

Applying Energy Assistance Funds to an Account with a Payment Arrangement

The Program Key Value **EAP_EXCLUDESOURCES** indicates charges that should not be included in the allocation of Energy Assistance funds on a bill.

By setting the Program Key Value to 'BI' (balance invoice) it excludes payment arrangements from current charges.

When including the Value 'BF' (balance forward) in the Program Key Value the payment does *not* apply to the existing service balance forward.

In Account Gateway, apply the Energy Assistance funds to the customer's account.

In the example, the customer received \$300.00 in Energy Assistance.

Account Gateway > Additional Information > Energy Assistance

Energy Assistance

Service type: E
Stat code: E-UA
Start date: 2019-04-01
State Id:
Name for file: PERLMAN, RHEA
End date:
Amount available: 300.00
Amount used: 0.00
Amount remaining: 300.00

Energy Assistance Detail (BROWSE)

0 of 0

Bill Date	Read Date	Stat Code	Submitted	Amount Applied
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There must be an Active Payment Arrangement on the account and the Payment Type must be set to 'B' (Balance).

The **Payment Frequency** is an Invoiced arrangement with the flag set to 'I' (Invoiced Flag.)

In the example, the customer's delinquent balance is \$373.15.

The Payment Arrangement is for 4 equal payments of \$93.28 beginning with the first payment due on May 10.

Account Gateway > Pay Plan/Arrangements > Payment Arrangement

Energy Assistance Program (BROWSE) **Payment Arrangements Setup (BROWSE)** Electric Reading History (BROWSE) Account Balance History (BROWSE)

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Arrange Info | History | Screen Audit | Add Letter Process | Print Letter

Payment Arrange Info

Starting Date: 2019-05-10 Amount: 373.15 Service: [dropdown]

No. of Payments: 4 of: 93.28 Payment Type: B Balance

Status: Y Plan is Active Payment Frequency: I Invoice Flag

Creation Date: 2019-08-08 07:48:44 By: aenfelt

Arrangement Details (BROWSE)

	Due Date	Amount	Applied	Balance	Jour Code	Jour No
	2019-05-18	93.28	0.00	373.15		
	2029-05-11	93.28	0.00	373.15		
	2029-05-12	93.28	0.00	373.15		
	2029-05-13	93.31	0.00	373.15		

Ready

During the **Regular Billing Cycle**, bill accounts receiving Energy Assistance funds and an active Payment Arrangement following the Utilities' normal billing procedures.

Review multiple accounts receiving Energy Assistance funds to ensure they appear on the bills as a line item.

Reports to review include:

- Bill Print
- Journal Print
- Journal Print > G/L Accounts

Additionally, review the Bill Print for accuracy of the Payment Arrangement.

Journals > Billing and Adjustments > Billing Journal > Bill Print

Billing Journal (BROWSE)		BILLS PRINTED	
Print	Save	Cancel	Close
Results	Status	Errlog	
ACCT 008 005	1005678 04 00002450 05/18/2019 04/26/2019	141.87	141.87
HIST	04/25/2019 31 506 16 3200	103 03/25/2019 114	1797
MTR	E RES 04/25/2019 03/25/2019 31 CE		0 1
MTR	E RESOFF 04/25/2019 03/25/2019 31 CE		0 1
MTR	W -750 04/25/2019 03/25/2019 31 CE	0168283	0165064 1
CHR	PREVIOUS BALANCE	448.15	
CHR	PAYMENT 04/24/2019	-75.00	
CHR	BALANCE FORWARD	373.15	
CHR	Customer Charge RES	7.00	
CHR	On Peak Energy Charge	0.106000	216 22.90
CHR	Off Peak Energy Charge	0.106000	290 30.69
CHR	Power Cost Adjustment Clause	-0.010840	506 -5.48
CHR	Energy Assistance Applied	-55.11	
CHR	Commitment to Community Charges	1.44	
CHR	Subtotal	1.44	
CHR			
CHR	WATER SERVC:		
CHR	Customer Charge W-.750	8.00	
CHR	First 10,000 Gallons Used	0.330000	3200 10.56
CHR	Fire Protection	5.20	
CHR	Subtotal	23.76	
CHR			
CHR	SANITARY SWR SERVC:		
CHR	Customer Charge S-.750	9.76	
CHR	Usage/Consumption	0.426000	3200 13.63
CHR	Subtotal	23.39	
CHR			
CHR			
CHR	CURRENT CHARGES	48.59	
CHR			
CHR	PAYMENT ARRANGEMENT	93.28	
CHR			
CHR	TOTAL BALANCE	421.74	
CHR	PLEASE PAY THIS AMOUNT	141.87	

