

Step-by-Step Procedure

Deposit Review Required / Applying a Deposit

Deposit Reviews are used to assess deposits on existing accounts, re-assess additional deposits on accounts with poor payment history, and identify accounts eligible for refund.

Deposit Reviews utilize the Payment History Rules and Deposit Calculation Rules to identify accounts for required deposit. No additional setup is required if the Payment History Rules and Deposit Calculation Rules are in place.

Recommended Practice: Create a separate batch for Residential and Commercial customers.

Before completing the Deposit Review process, update the credit rating on all active accounts.

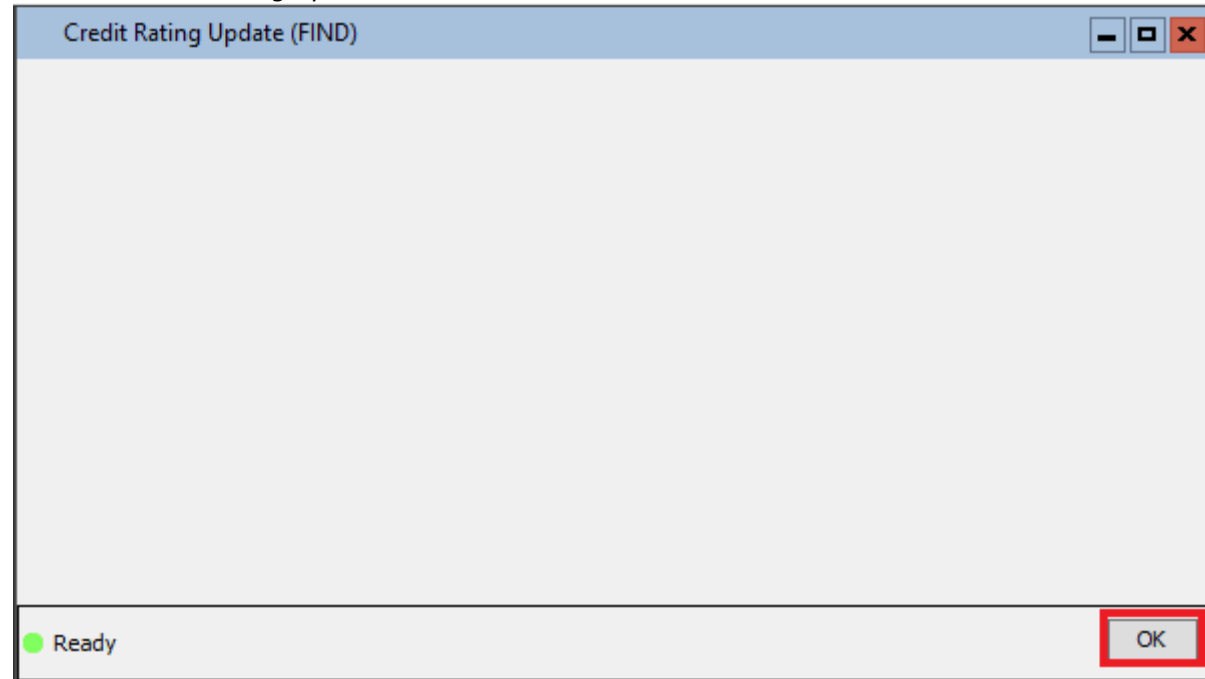
Navigate to the **Utilities** module.

Open the **Credit Rating Update** table.

Click **OK** to initiate the updates.

