



CIS & Billing

Utilit-e Connect is an all-encompassing customer information system (CIS) and billing application capable of accommodating the needs of large and small utilities. **Connect** provides the capability to bill for myriad services including electric, water, sewer, propane, long-distance telephone, fiber, internet, cable, trash and security lights. **Connect** is comprised of a suite of modules that include:



Batch Processor is designed to automate processes and reports without user intervention. **Batch Processor** helps each utility by enabling reports and processes

ranging from daily balancing reports, billing processes and month end close to execute during off hours. The **Batch Processor** frees up system resources during peak operations where processes can be run after hours or during low use optimizing system resources.



Billing provides for the capability to bill for myriad services including electric, water, sewer, fiber, trash, security lights, and more. **Connect**

facilitates generating one statement for a customer for any combination of services the account may bill at one or many locations. The flexible rate structure setup facilitates a multitude of different methods that calculates charges. The billing engine can accept reading and billing determinant information from a variety of sources including manual data entry, flat file imports, AMI systems and MDM systems.



Cashiering module manages the receipt of customer payments to the utility. Payments can originate from walk-ins, drive through, drop

box, mail, and remittance processors creating payment batches. The **Cashiering** system creates groups of payment batches and are posted by deposit ticket. Thus, the audit trail from the posting group, deposit ticket, **Cash Manager (CM)**, and **General Ledger (GL)** entries are all driven by the originating batch group. **Cashiering** reduces the effort of managing customer payments and creating the daily deposit.



Customer Service module facilitates customer account management. In addition to viewing account information, accounts

are created and maintained within this module. The inquiry is comprised of over fifty different screens of information designed to present data as needed for various job functions. Examples of these include base account information, name and address of all applicants, location and services, usage and billing, receivable balances and delinquency, service orders and much more. With the **Customer Service** module, helping and managing the customer is only a few clicks away.



Credit & Collections during the billing process, the utility creates in advance all dates associated with the billing cycle. This includes

ACH process dates, due date, delinquent date, door hanger or special notices, and finally disconnect date. As customers move through these periods, **Connect** monitors the status of accounts and creates the associated notices and events. Customer service representatives can manage the status of accounts by creating extensions, payment arrangements and creating service orders to contact accounts. Each account has a detailed history of events and notices which ultimately create the account credit rating.



PCS **Connect** has a powerful database structure containing a complete inventory of utility locations and services. Services can

include a multitude of meters (electric, water, gas), fixed based services such as lights, internet, fiber, phone and entertainment. Services are attached to locations; services are also connected to applicants better known as customers. A customer can be responsible for one or many services at many locations. Locations can even be associated with transformers. These records and relationships are all managed by the system tracking which services are connected to locations, and which customers are billed for those services. Each service and location can have their own GPS coordinates allowing for immediate identification where they are located.



Integrated Messaging empowers the utility to communicate with customers and employees based on predefined events. PCS

has incorporated over thirty events for post-pay and pre-pay customers. Examples of events include notifying customers when bill is available, payment has posted, or balance is due. PCS has continued to add events and recently incorporated **IM** to include messages to employees based on workflow, payments on disconnected accounts and more. Notifications can be sent via email and SMS text. Customers even have the ability to subscribe to an event by calling customer service or logging into the customer portal.



Prepay is a state-of-the-art customer billing service allowing the customer to pay when they want, in the amounts they determine. With

Prepay, the customer does not receive a paper bill. Energy usage is calculated daily, then deducted from the payment balance on the account. **Prepay** is unique and different from a traditional billing account because you never pay a late fee, disconnect fee, reconnect fee or pay a deposit. The PCS system is different from other pay-as-you-go services because the program is seamlessly integrated into the PCS' **Connect** billing application. There is no special reconciling or payment processes.



Service Orders module is designed to manage work to be completed by employees. The core of **SO** is comprised of integrated orders such as read-in, read-out,

disconnect for nonpayment, reconnect, and meter change orders. **Service Orders** may be generated either automatically by the system or manually by employees. **SO** is also made up of General Service Orders providing flexible user defined orders like high bill complaints and tree trimming requests. Both type of orders can be scheduled to work on a specific date and time and routed to an employee, a crew or dispatch. Once created, service orders can be printed or integrated with the new **Mobile Service Order** module.



Statement Generation provides flexibility for in printing in-house and data output for printing with a third-party. The standard **Connect**

statement generated includes data elements such as rate code, previous and current reading, current and historical usage, number of days of service, amount due, total payments received since last statement, adjustments, due date, total by service address, and a breakdown of past due charges. In addition, messages can be printed on the statement as an overall company message, for a specific rate or revenue code, based on age of balance, budget customers or inactive accounts. Data shared with a third-party provides the freedom flexibility for the utility to design statement output with the third-party.



Professional
Computer
Solutions



Professional Computer Solutions, LLC
3710 Timberline Drive . PO Box 70 . Denison, IA 51442
888.843.3106 . info@pcs-csa.com . www.pcs-csa.com