

## Payment Plan Removal

### Problem:

Budget Billing accounts are exempt from Credit Control.  
How can a utility identify customers that defaulted on their budget plans?

### Solution:

Utilize the Payment Plan Removal table to identify accounts in default.  
The table allows a utility to tailor each batch for specific removal scenarios.

The **Payment Plan Removal** table removes customers from their current budget plan.

Open the **Payment Plan Removal** table.

Click **Add** to create a new batch.

Enter a **Batch ID** name.

Click **OK**

*Journals > Standard > Payment Plan Removal*

Payment Plan Removal (BROWSE)

1 of 1

OK Cancel

Batch More

Journal Info

Batch ID: Test 1

Batch Number: 9

Created by: aenfelt

PPR Load PPR Edit Verification Letter Print Post

Payment Plan Removal Load (FIND)

From the **PPR Load** tab:

Click **Edit** to set the utilities' pre-determined budget billing criteria.

Check the **On PAP** box to include PAP accounts.

Set the **Plan Type** to B (budget), N (no plan), or A (all).

Check the box for to include accounts that **Paid in Full** or **Paid Less** than was due.

**Note:** *If Paid Less is checked, the system will include any budget plan customer that made a partial payment.*

Check **Missed Payment** to include customers that have missed a specified number of payments.

Set the **Minimum** number of missed payments allowed.

Set **Days of Grace** if customers receive a set grace period after the due date.

Enter the **Bill Due Date** to include any accounts that still have not paid their most current bill.

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

Payment Plan Removal (BROWSE)

Batch More

Journal Info

Batch I.D.: Test 1 Batch Number: 9 Created by: aenfelt

PPR Load PPR Edit Verification Letter Print Post

Payment Plan Removal Load (FIND)

Cycle:

Route:

Account:

On PAP:

Plan Type: B

Paid in Full:

Paid Less:

Missed Payment:  Minimum: 1

Debit Balance:

Days of Grace: 0

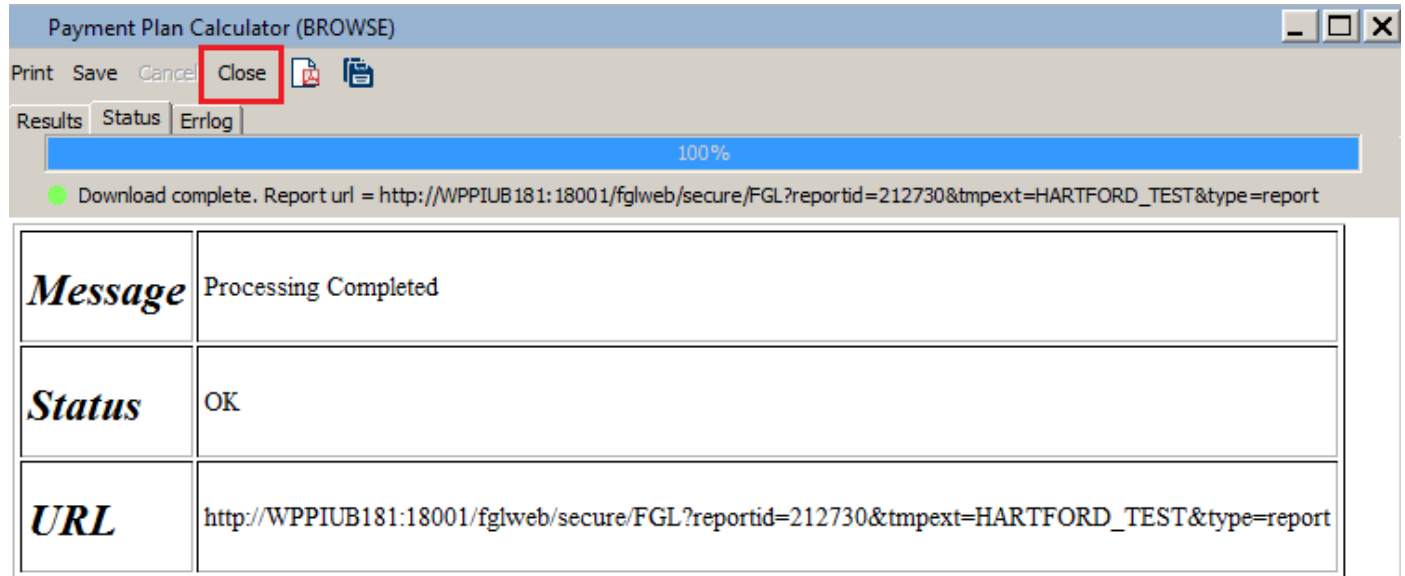
Bill Due Date: 2019-02-18

OK Cancel

The processing screen appears.