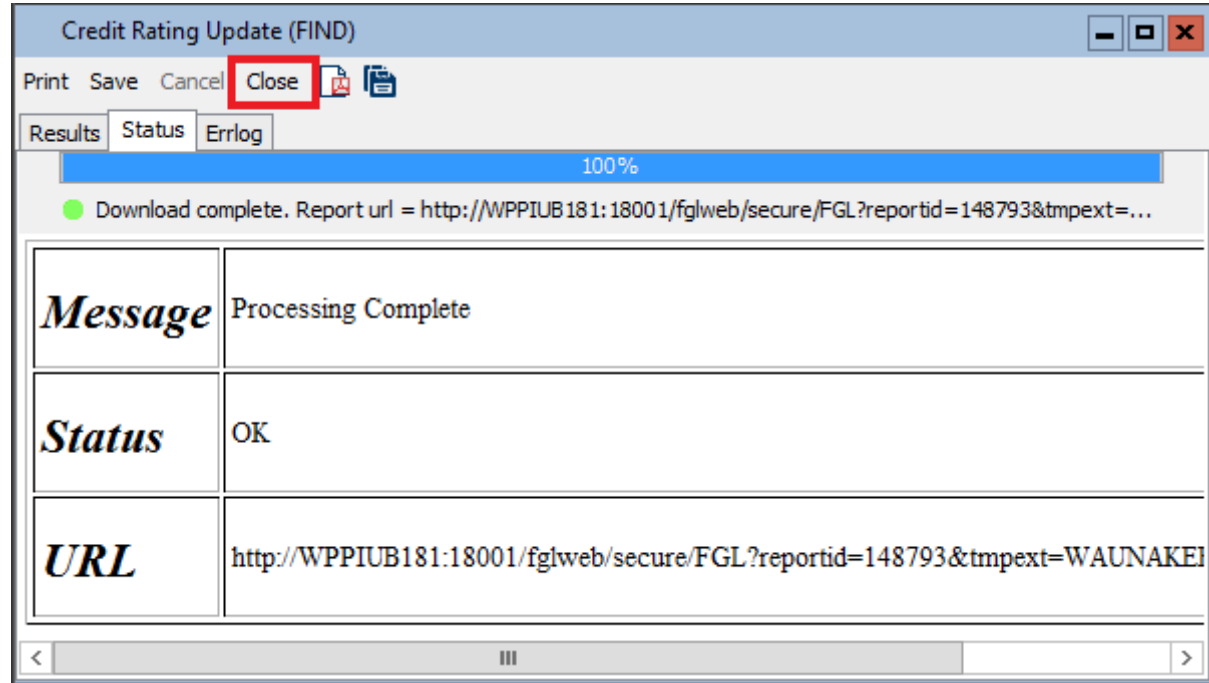
Note: There is no criteria to enter. The table utilizes the Credit Rating Events and Credit Rating Limits tables in conjunction with the Payment History table to determine when an account qualifies for an update.

Utilities > Credit Rating Update



Click **Close** when Processing Completes.

No report generates for this process.



Navigate to **Account Gateway**.

Open the **Credit Scoring** table to view the updated scores and ratings. The date the process ran displays in the Updated field.

Pre-Credit Rating Update

In the example, the account was last updated on 2021-03-05. The Credit Score was 415 with a corresponding Credit Rating of F.

All events dated 2020-03-09 through 2020-12-29 with an active Expiry Date contribute to the Credit Score.

Account Gateway > History Details > Credit Scoring

Credit Scoring (BROWSE)							
1 of 64 OK Cancel							
Updated:		2021-03-05	Credit Score:		415	Credit Rating:	F
Browse Credit Scoring Details							
Date	Credit Event	Description	Duration	Expiry Date	Score	Rating	
2020-12-29	6	LATE PENALTY	180	2021-06-27	5	X	
2020-11-30	6	LATE PENALTY	180	2021-05-29	5	X	
2020-11-10	2	48 HOUR DOOR HANGER	365	2021-11-10	50	X	
2020-10-29	6	LATE PENALTY	180	2021-04-27	5	X	
2020-10-13	2	48 HOUR DOOR HANGER	365	2021-10-13	50	X	
2020-09-10	2	48 HOUR DOOR HANGER	365	2021-09-10	50	X	
2020-08-10	2	48 HOUR DOOR HANGER	365	2021-08-10	50	X	
2020-06-11	2	48 HOUR DOOR HANGER	365	2021-06-11	50	X	
2020-05-08	2	48 HOUR DOOR HANGER	365	2021-05-08	50	X	
2020-04-07	2	48 HOUR DOOR HANGER	365	2021-04-07	50	X	
2020-03-09	2	48 HOUR DOOR HANGER	365	2021-03-09	50	X	
2020-03-02	6	LATE PENALTY	180	2020-08-29	5	X	
2020-02-14	2	48 HOUR DOOR HANGER	365	2021-02-13	50	X	
2020-01-30	6	LATE PENALTY	180	2020-07-28	5	F	
2020-01-30	20	WINTER MORAOTIRUM NON PAY	365	2021-01-29	10000	X	
2020-01-13	2	48 HOUR DOOR HANGER	365	2021-01-12	50	F	

