

## Applying Energy Assistance Funds as a Credit to an Account

In **Account Gateway**, locate the account to move the Energy Assistance funds to the account as a credit.

Open the **Energy Assistance** table.

Locate the Energy Assistance payment to be moved.

Make note of the following fields:

1. Stat Code
2. Amount Remaining

*In the example, the Stat Code used is E-EA, and the Amount Remaining is \$160.00.*

Use the process outlined below to move Energy Assistance funds from the EA 'bucket' to the account as a credit.

This occurs when a customer continues to pay on their account but also receives Energy Assistance. The customer's balance remains a credit resulting in Energy Assistance going untouched.

*Account Gateway > Additional Information > Energy Assistance*

**Energy Assistance Program (BROWSE)**

Service type: E  
Stat code: E-UA  
Start date: 2021-02-19  
Amount available: 160.00  
Amount remaining: 160.00

State id:   
Name for file: GREY, JENNIFER  
End date:   
Amount used: 0.00

**Energy Assistance Detail (BROWSE)**

Bill Date	Read Date	Stat Code	Submitted	Amount Applied
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Ready

Move to the **Journals** module.

Open the **Extra Charge Journal**.

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

Enter a **Batch ID**.

The **Batch Number** will auto-populate.

**Created By** defaults to the user's name.

Click **OK** to save.

*Journals > Extra Charge Journal*

Extra Charge Journal (BROWSE)

Batch ID.: EA TEST Batch Number: 2849 Created By: agiessen Batch Type: EC

Entry Verification Listing Assign Alerts Letter Print Journal Print Post

Extra Charge Entries (BROWSE)

Entry: [ ] Date: [ ]

Account: [ ] [ ] [ ] [ ] [ ] [ ]

A/R code: [ ]

Debt Collector: [ ]

Record Details

Detail (BROWSE)

Total: [ ]

Service	Description	Statistic C...	Description	Tax	Amount
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Ready

Move to the **Entry** tab.

Click the **Add** icon.

The **Date** field defaults to the current date.

Enter the **Account Number**. The customer's name and address data will auto-populate.

At **A/R Code**, select the A/R Code that best describes the action taking place.

Click **OK** to save the entry.

*In the example, Stat Code E-EA was used on the Energy Assistance table. The corresponding A/R Code 23 (Energy Assistance Payment) is selected.*

Extra Charge Journal (BROWSE)

Batch ID.: EA TEST Batch Number: 2849 Created By: agiessen Batch Type: EC

Entry Verification Listing Assign Alerts Letter Print Journal Print Post

Extra Charge Entries (BROWSE)

Extra Charge

Entry: 140082 Date: 2022-04-15

Account: 1986 4 JENNIFER GREY

4160 COUNTRY CLUB DR

A/R code: 23 ENERGY ASSISTANCE PAYMT

Debt Collector:

Record Details

Detail (BROWSE)

Total:

Service	Description	Statistic Code	Description	Tax	Amount
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Ready

Ready

Ready

Move to the **Record Details** section.

Click the **Add** icon.

Set the **Service** to E (Electric).

At **Statistic Code**, select the same stat code used in the Energy Assistance table.

The **Tax Code** and **Bill Code** fields auto-populate based on the associated Stat Code.

The **Usage** field remains set as 0.00.

In the **Amount** field, enter the Amount Remaining dollars as a *negative* dollar amount.

*Note: Entering the dollars as a negative applies the dollars as a credit on the account.*

Click **OK** to save.

Extra Charge Journal (BROWSE)

Batch More

Batch ID.: EA TEST Batch Number: 2849 Created By: agiessen Batch Type: EC

Entry Verification Listing Assign Alerts Letter Print Journal Print Post

Extra Charge Entries (BROWSE)

Extra Charge

Entry: 140082 Date: 2022-04-15

Account: 1986 4 JENNIFER GREY

4160 COUNTRY CLUB DR

A/R code: 23 ENERGY ASSISTANCE PAYMT

Debt Collector:

Record Details

Detail (BROWSE)

Total: -160.00

Browse Record Details

Detail

Service: E ELECTRIC

Statistic Code: E-UA UTILITY ASSISTANCE PAYMENT

Tax Code: 1 ELECTRIC - NO TAX

Bill Code: RG1 2022-03-15

Usage: 0.00

Amount: -160.00

Ready

Ready

Ready

Proceed to the **Verification Listing** tab.

Run the Verification Listing report.

Review the report.

- The **Stat Code** should be the same one originally used to apply funds to the Energy Assistance table.
- Verify the **dollar amount** is a negative and matches the Remaining Amount from the Energy Assistance table.