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

Repeat the above process (page 31) using the same criteria, but with the **On PAP** box unchecked. This returns all accounts on a budget plan without PAP payments.



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 indicates "100%" completion. Below the progress bar, a green dot and text state "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:

|                       |   |
|-----------------------|---|
| <i><b>Message</b></i> | Processing Completed  |
| <i><b>Status</b></i>  | OK  |
| <i><b>URL</b></i>     | <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> |

Click on the **PPR Edit** tab.

This table provides detailed information on the accounts that pulled in based on the search criteria used.

Review the accounts in the batch to verify they are what is expected.

Payment Plan Removal (BROWSE)

1 of 1

Batch | More

Journal Info

Batch I.D: Test 1      Batch Number: 9      Created by: aenfelt

PPR Load **PPR Edit** Verification Letter Print Post

**Payment Plan Removal Edit (BROWSE)**

2 of 14

Account Info

Account No: 1      Name:      Customer:      Service:      Pre. Auth.: Y      Bank/Branch: 075960575      Last PAP: 2018-12-31      Bank Acct: \*\*\*\*\*678      Open/Closed: 2019-01-29 /      Removed: Late Payment.

**PPR Edit Details (BROWSE)**

1 of 6

Browse | Record Details

Total: 124.00

| Service | Service D... | Plan Type | Plan Typ... | Frequency | Frequenc... | Day | Payment | Payment ... | 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         | Budaoet     | D         | Due date    |     | F       | Flat        | 25.00  |

