

## **Utility Billing**

### **Average Billing**

Below are programs that deal with customer accounts who are on avg billing:

Customer Accts: by inputting an amount in the 'Avg' field, a customer is deemed to be on avg billing. If the "Pen Status" is "Avg Bill" then the customer would be subject to penalty if paying late.

Statements: if a customer is on avg billing then the Avg amount prints as the amount due with a message that the amount is an average.

Aging Report: this program allows for printing/displaying avg bill customers only.

Delinquencies: normally avg bill customers would not be on a delinquent report or notices but there is a box that can be checked to include them (default is in Options-Penalties).

Customers Rept: there is a box to check if the list should be avg bill customers only.

Bank Draft: the amount drafted is the avg amount - not the actual amount due.

History - List: the history list can be for avg bill customers only.

History - Updt Avg Bill: allows for entering a range of dates and bill codes to automatically arrive at a new avg bill amount which can be updated on to the Customer Accts screen after printing and reviewing. The new average calculation amount can be rounded up if desired.

### **Implementing Avg Billing**

1) When a customer signs up you would open Customer Accts and access the customer by name or number and then choose History -- Average. Enter the range of dates to be averaged and click on "Print Avg". The average bill will display to the screen. If you would like it printed click on the "Print" command or close the Avg screen and uncheck "Print to Screen" and click on "Print Avg" again.

2) Once it is determined how much the average billing will be the Customer Accts screen would be edited entering the avg bill amount in the lower right corner of the screen in the Avg filed (below the Total balance). If user is later removed from avg billing then change the amount back to zero. If the avg bill customer will be subject to penalty (if they don't pay at least the average amount) then be sure and make the Pen Status be "Avg Bill".

3) When this customer's next bill prints the normal billing amounts print and are totaled but the "Amount Due" is the Avg amount you entered. So while the bill may be 125.00 the avg amount may be only 100.00. While 125.00 will be the balance in the computer the customer is only expected to pay 100.00. If a customer is being put on avg billing during colder months the average amount could be greater than the actual bill so when the payment is posted the customer would have a credit balance.

4) If you are going to update the avg billing amount for everyone at one time then use the "History - Updt Avg Bill" program and enter a range of dates and bill codes. The amounts can be reviewed and there is an option to round the calculation up. Once you are ready to change the Customer Accts then check the box "Updt Cust Accts".

### **Items to deal with in an Avg Billing Policy**

- 1- How long should a customer be active before being eligible for avg billing?
- 2- How does prior past due amounts impact a customer's eligibility?
- 3- Is there an enrollment period? Some only enroll during months like Oct thru March.
- 4- What is the consequence of an avg billing customer being past due? Are they penalized? Are they disqualified from avg billing?
- 5- How often is a customer's avg bill amount re-computed?