good for Training
  - ☐ Internal Investigation
  - ☐ PSC Related
  - ☐ Is Hazard
  - ☐ Paper File Exists
  - ☐ Public Benefits
- Project

## Account

Load Account

Update

Address County Town Prime

Save

Collap

Overview

Persons

Narra

## Meters

Service Type

Meter

Add Meter

Update Meter

Remove Meter

Account Number

Account Class Role Name

Account Security Number

Cancel

Referral Folder Location

J:\DATA\CS\credit and collection\Revenue Protection\Revenue Protection\

Object

Disposition

Additional Information

Audit Trail

Relationship

Service Point Sequence

Meter Status

Billing Constant

Pressure Correction Factor

No content



# Classification Types



Review Unsaved Referral | Due: January 17, 2015 12:00 AM

[Print Referral](#)

## Referral

Referral Number

Source

Subsource

Referral Status

New

Primary Investigator

Current Assignee  
Christine Smith

[Reassign Referral](#)

### Current Classification

Classification

Theft (Self-reconnect)

Type

Bypassed Meter (SR)  
Meter Tampering (SR)  
PWQ  
Pole/Curb (SR)

Subtype

### Initial Classification

Classification Type

### Reference Referrals

Referral Number

No content

[Add](#)

[Remove](#)

- ☐ Good for Training
  - ☐ Internal Investigation
  - ☐ PSC Related
  - ☐ Is Hazard
  - ☐ Paper File Exists
  - ☐ Public Benefits
- Project

## Account

[Load Account](#)

[Update Account Information](#)

Account Number

Account Class Role Name

Address County Town Primary Phone Number Social Security Number

[Save](#)

[Collapse/Expand Header](#)

[Cancel](#)

Referral Folder Location

J:\DATA\CS\credit and collection\Revenue Protection\Revenue Protection\

[Overview](#)

[Persons](#)

[Narrative](#)

[Add Customer Contact](#)


[Disposition](#)

[Additional Information](#)

[Audit Trail](#)



# Classification Sub-Types

 **Review Unsaved Referral** | Due: January 17, 2015 12:00 AM

[Print Referral](#)

### Referral

Referral Number

Referral Status  
New

Primary Investigator

Current Assignee  
Christine Smith

Reassign Referral

Source

Subsource

#### Current Classification

Classification  
Theft (Self-reconnect)

Type  
Bypassed Meter (SR)

Subtype

Initial Classification

Classification

Type

#### Reference Referrals

Referral Number

No content

Add

Remove

☐ Good for Training

☐ Internal Investigation

☐ PSC Related

☐ Is Hazard

☐ Paper File Exists

☐ Public Benefits

Project

### Account

Load Account

Update Account Information

Account Number

Account

Address

County

Town

Primary Phone Number

Social Security Number

Referral Folder Location

Save

Collapse/Expand Header

Cancel

Overview

Persons

Narrative

Add Customer Contact

Disposition

Additional Information

Audit Trail

### Meters

- Cut CT Wire
- Gas Valve Bypass
- Jumpers - Partially-Metered
- Jumpers - Unmetered
- Open Test Switches
- Other
- Shunted CTs
- Theft Between Customers
- Unmetered Circuits
- Unmetered Electric Bypass
- Unmetered Gas Bypass

# Automatically download account information from billing system

**we** Review Unsaved Referral | Due: January 17, 2015 12:00 AM

[Print Referral](#)

## Referral

Referral Number:  Source:  Subsource:

Referral Status:

Primary Investigator:

Current Assignee: Christine Smith

**Reassign Referral**

### Current Classification

Classification:  Type:  Subtype:

### Initial Classification

Classification:  Type:

### Reference Referrals

Referral Number:  No content

**Remove**

- ☐ Good for Training
- ☐ Internal Investigation
- ☐ PSC Related
- ☐ Is Hazard
- ☐ Paper File Exists
- ☐ Public Benefits

Project:

## Account

**Load Account** **Update Account Information** **Account Number**

Address:  County:  Town:  Primary Phone Number:  Social Security Number:

**Save** **Collapse/Expand Header** **Cancel** Referral Folder Location: J:\DATA\ICS\credit and colle

Overview | Persons | Narrative | Add Customer Contact | Disposition | Additional Information

Enter acct number, click Load Account, and info from billing system populates the account section automatically

# Manually add account information

**we** WORK DASHBOARDS

work >

**Review Unsaved Referral** Due: January 17, 2015 12:00

[Print Referral](#)

