Where revenue leaks in waste and recycling

Waste and recycling runs on high volumes of small invoices: per-lift, per-tonne and round-based charges repeated across thousands of accounts. At that volume a single billing error is rarely chased on its own, so it repeats quietly and adds up.

WHERE IT LEAKS

Lifts and collections that were never billed

A bin gets emptied or an extra collection is made but the charge never reaches an invoice, so the work is delivered for free.

Failed Direct Debits on regular rounds

Recurring collection charges collected by Direct Debit fail and are never re-presented, so the payment simply never arrives.

The same load invoiced twice

High-volume billing can push the same lift or container onto two invoices, and untangling the dispute often costs more than it recovers.

Tonnage invoiced below the weighbridge

The invoiced value sits below the weight or run-rate the finance data implies, so heavier loads are quietly under-recovered.

A recurring charge that quietly stopped

A customer's regular collection charge disappears from the ledger while the service carries on, month after month.

Credit notes that never balance

A credit raised for a missed collection is duplicated or never matched back to the right invoice, leaving the account understated.

THE SCALE

Revenue leakage is commonly estimated at around 1% to 3% of turnover, which on a waste and recycling business turning over £30m is roughly £300k to £900k a year (illustrative only). Direct Debit adds to the drain: GoCardless has observed that around 2.9% of Direct Debit payments fail, across about 55,000 businesses.

HOW IT IS FOUND

The check is read-only: LeakIQ reads your own invoices, payments and bank data, changes nothing in your systems, and usually surfaces these patterns within days.

COMMON QUESTIONS

Does this work with per-lift and per-tonne billing?

Yes. LeakIQ reads the invoice, payment and ledger data behind high-volume, weight-based billing, so it can flag lifts and tonnage that were delivered but under-billed or never invoiced. It does this from your finance systems, without needing your operational routing or weighbridge software.

How is this different from what our credit control team already does?

Credit control chases invoices that already exist. Leakage detection finds money that never reached an invoice in the first place, or that failed after collection, such as under-billed lifts, stopped recurring charges and failed Direct Debits.

Is it safe to connect our finance systems?

Yes. The connection is read-only, so nothing in Xero, QuickBooks, Stripe, GoCardless or your ledger is changed and no charges are raised. It reads only the data needed to spot leakage.

If you would rather see your own figure than an estimate, we can produce a free, read-only leakage number from your finance data whenever you are ready.

Get your free number