

## Budget Billing Registration

After mailing the campaign letters, customers will begin contacting the utility to register their accounts for the budget billing option.

*Note: Recommended practice – Create one (1) batch per week, adding individual accounts to the Payment Plan Calculator as customers wish to register. This allows the utility to post one batch with multiple accounts rather than one account per batch.*

From the **Payment Plan Calculator**, create a new batch.

Click **Add**.

Enter a **Batch ID** name.

The **Entry Defaults** tab will auto-populate based on the setups from the Control Table settings and the Program Key Value (PKV) setting.

**On PAP** select 'N', 'Y', or leave blank.

Click **OK**.

*Note: The settings used for this batch must match the settings used when creating the campaign letter batch.*

Journals > Standard > Payment Plan Calculator

Payment Plan Calculator (BROWSE)

Batch | More

Batch I.D.: Budget Test 2    Batch Number: 11    Created By: aenfelt

Entry Defaults | Auto-Load | Entry | Variance Report | Verification Listing | Letter Print | Post

On PAP: N    # of Payments: 12    Balance Refund High: 99999.00  
Initial Payment Factor: 1.00    Balance Refund Low: -99999.00

Payment Plan Calculator Details (BROWSE)

Browse | Record Details

Service	Service Description	Plan Type	Plan Type Descript...	Frequency	Frequency Descrip...	Day	Payment	Payment Description
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Select the **Auto-Load** tab.

Click **Edit** in the lower right corner.

In the **Account** field, enter each account individually into the newly created batch.

Click **OK** to initiate the report process.

Payment Plan Calculator (BROWSE)

Batch | More

Batch I.D: Budget Test 2    Batch Number: 11    Created By: aenfelt

Entry Defaults | **Auto-Load** | Entry | Variance Report | Verification Listing | Letter Print | Post

### Auto Load (FIND)

**Selection Criteria**

Cycle:     Plan type:

Route:     Frequency:

**Account: 270380**    On Pap:

Payment Day:

Service:     Date Opened:

Start Date:     Date Removed:

Category:     Date Closed:

Bill Code:

Class:

**Auto Load Details (BROWSE)**    Initial Payment Factor:

**History Criteria**

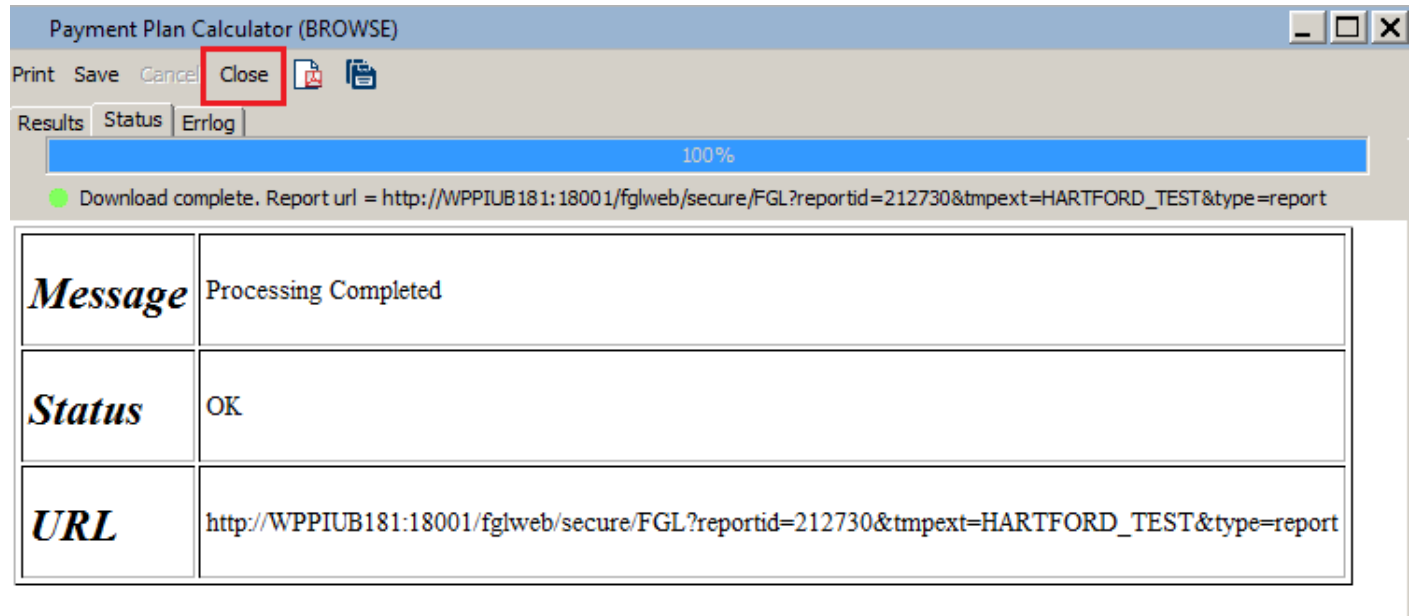
Billing Date:     - OR (if date not provided) ->    (Billing Dates AFTER 2018-01-29 OR Billing Dates = 2018-01-29)