Post Credit Rating Update

In the example, the same account was updated on 2021-03-10. The Credit Score decreased to 365 with the updated Credit Rating of E.

All events dated 2020-04-07 through 2020-12-29 with an active Expiry Date contribute to the Credit Score.

Credit Scoring (BROWSE)

1 of 64

Updated: 2021-03-10 Credit Score: 365 Credit Rating: E

Date	Credit Event	Description	Duration	Expiry Date	Score	Rating
2020-12-29	6	LATE PENALTY	180	2021-06-27	5	X
2020-11-30	6	LATE PENALTY	180	2021-05-29	5	X
2020-11-10	2	48 HOUR DOOR HANGER	365	2021-11-10	50	X
2020-10-29	6	LATE PENALTY	180	2021-04-27	5	X
2020-10-13	2	48 HOUR DOOR HANGER	365	2021-10-13	50	X
2020-09-10	2	48 HOUR DOOR HANGER	365	2021-09-10	50	X
2020-08-10	2	48 HOUR DOOR HANGER	365	2021-08-10	50	X
2020-06-11	2	48 HOUR DOOR HANGER	365	2021-06-11	50	X
2020-05-08	2	48 HOUR DOOR HANGER	365	2021-05-08	50	X
2020-04-07	2	48 HOUR DOOR HANGER	365	2021-04-07	50	X
2020-03-09	2	48 HOUR DOOR HANGER	365	2021-03-09	50	X
2020-03-02	6	LATE PENALTY	180	2020-08-29	5	X
2020-02-14	2	48 HOUR DOOR HANGER	365	2021-02-13	50	X
2020-01-30	6	LATE PENALTY	180	2020-07-28	5	F
2020-01-30	20	WINTER MORAOTIRUM N...	365	2021-01-29	10000	X
2020-01-13	2	48 HOUR DOOR HANGER	365	2021-01-12	50	F

Ready

From the **Journals** module, open the **Deposit Review Process** table.

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

Enter a **Batch ID** name.

Click **OK**.

Batch Number and **Created By** will auto-populate.

From the **Auto Load** tab:

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

Enter the **Credit Rating** of 'F' or 'X'.

Enter the **Category Code** to be used for the deposit review.

At **Type**, select 'C' for cash.

Note: If utilizing a single batch for all residential categories, create an Advanced Find to list all category codes.

Uncheck the **Refund** box.

Check the **Required** box.

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

Journals > Deposit Review Process

Deposit Review Process (BROWSE)

Batch I.D.: TEST BATCH F Batch Number: 18 Created By: aenfelt

Auto Load Exceptions Edit Letter Print Register Post

Deposit Review Load (FIND)

Cycle: Route: Account: Credit Rating: Start Date: End Date: Final Pending: Deposit Required:

