**Assignment Module Commercial Management – Billing analysis**

**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.

You have just completed the house to house survey and updated the customer database based on the results of the survey.

You will receive a database of (a part of) the billing of October 2014 in excel.

**Assignment 1**

You have to report to the board of the utility on a monthly basis. One of the reports is on the billing results.

Make an analysis of the billing and accounts receivable (balance carried forward) per customer category, zone (DMA), sales category and metering status. (Tip: use pivot table)

**Assignment 2**

You have to prepare the budget for the next financial year and you need historical information to base your budget on. What historical information can you find in the provided database?