There are no records matching your search criteria

OK    Cancel

The processing screen appears.

Click **Close** when the processing completes. This will return the Payment Plan Calculator to view.



The screenshot shows a web browser window titled "Payment Plan Calculator (BROWSE)". The window has a menu bar with "Print", "Save", "Cancel", and "Close" (highlighted with a red box). Below the menu bar are tabs for "Results", "Status", and "Errlog". A blue progress bar is at 100%. Below the progress bar, a green dot indicates "Download complete. Report url = http://WPPIUB181:18001/fglweb/secure/FGL?reportid=212730&tmpext=HARTFORD\_TEST&type=report". Below this is a table with three rows:

<b>Message</b>	Processing Completed
<b>Status</b>	OK
<b>URL</b>	<a href="http://WPPIUB181:18001/fglweb/secure/FGL?reportid=212730&amp;tmpext=HARTFORD_TEST&amp;type=report">http://WPPIUB181:18001/fglweb/secure/FGL?reportid=212730&amp;tmpext=HARTFORD_TEST&amp;type=report</a>

Move to the **Entry** tab.

Review the bank account section.

Current PAP customers

The **Pre-authorized** box is checked and the **Bank/Branch** and **Bank Account** fields will auto-populate.

Non-PAP customers

Click the **Edit** icon.

Check the **Pre-authorized** box. Enter the **Bank/Branch** and **Bank Account** information as provided by the customer.

By entering the information here, the customer will be setup for Budget Billing and PAP.

Review the **Entry Details** screen for the budget amounts calculated. The budget amounts are broken-down by service.

**Note:** This screen will allow adjustments to the dollar amounts by service is necessary.

Payment Plan Calculator (BROWSE)

Batch: More

Batch I.D: Budget Test 2    Batch Number: 11    Created By: aenfelt

Entry Defaults    Auto-Load    **Entry**    Variance Report    Verification Listing    Letter Print    Post

**Entry (BROWSE)**

Account: 270380    1    [Search]

Service: [ ] [ ] [ ] [ ] [ ]

Pre-authorized:     Bank / branch: [ ]

Initial Payment Factor: 1.00    Bank account: [ ]

[Credit Card]    [Search Bank]

**Entry Details (BROWSE)**

Total Amount: 124.00    Amount: 124.00

Service	Service De...	Plan Type	Plan Type ...	Frequency	Frequency...	Day	Payment	Payment D...	Amount
E	ELECTRIC	B	Budget	D	Due Date		F	Flat	53.00
F	FIRE PROT	B	Budget	D	Due Date		F	Flat	12.00
P	PUBLIC BEN	B	Budget	D	Due Date		F	Flat	1.00
R	RECYCLING	B	Budget	D	Due Date		F	Flat	7.00
S	SEWER	B	Budget	D	Due Date		F	Flat	26.00
W	WATER	B	Budget	D	Due Date		F	Flat	25.00

Ready

Move to the **Letter Print > Letter Create** tab.

