

Working Document

<b>UTILITY BILLING</b>			<b>User</b>	<b>User</b>	<b>Vendor</b>	<b>Vendor</b>	<b>Vendor</b>	<b>Vendor</b>	<b>Vendor</b>
			<b>Req'd</b>	<b>Desired</b>	<b>Available</b>	<b>Planned</b>	<b>Modification</b>	<b>Alternative</b>	<b>Comments</b>
		This application will process electric, water, sewer, and fee billings, including cash processing, special billings, statements and tracking of meter/consumption information.							
		Allow for pre loading of all City addresses and parcel information and make available for use as a customer account ID or reference							
		Provide interactive entry/edit of customer account information:							
		account ID							
		account status code							
		location code (parcel ID)							
		route code							
		cycle code							
		property address							
		property phone							
		parcel number							
		resident information							
		owner information							
		owner address							
		owner phone							
		billing address							
		service code(s)							
		rate schedule/service code (multiple)							
		# meter(s)/service code							
		account categories or grouping codes							
		inside/outside city code							
		type of account (minimum 10)							
		notepad for tracking text information							
		deposit amount							
		deposit status							
		credit information							
		liens/lien status							
		Provide the following meter information:							

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			accommodate smartgrid type metering/information access							
			city assigned meter ID#							
			meter serial #/manufacturer							
			meter service type							
			meter size/dials							
			master or slave designation							
			account ID assigned							
			meter location and access (description)							
			meter location (parcel ID)							
			installation date							
			installation reading							
			out of service date							
			out of service reading							
			Provide security controlled access to all database information.							
			Provide capability to establish meter routings and cycle billings.							
			Provide capability to change routing and cycle and maintain previous route/cycle data							
			Provide interface with hand-held meter reading for downloading of routes and subsequent uploading of meter readings.							
			Provide ability to generate daily route schedules for meter readers, and allow selective additions to or deletions from the schedule prior to print.							
			Provide automatic interface/upload from foreign files of meter readings.							
			Provide data entry capability for bulk consumption from "phone-in" meter reads or load sheets.							
			Calculate consumption from meter readings: provide exception reports for missing, high, or low readings							

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			provide user defined tolerances							
			Estimate consumption for missing readings, for startup, or for final bills.							
			Provide ability to correct or adjust previous readings.							
			Provide ability to calculate total consumption from either old or new meter when meter is replaced during billing cycle.							
			Allow for contract or other non meter based consumption billing.							
			Calculate and maintain average usage and billings for budget billing and reporting by:							
			single family equivalent							
			other user defined type							
			individual account							
			Provide a user defined multi-tiered billing rate structure for water consumption							
			Provide a sewer rate structure that provides for:							
			flat rate							
			usage calculation							
			other special use (ie car wash, cemetery)							

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		Provide capability to bill based upon:							
		flat rate(s)							
		tiered rates							
		basic rate plus consumption							
		basic consumption (stand-by water)							
		minimum monthly charges							
		budget billing charges/adjustment to actual							
		installment charges for past due balances							
		electric cost adjustments-calculation							
		electric cost adjustment applied each month							
		electric distribution charges							
		penalties							
		deposits							
		new account charges							
		final billing charge							
		labor charges							
		miscellaneous charges							
		per meter or per SFE (single family equipment) charge							
		disconnect/connect charges							
		option for 9 other charges							
		Allow capability to assess all charges to a single account and service.							
		An account may be billed for any combination of services.							
		Provide capability to create seasonal bills.							
		Provide capability to produce one time or special use billings.							
		Allow active/inactive code to determine billing of minimum charges when no meter reading is available.							
		Provide ability to "hold" a customer from a billing cycle.							
		Require proper security authorization. Report all such holds.							

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			Provide ability to produce and track on demand billings.							
			Provide ability to process adjustments against a customer account							
			Require proper security authorization.							
			Provide billing register prior to producing bills.							
			Provide ability to assess penalties, surcharge, interest and/or discounts:							
			flat rate							
			percentage							
			based upon minimum balance							
			selectively allow/disallow							
			based upon number of SFE's							

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		Provide user defined billing format.							
		post card							
		letter format							
		mailer							
		remittance							
		on-line or WEB access							
		Provide ability to print bar-coded account number on remittance.							
		Provide ability to generate billing copies for landlords, property managers, or other interested parties							
		Allow capability to produce a final bill for all services:							
		produce on demand final bill							
		allow assessment of penalties & interest to final bill							
		purge customer financial information only when payment is complete							
		retain meter information							
		retain history of usage							
		allow reversal of final billing							
		Automatically prepare shut off list, notices and tags							
		per user-defined criteria. Allow override prior to print.							
		Provide inquiry to customer, history data by:							
		account number							
		any part of name (owner or resident)							
		any part of address (owner or resident)							
		any phone# on file (owner or resident)							
		location							
		Customer account inquiry should include:							
		customer identification data							
		account status data							

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		open bill amounts and due dates							
		total amounts for billings shown							
		payment amounts and dates							
		consumption							
		shut off history							
		Provide off-line consumption history for up to 10 years.							
		Provide support for rate setting analysis including:							
		consumption history by account types							
		and categories							
		revenue history by account types and							
		categories							
		What-if analysis							

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		Provide capability to access consumption history by:							
		meter							
		location							
		customer							
		Provide ability to issue and track work orders:							
		equipment, materials and labor							
		by service type							
		auto initiate shut off/turn on orders							
		Provide interface to post work order activities to customer accounts:							
		meter replacements							
		readings							
		special charges							
		Provide Accounts Receivable function or interface:							
		customer inquiry for payment status							
		aging report based upon user defined periods							
		allow installment payment of past due accounts							
		produce customer statements							
		date of last payment							
		average days to pay							
		Provide ability to produce multiple customer notices:							
		delinquent notices							
		disconnect notices							
		Provide capability to track collection activity:							
		unlimited dated notes							
		user defined data elements.							
		Provide cash receipts processing by:							
		lockbox							

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		scanned input							
		on-line entry screen							
		interface to generalized cashiering function							
		complete receipt control & reporting							
		direct debit account							
		automatic credit card charge							
		on-line customer payment							
		Provide user defined cash application sequence:							
		standard cash application							
		one time override							
		Provide billing statistics from each billing run:							
		# accounts							
		# customers							
		# bills							
		Provide standard interfaces:							
		General Ledger							
		Parcel Management							
		GIS							
		Per General Specifications provide ability to define standard and ad-hoc reports or inquires							
		Provide ability to selectively generate mailing labels for customers.							
		Provide telephony interface for:							
		bill payment							
		account inquiry							
		service requests							
		caller ID interface to customer account							