

The purpose of the Retail Billing Service is to increase member utility billing accuracy through critical billing checks and preparation of retail bills. The service may be utilized on a permanent or temporary basis. This joint action approach to billing is intended to allow member staff to focus on customer service interaction, reduce overall cost of issuing bills, accommodate increasingly complex rate structures and improve accuracy of bills.

Overview

There are three options available to Members for the Retail Billing Service:

Option 1: Large/Industrial Power Billing

WPPI will prepare retail bills for only large/industrial customers (includes electric, water, sewer and all other services).

Option 2: Comprehensive Billing Service

WPPI will prepare retail bills for all retail customers (includes electric, water, sewer and all other services).

Option 3: Temporary Billing Service

WPPI will prepare retail bills for all customers on a temporary basis. This service will be provided on a first-come, first-serve basis with a maximum of 3 members on the service at any time. A participating member is required to be on the service a minimum of 3 months.

Eligibility

Eligibility for retail billing services consists of the utility using:

- NorthStar Customer Information System (CIS)
- Advanced metering infrastructure (AMI) for both electric and water
- WPPI Meter Data Management (MDM) system for both electric and water (EIP8), CIS/MDM integration and InfoSend service.
- Billing all customers on the same day is recommended
- Participation in the tariff compliance report service (part of the Utility Billing and Customer Information Software – NorthStar service) is a requirement.
- For options 1 and 2 only, WPPI validation of MDM service requests (part of the Meter Data Collection & Management service) is a requirement.

Service Details

Option 1 – Large/Industrial Power Billing:

Option 1 - Large/Industrial Power Billing includes the production of bills for large/industrial customers using NorthStar, including any security lighting, water, sewer and other charges, on the required schedule to maintain adequate cash flow for the member utility. The billing data will be sent to InfoSend on behalf of the member utility to print and mail the bills.

Options 2 & 3 – Comprehensive Billing Service or Temporary Billing Service:

Option 2 & 3 Comprehensive Billing Service or Temporary Billing Service both include bill production for all customers using NorthStar, including any security lighting, water, sewer and other charges, on the required schedule to maintain adequate cash flow for the member utility. The billing data will be sent to InfoSend on behalf of the member utility to print and mail the bills. The service also includes calculation of the PCAC and PCAC2 and coordination of getting that data into NorthStar each month. In turn, staff will also provide this information as applicable and necessary on the Public Service Commission of Wisconsin (PSCW) website on behalf of participating Wisconsin members.

All Options Include:

- Assurance that customer (Option 1: large/industrial customers only, Option 2 & 3: all customers) bills include all ancillary charges/payments. Examples include: renewable energy, shared savings loan, etc.
- Communication with member staff, and/or WPPI metering staff about any meter errors, billing errors or changes needed.
- Calculation of bill corrections and updated bill production. (Member staff to interact with customer on the adjustment.)
- Assistance with PSC billing audit questions that relate to tasks completed by WPPI.

Retail Billing Services

- Adherence to member retail rate tariffs, procedure manuals and, in the case of Wisconsin Members, to the PSC Administrative Code.
- Assurance of up-to-date rate information, including PCAC adjustments, is in NorthStar for all customers based on properly authorized rates from the PSCW for Wisconsin members and from the municipal's governing board for Iowa and Michigan Members.

Member Involvement

Option 1: Large/Industrial Power Billing

Members participating in Option 1 are responsible for non-large/industrial billing, including residential, general service, small power, street light, athletic field billing and security lighting not associated with large/industrial customers and not specifically mentioned under service details, including but not limited to:

- Perform billing checks (if any exist) to ensure any customers not billed by WPPI are being billed accurately.
- Create the bills for any customers not billed by WPPI or any services not billed by WPPI (e.g. sewer, garbage, etc.).

Send information to InfoSend (for customers or services not billed by WPPI) to print and mail the bills.

Options 1, 2 & 3 – Large/Industrial Power Billing, Comprehensive Billing or Temporary Billing Service

In all options, member staff is responsible for keeping customer information and billing information up-to-date in NorthStar for all customers including but not limited to:

- Customer changes (moves, starts, terminations, disconnects, meter changes, etc.)
- Accurate security lights associated with Gs and Cp customers
- Voltage and delivery of service discounts
- Tax rate and Tax exempt status
- Payment status
- Late payment fees
- Customer load information
- Renewable energy purchases
- Solar buy-back
- Shared savings
- Coincident billing status
- Any other charges/payments

Participating members are also responsible for:

- Receiving customer payments for all customers and keeping accurate payment and accounting records.
- Collections, negotiating resulting payment plans, and any subsequent disconnects required for any customer.
- All items required to meter, bill, and collect from retail customers, unless specifically assigned.
- Keeping customer changes/updates for water, sewer, cable, gas or other utility/city service billing associated with all customers up to date in NorthStar.
- Application of all embedded cost credits.
- Any and all direct communication with each customer (Note: member staff may delegate certain responsibilities as agreed upon between WPPI and the Member to the WPPI ESR)

Cost

Options	Startup fee	Cost
Option 1: Large/Industrial Power Billing	\$135	\$135 per month
Option 2: Comprehensive Billing Service	\$200	\$200 per month per billing cycle + \$0.01 per meter per month
Option 3: Temporary Billing Service	\$200 (each time service is used)	\$200 per month per billing cycle + \$0.01 per meter per month

CONTACT



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