

Allocating Remaining Energy Assistance on a Final Account

Create the **Move Out** Service Order following the Utilities' normal procedure.

Transfer, or add, the account to the Billing Journal.

Set the account's **Bill Type** to '5' (Final).

The Program Key Value **EAP_ALLOCATEONFINAL** will apply all remaining Energy Assistance funds to the final balance.

Note: This only applies when there is no Move To service order.

Note: Cross Apply is required for the process to complete as expected.

Journals > Billing And Adjustments > Billing Journal

The screenshot displays the 'Billing Journal (BROWSE)' application window. The window title bar includes 'CALCULATED' and standard window controls. The main interface features a navigation menu with 'Billing Entry' highlighted in red. Below the menu, there are input fields for 'Batch number: 12377', 'Created by: aenfelt', 'Cycle:', 'Route:', and 'Consumption month: 2019-01'. A secondary navigation menu is visible, with 'Billing Information (BROWSE)' selected. Below this, a 'Services' menu is highlighted in red. The main content area is divided into two sections: 'Account Information' and 'Billing Information'. The 'Account Information' section contains fields for 'Account: 1237890', 'Service: E', 'ELECTRIC', '911', 'DOWNERS LN', and 'STURGEON BAY'. The 'Billing Information' section, highlighted with a red border, contains 'Bill type: 5', 'Final', 'Delayed: [checkbox]', 'Occupancy: N', 'Bill from: 2018-12-01', and 'To: 2019-02-01'. The status bar at the bottom left shows 'Ready'.

Move to the **Final New Orders** tab.

At **S/O Numbers Final**, select the Move Out service order.

S/O Numbers New remains empty because no Move To service order exists for the account.

Set the **Next Occupant** to '0' or '1' per utility procedure.

Click **OK** to save.

Complete the **Calculation** process.

Journals > Billing And Adjustments > Billing Journal > Billing Entry > Final New Orders

The screenshot shows a multi-tiered application window. The top window is titled "Billing Journal (BROWSE) CALCULATED" and contains a navigation bar with "Main" and "More" tabs, and a menu with "Billing Entry", "Error Log", "Reading Verification", "Date Correction", "Calculation", "Verification Listing", "Bill Print", "Journal Print", "Journal Statistics", and "Post". Below this is a "Billing Information (BROWSE)" window with a menu including "Services", "Meters", "Statistic", and "Final New Orders". The "Final New Orders (BROWSE)" window is the active foreground window, showing a form with the following fields: "S/O Numbers Final:" with value "121178" and date "2019-02-01"; "S/O Numbers New:" with an empty dropdown; and "Next occupant:" with value "0" and a "None" button. A red box highlights the "Final New Orders" tab in the menu and the form area. The status bar at the bottom shows two "Ready" indicators.

Proceed to the **Verification Listing** tab.

Run the Verification Listing report.

Review the report. Look specifically at the Energy Assistance Stat Code.

Verify all remaining Energy Assistance funds applied to the account.

In the example, the account had \$212.22 remaining in their Energy Assistance fund. All funds applied to the account's final bill.

The Utility will refund the State the \$1.72 credit through an Adjustment Journal.

Click **Close**.

Proceed with the **Bill Print** and **Journal Print** processes following the Utilities' procedures.

Review the report and account(s) one more time.

Post the Billing Journal.

Journals > Billing And Adjustments > Billing Journal > Verification Listing

SERVICE	BILL TYPE	BILL CODE CAT	LAST READ	READ DATE	BILL DATE	DUE DATE	BILL ELAP DAYS	BILL 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
1237890-00	BEN STILLER			1	2	2870	911	DOWNERS LN			Cust :	3122
ELECTRIC	5 FINAL RES	40	12/01/2018	02/01/2019	02/01/2019	02/23/2019	62	62	-30.27	-48.26	0.00	-78.53
WATER	5 FINAL W-.750	40	12/01/2018	02/01/2019	02/01/2019	02/23/2019	62	62	0.00	24.12	0.24	24.12
SEWER	5 FINAL S-.750	40	12/01/2018	02/01/2019	02/01/2019	02/23/2019	62	62	0.00	29.97	0.30	29.97
PUBL BENE	5 FINAL FBRES1	40	12/01/2018	02/01/2019	02/01/2019	02/23/2019	62	62	0.00	2.98	0.03	2.98
FIRE PROT	5 FINAL F-.750	40	12/01/2018	02/01/2019	02/01/2019	02/23/2019	62	62	0.00	10.75	0.11	10.75
REFUSE	5 FINAL REF	90	12/01/2018	02/01/2019	02/01/2019	02/23/2019	62	62	0.00	8.99	0.09	8.99
	1 RES		0		CE 1 kWh		62	1.0	595.80	1571.00		
	2 RESOFF		0		CE 1 kWh		62	1.0	975.20			
	1 W-.750		0050755		0053045 CE H High G		62	1.0	2290.00	2300.00G	2300.00	
E CUST CHG:	14.47	EA HELD :	-212.22	OFF PK KWH:	103.37	ON PK KWH :	63.15	NET :	-1.72			
PCAC :	-17.03	E SALES TX:	9.02	E TX EXMPT:	-9.02	CUST CHG :	16.53	LATE CHRG:	0.77			
W USAGE :	7.59	CUST CHG :	20.17	S USAGE :	9.80	P-LOWINCOM:	2.98	GROSS :	-0.95			
F CC :	10.75	R CUST CHG:	8.99									

Return to Account Gateway to review the account one last time.

Note the Energy Assistance funds updated.

The **Amount Used** updated to the same balance as was originally available

The **Amount Remaining** updated to 0.00.

Note: The example account received two (2) Energy Assistance payments. Both payments updated to a \$0.00 balance.

Account Gateway > Additional Information > Energy Assistance

Energy Assistance

Service type: E
 Stat code: E-UA
 Start date: 2018-11-21
 State Id:
 Name for file: STILLER, BEN
 End date:
 Amount available: 88.27
 Amount used: 88.27
 Amount remaining: 0.00

Energy Assistance Detail (BROWSE)

1 of 2

Bill Date	Read Date	Stat Code	Submitted	Amount Applied
2019-02-01	2019-02-01	E-UA		12.22
2018-12-05	2018-12-01	E-UA		76.05

Energy Assistance

Service type: E
 Stat code: E-UA
 Start date: 2019-01-02
 State Id:
 Name for file: STILLER, BEN
 End date:
 Amount available: 200.00
 Amount used: 200.00
 Amount remaining: 0.00

Energy Assistance Detail (BROWSE)

1 of 1

Bill Date	Read Date	Stat Code	Submitted	Amount Applied
2019-02-01	2019-02-01	E-UA		200.00