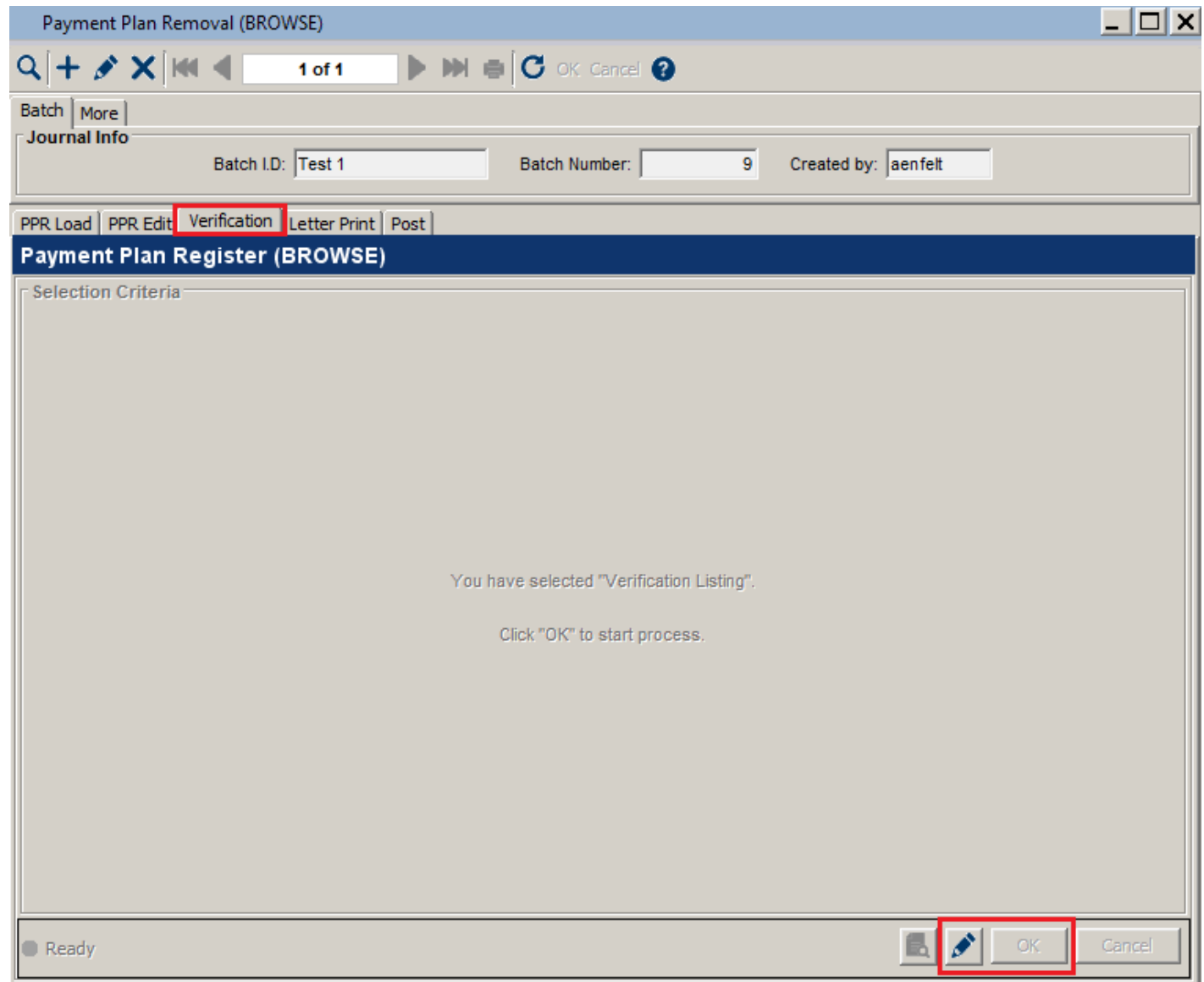
● Ready

● Ready

Move to the **Verification** tab.

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

Click **OK** to begin the verification process.



The **Verification Listing** provides a “rough draft” listing of accounts to remove from their respective payment plans.

**Review** the listing of accounts.

Notice the listing provides a reason for the removal.

**Note:** *If an account was loaded in error, return to the **Edit** tab and remove the account from the batch.*

Click **Close** when finished reviewing the report.

| Payment Plan Removal (BROWSE)                             |               |      |               |              |           |            |        |         |        |         |
|---|---------------|------|---------------|--------------|-----------|------------|--------|---------|--------|---------|
| Print Save Cancel Close                                   |               |      |               |              |           |            |        |         |        |         |
| Results Status Erlog                                      |               |      |               |              |           |            |        |         |        |         |
| Payment Plan Removal List aenfelt 01/30/2019 03:45 Page:1 |               |      |               |              |           |            |        |         |        |         |
| CycRout   | AccountNumber | Name | RemoveReason  | Service      | Plan Type | Frequency  | Day    | Payment | Amount | Balance |
| BatchNumber : 9   |               |      |               |              |           |            |        |         |        |         |
| 1   | 56            |      | Paid Less.    | E ELECTRIC   | B Budget  | D Due Date | F Flat | 124.00  | -5.54  |         |
|   |               |      |               | F FIRE PROT  | B Budget  | D Due Date | F Flat | 12.00   | -0.50  |         |
|   |               |      |               | P PUBLIC BEN | B Budget  | D Due Date | F Flat | 1.00    | -0.26  |         |
|   |               |      |               | R RECYCLING  | B Budget  | D Due Date | F Flat | 7.00    | -0.88  |         |
|   |               |      |               | S SEWER      | B Budget  | D Due Date | F Flat | 45.00   | -6.66  |         |
|   |               |      |               | W WATER      | B Budget  | D Due Date | F Flat | 47.00   | -7.80  |         |
| 1   | 146           |      | Paid Less.    | E ELECTRIC   | B Budget  | D Due Date | F Flat | 77.00   | -37.73 |         |
|   |               |      |               | F FIRE PROT  | B Budget  | D Due Date | F Flat | 13.00   | -0.50  |         |
|   |               |      |               | P PUBLIC BEN | B Budget  | D Due Date | F Flat | 1.00    | -0.26  |         |
|   |               |      |               | R RECYCLING  | B Budget  | D Due Date | F Flat | 7.00    | -1.76  |         |
|   |               |      |               | S SEWER      | B Budget  | D Due Date | F Flat | 40.00   | -2.08  |         |
|   |               |      |               | W WATER      | B Budget  | D Due Date | F Flat | 42.00   | -1.75  |         |
| 1   | 27            |      | Late Payment. | E ELECTRIC   | B Budget  | D Due Date | F Flat | 123.00  | 87.85  |         |
|   |               |      |               | F FIRE PROT  | B Budget  | D Due Date | F Flat | 12.00   | 11.50  |         |
|   |               |      |               | P PUBLIC BEN | B Budget  | D Due Date | F Flat | 1.00    | 0.74   |         |
|   |               |      |               | R RECYCLING  | B Budget  | D Due Date | F Flat | 7.00    | 6.12   |         |
|   |               |      |               | S SEWER      | B Budget  | D Due Date | F Flat | 31.00   | 28.08  |         |
|   |               |      |               | W WATER      | B Budget  | D Due Date | F Flat | 32.00   | 28.35  |         |

