



Electricity
Authority
of Cyprus

Electricity Authority of Cyprus
Lefkosia, Cyprus
www.eac.com.cy

Industry:

Utilities

Annual Revenue:

US\$1.3 billion

Employees:

2,370

Oracle Products & Services:

Oracle Utilities Customer Care and
Billing

Implementor:

Oracle Consulting

“With the liberalization of the utilities market in Cyprus, the Electricity Authority of Cyprus needed to prepare for any competition. Oracle Utilities Customer Care and Billing is helping us to provide better customer service, leading to happier customers, and providing the edge we need in this new competitive environment.” – Antonis Valanides, IT Manager, Electricity Authority of Cyprus

Electricity Authority of Cyprus Reduces Customer Query Response Times from Two Hours to Minutes

The Electricity Authority of Cyprus (EAC) is the sole electricity supplier for the country. Founded in 1952, the company provides power through three power stations. Recently, Cyprus liberalized its utilities market as a result of the country’s move into the European Union.

Challenges

- Establish a new system to resolve customer queries more efficiently
- Improve the speed and accuracy of customer billing
- Reduce the time and employee resources required to complete customer billing processes
- Reduce the number of visits to new customer sites when establishing new accounts
- Increase the company’s ability to make changes to elements of customer accounts, such as tariffs
- Improve the accuracy and availability of customer data

Solution

- Worked with Oracle Consulting to implement Oracle Utilities Customer Care and Billing—automating customer care and billing processes to ensure that EAC is prepared for potential competition in the country’s recently liberalized utilities market
- Accelerated bill delivery and improved the accuracy of billing information
- Reduced the number of employees required to complete billing processes by eliminating manual processes
- Cut the number of site visits required for new customer sites from three visits to two visits per customer, saving EAC more than 25,000 customer site visits per year
- Reduced the time needed to resolve common customer queries, such as bill complaints, from up to two days to just minutes by replacing paper-based records with online customer histories
- Improved the quality, accuracy, and accessibility of customer data, providing EAC with increased intelligence, and analysis capabilities, such as to compare and propose suitable tariffs
- Enabled EAC to improve response times and communication—improving customer service levels
- Reduced time required to implement key changes, such as tariff changes, from months to weeks, with improved processes