

Utility RPA Use Case



FIELDS OF OPERATION OF THE ROBOTIC PROCESS AUTOMATION IN ENERGY UTILITY

Energy Utility is one of the important industries in which customer satisfaction is of utmost importance. Inconsideration with the multiple operations being conducted each day, possibility of human error increases significantly. Robotic Process Automation (RPA), while enabling energy corporations to efficiently manage their operations, it also ensures the increase of the customer experience.

RPA, being used in the Energy Utility;

Becomes a significant element in solving the problems of customers. It minimalizes errors and decreases the duration of the operations.

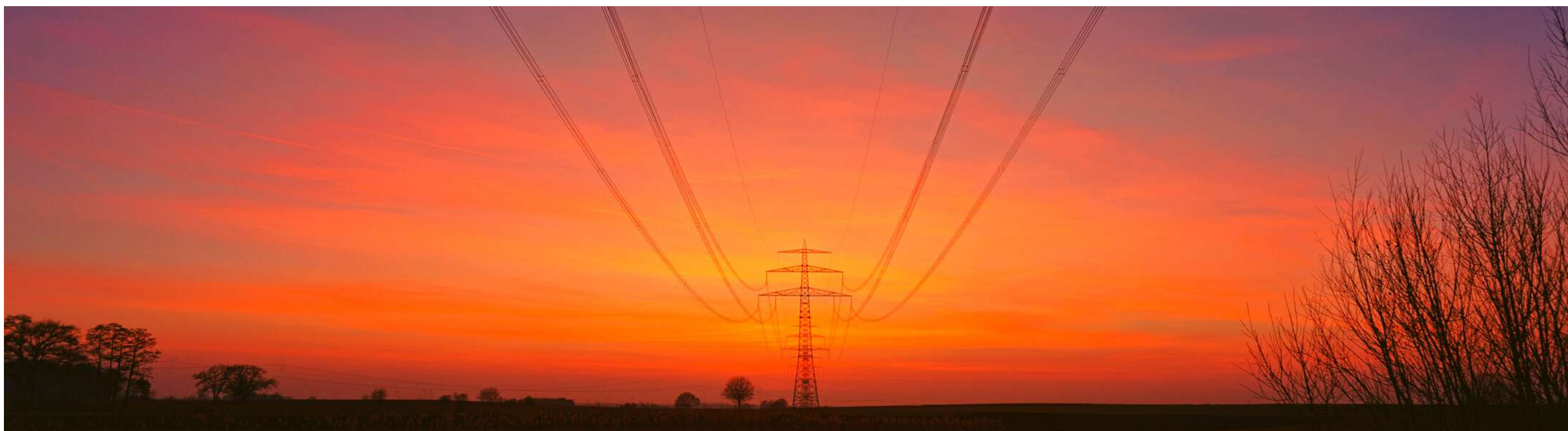
Creates austerity in the costs of the operations.

Smoothens the adaptation to regulations



FIELDS OF OPERATION OF THE ROBOTIC PROCESS AUTOMATION IN ENERGY UTILITY

- Measurement
- Compliance Management
- Invoicing and Payments
- Correction of Errors
- Management of Customer Records
- Customer Transfers
- Monitoring Energy Distribution
- Disaster Management
- Management of Energy Lines
- System Integration
- Administration
- Request Management
- Compliance to Regulations
- Data Management
- Customer Services Support
- Reporting



METER READING CONFIRMATION

Meter reading process which is conducted manually by the Energy corporations, is being conducted with the possibility of human error.

An error made in this phase can result in customer being invoiced lower or higher than the expected invoice.

By using RPA during the meter reading process, meter reading for the customer is confirmed by the robots controlling the value of the meter or, in case of an error, it is directed to the relevant department which solves this problem. By using RPA during the meter reading process, load on the confirmation team of the energy corporation and complaints resulting from false readings are decreased.



USAGE OF RPA FOR NEW SUBSCRIPTION OPERATIONS

In the Utility Industry, new subscription processes are started by applying multiple procedures. In this process, it is observed that the team who are conducting new subscription operations can overlook certain factors and subscriptions which does not meet all the designated criteria are activated as well.

By moving the new subscription processes to RPA, information provided by the user being controlled by the robots in accordance with the designated rules, problems resulting from missing or faulty documents are prevented. With the process automatized by the robots, robots only process the installation request if it meets all the criteria set by the rules and in case of a problem, it is directed to the relevant department, depending on the relevant rule.



AUTOMATION IN HUMAN RESOURCES AND FINANCE PROCESSES

A lot of the processes of the energy utility, including finance and accounting, human resources, supervision and administrative support, being transferred to RPA, enables those processes to be operated efficiently and perfectly. In human resources, it is possible to automatize many processes such as, employment, new employment, inducement and training, payroll processes by transferring them to RPA.

Business processes such as invoicing, travelling and costs records, accounting, reporting, property financing which are often being conducted in the field of finance and accounting, in consideration with their features in compliance with automatization, are processes which are often used in RPA.



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