Amount: Type: C

Forced Only: Refund: Required: % Diff Only

NorthStar Advanced Find

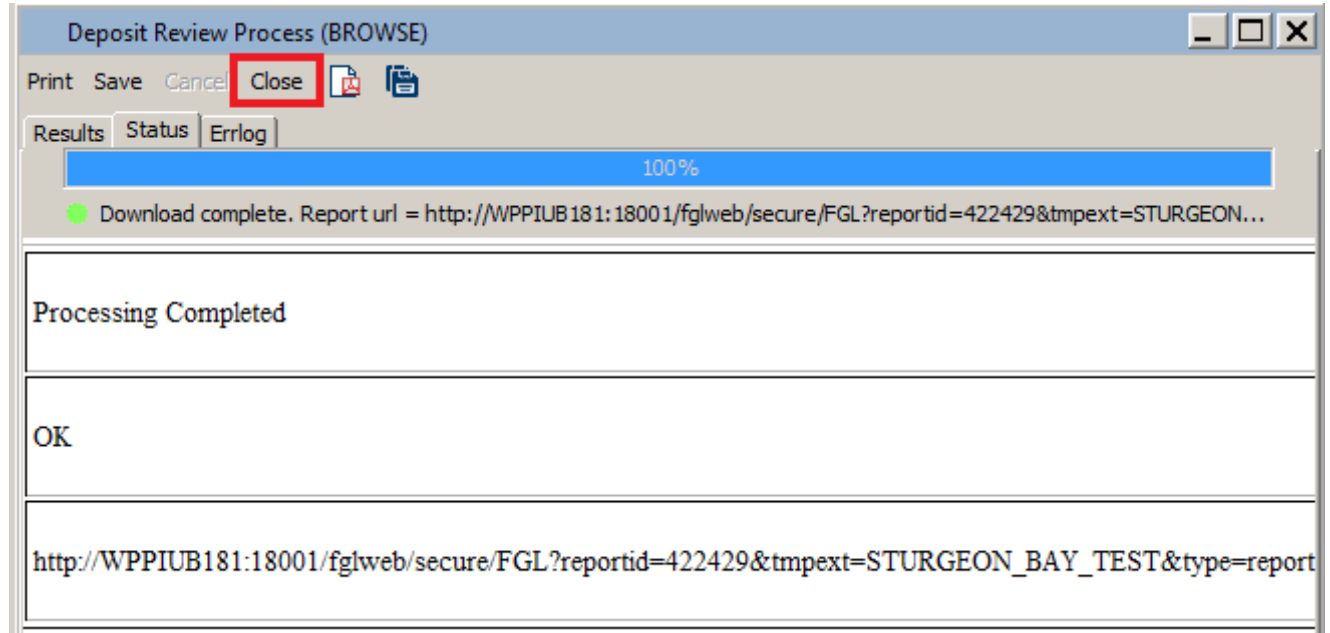
CUST DEP - CAT40_F

Fields: AccountNo Category CreditRating Cycle DepositRequiredAmt EndDate FinalPendingDate Route StartDate

Criteria: Category = '40' AND CreditRating = 'F'

Options: Modify

The processing screen appears. Click **Close** when the processing completes. This will return the Deposit Review Process screen.



Click the **Exceptions Edit** tab to review the accounts that met the selected criteria.

Choose a few accounts and verify the deposit amount calculated correctly.

Deposit Review Process (BROWSE)

Batch | More

Batch I.D.: TEST BATCH F Batch Number: 18 Created By: aenfelt

Auto Load **Exceptions Edit** Letter Print Register Post

Deposit Review (BROWSE)

Account: [] [1] [170] [] []

Action: 2 Required

Reason: #20 event, Increase required

Detail (BROWSE)

Total Calc Deposit: 192.00 Total Refundable: 0.00

Service	Description	On File Deposit	On File required	Action Required	Action Refundable
E	ELECTRIC	0.00	0.00	192.00	0.00

Ready

Ready

Move to the **Letter Print** tab.

Click the **Letter Create** tab.