*In the example, the account is receiving a -\$160.00 credit. The amount of the credit equals the Amount Remaining on the Energy Assistance table.*

Click **Close**.

Proceed with the **Journal Print** process following the Utilities' procedures.

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

**Post** the Extra Charge Journal.

The screenshot shows a software window titled "Extra Charge Journal (BROWSE)". The window contains a table with the following columns: Entry, Cycle, Account Name, Amount, BillCd, Eff.Date, Usage, Units, and Tax Cde. The table data is as follows:

Entry	Cycle	Account Name	Amount	BillCd	Eff.Date	Usage	Units	Tax Cde
-----								
Batch: 2849								
140082	1	1986-04 JENNIFER GREY	-160.00	23	ENERGY ASSISTANCE PAYMT		04/15/2022	
E ELECTRIC	E-UA	ENERGY ASSISTANCE PAYMENT	-160.00	RGI	03/15/2022		0.00	1
-----								
Batch Total			-160.00					

From **Account Gateway**, the **Balance History** table updates to display the dollars credited to the account.

Following the example, the account displays a \$160.00 credit from an Energy Assistance Payment.

Account Gateway > Balance History

Service Summary (BROWSE) Energy Assistance Program (BROWSE) Account Balance History (BROWSE)

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Browse Detail Service Statistic Change AR Code

Trans Date	Jour Code	Jour No	Amount	Description	Balance
2022-04-15	EC	5023	-160.00	ENERGY ASSISTANCE PAYMT	-256.74
2022-03-23	CR	30855	0.00	CROSS APPLIED	-96.74
2022-03-15	BJ	15303	83.86	REGULAR BILLING	-96.74
2022-03-07	CR	30797	-156.98	WEB PAYMENTS	-180.60
2022-02-15	BJ	15261	156.98	REGULAR BILLING	-23.62
2022-02-07	CR	30685	-75.48	WEB PAYMENTS	-180.60
2022-01-14	BJ	15194	97.28	REGULAR BILLING	-105.12
2022-01-10	CR	30584	-75.48	WEB PAYMENTS	-202.40
2021-12-15	BJ	15112	68.00	REGULAR BILLING	-126.92
2021-11-19	CR	30396	0.00	CROSS APPLIED	-194.92
2021-11-15	BJ	14995	75.48	REGULAR BILLING	-194.92
2021-11-09	CR	30349	-97.41	WEB PAYMENTS	-270.40
2021-10-15	BJ	14942	97.41	REGULAR BILLING	-172.99
2021-10-06	CR	30208	-133.35	WEB PAYMENTS	-270.40
2021-09-15	BJ	14876	133.35	REGULAR BILLING	-137.05
2021-09-10	CR	30099	-155.01	WEB PAYMENTS	-270.40
2021-08-13	BJ	14810	155.01	REGULAR BILLING	-115.39
2021-08-05	CR	29952	-134.20	WEB PAYMENTS	-270.40
2021-07-15	BJ	14741	134.15	REGULAR BILLING	-136.20
2021-07-12	CR	29856	-83.40	WEB PAYMENTS	-270.35
2021-06-16	CR	29755	-85.00	WEB PAYMENTS	-186.95
2021-06-15	BJ	14666	83.40	REGULAR BILLING	-101.95
2021-06-14	CR	29743	0.00	CROSS APPLIED	-185.35
2021-05-14	BJ	14614	62.94	REGULAR BILLING	-185.35
2021-05-07	CR	29596	-76.98	WEB PAYMENTS	-248.29
2021-05-06	CR	29586	0.00	CROSS APPLIED	-171.31
2021-04-15	BJ	14524	76.98	REGULAR BILLING	-171.31
2021-04-06	CR	29488	-80.00	WEB PAYMENTS	-248.29

Return to the **Energy Assistance** table.

The Energy Assistance table must be updated manually to reflect the funds have been applied to the account.

Click the **Edit** icon.

In the **Amount Used** field, enter the total dollars credited to the account.

Set the **End Date** as the date of the Extra Charge Journal used to credit the account.

Click **OK** to save the changes.

The **Amount Remaining** automatically updates to \$0.00.

Account Gateway > Additional Information > Energy Assistance

Energy Assistance Program (BROWSE)

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OK Cancel ?

**Energy Assistance**

Service type: E

Stat code: E-UA

Start date: 2021-02-19

Amount available: 160.00

Amount remaining: 0.00

State id:

Name for file: GREY, JENNIFER

End date: 2022-04-15

Amount used: 160.00

**Energy Assistance Detail (BROWSE)**

0 of 0

OK Cancel

Bill Date	Read Date	Stat Code	Submitted	Amount Applied
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Ready