Journals > Billing and Adjustments > Billing Journal > Journal Print

Billing Journal (BROWSE) JOURNAL PRINTED														
Print Save Cancel Close														
Results Status Erlog														
STURGEON BAY UTILITIES CYCLE: 8 ROUTE: 5 BILLING JOURNAL 00000011052 aenfelt 08/08/2019 07:53 Page: 1														
BATCH: 12378 CONSUMPTION YEAR-MONTH: 2019-04														
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	
METER	POS.	PREV READ	CURR READ	TYPE	UNITS	DAYS	MULT	USAGE	USAGE BILLED	DEMAND BILLED	POWER FACTOR			
										----- READ -----				
										8 5 905				
ELECTRIC	1	REGLR	RES	40	03/25/2019	04/25/2019	04/26/2019	05/18/2019	30	31	191.98	0.00	1.92	191.98
WATER	1	REGLR	W-.750	40	03/25/2019	04/25/2019	04/26/2019	05/18/2019	30	31	59.34	18.56	0.78	77.90
SEWER	1	REGLR	S-.750	40	03/25/2019	04/25/2019	04/26/2019	05/18/2019	30	31	95.27	23.39	1.19	118.66
PUBL BENE	1	REGLR	FBRES1	40	03/25/2019	04/25/2019	04/26/2019	05/18/2019	30	31	5.76	1.44	0.07	7.20
FIRE PROT	1	REGLR	F-.750	40	03/25/2019	04/25/2019	04/26/2019	05/18/2019	30	31	20.80	5.20	0.26	26.00
	1	RES			0		CE 1 kWh	31	1.0	216.00	505.50			
	2	RESOFF			0		CE 1 kWh	31	1.0	289.50				
	1	W-.750		0165064		0168283	CE H High G	31	1.0	3219.00	3200.00G	3200.00		
E CUST CHG:	7.00	EA HELD :	-55.11	OFF PK KWH:	30.69	ON PK KWH :	22.90	NET :	421.74					
PCAC :	-5.48	E SALES TX:	3.03	E TX EXMPT:	-3.03	INVARR *	93.28	LATE CHRG:	4.22					
CUST CHG :	8.00	W USAGE :	10.56	CUST CHG :	9.76	S USAGE :	13.63	GROSS :	425.96					
P-LOWINCOM:	1.44	F CC :	5.20											

Journals > Billing and Adjustments > Billing Journal > Journal Print > G/L Accounts

STURGEON BAY UTILITIES BILLING JOURNAL 00011052 REPRINT aenfelt 08/08/2019 07:55 Page: 2
 BATCH: 11932 CONSUMPTION YEAR-MONTH: 2019-04

CYCLE: ALL	PSEUDO	G/L ACCOUNT		DEBIT	CREDIT
2	4630.142.00.0.0000	E-Customer Receivables		1.44	
7	4630.440.60.0.0000	Urban Residential Service			55.11
13	4630.253.00.0.9800	Def Credit-Low Income Rev			1.44
41	4650.142.00.0.0000	Cust Accts Recvble-Water		23.76	
44	4650.461.60.0.0000	Wtr-Urban Res Service			18.56
48	4650.463.00.0.0000	Public Fire Protection			5.20
55	4660.142.00.0.0000	Swr-Cust Accts Recvble		23.39	
59	4660.722.60.0.0000	Swr-Urban Res Service			23.39
135	4630.232.00.0.0500	ENERGY ASSISTANCE HELD		55.11	
				103.70	103.70

Utility	Balance Forward	No Bill	First	Final	Regular	Budget	Delay	Equal Payments
ELECTRIC	191.98				1			0.00
WATER	59.34				1			0.00
SEWER	95.27				1			0.00
PUBL BENE	5.76				1			0.00
FIRE PROT	20.80				1			0.00
Total Bills:		1						0.00

After posting the Billing Journal, the Energy Assistance table updates the **Amount Used** and **Amount Remaining**.

The record details table updates the following information:

- Bill Date
- Read Date
- Stat Code
- Amount Applied

Review multiple accounts for accuracy.

If any account does not process as expected, submit a WSC ticket for assistance.

Account Gateway > Additional Information > Energy Assistance

The screenshot displays the 'Energy Assistance Program (BROWSE)' window. At the top, there are navigation tabs for 'Energy Assistance Program (BROWSE)', 'Payment Arrangements Setup (BROWSE)', and 'Account Balance History (BROWSE)'. Below the tabs is a toolbar with search, navigation, and refresh icons, and a '1 of 1' indicator. The main content area is titled 'Energy Assistance' and contains several fields: 'Service type' (E), 'Stat code' (E-UA), 'Start date' (2019-04-01), 'State id', 'Name for file' (PERLMAN, RHEA), and 'End date'. A red box highlights the 'Amount available' (300.00), 'Amount remaining' (244.89), and 'Amount used' (55.11) fields. Below this is a section titled 'Energy Assistance Detail (BROWSE)' with a '1 of 1' indicator. A table with columns 'Bill Date', 'Read Date', 'Stat Code', 'Submitted', and 'Amount Applied' is shown, with a red box around it. The table contains one row: Bill Date: 2019-04-26, Read Date: 2019-04-25, Stat Code: E-UA, Submitted: (blank), Amount Applied: 55.11. At the bottom left, there is a 'Ready' status indicator.

Review the Payment Arrangement table making sure the arrangement updated with the correct date and Billing Journal number.

Account Gateway > Pay Plan/Arrangements > Payment Arrangement

Energy Assistance Program (BROWSE) | Payment Arrangements Setup (BROWSE) | Electric Reading History (BROWSE) | Account Balance History (BROWSE)

1 of 1

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Arrangement Details (BROWSE)

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	2029-05-11	93.28	0.00	373.15		
	2029-05-12	93.28	0.00	373.15		
	2029-05-13	93.31	0.00	373.15		

Ready