**Referral**

Referral Number Source Subsource

Referral Status New

Primary Investigator

Current Assignee Christine Smith

Reassign Referral

**Current Classification**

Classification Type

**Initial Classification**

Classification Type

**Reference Referrals**

Referral Number

No content

Add Remove

☐ Good for Training  
☐ Internal Investigation  
☐ PSC Related  
☐ Is Hazard  
☐ Paper File Exists  
☐ Public Benefits

Project

**Account**

Load Account **Update Account Information** Account Number

Address County Town Primary Phone Number Social Security Number

**Update Account Information**

**Person**

Role Name Prefix First Name Middle Name Last Name Name Suffix Company Name

Primary Phone Premise Phone Social Security Number Driver's License Number Driver's License State Date of Birth

**Address**

House No: Dir Prefix: Street Name: Suffix: Dir Suffix: Apt Type: Apt/Other:

City: State: ZIP Code: ZIP Code +4: County Town

Account Class

Update Cancel

Data can be manually entered as well



# Previous Activity links existing referrals together

Overview

Persons

Narrative

Add Customer Contact

Disposition

Additional Information

Audit Trail

Add Meter

Update Meter

Remove Meter

Previous Activity by Account

Referral Number	Account Number	Customer Name	Service Address	Social Security Number	Investigator	Classification
No content						

Add Selected to Reference Referrals

Previous Activity by Customer

Referral Number	Account Number	Customer Name	Service Address	Social Security Number	Investigator	Classification
No content						

Add Selected to Reference Referrals

Previous Activity at Premise


Referral Number	Account Number	Customer Name	Service Address	Social Security Number	Investigator	Classification
No content						

Add Selected to Reference Referrals





# Document associated individuals and their role

 **Review Unsaved Referral** | Due: January 17, 2015 12:00 AM

[Print Referral](#)

### Referral

Referral Number

Source

Subsource

Referral Status

New

Primary Investigator

Current Assignee

Christine Smith

Reassign Referral

#### Current Classification

Classification

Type

Subtype

#### Initial Classification

Classification

Type

#### Reference Referrals

Referral Number

No content

Add

Remove

☐ Good for Training

☐ Internal Investigation

☐ PSC Related

☐ Is Hazard

☐ Paper File Exists

☐ Public Benefits

Project

### Account

Load Account

Update

Account Information

Account Number

Account Class

Role

Name

Address

County

Town

Primary

Save

Collap

Overview

Persons

Narrat

#### Persons

Role

It

Add Person

Update Ps

Add Person

Person

Role

Name Prefix

First Name

Middle Name

Last Name

Name Suffix

Company Name

Primary Phone

Premise Phone

Social Security Number

Driver's License Number

Driver's License State

Date of Birth

Address

House No:

Dir Prefix:

Street Name:

Suffix:

Dir Suffix:

Apt Type:

Apt/Other:

City:

State:

ZIP Code:

ZIP Code +4:

County

Town

Add

Cancel

License

Date Of Birth





# Adding a customer contact to the billing system via the Rev Pro Database

**Save** **Collapse/Expand Header** **Cancel** Referral Folder Location  
J:\DATA\ICS\credit and collection\Revenue Protection\Revenue Protection\

Overview Persons Narrative **Add Customer Contact** Disposition Additional Information Audit Trail

**Add Contact**  
**Account Number**  
  
**Contact Type**  
  
**Description**  
  
**Action Taken**  
  
**Information**  
  
**Source**  
  
**Service Type**  
  
**Remarks**

**Add Contact**

**Previous Contacts**

All contacts entered are listed, in order, in this area

# Identifying the referral outcome

OverviewPersonsNarrativeAdd Customer ContactDispositionAdditional InformationAudit Trail

Note: At least one disposition type must be selected before the referral can be closed.

