



RATE CHANGE FLOW CHART ADDENDUM

Q&A and SAMPLES

Q1

How do I know the number of Meter Positions needed for a rate?

The number of Meter Positions needed should reflect what is required by your tariff for billing. For example, if an account is moving to a rate class where On-Peak and Off-Peak energy is billed at different rates and the Demand charge is based on the Max On-Peak Demand, then you will need 4 Meter Positions to properly bill the customer (ON KWH, OF KWH, ON DEM, OF DEM). If the current customer already has 4 meter positions but is moving to rate class that only requires 2 meter positions for billing, it is recommended to leave the account with 4 positions.

Q2

For the Billable Flag in Electric Meter Positions, how do I know when to use a “Y” or a “N”?

The Billable flag position should reflect the wording in your tariff. The Billable flag set to “Y” is telling NorthStar to bill the usage associated with that Time Band. The Billable flag set to “N” is telling NorthStar to not bill the usage associated with that Time Band. The billable flag for each KWH Time Band should always be set in the “Y” position. The most common mistake when setting the Billable flags, is leaving the OF DEM Time Band set to “Y”, when the new rate class only bills the Demand Charge based off the Max On-Peak Demand. Please see example below, of a demand charge that is based on the On-Peak Demand.

Demand Charge: \$11.50 per kW of on-peak billed demand.

Q3

Why would I need to send support ticket to CIS-MDM Support to make Meter Position changes?

If certain criteria are met, we can use our meter point change tool to essentially do an uninstall/reinstall, with the correct meter positions needed for the new rate. The main benefit of using the meter point change tool is historical data will not be lost for the customer’s MyAccount. If the meter point change tool is not used, the customer’s historical data will not show up on their MyAccount. Accounts that recently changed rate classes might be more likely to check their MyAccount, to see how the new rate is affecting their bill.

Q+ When should I be making any rate changes?

Ideally, any rate changes should be completed before the next billing period. If you identify any account that is overdue for a rate change, a bill correction can be completed to properly bill the customer under their appropriate rate. A support ticket can be submitted to help build a bill correction.

Q++ Can I make rate changes if meter is already in Meter Reading?

No, any changes you make with the account in meter reading will NOT be reflected on the customer's next bill. The account will need to be removed from meter reading before the appropriate rate changes are made. Once this is completed, the account may be loaded back into meter reading. This will ensure the new rate will be used to calculate customer's bill.

S1 Electric Meter Positions Table

Update Bill Code for each active meter position to reflect new rate.

Account Management View (BROWSE) **ACTIVE**

Quick Info Account Details

Account Info

Account: 145 22 Active:

Name: WONKA INDUSTRIES

Customer: 145

Service Address

House #: 145 Mod: Street: COCOA DR Apt:

Region: City: ANYTOWN State: WI

Home: Bus: Zip: 53123

Ready

Service Summary (FIND) Electric Meter Positions (BROWSE)

8 of 8

Electric Meter Maintenance Just-like

Browse Record Details

Position	Status	Meter	Type	Billable	Bill Code	Time Band	Location	Chk	Ded	Last Reading
5	A	01E10145	1	Y	CP-1	ON KWH		N	N	164624
6	A	01E10145	1	Y	CP-10F	OF KWH		N	N	69854
7	A	01E10145	2	Y	CP-1	ON DEM		N	N	116
8	A	01E10145	2	N	CP-10F	OF DEM		N	N	116
5	I	01E10145	1	Y	GS1-3F	OF KWH		N		0
6	I	01E10145	1	Y	GS1-3	ON KWH		N		0
7	I	01E10145	2	Y	GS1-3	ON DEM		N		0
8	I	01E10145	2	N	GS1-3F	OF DEM		N		0

S2 Electric Meter Positions Table

Update the Billable Flag to either “Y” or “N” for each active meter position.

Language should reflect language used in Utilities’ Tariff.