Click the **Edit** button in the lower right corner.

At the **Letter** dropdown, select the budget letter for the campaign.

Click **OK**.

Payment Plan Calculator (BROWSE)

1 of 1

Batch I.D.: Budget Test 2    Batch Number: 11    Created By: aenfelt

Entry Defaults   Auto-Load   Entry   Variance Report   Verification Listing   Letter Print   Post

Letter Create   Print

**Generate Letters (FIND)**

Selection Criteria

On PAP: [dropdown]

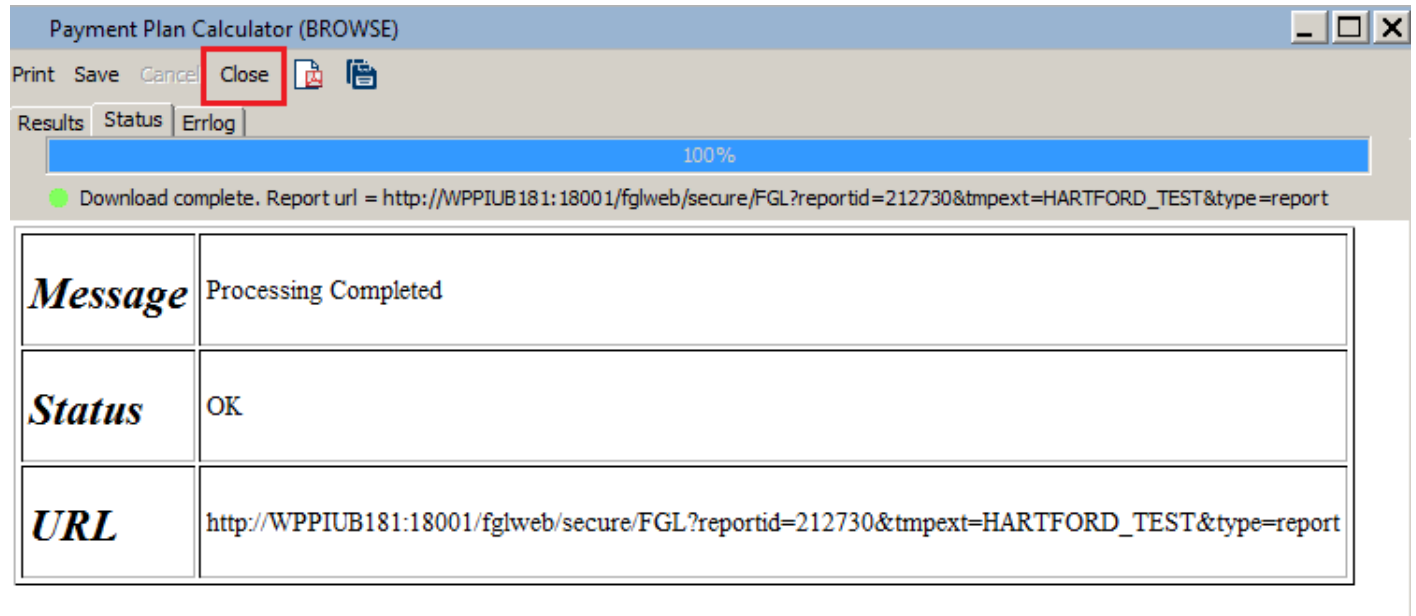
Payment Plan: [dropdown]

Letter: 30 [dropdown]

OK   Cancel

The processing screen appears.

Click **Close** when the processing completes. This will return the Payment Plan Calculator to view.



