

NORTHSTAR METER READING/BILLING PROCESS CHECKLIST

This document outlines the recommended steps for billing using NorthStar.

Benefits of Using NorthStar Billing Process

Using a standard billing process each month will help the utility to maintain integrity of data and accuracy of utility bills. The Checklist provided will help ensure the standard billing process in these areas:

- Obtaining reads
- Verifying data
- Applying rates
- Calculating bills
- PCAC updates
- Reviewing bills
- Bill print
- Posting
- Reports

Pre-Billing Checklist

Each of these steps is critical. You can begin some of these steps well before the day you want to run your bills. Be sure you are considering these issues throughout the billing cycle so that you are prepared on billing day.

- 1 Clear Readings from Previous Cycle
 - Check Meter Reading Entry or Reading Control
 - Confirm everything from previous billing period has been processed
 - Delete all entries
- 2 Check Billing Journals / Check for Final Bills
 - Make sure there are no open batches for that cycle in Billing Journal
- 3 Rate Changes
 - Confirm all rate changes since previous billing cycle have been entered into NorthStar
 - Verify effective date matches first day of new billing cycle (if applicable)
 - Update streetlights Hours of Operation Table if necessary
- 4 Cross Apply
 - Run Cross Apply prior to billing
- 5 Late Payment Journal
 - Verify the LP Journal was run and posted the day after the due date
 - If LP runs via Automation Platform, confirm that all batches have been posted prior to billing
- 6 Cash and Outstanding Journals
 - Verify all Cash and any outstanding Journals have been posted
- 7 AMI Meters: Check EnergyIP for any outstanding VEE Issues
 - Meter Data Operations → VEE Issues tab → Search button
 - Make sure all VEE Service Requests are resolved & closed before running Billing Requests
- 8 Meter Exchanges
 - Verify all Meter Exchanges/Installs are completed

Meter Reading Checklist

The order of these steps is critical EXCEPT you can run Export File Translation before OR after the AMI reading process.

- 1 Load routes
 - Meter Reading → Reading Load (metered services only)
Load E, W, and S services
- 2 Handheld import
 - Meter Reading → Import File Creation
 - Always check “Exclude AMI” and always run this before beginning AMI reading
- 3 Handheld export
 - Meter Reading → Export File Translation
- 4 Begin AMI reading
 - Meter Reading → MDMR Programs → Run Billing Request
- 5 Monitor EnergyIP for billing requests
 - Meter Data Operations → Billing Requests → expand “More Fields”
 - Read End Time: end date of current billing period
 - Request Status: READ_WAIT
 - Hit “Search” button
 - Troubleshoot all billing requests that get stuck in READ_WAIT
- 6 Complete AMI reading
 - Meter Reading → MDMR Programs → Run Billing Request (responses auto-return)
- 7 Reading verification
 - Meter Reading → Reading Entry Verification (run report)
 - In Meter Reading, complete searches for 1 and 0 for each verification test you run
 - Search using Advanced Finds for any usage greater than XXX amount (kwh or Water)
 - Search using Advanced Finds for all Status greater than 4
 - Review Status = 4 for missing reads
- 8 Transfer to billing
 - Meter Reading → Reading Transfer to Billing

Batches and Routes

If you are combining routes in billing, note the Batch# and Routes:

BATCH	_____	ROUTES	_____
BATCH	_____	ROUTES	_____
BATCH	_____	ROUTES	_____
BATCH	_____	ROUTES	_____

Billing Checklist

Run these procedures for each batch.

- 1 Check Error Logs in Billing Journal
 - Billing Journal → Error Log
 - Billing Load for Non-Metered Services
 - Journals → Billing Preparation → Billing Load
(Pulls from the account & looks for services not yet loaded to the Billing Journal)
 - Verify read date matches Meter Reading
 - Run Reading Verification in Billing Journal
 - Check for:
 - Credit Balances
 - Rollovers
 - Estimations
 - No Bills
 - Final Bills (Meter Reading Verification process for removed meters that were not in Meter Reading)
- 2 Calculation
 - Billing Journal → Calculate
- 3 Verification Listing
 - Billing Journal → Verification Listing → Check Dollar Variance
 - Correct accounts in the list as appropriate
 - Re-run Calculation for corrected entries
 - Re-run Verification Listing → Check Dollar Variance with 200 in dollar variance field
- 4 Re-Run Verification Listing
 - Billing Journal → Verification Listing → Open Search
 - Check for any accounts that have gone to suspense
 - Re-run Calculation for corrected entries
 - Re-run Verification listing → Open Search
- 5 Run Journal Statistics
 - Billing Journal → Journal Statistics
 - Profile = Electric Usage
 - Report by = choose Category *OR* Bill Code
 - Report Level = Statistic Code
 - Summary By = Category/Bill Code
 - Review number of bills and total dollars
 - Review total consumption is in line with history

- 6 Calculate New PCAC
 - Setups → Setups → Electric → Rates → Electric Rate Adjustments
 - Just-like, enter new effective date, enter new PCAC rate (verify the latest record is updated)
- 7 Final Calculation
 - Billing Journal → Calculate → Confirm bill date and due date
 - Re-run Verification Listing → Save/Print the last page as a quality check with InfoSend’s verification report

Bill Print and Review

Follow these steps when you are ready to print bills.

- 1 Bill Print
 - Billing Journal → Bill Print → In-house or Flat file
 - Upload Flat File to InfoSend (if applicable)
 - Review InfoSend Process Summary Report file (first page of sample file) for:
 - Number of bills
 - Total \$ billed
 - Review InfoSend bills for each class of customer
 - Review PCAC to ensure it is correct
 - Review Budget and ACH customers and coupon is correct
 - Review the Coupon for accuracy
 - Review Late Payment calculations for accuracy
 - Review Streetlight accounts for number of lights and rate
 - Review Solar accounts
- 2 Approve InfoSend samples after reviewing the samples file
- 3 Wait for the InfoSend Confirmation Email

Journal Print and Post

Follow these steps when you are ready to Journal Print and Post the batch.

- 1 Journal Print
 - Billing Journal → Journal Print
 - Look for anything posting to suspense
 - Save to shared folder or print/store per utility protocol
- 2 Post
 - Billing Journal → Post
 - Posting will update MyAccount for customers that have e-billing
 - Run the Unbilled Accounts Listing Report out of NorthStar (Reports module)