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

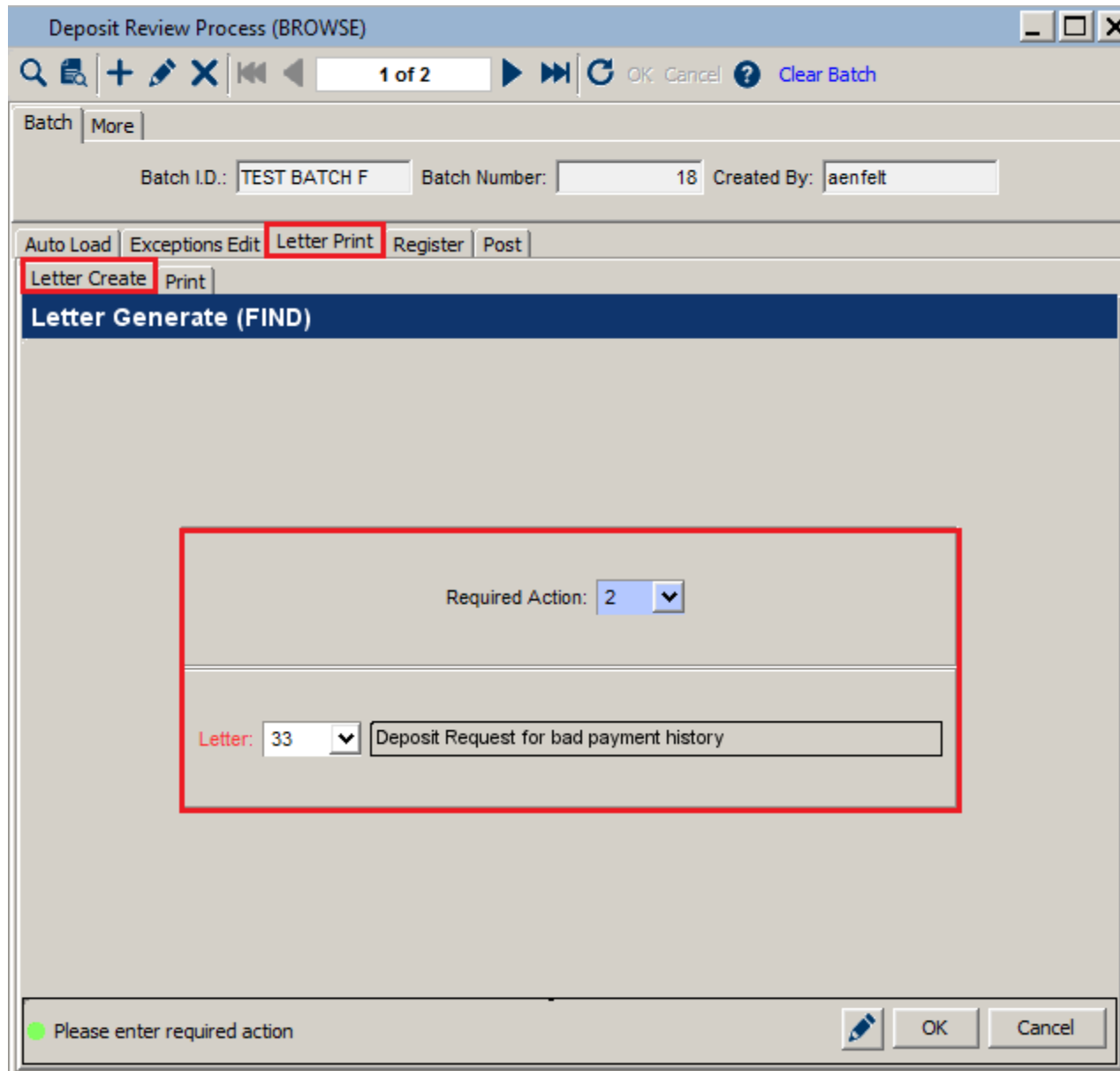
Enter the **Required Action** from the dropdown menu.

- 1 = Refund
- 2 = Required
- 3 = Partial
- 4 = No Action

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

Click **OK** to initiate the letter creation process.

Click **Close** when the processing completes.