The screenshot shows a web browser window titled "Payment Plan Calculator (BROWSE)". The window has a menu bar with "Print", "Save", "Cancel", and "Close" (highlighted with a red box). Below the menu bar are tabs for "Results", "Status", and "Errlog". A blue progress bar is at 100%. Below the progress bar, a green dot indicates "Download complete. Report url = http://WPPIUB181:18001/fglweb/secure/FGL?reportid=212730&tmpext=HARTFORD\_TEST&type=report". Below this is a table with three rows:

<b>Message</b>	Processing Completed
<b>Status</b>	OK
<b>URL</b>	<a href="http://WPPIUB181:18001/fglweb/secure/FGL?reportid=212730&amp;tmpext=HARTFORD_TEST&amp;type=report">http://WPPIUB181:18001/fglweb/secure/FGL?reportid=212730&amp;tmpext=HARTFORD_TEST&amp;type=report</a>

Select the **Print** tab.

Click **Edit** at the bottom of the screen.

Select the same **Letter Number** used in the Letter Create process.

At **Order by**, select the preferred printing order.

Click **OK** to execute the letter print process.

Compare multiple letters to the **Entry** tab calculated dollars.

## Budget Billing Program

CUSTOMER NAME  
MAILING ADDRESS  
MAILING CITY STATE ZIPCODE

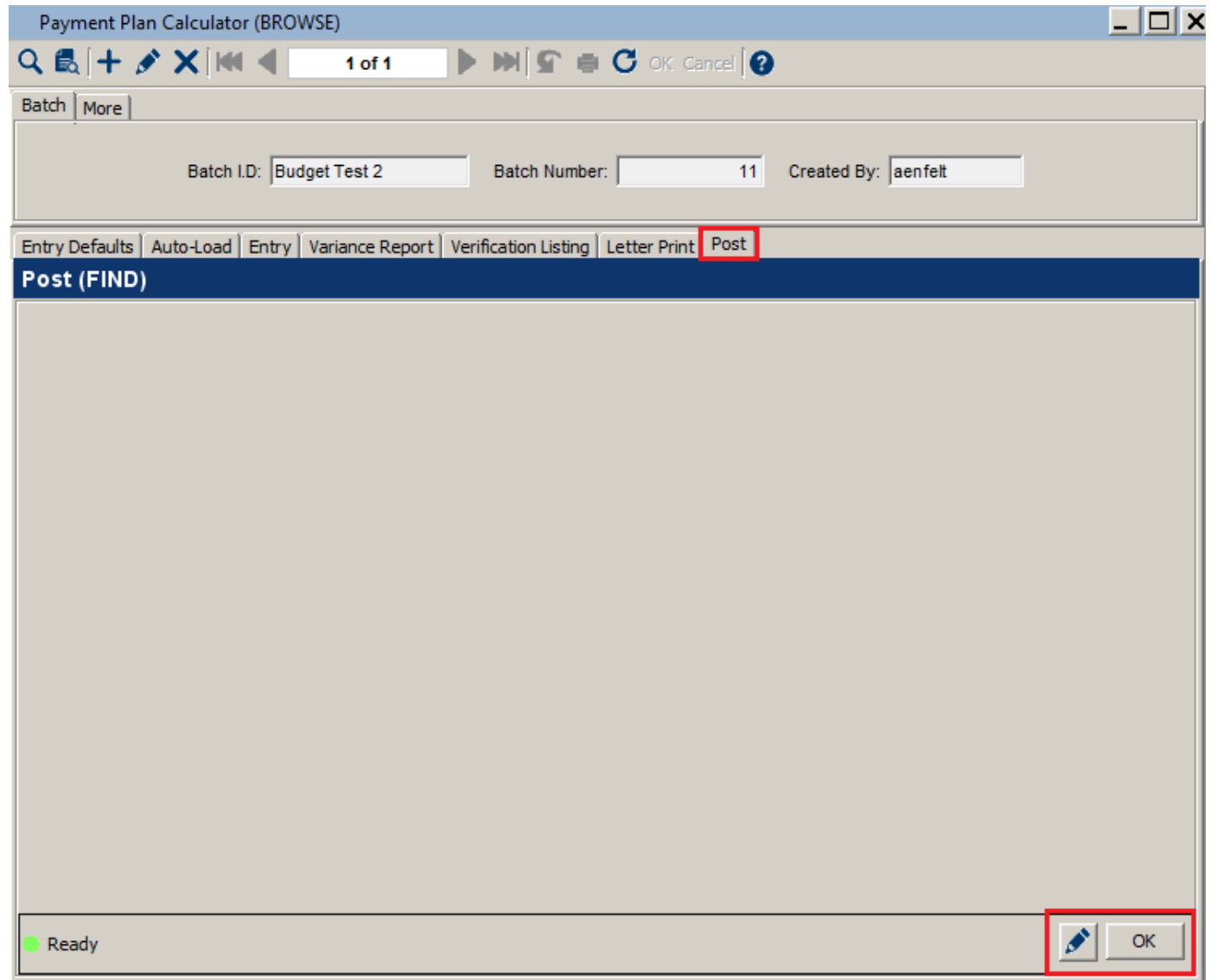
You have successfully enrolled in the Budget Billing Program. Your calculated budget billing amount will be **\$124.00** at service address SERVICE ADDRESS. Your monthly budget amount is based on the average of your actual bill charges during the previous 12 months. We will continue to read your meter every month and your utility bill will show how much energy you used, the actual bill amount, and the balance on your account. Please continue to review your bill monthly, for bill messages that will provide additional important notifications in regards to the Budget Billing Program and other City announcements.