Disposition Type

☐ Revenue Enhanced

☐ Revenue Protected

☐ Non Service Charges Billed

☐ Re-Billed Debit

☐ Re-Billed Credit

☐ Cons not Re-Billed

☐ Citation Issued

☐ Criminally Prosecuted

☐ Corrected Account Information

☐ Follow Up at a Later Date

☐ Referred to Other Business Unit

☐ Referred to External Agency

☐ Restitution Awarded

☐ Inconclusive

☐ Administratively Closed

☐ No Theft/Fraud/Company Error

☐ No Further Action

☐ Dispute Resolved in Favor of Company

☐ Dispute Resolved in Favor of Customer

☐ Dispute Partially Resolved for Both Sides

☐ Customer Paid Toward Outstanding Balance

☐ Justified PSC Complaint

☐ Unjustified PSC Complaint

☐ SS Verification Correct

☐ SS Verification Incorrect

☐ NSF NPSO Order Issued

☐ NSF Customer Paid

Disposition Date

Set Responsible Party

Responsible Party

Account Number

Account Class

Name

Address

Non Service Charges

Investigative Charge

Equipment Charge

Labor Charge

Charge Totals

Total Non-Service Charges

Total Energy Charges

Total Additional Dollars Claimed

Self-Reconnect

Number of Self-Reconnects Billed on Current Referral

Self-Reconnect Date

Discovery Date

Days Self-Reconnected

No content

Add Row

Remove Selected Row

# Identifying Revenue Enhanced/ Revenue Protected/Forward Revenue

Overview
Persons
Narrative
Add Customer Contact
Disposition
Additional Information
Audit Trail

Total Energy Charges  
Total Additional Dollars Claimed

Meter Number	Service Type	Estimated Units	Estimated Rebill Amount	Actual Units Billed	Actual Rebill Amount	Negotiated Units	Negotiated Rebill Amount	Amount to Use in Calculation
No content								

Total Energy Charges

Add Row
Update Selected Row
Remove Selected Row

**Paid Prior to Discovery**  
Paid Amount  
Account Number  
Customer Name

**Charges Remaining in Customer's Name**  
Charge Amount  
Account Number  
Customer Name

**Fraud Rebill**  
Back Bill Amount  
Account Number  
Customer Name

**Transferred**  
Transferred Amount  
Original Account Number  
Name on Original Account  
New Account Number  
Name on New Account

**Forgiveness Reversed**  
Reversed Amount  
Account Number  
Customer Name

**Amount Customer Paid**  
Paid Amount  
Account Number  
Customer Name

**Customer Credit**  
Credit Amount  
Account Number  
Customer Name

**Forward Revenue**  
Repair Date  
Average Units per Day  
Average Cost per Unit  
Days Through Year End  
Forward Revenue through Year End

Days through 12 Months  
Forward Revenue through 12 Months



# Identify the Revenue Enhanced and Energy Enhanced

OverviewPersonsNarrativeAdd Customer ContactDispositionAdditional InformationAudit Trail

Total Energy ChargesTotal Additional Dollars Claimed

Meter Number	Service Type	Estimated Units	Estimated Rebill Amount	Actual Units Billed	Actual Rebill Amount	Negotiated Units	Negotiated Rebill Amount	Amount to Use in Calculation
No content								

Total Energy ChargesAdd RowPaid Prior to Forgiveness

Dialog Box

Add Service Charge

Meter NumberService TypeAmount to Use in Calculation

Charges

Estimated UnitsEstimated Rebill AmountActual Units BilledActual Rebill AmountNegotiated UnitsNegotiated Rebill Amount

AddCancel

Customer Name

Customer Name

Customer Name

Average Cost per Unit

Days Through Year End

Days through 12 Months

Forward Revenue through Year End

Forward Revenue through 12 Months



# Additional Information: Loss details, Evidence, Hazards....

Overview

Persons

Narrative

Add Customer Contact

Disposition

Additional Information

Audit Trail

Additional Information

Loss Information

	Meter Number	Service Type	Beginning Date of Loss	Found Date	Repair Date	Days Problem Existed	Billed Date	Total Units Lost	Estimated Rebill Start Date	Estimated Rebill End Date	Number of Days Based on Estimate	Actual Rebill Start Date	Actual Rebill End Date	Number of Days Based on Actual
No content														

Add Loss

Update Loss

Remove Loss

Closing Information

Hours Spent on Case

Billed Account Status at Closure

☐ Law Enforcement Involved

☐ DNS Involved

☐ Fire Department Involved

☐ Electrical Inspector Involved

Evidence Bags

Bag Number	Contents	Location
No content		

Add Bag

Remove Bag

Hazards

	Meter Number	Owner of Equipment with Condition	Affects Billing	Date Found	Date Resolved	Hazard Letter Sent	Date Hazard Letter Sent
No content							

Add Hazard

Remove Hazard

# Adding loss information

OverviewPersonsNarrativeAdd Customer ContactDispositionAdditional InformationAudit Trail

Additional Information

Loss Information

	Meter Number	Service Type	Beginning Date of Loss	Found Date	Repair Date	Days Problem Existed	Billed Date	Total Units Lost	Estimated Rebill Start Date
No content									

