# VALLEY ENERGY




# MANUAL

# Table of Contents


1 Opening Office/Closing Office Procedures, iVUE sign on
NISC Community Home Page, Basic Screen Functions,
iVUE Shortcut Keys, Customer Care & Billing support,
How to Customize your iVUE Navigation and work with columns,
How to submit, print and manage jobs, iVUE Tips 'n Tricks,
Natural Gas Terms Glossary

2 Application for New Service Installation,
Application for New Customer/Applicant
Credit Checks, Deposits, Landlord program,
Paperclip

3 **Service Orders:**
New Service, Turn On, Disconnect, Transfer, Miscellaneous
Service Dispatch Codes, Daily Log and Paperwork

4 **Billing:**
Meter Reading – Elster & ITRON uploading and downloading
Customer Billing, Penalty Fees, Budget Billing,
Refund/Transfer Process, Non-Utility Billing

5 **Payments:**
Batch Payments – Mail, Cash Register, ISF returns,
(EFT) Bank Draft Set-Up, E-bill payments

6 Delinquent Notices, Dollar Energy Fund,
LIHEAP/HEAP Programs, Organizations List of Available Assistance
Final Bill Letters & Write-off Process

7 **Reports:**
Month End/Year End Process
Custom Reports – Emergency List,

8 **PUC Reports:**
Monthly, Quarterly & Annual Reports

9 Valley Energy's Policy and Procedures
Pennsylvania Public Utilities Commission – Chapter 56
New York Energy Fair Practice

# Section 1

## Opening Office

## Closing Office

## NISC iVUE sign on

## NISC Community Home Page

## Basic Screen Functions

- Accounts Receivable Screen
- Consumption History Screen
- Transaction History Screen
- Notes Screen
- Billing History Screen
- Customer Screen
- Deposit Screen
- Service Location Screen
- Service Agreements Screen
- Electronic Funds Transfer Screen

## iVUE Shortcuts

## Customer Care & Billing Support

## How to customize your iVUE Navigation

## How to move, remove, insert, sort and search columns

## How to submit, print and manage jobs (See Section 6 more detail)

## iVUE Tips 'n Tricks

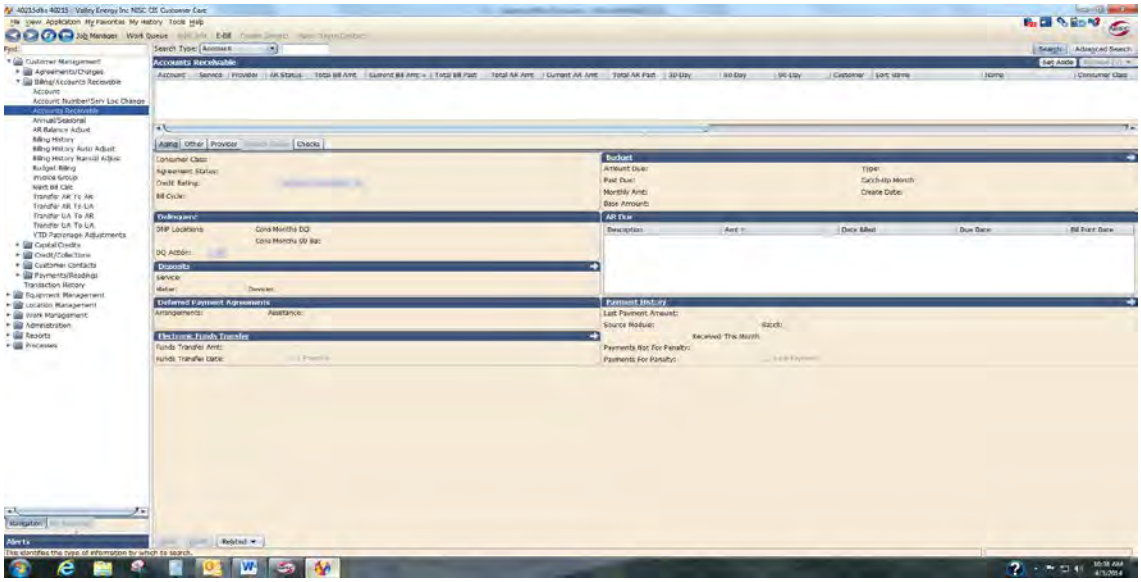
## Natural Gas – Glossary of Terms

# Opening Office

Office hours are Monday-Friday 7:30 a.m.-4:30 p.m. Holidays are observed as outlined in C&T Policy #2-3.

