**Assignment Module Commercial Management – Development of standard operating procedure Billing**

**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.

In your old software the billing was a very devious process that was also very laborious. In your new software the meter reading is done with an app that has been installed on the smart phones that were procured for the meter readers. The new software is state of the art and allows you to optimise the process considerably.

You found that the old procedures that you used for meter reading and billing were not adequate anymore and you decided to develop new standard operating procedures for this process.

**Assignment**

Develop a blueprint for the process of meter reading and billing which will result in timely, complete and accurate billing of your water clients