Data Display

How is the balance determined in MyAccount?

The balance is retrieved live from NorthStar when a customer logs in or an admin user impersonates the account.

Note: the balance displayed is calculated as follows: Balance Displayed = Balance in NorthStar – Pending Payments. If there are any outstanding pending payments, these will be subtracted from the balance displayed. A pending payment may be outstanding if it didn't properly reconcile with its posted payment. If the pending payment is also displaying as posted, the pending payment can be deleted. If the pending payment has not been posted, more investigation is needed.

When I post bills to NorthStar, why does the balance update in MyAccount, but the due date does not?

The balance value displayed in MyAccount is retrieved in real time from NorthStar when a customer logs in or an admin user Impersonates the account. As soon as bills are posted and the account balance updates in NorthStar, the account balance will update in MyAccount. Billing information (including billed units and amounts by service and due date) is sent in the daily billing file, generated early each morning and uploaded to MyAccount around 5 a.m. New bills will be in the daily billing file the day after they are posted; once the file is uploaded to MyAccount, all billing information will update.

Why do customers sometimes get an error message when they try to view new bills in MyAccount?

For bill PDFs to be available for viewing in MyAccount, InfoSend must be done processing the bills to the Print Image Archive (PIA). When MyAccount receives new bill information in the daily billing file, it automatically creates a new bill line in the Billing History screen and adds a View Bill link that, when clicked, will retrieve the bill PDF from the InfoSend PIA. If the bill is not yet available to view, an error will be generated from InfoSend. To remedy this problem, InfoSend will now allow access to bills in the PIA after the bill sample file is approved. As long as bills are posted after this step is completed, bills should be viewable to customers when the new bill is displayed in MyAccount. However, to ensure that bills are viewable, best practice is to wait until receipt of the final processing of bills from InfoSend before posting bills to NorthStar.

How can my paperless-billed customers see bill inserts?

InfoSend offers Inline Inserting. Inline inserts print along with the bills and are archived with the bill PDFs in InfoSend's Print Image Archive. When uploading an insert, select Inline for the insert type. If Inline is not available in your Insert Type dropdown menu, contact InfoSend to have this enabled for your account. Note: inserts must be full-page to use inline inserting.

How is the amount due determined that is displayed in MyAccount for Budget-billed accounts?

To display the actual amount due on a Budget-billed account rather than the account balance, MyAccount needs to calculate the budget amount due by taking the difference between the budget amount billed to date and the budget amount paid to date stored in the NorthStar database. If either of these values are out of date in NorthStar, or the customer overpays at any point or other charges/credits are made to the account, the amount due displayed in place of the balance will be incorrect. At a minimum, it's important to reconcile Budget-billed accounts at least annually to keep these values accurate.

Why is historical meter data no longer available on an account that changed rate codes or added solar?

If, at any point, a meter is removed and reinstalled in NorthStar, a new meter start date will be assigned to the meter. This new start date is sent to MyAccount and no data prior to the latest meter start date will displayed. This is for data privacy requirements (if the meter is removed and reinstalled at another premise, the data will not be available to the new customer).

How can customers with multiple accounts see all of their information and data under their single user login?

MyAccount will group accounts by customer number. A customer only needs to register for one account and all other accounts associated with that customer number will automatically display, both in the dashboard screen and the Manage Account screen.

If a customer has multiple customer numbers, there are two options to have all accounts display under their MyAccount user login:

- *Change the customer number on any other utility accounts to the customer number associated with the account for which the user has registered. The change will go into effect the next day, with the new customer date file upload to MyAccount, and all accounts will be visible under the existing login.*
- *Add the utility account(s) to the existing user login on the User Profile screen, under Connect Additional Account. Customer must have account number and name on account to add additional accounts.*

What information can a customer update within MyAccount?

Customers can update their mailing address and phone number on the Manage Accounts page. This information will immediately populate NorthStar with these changes.