

What Can You do with Billing Software

I Utility Billing Master Maintenance Items

- A. Name and contact info of Owner, Renter, and Bill To
- B. The ability to search or look up by a specific set of criteria and then print a report or gather the data into Excel for future analysis
- C. Services that are being provided and billed
- D. Meter information
 - 1. Type of meter
 - 2. Manufacture/Brand
 - 3. Total meter face in digits & stationary digits
 - 4. Date installed
 - 5. Date last maintained
 - 6. Next scheduled maintenance
- E. History of an account both consumption and A/R
- F. Control account numbers and establish routing
- G. Account specific remarks

II. Utility Billing Readings

- A. Manual data entry
- B. Automation of data collection
 - 1. Manual Reading Entry
 - 2. Handheld/Portable Data Collection Device
 - a. Touch Read
 - b. Radio Read
 - c. Wireless Drive by Read
 - d. Wireless Data Point Reads
 - e. 3rd Party Water Company
- C. Exception Reporting
- D. Combined meter collection
- E. Meter change out

III. Utility Bill Print Options

- A. Postcard dot matrix/line printer
 - One up/two up style
- B. Laser Printer
 - 4 to a page post card style
 - Full page
- C. Laser/Pressure Sealed
 - Self folding pressure sealed full page laser bill with return stub
 - Self folding pressure sealed full page laser bill with return stub and envelope
- D. Email of bill and or statement to Owner, Renter, and / or Bill to.
- E. 3rd party company bill data collect, print and mail service

IV. Collections

- A. Manual over the counter or night drop box
 - B. Bank Lock Box
 - C. Direct Debit to a utility customer's checking or savings account
 - D. Illinois E-Pay...State of Illinois Treasurer's Office
 1. Collection of payment over the internet via a website connection to allow utility customers to pay with credit card, debit card, or E-Check
 2. Collection via an over the counter card swipe service to process the credit card, debit card and E-Check thru E-Pay
 3. IVR - Interactive Voice Response System which allows the utility customer to pay their bill via the telephone
- Note:** *All money collected are deposited in the entities Illinois Funds Money Market*
- E. Notices sent on delinquencies, finals or shut offs to Owner, Renter, and / or Bill To.
 - F. Handle the collection of service/renter deposits as well as maintain refund status

V. Management Reporting

- A. Rate analysis projections or studies.
- B. A/R trial balance
- C. Billing history by client, service, geographic location...
- D. Open detail by service
- E. Collection reporting from delinquent, finals or liens
- F. Special Pay or Budget Pay options