The utility has the option to print and mail a removal letter to those customers removed from the Budget Billing Plan.

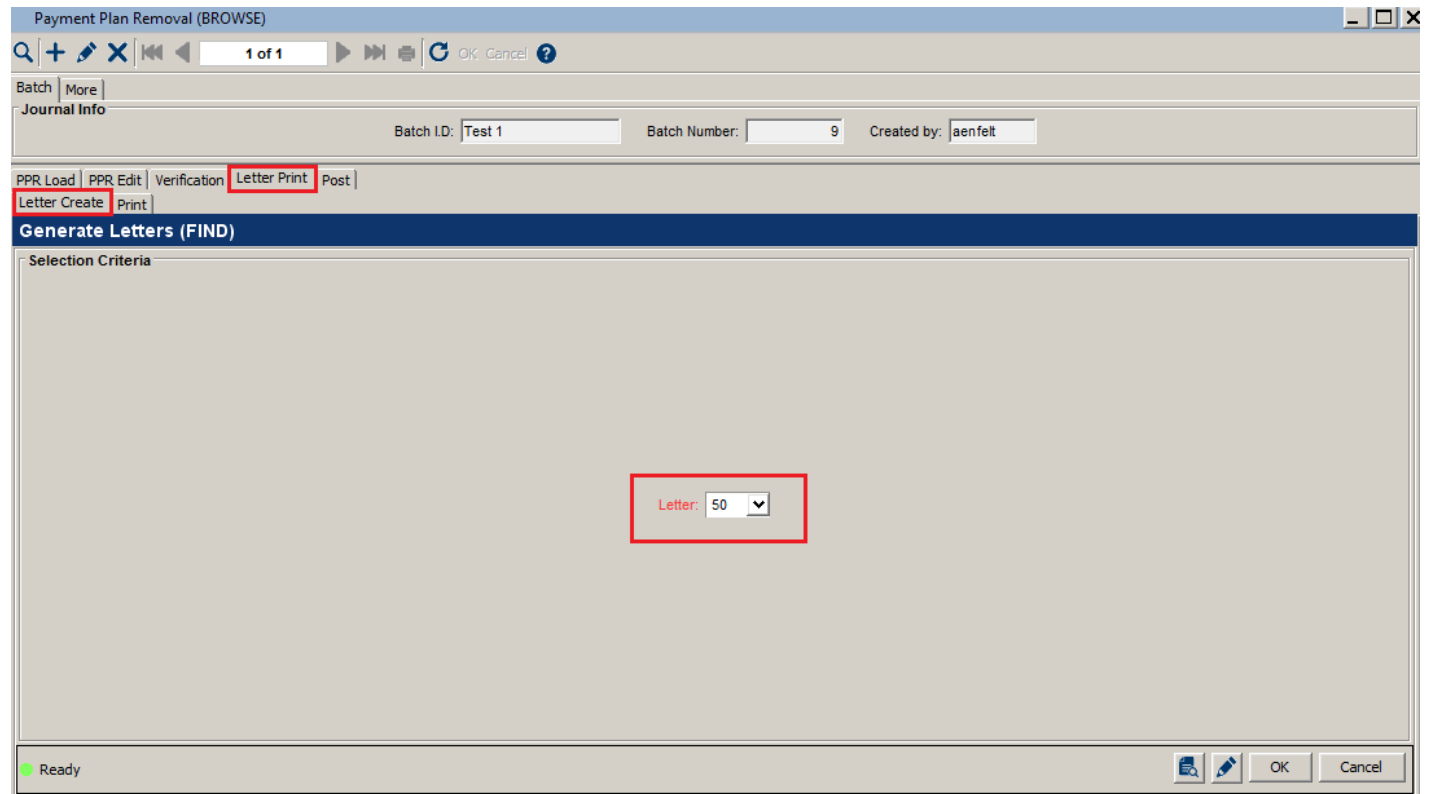
Select the **Letter Print** tab.

