

Step-by-Step Procedure

Invoiced Payment Arrangements

In Account Gateway, open the Payment Arrangements table.

Click the **Add** icon on Payment Arrangements.

The **Starting Date** defaults to the current date. Do not change this.

The **Amount** field pulls in the total amount due. Adjust this to equal the total amount the utility will allow for the payment arrangement.

Enter the **Number of Payments** for the arrangement.

Set the **Payment Type** to 'B' (balance).

Set the **Payment Frequency** to 'I' for Invoiced.

Click **OK** to save the Payment Arrangement Info.

The following procedures detail both **Invoiced Payment Arrangements** and **Balanced (Non-Invoiced) Payment Arrangements**. Follow the detailed steps based on the Utility's payment arrangement method.

Account Gateway > Standard > Pay Plan/Arrangements > Payment Arrangement

Payment Arrange Info

Starting Date: 2019-01-22 Amount: 443.40 Service: [dropdown]
No. of Payments: 3 of 147.80 Payment Type: B Balance
Status: Y Plan is Active Payment Frequency: I Invoice Flag
Creation Date: [text] By: [text]

Arrangement Details (BROWSE)

	Due Date	Amount	Applied	Balance	Jour Code	Jour No
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Ready

The **Arrangement Details** table auto-populates the due dates and amounts based on the Payment Arrangement Info.

Note: NorthStar pushes the due date of each arrangement by 10 years and one day.

Note: If collecting a down payment for a payment arrangement, process the down payment in cashiering prior to setting up the payment arrangement.

Users may edit the **Amount** fields to reflect the agreed upon payments. The other amounts will recalculate.

Payment Arrange Info

Starting Date: 2019-01-22 Amount: 443.40 Service: [dropdown]
 No. of Payments: 3 of: 147.80 Payment Type: B Balance
 Status: Y Plan is Active Payment Frequency: I Invoice Flag
 Creation Date: 2019-01-22 10:26:52 By: aenfelt

Arrangement Details (BROWSE)

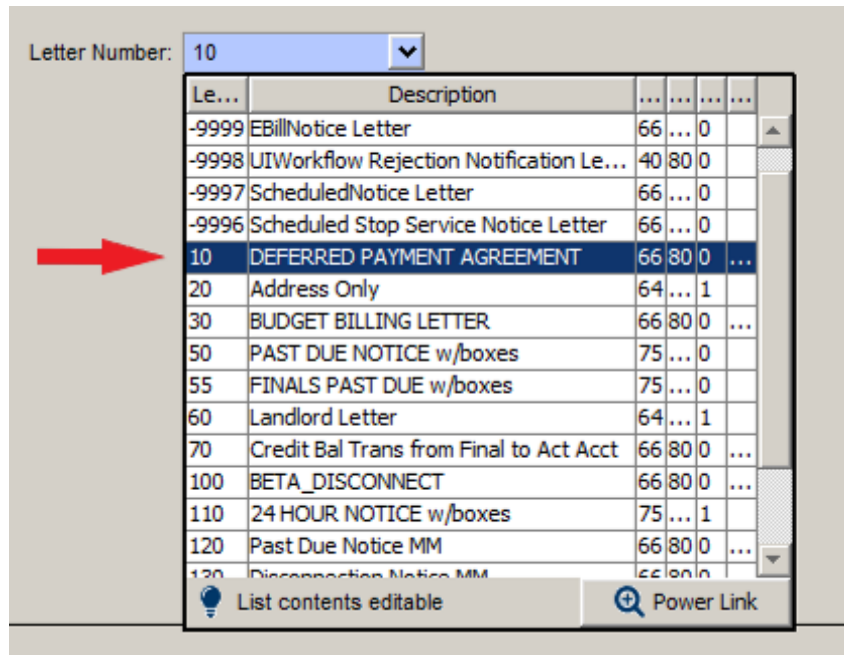
Due Date	Amount	Applied	Balance	Jour Code	Jour No
2029-01-22	147.80	0.00	443.40		
2029-01-23	147.80	0.00	443.40		
2029-01-24	147.80	0.00	443.40		

Click the **Add Letter Process** tab.

