



A Division of Harris Computer Systems

UTILITY BILLING: ACCOUNT/METER UPDATE

- 1. Account/Meter Update
- 2. Billing Process
- 3. Collection Process
- 4. Printing
- 5. Table File Setup
- 6. Extract for Remote Reader
- M. File Maintenance
- X. Exit Utility Billing

Adding a New Account

1. From the Main Menu in Utility Billing, select **1. Account/Meter Update**.
2. Enter *0* in the *Last Account Accessed* box and press *Enter* to add a new account.
3. The system will then display the new Account number selection prompt, where it will default to the next number in the system. Either accept this number or enter in an unused account number manually, and press **F12** to save.
4. The Account Master screen will display - enter general account information on this screen.
5. Enter the physical location address of the account in the *Location* field.
6. Enter in general owner data in the *Owner Information* fields.
7. Enter in general tenant information in the *Tenant Information* fields if the tenant is different from the owner. Or, check the box for *Tenant same as owner* if there is no Tenant. Both Water and Sewer bills can be sent to either Owner or Tenant.
8. Directions to the property and meter(s) can be entered in the *Directions* field.
9. The *DE Message* is a message that pops up when doing Data Entry in the **Billing Process**. This can be used as a reminder for when consumption is entered, etc.
10. The *Bill Message* field can be used to enter a message that will appear on the printed bill for the account and its meters.

11. Fill out the phone number and E-mail address, if available.
12. The *Note* field allows a short comment for the account. If a larger comment area is needed, the *Comment* option in the *File* menu can be used for a full page of account comments. These comments are for recordkeeping purposes and are not printed on any reports or bills.
13. The *Water* and *Sewer Account* sections are used to designate the Category and Budgetary Account number to use for the different services on the account. The Category is typically a setting like Residential, Commercial, or Industrial, and additional Categories can be set up in **5. Table File Setup**. The Budgetary Account lines should only be used if the Category or Default Budgetary Account settings need to be overridden for this Utility Account.
14. The last fields on this screen are for *Real Estate Information*. This can be used to link the Utility account to a TRIO Real Estate Account, Map/Lot, and Book and Page. There are two additional options in this section to load Owner Information or to use Mortgage Holders from the associated Real Estate account.

The screenshot shows the 'Account 9192204 Master' window. It contains several sections:

- Account Information:** Account: 9192204, Location: 742 Evergreen Terrace. Includes checkboxes for 'Final Billed', 'No Bill', and 'Tenant information same as owner. (Combined Bill)'.
- Owner Information:** Name: Simpson, Homer J; Second: Simpson, Marge; Mailing Address: 742 Evergreen Terrace; City: Springfield; State: ME; Zip: 00001.
- Tenant Information:** Name: Simpson, Homer J; Second: Simpson, Marge; Mailing Address: 742 Evergreen Terrace; City: Springfield; State: ME; Zip: 00001.
- Directions:** (Empty text field)
- DE Message:** (Empty text field)
- Bill Message:** (Empty text field)
- Phone:** (Empty text field) and **Email:** (Empty text field)
- Note:** (Empty text field)
- Water Account:** Category: (Dropdown), Account: (Text field)
- Sewer Account:** Category: (Dropdown), Account: (Text field)
- Real Estate Information:** RE Account: 0, Book: 0, Map Lot: (Text field), Page: 0. Includes checkboxes for 'Get Info From RE?' and 'Use RE Mortgage Holders?'.

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Adding a New Meter

Note: This process assumes that Book Descriptions and Rate Tables have been configured in Table File Setup. If they are not, please do so before continuing the addition of the new meter.

