



Digital Collection Notices

National Grid

National Grid is an international electricity and gas company based in the UK and north-eastern US. They play a vital role in connecting millions of people safely, reliably and efficiently to the energy they use. National Grid is one of the largest investor-owned energy companies in the US — serving more than 20 million customers throughout New York, Massachusetts and Rhode Island.

CLIENT CHALLENGE

National Grid was experiencing high costs associated with the traditional collections process which involved mailing out past due notices and collections phone calls.

The utility wanted to reduce collections cost, collect more arrears and improve its customers' experience.

DOXIM'S EBILL AND ONE-CLICK PAYMENT SOLUTION

The solution was to implement digital collection notices, sent via email as a PDF attachment.

This also included a convenient and frictionless payment process, which can be facilitated directly from within from the PDF.

Examples of National Grid's digital collection notices:

The image displays two examples of National Grid's digital collection notices. The left notice is titled "Your bill is past due" and shows an outstanding balance of \$114.14. It includes a "Make a payment now" section with three steps: 1. Download the attached PDF, 2. Enter your five-digit service address ZIP code, and 3. Make a payment from the document. The right notice is a payment interface with a "Pay my bill" button and options for "Bank Account / Electronic Check", "Credit / Debit Card", and "Other Payment Options". It also includes a "Pay my bill" button and a "Save payment details" checkbox.



RESULTS

Doxim's Digital Collections Notices deliver excellent results:

- Within 8 months of implementing Doxim's collections solution, National Grid had **collected \$1.5 million in arrears**.
- The solution achieved a massive reduction in collections costs: sending a past due notice via email **reduced the RPC by 188%** when compared with a traditional collections phone call.

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