## Opening Office:

- Turn on the office lights if not already on.
- Insure that the front door is unlocked. This is usually handled by the Customer Service Manager.
- You will need to retrieve payments from the drop box in the front storage room and post these payments with the mail batch. You will see how to do batch payments under the Payment Section.
- You will need to open the safe where you will retrieve the cash drawer for the day. Make sure to get the correct drawer out. The correct drawer is the top drawer located in the top right self in the safe. Place the drawer under the counter.
- Call the Wellsboro Call Center to take the phones over at or before 7:30 a.m.
  - At customer rep, Kathy McCutcheon's phone, press the arrow to page 2, press "Day Service."
  - Dial the Wellsboro Call Center number; (570) 724-1223 and let them know we are taking the phones back for the day.
- You will need to retrieve any after hour voice messages. This can only be done be using customer rep, Kathy McCutcheon's phone. Using page 1 on the phone check to see if "Night Message" button is lit. If so, put in the password 1234 and press "P" for play to retrieve after hours voice messages.
- Unlock the customer service file cabinet labeled "Applications for Service." The key can be found in the safe located in the drawer labeled "Customer Service Office Keys."
- Log on the computer at the front counter. User name and password can be found on a card taped behind the front counter computer screen.
  - Log in to the AR (account receivable) portion of iVUE – See example below:



**Closing Office:**

- At approximately 2:00 p.m., pull today's cash drawer and balance the drawer (see Payment Section on how to balance the drawer.)

- Once you have pulled the drawer, get the other drawer out of the safe to take any other payments for the rest of the day.

- At 4:30 p.m. turn the phones over to the Wellsboro Call Center.
  - At customer rep, Kathy McCutcheon's phone, press the arrow to page 2, press "Night Service."
  - Dial Valley Energy's number; (570) 888-9664 and let the call center rep know that you are turning the phones over to them.

- Put away all pending customer applications and completed work orders with attached applications in the customer service file cabinet. Lock the customer service file cabinet.

- Insure that the front door is locked. This is usually handled by the Customer Service Manager.

- Once the front door is locked, be sure to place the drawer on top of the other drawer in the safe and lock it.

- Turn off the office lights.

# iVUE sign on Screen

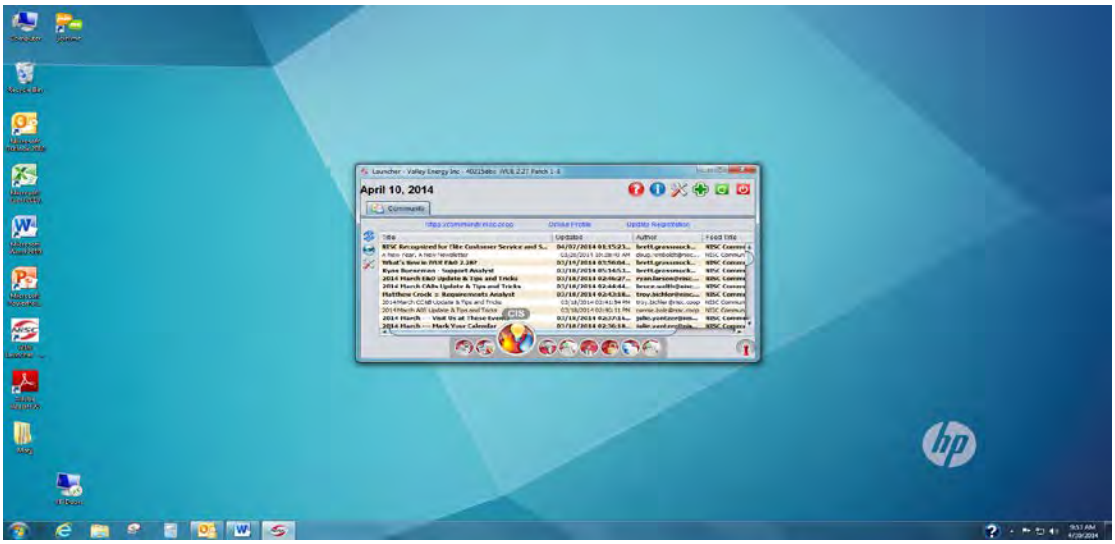



On this screen you will need to enter your user name and password.

The Company ID is 40215 – Valley Energy, Inc.

Click on the ok.

The screen below will be display.




From this screen you can select the CIS module or any module you have security to access. This can be done by moving your mouse over the module.

To have access to NISC community you will to register. Click on the **Community tab** to register for NISC Community. See the next page for instructions.

Once register by clicking on the blue hyperlink *http://community.nisc.coop* you will have access to NISC Community. Once in the NISC Community Home Page you will have access to many resources and training options to assist you.

For more on NISC community see Explore Your Home Page in this section.
For more on Pathways see Pathways Quick Start Guide in this section.