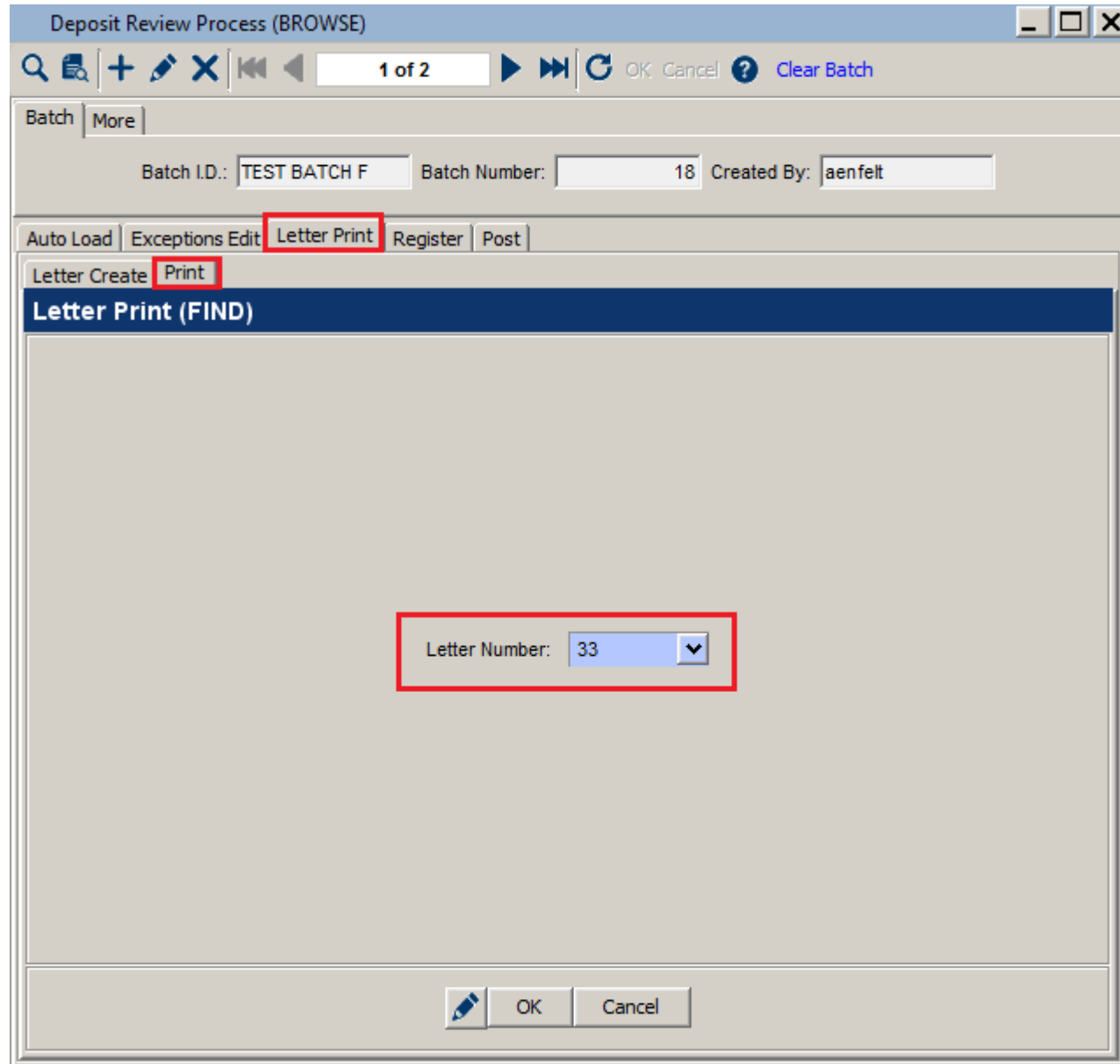


Move to the **Print** tab.

Click the **Edit** icon.

At **Letter Number**, use the dropdown menu to select the letter to print.

Click **OK** to print the letter.



Review and Print the letters.

February 06, 2019

Recommended Practice: Create the letter using the MS Word Mail Merge process.



RE: 1000001-00

Dear Utility Customer:

Due to your payment history with [REDACTED] Utilities, and in accordance with guidelines established by the Public Service Commission of Wisconsin, we require a deposit from you in order to maintain your account. The amount of this deposit has been calculated at [REDACTED] based on the billing history. Payment of this deposit amount is required within 30 days. If you are unable to pay the deposit within the next 30 days, please contact us to arrange a payment plan in addition to your monthly bill.