Add LossUpdate LossRemove Loss

Closing Information

Hours Spent on Case

Billed Account Status at Closure

☐ Law Enforcement Involved  
☐ DNS Involved  
☐ Fire Department Involved  
☐ Electrical Inspector Involved

Evidence Bags

Bag Number	Contents
No content	

Add BagRemove Bag

Hazards

Meter Number	Owner of Equipment with Condition	Affects Billing	Date Found	Date Resolved
No content				

Add HazardRemove Hazard

Add New Loss

Loss Information

Meter Number

Service Type

Beginning Date Of Loss

Found Date

Repair Date

Billed Date

Total Units Lost

Estimated Rebill Start Date

Estimated Rebill End Date

Actual Rebill Start Date

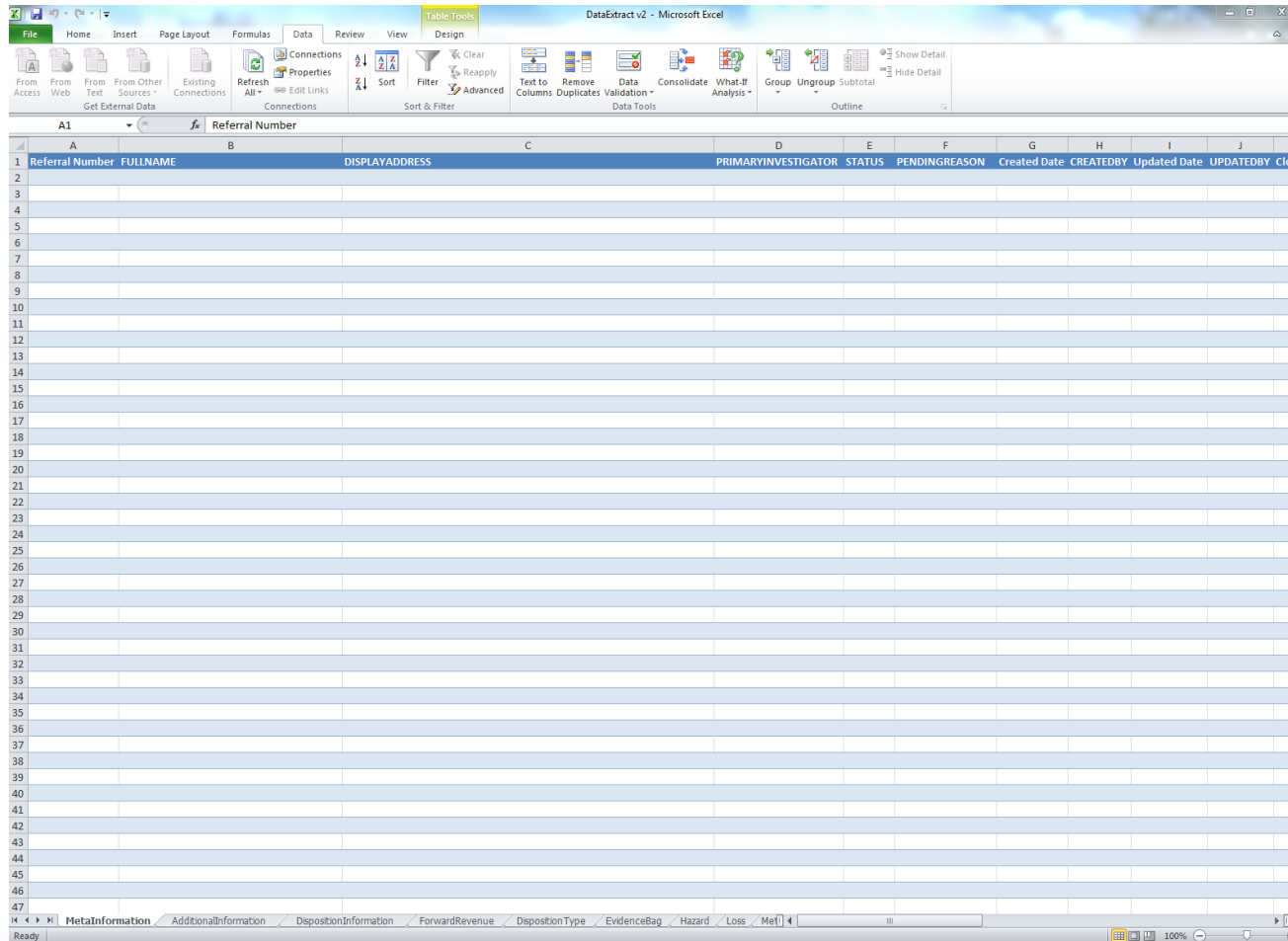
Actual Rebill End Date

Add

Cancel

Number of Days Based on Actual

# Data Extract Report loads all information in the database into an Excel Spreadsheet

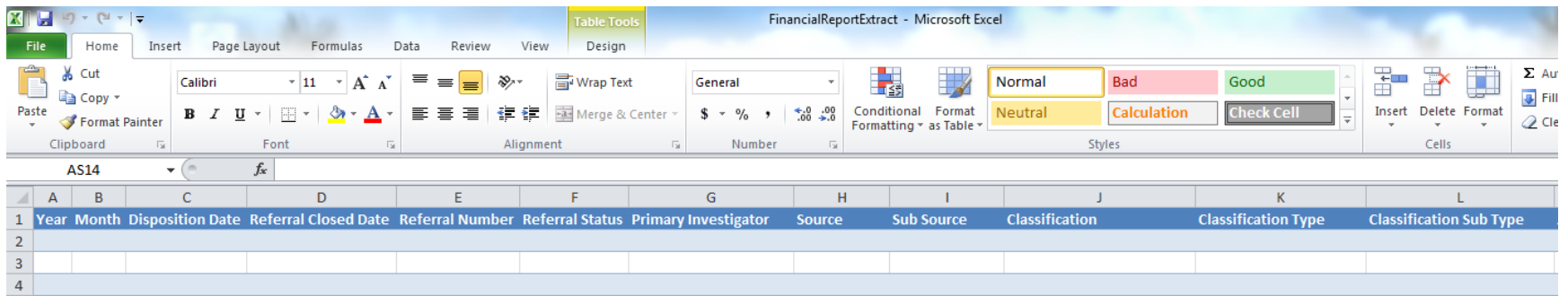


The screenshot displays a Microsoft Excel spreadsheet titled "DataExtract v2 - Microsoft Excel". The spreadsheet contains a table with the following columns: Referral Number, FULLNAME, DISPLAYADDRESS, PRIMARYINVESTIGATOR, STATUS, PENDINGREASON, Created Date, CREATEDBY, Updated Date, and UPDATEDBY. The table is currently empty, showing only the header row. The Excel interface includes the ribbon with tabs for File, Home, Insert, Page Layout, Formulas, Data, Review, View, and Table Tools (Design). The status bar at the bottom indicates the active sheet is "MetaInformation" and the zoom level is 100%.

1	Referral Number	FULLNAME	DISPLAYADDRESS	PRIMARYINVESTIGATOR	STATUS	PENDINGREASON	Created Date	CREATEDBY	Updated Date	UPDATEDBY
2										
3										
4										
5										
6										
7										
8										
9										
10										
11										
12										
13										
14										
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37										
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39										
40										
41										
42										
43										
44										
45										
46										
47										



# Financial report loads statistics on all closed cases into an Excel Spreadsheet



FinancialReportExtract - Microsoft Excel

