



3.3.- Reading, invoicing and management of payments from clients



DESCRIPTION

An important and key milestone and the management of water supplies is the correct periodic reading of household meters, not only in order to invoice the consumption in accordance with the applicable tariff, but also to provide basic information for the auditing of the service and to obtain knowledge of the same.



OBJECTIVES

- Issue of batch readings.
- Reading of household meters either visually or by radio frequency.
- Review of readings for incidences prior to the closure of the invoicing.



AIMED AT

Public administrations, public companies and municipalities with competencies over the service.



ACTIONS

- Creation of subscriber database.
- Creation of meter reading routes and periodic issuance of batch readings.
- Meter reading in accordance with type.
- Revision of reading incidents (anomalous readings, overruns, negative readings, etc.).
- Issuance of standard for invoicing, invoice and remission to subscriber.



RESULTS / BENEFITS

- Quality and reliability in readings.
- Compliance with reading dates.
- Minimization of reading errors and the issuance of erroneous invoices.