Account Management View (BROWSE) ACTIVE

1 of 1

Quick Info Account Details

Account Info

Account: 145 22 Active:

Name: WONKA INDUSTRIES

Customer: 145

Service Address

House #: 145 Mod: Street: COCOA DR Apt:

Region: City: ANYTOWN State: WI

Home: Bus: Zip: 53123

Ready

Service Summary (BROWSE) Electric Meter Positions (BROWSE)

8 of 8

Electric Meter Maintenance Just-like

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6	A	01E10145	1	Y	CP-10F	OF KWH		N	N	69854
7	A	01E10145	2	Y	CP-1	ON DEM		N	N	116
8	A	01E10145	2	N	CP-10F	OF DEM		N	N	116
5	I	01E10145	1	Y	GS1-3F	OF KWH		N		0
6	I	01E10145	1	Y	GS1-3	ON KWH		N		0
7	I	01E10145	2	Y	GS1-3	ON DEM		N		0
8	I	01E10145	2	N	GS1-3F	OF DEM		N		0

S3 Service Details Table

Electric Service: Update the Bill Code & Category to reflect the new rate.

Account Management View (BROWSE) ACTIVE

Quick Info Account Details

Account Info

Account: 145 22 Active:

Name: WONKA INDUSTRIES

Customer: 145

Service Address

House #: 145 Mod: Street: COCOA DR Apt:

Region: City: ANYTOWN State: WI

Home: Bus: Zip: 53123

Ready

Service Summary (BROWSE) Service Details (BROWSE)

Main Detail Balances / Aging Screen Audit

Billing Information

	Total	Current	Overdue	Interest	Late Charge
ELECTRIC	0.00	0.00	0.00	0.00	0.00
	0.00	0.00	0.00	0.00	0.00

Main Additional

Service Information

Service: E ELECTRIC

Location: I In City

Category: 30 SMALL POWER

Bill code: CP-1 SMALL POWER ON-PEAK

Bill period: 1 MONTHLY

NAIC code: 1 Default

No units: 1

Start: 2017-05-02

Final:

Final pend:

Inactive from:

Inactive to:

Disconnect

Code: N

Reason: No

Date: 1899-12-30

Reconnect:

Exemptions

Late pay: N

Interest: N

Estimate: N

Disconnect:

Reason:

Taxes: N

Reason:

Notices

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

Deposits

On file:	0.00
Required:	0.00
To collect:	0.00

Readings

Last read: 2021-02-01

Last billed: 2021-02-01

Amount: 1641.99

Last payment: 2021-03-04

Amount: 3289.18

Due date: 2021-02-22

S4 Service Details Table

Public Benefits (CTC) Service: Update the Bill Code & Category to reflect new rate.

Account Management View (BROWSE) ACTIVE

1 of 1

Quick Info Account Details

Account Info

Account: 145 22 Active:

Name: WONKA INDUSTRIES

Customer: 145

Service Address

House #: 145 Mod: Street: COCOA DR Apt:

Region: City: ANYTOWN State: WI

Home: Bus: Zip: 53123

Ready

Service Summary (BROWSE) Service Details (BROWSE)

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Main Detail Balances / Aging Screen Audit

Billing Information

	Total	Current	Overdue	Interest	Late Charge
PUBLIC BENEFITS	0.00	0.00	0.00	0.00	0.00
	0.00	0.00	0.00	0.00	0.00

Main Additional

Service Information

Service: P PUBLIC BENEFITS

Location: I In City

Category: 30 SMALL POWER

Bill code: PB1EC CP1 ENERGY CONSERVATION

Bill period: 1 MONTHLY

NAIC code: 0 (Default value)

No units: 1

Start: 2017-05-02

Final:

Final pend:

Inactive from:

Inactive to:

Disconnect

Code: N

Reason: No

Date:

Reconnect:

Exemptions

Late pay: N

Interest: N

Estimate: N

Disconnect:

Reason:

Taxes: N

Reason:

Notices

1 2 3

Current: Y S N

Prior: S S S

Deposits

On file: 0.00

Required: 0.00

To collect: 0.00

Readings

Last read: 2021-02-01

Last billed: 2021-02-01

Amount: 7.00

Last payment: 2021-03-04

Amount: 14.14

Due date: 2021-02-22