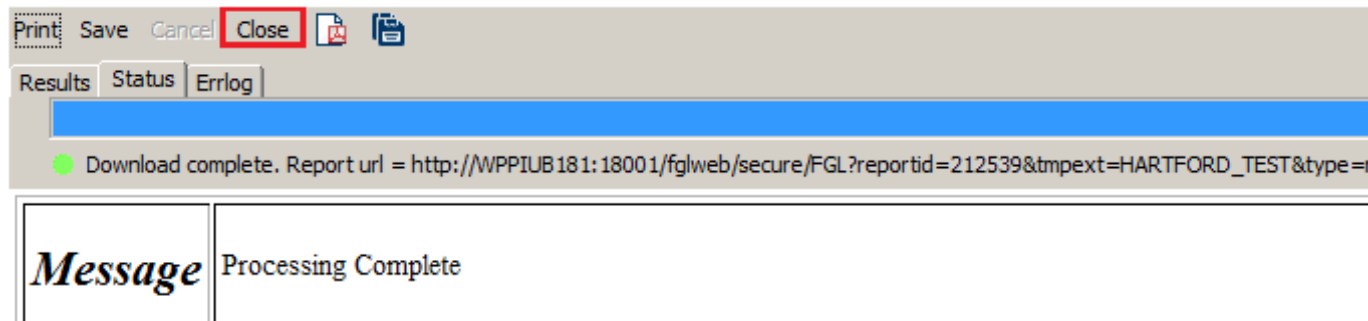
Click the **Edit** icon at the bottom right corner.

At **Letter Number**, select the DPA arrangement letter from the dropdown menu.

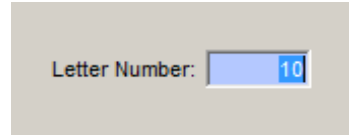
Click **OK**.



Processing screen will appear. Click **Close** when it has successfully completed.



Click the **Print Letter** tab.

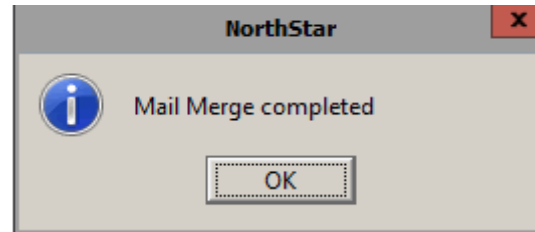


Click the **Edit** icon at the bottom right corner.

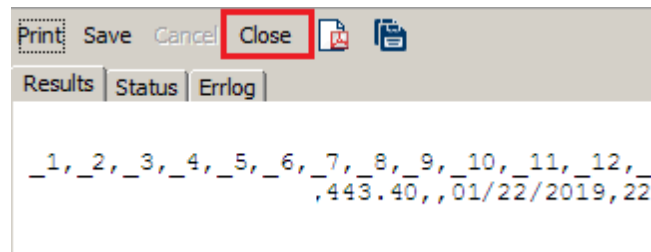
The **Letter Number** auto-populates for the DPA arrangement letter processed.

Click **OK**.

Click **OK** when the Mail Merge process completes.



Click **Close** on the processing screen.



Open the MS Word document to review and print the letter.

Review the due dates, amounts, and customer information that pulls into the letter/contract.

Note: This sample letter clearly states the terms of the contract and resulting action if customer fails to meet all terms as set forth.

Recommended Best Practice:

After the customer signs the printed copy, scan the contract and save to eDocs.

In compliance with the Public Service Commission File #113.0404 (4) applicable to the Utilities Department of the City of Hartford I, _____, confirm that I owe \$443.40 to the City of Hartford Utilities.

I understand and do hereby agree to the following terms for payment of said amount. Failure on my part to honor these terms will render this agreement void and make the balance owed to Hartford Utilities immediately.

<u>Due Date</u>	<u>Amount</u>
01/22	\$221.70
02/22	\$110.85
03/22	\$110.85

Failure to make payments scheduled in this agreement and pay current and future billings by the 20th due date will constitute a breach of contract, which warrants automatic disconnection of service without further notification. Once disconnected, an account shall only be reconnected upon payment of all past due charges and the reconnection fee. Automatically

Attention Tenants:

Failure to meet all payment deadlines in full will result in loss of contract privileges for one full year.

RIGHT OF APPEAL

- **If you are not satisfied with this agreement, DO NOT SIGN IT.**
- **You have the right to suggest a different payment agreement.**
- **If you and the utility cannot agree on terms, you can ask the public service commission to review the disputed issues.**
- **If you sign this agreement, you agree that you owe the amount due under the agreement.**
- **Signing this agreement does not affect your responsibility to pay for your current service.**

Customer Signature

Date

Invoiced Deposit Payment Arrangements

Note: Invoiced Deposit Payment Arrangements are processed the same as Invoiced Balance Payment Arrangements with one exception. Begin with the step listed below. When complete, proceed to the regular Invoiced Payment Arrangement setup process.

To determine and calculate qualified accounts for deposits, refer to the PSC Administrative Codes.