We will review all budget accounts every 6 months. In March, each year, your monthly budget amount due may change if the recalculated budget changes by 10 percent or more. Any settlement balance will be included in the average of your next 6 months' budget bill amount. Then in September, each year, we will process a final budget review and reconcile your account. Any outstanding charges will be owed at that time, while any credits under \$500.00 will be applied to your next month's billing. A refund check will be issued for all credits over \$500.00 and mailed to you. At that time, we will also calculate a new budget billing for the following year based off of your actual usage for the last 12 months.

Please remember being enrolled in Automatic Payment Plan (ACH) is a requirement to be enrolled in the Budget Billing Program. Your monthly Budget amount will be automatically paid each month on the 20<sup>th</sup> from the checking or savings account you provided us when you enrolled. If you have any questions, please feel free to contact us at the Utility at 555-555-5555.

Sincerely,

Navigate to the **Post** tab.

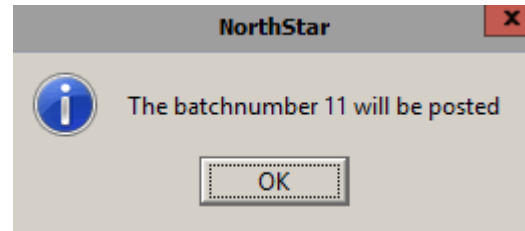


Click **Edit** to activate the screen.

Click **OK** to initiate the posting of the batch.



Click **OK** at the 'batch number will be posted' prompt.



The processing screen appears.

Click **Close** when the processing completes.

A screenshot of a web browser window titled 'Payment Plan Calculator (BROWSE)'. The window has a menu bar with 'Print', 'Save', 'Cancel', and 'Close' (the 'Close' button is highlighted with a red box). Below the menu bar are tabs for 'Results', 'Status', and 'Errlog'. A blue progress bar shows '100%'. Below the progress bar, a green dot indicates 'Download complete. Report url = http://WPPIUB181:18001/fglweb/secure/FGL?reportid=212730&tmpext=HARTFORD\_TEST&type=report'. Below this is a table with three rows: 'Message', 'Status', and 'URL'.

<b>Message</b>	Processing Completed
<b>Status</b>	OK
<b>URL</b>	<a href="http://WPPIUB181:18001/fglweb/secure/FGL?reportid=212730&amp;tmpext=HARTFORD_TEST&amp;type=report">http://WPPIUB181:18001/fglweb/secure/FGL?reportid=212730&amp;tmpext=HARTFORD_TEST&amp;type=report</a>

After the batch posts, the budget plan is automatically setup in Account Gateway on the Payment Plan table.

Return to **Account Gateway**.

