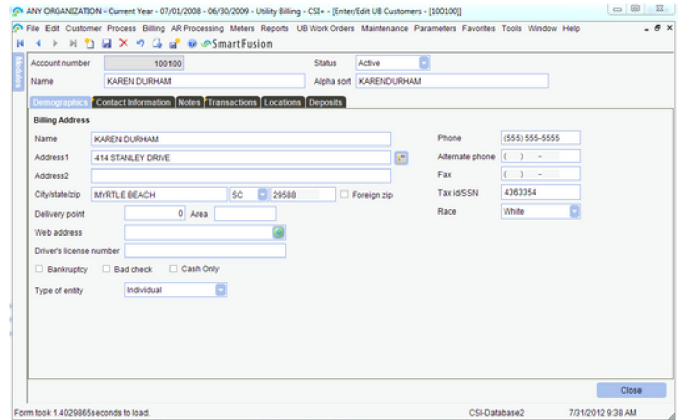


Utility Billing

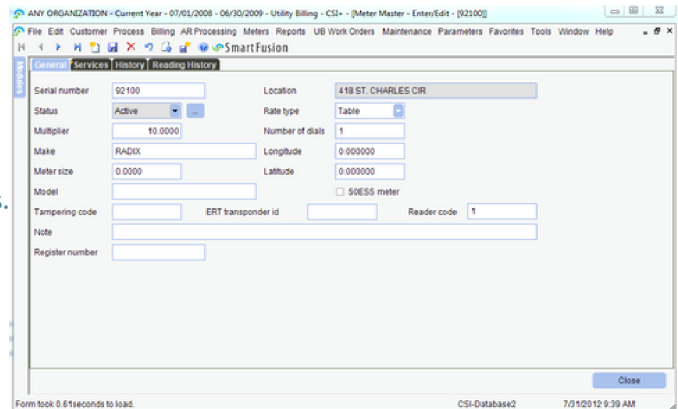
The Utility Billing module is a comprehensive billing system which may be used for a variety of utility services, as well as tracking customer and meter information. Bills may be calculated and printed, accounts receivable information easily obtained, and usage reports prepared. The Utility Manager also provides ledger posting reports and, if available, automatically interfaces to the Fund Ledger.

FEATURES

- Integrates with Accounts Payable, Accounts Receivable, Cash Collections, Tax Collection and Fund Ledger modules.
- Interfaces with eGovernment system where customers can pay bills online or apply for service.
- Contains separate customer and location records. View all of the customers that have been at a location, and all of the locations with which a customer has been linked.
- Link customers to multiple location records.
- Features a Bill Run Wizard that:
 - Delivers faster processing time.
 - Keeps track of billing steps so you do not have to retrace your steps.
 - Runs all billing reports at once, allows you to see the billing journal prior to the bill run.
 - Includes a warnings and exceptions screen and report that shows high usage, low usage, negatives, etc.
 - Includes the ability to perform bank drafts, disconnections, and delinquent processing.
- Finalize wizard allows you to finalize a customer for a specific location, rather than completely finalizing the customer.
- Associates landlords with properties and holds landlord deposits.
- Shows locations on Google Maps.
- Allows for seasonal billing for water and wastewater.
- Special features make it easy to customize the system to meet specific user needs.
- User-controlled rate tables simplify the implementation of rate changes.
- Supports metered, fixed and demand charge types.
- User-defined billable services may include water, sewer, gas, electric, sanitation and more.
- Prints and reprints utility bills in various formats, and allows static or customizable messages to be printed on each bill.
- Calculates unlimited rate structures and unlimited rates.
- Set ceilings for fixed rates.
- Interfaces with hand-held meter reading systems.
- Meter readings outside user-defined limits are automatically flagged for further review.
- Track the number of meter change-outs.



Customer Master Demographics - Enter/Edit



Meter Master - Enter/Edit Benefit Type

Utility Billing (continued)

FEATURES

- Track meter history and usage.
- Set up payment agreements that can span multiple cycles. As long as a customer stays current with the agreement, service won't be disconnected.
- Configurable alert system lets you specify which conditions will trigger alerts when viewing a customer record or taking a payment for a customer. This way you can be sure that you aren't taking a check from a cash-only customer, or aren't cutting off service to someone on a life support system.
- Record and track multiple contacts for a customer.
- Assign an "Is Warning" flag to notes about communications or transactions with utility billing customer.
- Link an unlimited number of service codes (Sanitation, Sewer, etc.) to meters.

Utility Billing Work Orders

FEATURES

- Work order codes may be established to allow you to track the number of meter change-outs, disconnects, leaks and more.
- "Initiate a Work Order" is easily accessed from other screens by pressing a hot key.
- When initiating a work order the customer name, address and route information is automatically displayed when you enter a valid customer.
- Work orders can be printed by date required, allowing you to withhold printing until the work needs to be done
- When the work order is complete, a "date completed" and a "completion note" may be entered.

REPORTING

- **Usage Reports by Type - Service and Customer**
- **Print Cut off Notices**
- **Mailing Labels**
- **Meter Assignment Reports**
- **Route Sheets**
- **Meter Master Inventory Reports**
- **Accounts Receivable Aging Analysis**
- **Disconnect List**
- **Customer Master Report**
- **Daily Transaction Registers**
- **Work Orders**
- **Summary or Detail Reports by Customer and/or Problem Code**

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