[PSC 113.0402 – Deposits Residential](#)

[PSC 113.0403 – Deposits for Commercial and Farm Service](#)

Following PSC regulations, manually calculate the deposit required on qualifying accounts.

Note: If running the Deposit Review process or the 'Dep Calc' button on the Service Details table, the Required deposit amount will populate based on the deposit calculation rules set within NorthStar.

In Account Gateway, open the Service Details table.

Click the **Edit** icon to populate the Deposit Required field.

Click **OK** to save.

Account Gateway > Service Details > Main > Main > Deposits

Service Details (BROWSE)

1 of 6

Main | Detail | Balances / Aging | Screen Audit

	Total	Current	Overdue	Interest	Late Charge
ELECTRIC	633.14	138.05	407.59	0.00	87.50
	967.05	265.81	606.21	0.00	95.03

Main | Additional

Service Information

Service: E ELECTRIC
 Location: I In City
 Category: 10 RESIDENTIAL
 Bill code: RG1 RESIDENTIAL SERVICE
 Bill period: 1 Monthly
 NAIC code: 1 Undefined

No units: 1
 Start: 2005-04-29
 Final:
 Final pend:
 Inactive from:
 Inactive to:

Disconnect
 Code: N
 Reason: No
 Date: 2018-05-16
 Reconnect: 2018-05-16

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

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

Deposits:
 On file: 0.00
 Required: 0.00
 To collect: 0.00

Readings
 Last read: 2018-11-21
 Last billed: 2018-11-28
 Amount: 138.05
 Last payment: 2018-10-09
 Amount: 244.84
 Due date: 2018-12-20

From the **Payment Arrangement** table, setup the Invoiced Deposit Payment Arrangement.

Click the **Add** icon on Payment Arrangements.

The **Starting Date** defaults to the current date. Do not change this.

In the **Amount** field, enter the total deposit owed.

Enter the **Number of Payments** for the arrangement. Tab out of the field for the amount due per payment to adjust based on the number of payments set.

Enter the **Service** in which the deposit is due.

Set the **Payment Type** to 'D' (deposit).

Set the **Payment Frequency** to 'I' for Invoiced.

Click **OK** to save.

The **Arrangement Details** populates the due dates and amounts based on the Payment Arrangement Info.

Note: NorthStar pushes the due date of each arrangement by 10 years and one day.

Account Gateway > Standard > Pay Plan/Arrangements > Payment Arrangement

Payment Arrange Info

Starting Date: 2019-01-22 Amount: 701.25 Service: E ELECTRIC
 No. of Payments: 3 of 233.75 Payment Type: D Deposit
 Status: Y Plan is Active Payment Frequency: I Invoice Flag
 Creation Date: 2019-01-22 10:47:26 By: aenfelt

Arrangement Details (BROWSE)

	Due Date	Amount	Applied	Balance	Jour Code	Jour No
	2029-01-22	233.75	0.00	701.25		
	2029-01-23	233.75	0.00	701.25		
	2029-01-24	233.75	0.00	701.25		

Balance (Non-Invoiced) Payment Arrangements

In Account Gateway, open the Payment Arrangements table.

Click the **Add** icon on Payment Arrangements.

The **Starting Date** defaults to the current date. Do not change this.

The **Amount** field pulls in the total amount due. Adjust this to equal the total amount the utility will allow for the payment arrangement.

Enter the **Number of Payments** for the arrangement.

Set the **Payment Type** to 'B' (balance).

Set the **Payment Frequency** to 'W' (weekly), 'B' (bi-weekly), or 'M' (monthly).

Click **OK** to save the Payment Arrangement Info.

Account Gateway > Standard > Pay Plan/Arrangements > Payment Arrangement

Payment Arrange Info

Starting Date:	2019-01-22	Amount:	323.08	Service:		
No. of Payments:	3 of: 107.69	Payment Type:	B		Balance	
Status:	Y Plan is Active	Payment Frequency:	W		Weekly	
Creation Date:		By:				

Arrangement Details (BROWSE)

	Due Date	Amount	Applied	Balance	Jour Code	Jour No
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Note: If collecting a down payment for a payment arrangement, process the down payment in cashiering prior to setting up the payment arrangement.

Users may edit the **Amounts** field to reflect the agreed upon payments. The other amounts will recalculate.

Click the **Save** icon.