*Account Gateway*

Open a few of the newly created budget accounts. A **'Budget'** soft alert should appear at the top of the screen.

The screenshot displays the 'Account Management View (BROWSE)' interface. At the top, a blue header bar contains the text 'Account Management View (BROWSE)' and 'ACTIVE/BUDGET/PAP', with the latter highlighted in a red box. Below the header is a toolbar with various icons for search, edit, delete, and navigation, along with a '1 of 1' indicator. The main content area is divided into two sections: 'Account Info' and 'Service Address'. The 'Account Info' section includes fields for 'Account:' (with a dropdown menu showing '1'), 'Name:', and 'Customer:', along with an 'Active:' checkbox that is checked. The 'Service Address' section includes fields for 'House #:' (with the value '2834'), 'Mod:', 'Street:', 'Region:', 'City:', 'Home:', and 'Bus:'. Below these sections is a 'Ready' status indicator. At the bottom, there are tabs for 'Service Summary (BROWSE)', 'Service Details (BROWSE)', and 'Payment Plan (BROWSE)', and another toolbar with navigation and action icons.

Open the **Payment Plan** table.

Review the **Pay Plan** tab. This contains the Authorization Summary, Payment Method details, and Account Status.

Account Gateway > Standard > Pay Plan/Arrangements > Payment Plan

Move to the **Details** tab. This lists all budget amounts broken down by individual services.

The **Total** budget bill amount displays in the upper right corner.

Service	Service Description	Plan Type	Plan Type Description	Frequency	Frequency Description	Day	Payment	Payment Description	Amount
E	ELECTRIC	B	Budget	D	Due date		F	Flat	53.00
F	FIRE PROT	B	Budget	D	Due date		F	Flat	12.00
P	PUBLIC BEN	B	Budget	D	Due date		F	Flat	1.00
R	RECYCLING	B	Budget	D	Due date		F	Flat	7.00
S	SEWER	B	Budget	D	Due date		F	Flat	26.00
W	WATER	B	Budget	D	Due date		F	Flat	25.00

When the account bills, the billing journal will display what the **actual charges** are for that bill.

The **budget amount** also displays on the customer bill. The budget amount shows with an equals (=) symbol behind it.

*Note: This example shows an actual charge of \$132.23, with a budget amount charge of \$124.00.*

Billing Journal (BROWSE) JOURNAL PRINTED

Print Save Cancel Close

Results Status Erlog

CYCLE: 1 ROUTE: 27 BILLING JOURNAL 0000001936 aenfelt 01/30/2019 01:01 Page: 1

BATCH: 2057 CONSUMPTION YEAR-MONTH: 2019-01

SERVICE	BILL TYPE	BILL CODE	CAT	LAST READ	READ DATE	BILL DATE	DUE DATE	BILL ELAP DAYS	ELAP DAYS	BALANCE FORWARD	CURRENT	LATE CHARGE	NET
----- READ -----													
METER	POS.	PREV READ		CURR READ	TYPE	UNITS	DAYS	MULT	USAGE	USAGE BILLED	DEMAND BILLED	POWER FACTOR	
											Cust :		
ELECTRIC	1	REGLR	RG1	10	12/20/2018	01/29/2019	01/30/2019	02/19/2019	30	40	38.00	57.44	53.00=
WATER	1	REGLR	W.625	11	12/20/2018	01/29/2019	01/30/2019	02/19/2019	30	40	28.35	28.35	25.00=
SEWER	1	REGLR	S.625	11	12/20/2018	01/29/2019	01/30/2019	02/19/2019	30	40	28.08	28.08	26.00=
PUBLIC BE	1	REGLR	CTREC	10	12/20/2018	01/29/2019	01/30/2019	02/19/2019	30	40	0.74	0.74	1.00=
FIRE PROT	1	REGLR	PF.75	11	12/20/2018	01/29/2019	01/30/2019	02/19/2019	30	40	11.50	11.50	12.00=
RECYCLING	1	REGLR	RECL	11	12/20/2018	01/29/2019	01/30/2019	02/19/2019	30	40	6.12	6.12	7.00=
0039077563	1	RG1		54831		55332	CE 1 kWh	40	1.0	501.00	501.00		
0021392367	1	W.625		0328		0331	CE H High G	40	1.0	3.00	3.00G	3.00	
E KWH :	50.90	E MIN :	10.00	E PCAC :	-3.46	E TAX :	3.22	NET :	245.02				
E TAX EX :	-3.22	W BLOCK 1 :	14.85	W MIN :	13.50	S MIN :	14.82	LATE CHRG:	1.24				
S USAGE :	13.26	P ENG CONS:	0.37	P LOW INC :	0.37	F PUB FP :	11.50	GROSS :	246.26				
R CHARGES :	6.12								EQUAL PAY :	124.00			