Year	Month	Disposition Date	Referral Closed Date	Referral Number	Referral Status	Primary Investigator	Source	Sub Source	Classification	Classification Type	Classification Sub Type



# Benefits

- Standardization
  - Data entry
  - Documentation
  - Recording case value
- Supervisor has easy access to information
  - Case details
  - Monitor case status/progress
  - Meaningful statistics are now obtainable



# Benefits

- Ability to quantify the amount of work and types of work
  - Build a business case to request additional investigators and office staff
- Ability to approach our work more strategically
  - Identify efficiencies that could be implemented



# Lessons Learned

- Documentation of current processes and future/desired state is critical
  - Saved considerable amount of IT time
- Create a common language and definitions
  - Rev Pro, Company, Industry wide
- Identify search categories for searching the database
- Identify filter categories for reports
  - Case Status, Investigator, Source, Classification, Referral Number, Date Created, Disposition Date, Etc
  - The consistency of the information you put in will determine the value and accuracy of the reports you get out



# Lessons Learned

- Build in versatility
  - Need to be able to accommodate all scenarios
    - Identify constants
    - Identify the things that vary from case to case
  - Allow for future changes and growth
- Built in validations are critical
  - Create data integrity
  - Prevent manual validation
  - Prevent re-work to make corrections



# Future Enhancements

- Create IT requirements for additional database validations
  - Reduce manual validation and re-work
- Create IT requirements for standard monthly statistical reports that can be run automatically
  - Maintain ability to create reports at any time and for any statistic
- Build interface screens to document investigative diagnostics
  - Tracking screens are built
- Add functionality that will allow users to organize and prioritize their work



# Questions?