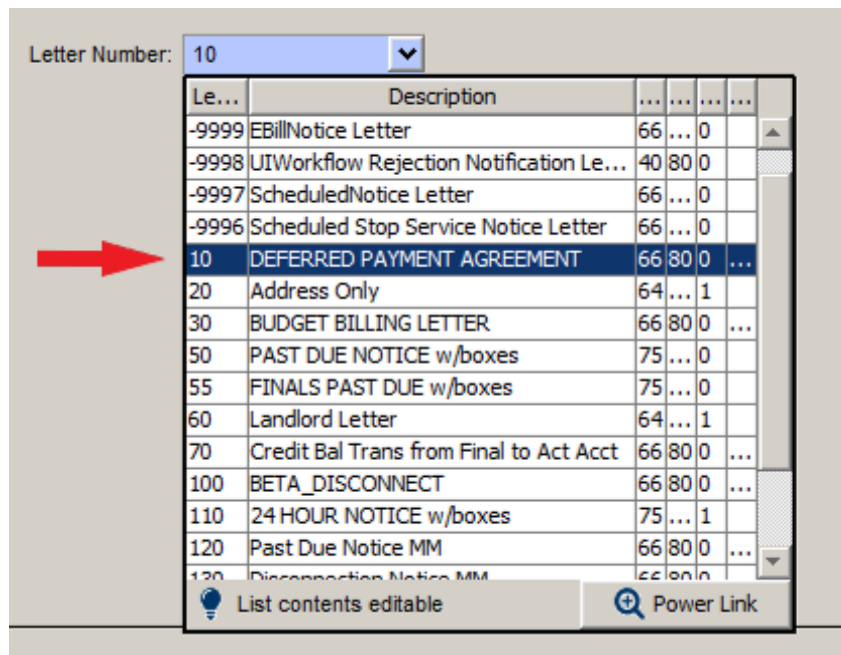
Arrangement Details (BROWSE)						
	Due Date	Amount	Applied	Balance	Jour Code	Jour No
	2019-01-22	161.54	0.00	323.08		
	2019-01-29	80.77	0.00	323.08		
	2019-02-05	80.77	0.00	323.08		

Click the **Add Letter Process** tab.

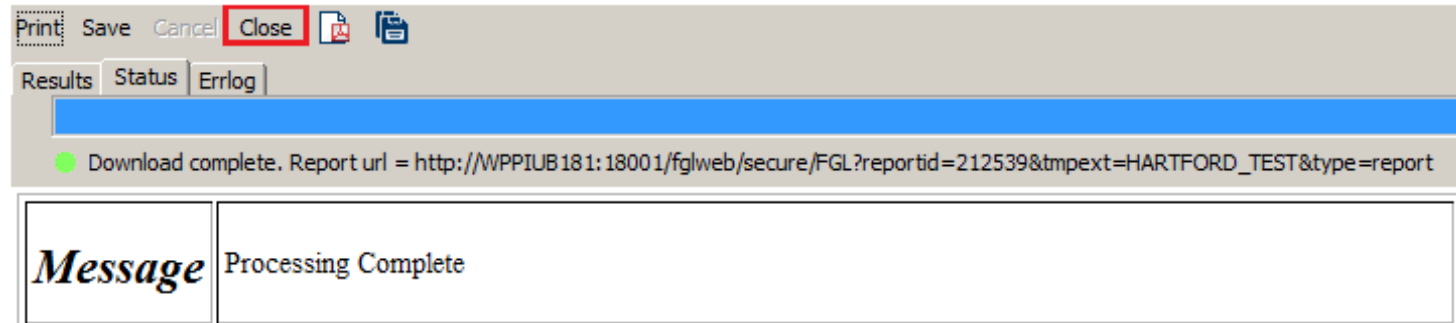
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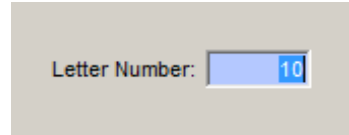
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Click the **Letter Print** tab.

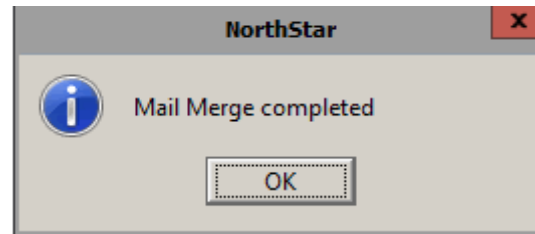


Click the **Edit** icon at the bottom right corner.

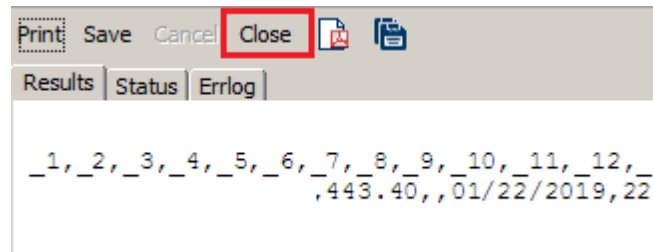
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