Click on the **Letter Create** tab.

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

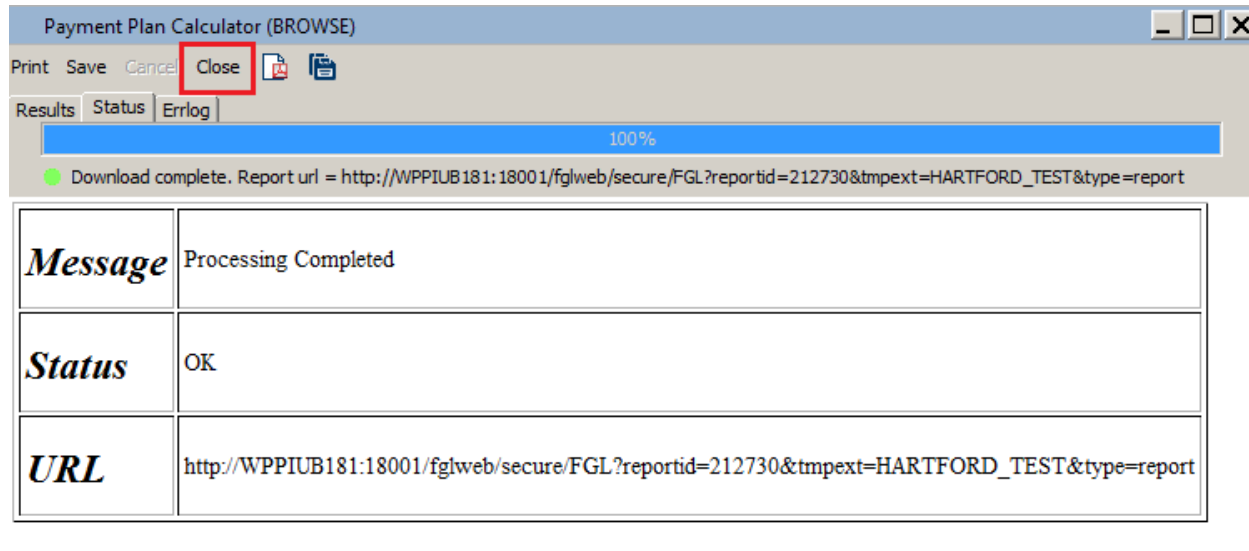
Select the **Letter** number from the dropdown menu option.

Click **OK** to create the letter.



The processing screen appears.