Your deposit will earn interest and after twelve (12) consecutive months of prompt payments from you on your utility bill, this deposit along with the accrued interest will be refunded to you.

Deposits for residential customers are not required if your gross quarterly income meets certain thresholds relative to the federal poverty income guidelines. Please contact [REDACTED] for further information regarding this exception to deposit requirements. In addition, you have the right to appeal this deposit request to the Public Service Commission under PSC 113.0402 of the Wisconsin Administrative Code.

If you have any questions or concerns regarding this matter please contact our office at [REDACTED] to speak with one of our Customer Service Representatives. Otherwise, please provide the deposit amount by. Thank you.

Sincerely,

Customer Service Department
[REDACTED]

Move to the **Register** tab. This is similar to a journal print tab.

Click the **Edit** icon to enable the criteria section.

No additional criteria is needed.

Click **OK** to create the listing of all accounts in the batch.

Note: Once the Register has printed, no edits may be made.

Deposit Review Process (BROWSE)

Batch I.D.: TEST BATCH F Batch Number: 18 Created By: aenfelt

Auto Load Exceptions Edit Letter Print **Register** Post

Deposit Review Register (FIND)

Account: [text box]
Action: [dropdown]
Calc Required Deposit: [text box]
Refundable Deposit: [text box]

Please enter account

Review the Register listing report.

The required deposits will be listed under the Action Required section of the report.

Click **Close** to return to the Deposit Review Process screen.

Deposit Review Process (BROWSE)

Print Save Cancel Close

Results Status Errlog

UTILITIES DEPOSIT REVIEW REGISTER 3 02/06/2019 10:08 aenfelt Page:1

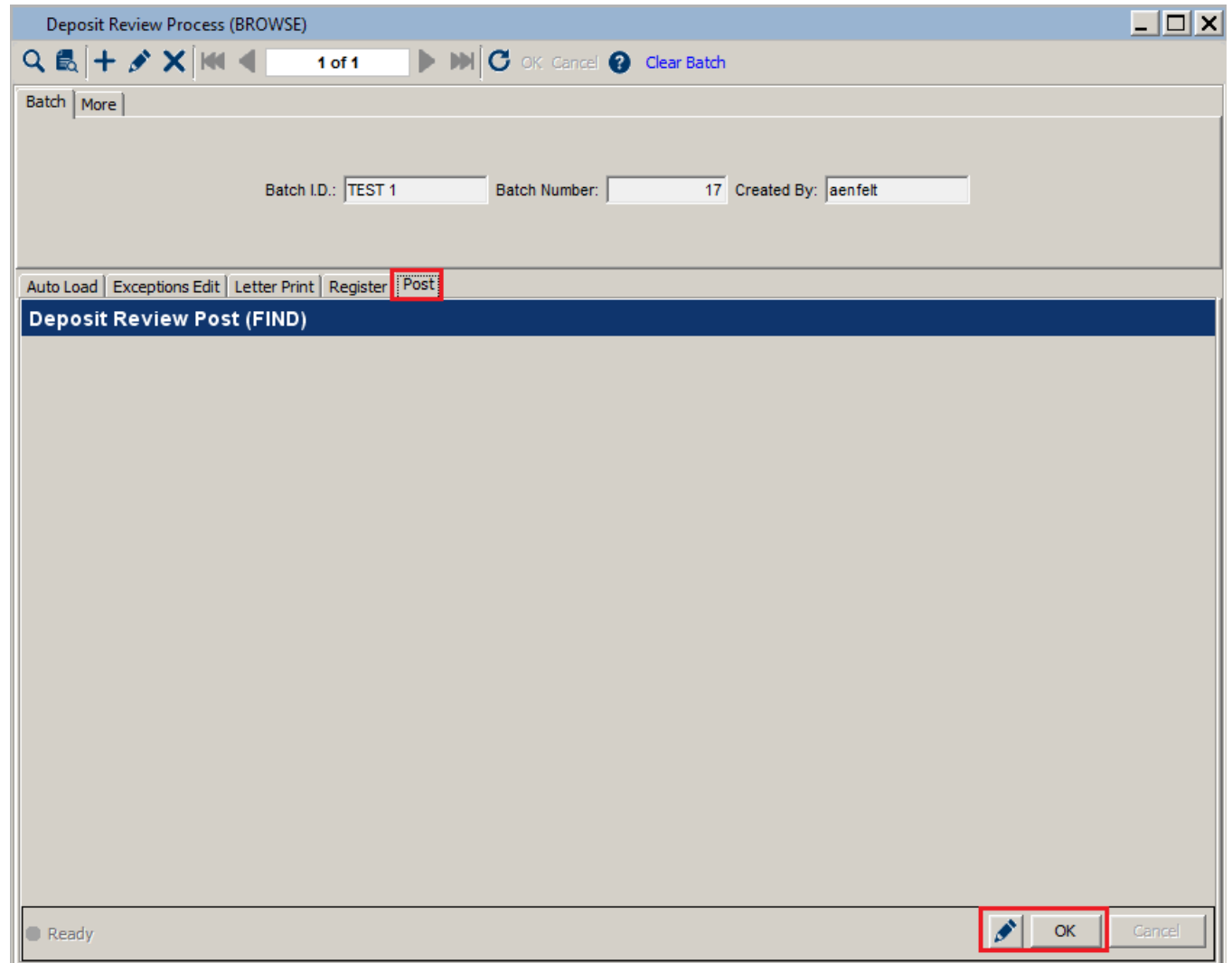
Batchnumber : 18 *----- A C T I O N -----* *----- O N H A N D -----*