1. Select **1. Account/Meter Update** to access the account to add the meter to.
2. Once the Account Master screen is displayed, select *File > Show Meter* or press **F9** to display the Meter screen.
3. The first thing to do on this screen is to add a meter by selecting *File > Add Meter*. This is where additional meters could be added, as well.
4. Select the appropriate *Book* for this meter. Again, additional Books can be set up in Table File Setup.
5. Enter the *Sequence* for the meter. The Sequence number is used to determine the order of how meters will be processed in Data Entry and on various reports. To automatically use the next available Sequence, select *File > Find Next Avail Seq*.
6. Choose the *Meter Size* and how many *Digits* the readings can show. A specific size or a default *Digit* amount can be configured in **Table File Setup** if needed. The *Meter Digits* are used to help the system determine if a meter has rolled over.
7. Select the service to use for the meter: Sewer, Water or Both.
8. For the *Frequency*, choose the correct Billing Frequency: Quarterly, Monthly or Yearly. Additional Frequencies can be added in **Table File Setup**.
9. To the right is the *Bill at % of Consumption* option. This would be used to *not* bill this meter for the full 100% of Consumption. This can be set to different percentages for both Water and Sewer. Below this setting is *Taxable % of Consumption*, this is where the percentage to tax the meter would be set. Typically, Water can be taxed and Sewer is not.
10. Enter in the *Serial Number* and *Remote Number* for that meter, if available.
11. The next field is for combining meters, if there is more than one meter on the account. The available options are to not combine the meters (blank), Combine Bills for Meters, or Combine Consumption of Meters. During the **Billing Process**, the Combine Bills for Meters option will calculate an individual bill amount for each meter and add those totals together. The Combine Consumption option will instead add up the Consumption for each meter, and then calculate the bill. This difference will be noticeable in cases where a minimum consumption or charge has been set up. If meters are combined, they are always combined with the first meter – because of this, the first meter does not have these options available.
12. Select if the meter is read by *Radio* or if it should be included in the Consumption Extract that can be created in the **Billing Process**.
13. Use the options for *Final Billed* and *No Bill* to designate if the meter should be billed or not. In both cases, the meter will not get a bill for any new fees on future bills. The *Final Billed* option will make it so that the meter will not be billed for past due amounts either, whereas the *No Bill* option will still get bills for past due amounts.

The screenshot shows the 'Account 9192204 Master' window. It is divided into several sections:

- Current Meter:** Includes fields for 'Select Meter' (dropdown), 'Book' (0001), 'Sequence' (1), 'Meter Size' (01 - M), 'Meter Digits' (5), 'Service' (Both), 'Frequency' (01 - Q), and 'Reading Units' (1).
- Account Information:** Includes 'Account' (9192204), 'Map/Lot', 'Bill To', 'Location', 'Owner', and 'Category' (Water, Sewer).
- Bill at % of Cons:** A table with columns for 'Water' and 'Sewer'. Values are 100 for both.
- Taxable %:** Values are 0 for both Water and Sewer.
- Serial Number:** and **Remote Number:** (empty fields).
- Combine Meters:** (dropdown menu).
- Options:** Radio, Include In Extract, No Bill, Final Billed, Negative.
- Backflow:** Read (No), Date (1/1/2006).
- Previous:** 0
- Current:** 0
- Set Date:** 01/01/2006
- Replace:** 0
- Loc:** (empty field)
- Ref 1:** (empty field)
- Ref 2:** (empty field)
- Billing Information:** A table with columns for 'Water' and 'Sewer', each with sub-columns for 'Amount', 'Rate', and 'Account'.

	Water			Sewer		
	Amount	Rate	Account	Amount	Rate	Account
<input checked="" type="checkbox"/> Consumption	0.00	16		Consumption	0.00	12
<input checked="" type="checkbox"/> Consumption	0.00	51		Consumption	0.00	51
<input type="checkbox"/>	0.00	0			0.00	0
<input type="checkbox"/>	0.00	0			0.00	0
<input type="checkbox"/>	0.00	0			0.00	0
<input type="checkbox"/> Adjustment	0.00	0		Adjustment	0.00	0

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14. The *Negative Meter* option is used to designate a meter that will subtract from the total consumption of the account. This option cannot be set up on the first meter.
15. The fields to the right have to do with the readings for the meter. The first field is *Backflow*, select Yes or No here for Backflow Readings. Next is *Previous Reading* – enter an initial Previous Reading if desired. The *Current Reading* field will be filled out with the first billing on the account, so this will typically be left blank initially. Both the *Previous* and *Current Readings* will be updated during the Billing Process. The *Set Date* is where the date when the meter was installed should be entered. *Replace* is used to keep track of when a meter was last changed out. The system will automatically update this field when using the Meter Change Out Process in **File Maintenance**.
16. Fill out the *Location* and *Reference* fields for the meter as needed.
17. The final section of this screen is the *Billing Information* section. This area is used to set up a meter for how it will be billed. The first thing to do is to check off one of the Billing Lines. The Billing Lines are used to associate Rate Tables to meters. Each line is set up for Water and Sewer, if only one service is used by the town, the other service will be grayed out. Under each service, in the first field choose to bill by Consumption, Flat Rate or Units Based. The *Amount* field is used to override the total this meter will be Billed. In the *Rate* field, select the Rate Table to use – the rates for Consumption, Flat Rate, and Units Bases will be pulled from the Rate Table. The last field is the *Account* field, which can be used for associating a Budgetary account number to this Billing Line. Multiple Billing Lines can be set up in this section to create a variety of billing options.