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



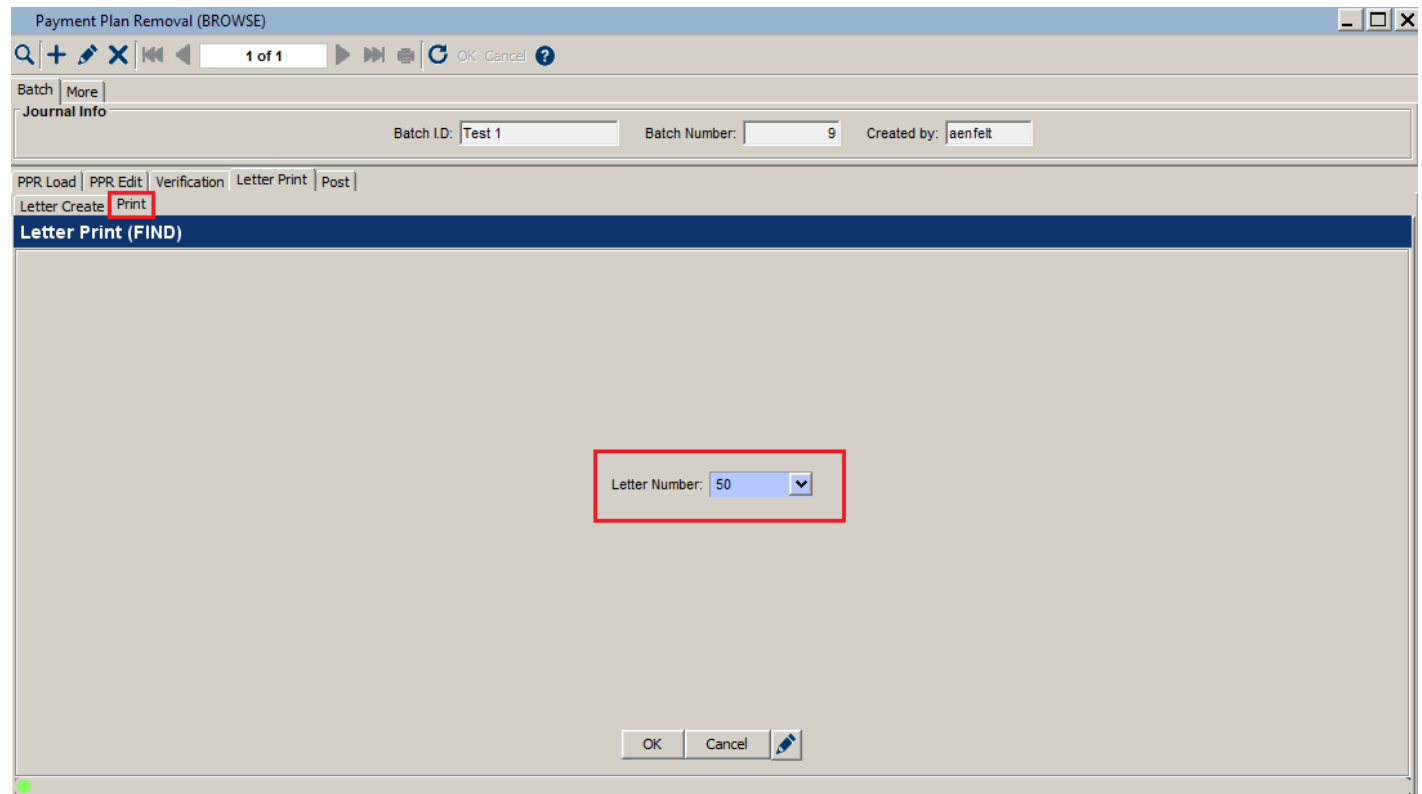


Select the **Print** tab.

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

Enter the **Letter Number** from the dropdown menu.

Click **OK** to print the letters.