		Required	Refundable	Deposit	Required
1-00	2 #20 event, Increase required	406.00	0.00		
		406.00	0.00	0.00	356.00
5-01	2 #20 event, Increase required	192.00	0.00		
		192.00	0.00	0.00	0.00
2-11	2 #20 event, Increase required	176.00	0.00		
		176.00	0.00	0.00	0.00
Batch Totals		774.00	0.00		

Move to the **Post** tab.

Click **Edit** icon.

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





The processing screen appears.

Click **Close** when the posting process completes.

The deposits have been posted to the individual accounts.

Deposit Review Process (BROWSE)

Print Save Cancel Close  

Results Status Errlog

100%

Download complete. Report url = http://WPPIUB181:18001/fglweb/secure/FGL?reportid=422461&tmpext=STURGEON_BAY_TEST&type=report

Message	Posting Completed
Status	OK
URL	http://WPPIUB181:18001/fglweb/secure/FGL?reportid=422461&tmpext=STURGEON_BAY_TEST&type=report

In **Account Gateway**, review multiple accounts in the **Service Details** table for the newly required deposit.

Account Gateway > Main > Service Details > Main > Deposits

Account Balance History (BROWSE)	Credit Scoring (BROWSE)	Service Details (BROWSE)					
ELECTRIC			42.75	42.75	0.00	0.00	0.00
			84.32	84.32	0.00	0.00	0.00

Main | Additional

Service Information

Service: E | ELECTRIC
 Location: I | In City
 Category: 40 | URBAN RESIDENTIAL
 Bill code: RES | RG-1 RURAL RESIDENTIAL
 Bill period: 1 | MONTHLY
 NAIC code: 1 | default

No units: 1
 Start: 2016-10-01
 Final:
 Final pend:
 Inactive from:
 Inactive to:

Disconnect
 Code: Y
 Reason: Yes
 Date: 2019-02-05
 Reconnect:

Exemptions

Late pay: N
 Interest: N
 Estimate: N
 Disconnect:
 Reason:
 Taxes: N
 Reason:

Notices:

1 2 3
 Current: N N N
 Prior: S S S

Deposits:

On file: 0.00
 Required: 176.00
 To collect: 176.00

Readings

Last read: 2018-09-01
 Last billed: 2018-09-06
 Amount: 42.75
 Last payment: 2018-09-01
 Amount: 47.34
 Due date: 2018-10-03