The **Balance History** table displays the **actual charge** shown on the customer bill, not the amount the customer pays.

Account Gateway > Standard > Main Selections > Balance History

Service Summary (BROWSE) Payment Plan (BROWSE) Account Balance History (BROWSE)

1 of 127

Trans Date	Service	Stat	Change AR Code	Jour No	Amount	Description	Balance
2019-01-30	BJ			1936	132.23	REGULAR BILLING	245.02
2019-01-29	BJ			1935	114.91	REGULAR BILLING	112.79
2018-12-18	EC			359	-2.12	BILL CORRECTION	-2.12
2018-12-17	CR			2393	-105.32	CHECK PAYMENT	0.00

In **Cashiering**, when applying cash to a budget customer's account, the **Amount to Apply** defaults to the budget amount.

After a cash batch posts, the amount paid updates in the Payment Plan.

The screenshot displays a software interface for applying cash to a budget customer's account. The interface is organized into several sections:

- Previous Bill:** Balance Forward: 112.79, Balance Owing: 112.79, Cutoff Date: 2019-03-06
- Current Bill:** Bill Amount: 132.23, Balance Owing: 132.23, Cutoff Date: 2019-03-07
- Summary:**
  - Balance Owing: 245.02
  - Deposit Owing: 0.00
  - Total Balance Owing: 124.00
  - Late Penalty: 1.24, Due Date: 2019-02-19
- Payment:**
  - Amount to Apply:** 124.00 (highlighted with a red box)
  - Balance After Payment: 121.02
  - Multiple Receipts
  - Reverse Late Payment
  - Buttons: Apply, Cancel

The **Payment Plan** table keeps track of the amount billed and amount paid on an account.

This takes place on the **Details** tab under the **Record Details**.

The **Payment Plan Charges** table breaks down the amount paid by service.

The Payment Plan Charges also tracks the number of bills created and the number of payments received.

**Note:** In this example, the number of bills created = 1. The number of payments received = 1. When another bill generates, the Bills field will update to 2.

Account Gateway > Pay Plan/Arrangements > Payment Plan > Details > Record Details > Payment Plan Charges

The screenshot displays the 'Payment Plan Details (BROWSE)' window. At the top, the breadcrumb path is 'Account Gateway > Pay Plan/Arrangements > Payment Plan > Details > Record Details > Payment Plan Charges'. The window title is 'Service Summary (BROWSE) | Payment Plan (BROWSE)'. Below the title bar, there are navigation icons and a 'Total: 124.00' field. The main content area is divided into two sections: 'Payment Plan Options' and 'Payment Plan Charges'. The 'Payment Plan Options' section contains several dropdown menus: 'Service' (E), 'Plan type' (B), 'Frequency' (D), 'Day' (empty), and 'Payment' (F). The 'Payment Plan Charges' section is highlighted with a red border and contains a table of financial data:

Payment Plan Charges:	
Amount:	53.00
Charged:	57.44
Billed:	53.00
Bills:	1
Paid:	53.00
Payments:	1

Below the 'Payment Plan Charges' section is the 'New Amount' section, which includes a 'New Amount' field set to 0.00 and a 'Switch' dropdown menu.