



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 shows two examples of digital collection notices from National Grid. The left notice is titled "Your bill is past due" and displays an "OUTSTANDING BALANCE" of \$114.14. It includes account details, a "Make a payment now" section with instructions to download a PDF, and a "Pay my bill" button. The right notice is a payment page with a "nationalgrid" logo and a "Help" link. It features a table with "Amount Due" (\$114.14) and "Payment Past Due" (Upon Receipt). Below this are three payment options: "Click here to pay from your mobile device*", "Click here to pay with a credit/debit card", and "Enroll in recurring payments". The "Credit / Debit Card" option includes a form for account details and a "Pay my bill" button. A note states "A convenience fee will apply".



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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nationalgrid

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