**Assignment Module Commercial Management – House to house survey**

**Case description**

You are the head of a commercial department of a water utility with 200,000 connections. You have just procured and implemented new customer database and billing and collection software. The old customer database was converted one on one - without prior analysis - to the new software.

Because of the thorough selection process of the new software, you now are able to generate reports that provide you with high quality information about your customer data.

Last week you made a quick scan of the customer data and you found a lot of mistakes in the database: clients with apparent wrong customer categories, clients with double entries, missing GPS locations of the connections, etc.

After consulting the software supplier you reached the conclusion that the only solution to correct all these errors is to do a house to house survey of all your customers (and possible customers).

You decided that it would be a good idea to do a pilot survey in a small “District Metered Area” (DMA) before surveying the whole supply area.

**Assignment**

Develop a list of data that you would like to collect in the pilot of the customer survey.