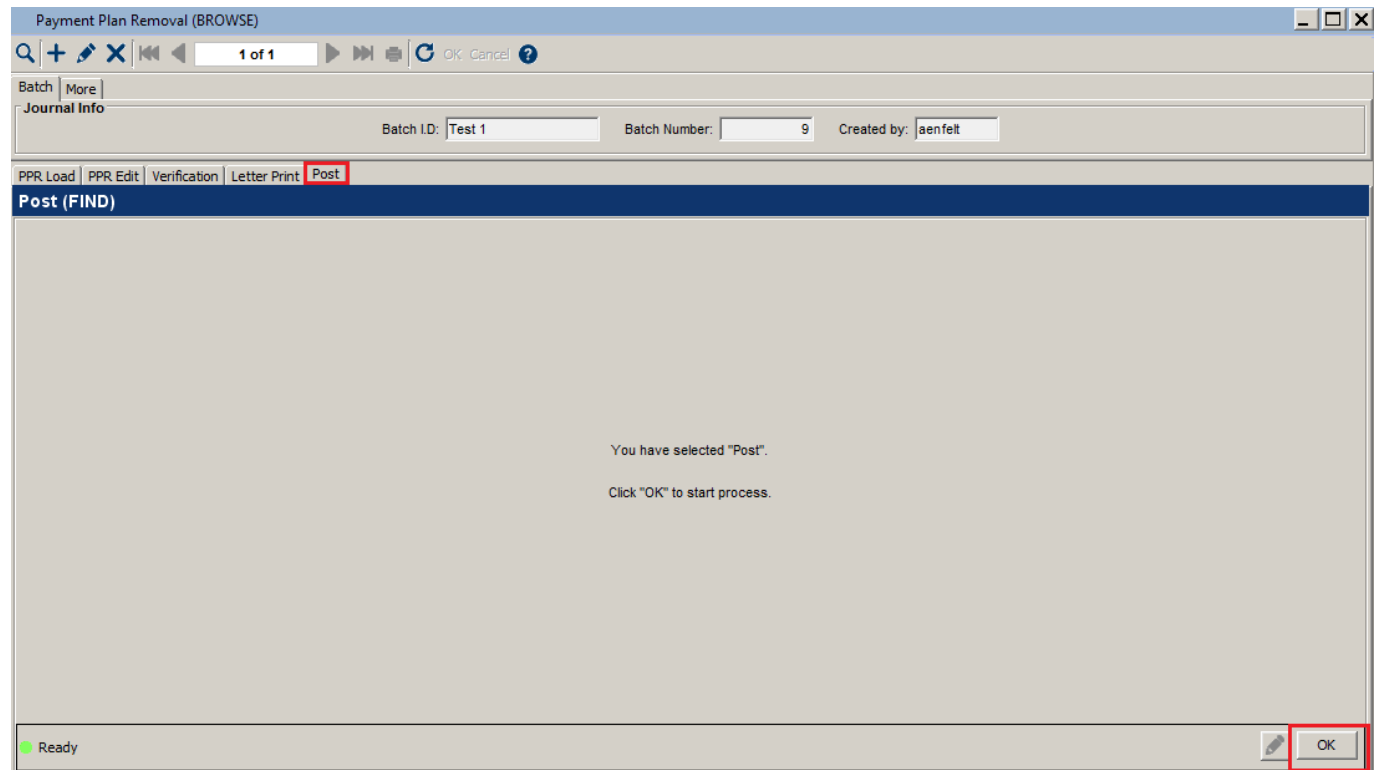
After printing the letters, **Post** the batch.

Select the **Post** tab.

Click the **Edit** icon.

Click **OK** to initiate the posting.

Click **Close** when the processing screen indicates the batch posted.



The **Payment Plan** table updates from the posting process to finalize the removal of the budget bill plan.

Under the **Account Status** section, the **Closed** and **Removed** fields populate with the current date.

The **Reason** field populates with the explanation stated on the Verification Listing report.

**Note:** Any finalized budget billing accounts are eligible for the Credit Control process. This allows the collection process to begin.

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

The screenshot displays the 'Payment Plan' details in the Account Gateway system. The interface includes a navigation bar at the top with 'Service Summary (BROWSE)' and 'Payment Plan (BROWSE)' tabs. Below the navigation bar, there are search and navigation icons, a '1 of 1' indicator, and 'OK' and 'Cancel' buttons. A 'Total' field on the right shows '121.02'. The main content area is divided into several sections: 'Authorization Summary' with fields for 'Pre-authorized' (N), 'Last PAP' (2018-12-31), and 'Max Withdraw Amt' (124.00); 'Payment Method' with radio buttons for 'Bank Account' (selected) and 'Credit Card', and fields for 'Bank / branch' (075960575) and 'Bank account' (\*\*\*\*678); and 'Account Status' (highlighted with a red box) with fields for 'Opened' (2019-01-29), 'Closed' (2019-01-30), 'Removed' (2019-01-30), and 'Reason' (Late Payment).