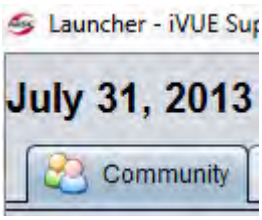
# NISC Community Registration

For iVUE Users

HowTo

## Option #1

1. Click the **Community tab** on your iVUE Launcher to access the NISC Community Registration page. If you do not have a Community tab on your iVUE launcher, please contact your System Administrator to enable the NISC Community and/or refer to the NISC Community System Administrator Quick Start Guide.




2. Enter a **password** for your NISC Community user account. Your password must be at least six characters and is case sensitive. **Confirm your password** by entering it again in the Confirm field. Click **Register** in the bottom right corner of the window.

3. The iVUE launcher will automatically open with the NISC Community tab in focus. To access the Community, click the http://community.nisc.coop link.

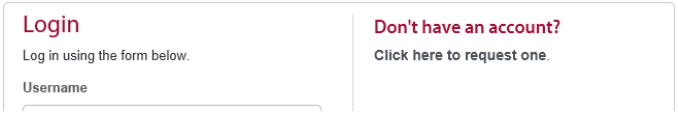



## Option #2

1. **Navigate** to the NISC Community login page in your web browser.

   http://community.nisc.coop/login.jspa

2. Select **Click here to request one** under **Don't have an account?**




**Please Note:**
You do not have to be in the iVUE launcher to access the NISC Community after you have registered.

You can access the NISC Community anytime by going to http://community.nisc.coop and entering your username and password.

# Explore Your Home Page

## In the NISC Community

HowTo

Clicking the Community logo will always bring you back to the home page.

Click your name for your Profile and personal settings.

The Spotlight Search available on every Community space searches the entire Community.

Drop down menus are available to help you navigate through the site.

You can Follow any Place in the Community. Following a Place means content will show up in one of your Streams.

Easy access to What You Can Do in the Community – including Visit My Streams and Edit My Email Preferences.

A Member is featured each month in Member Spotlight.

The Products & Solutions Index provides links to each NISC Solution – just one more way to navigate through the Community.

Meet a different NISC Employee each month in Meet the Experts.

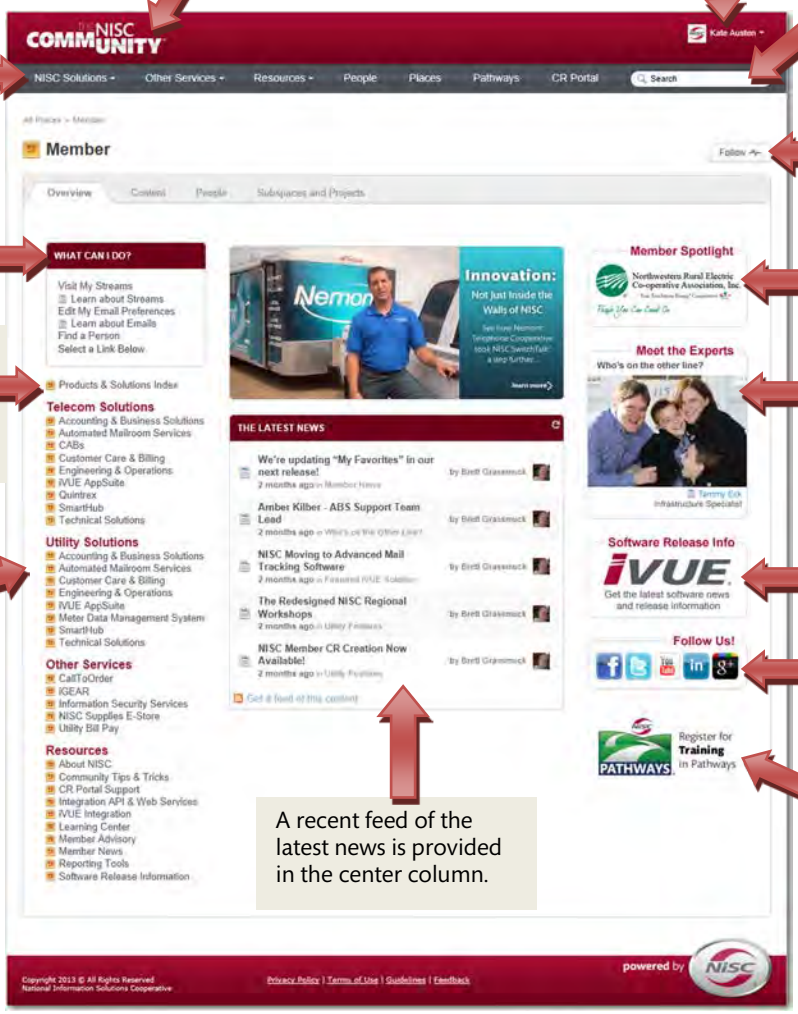
Community links are provided here - divided into categories for easy navigation.

This Software Release Info link is found throughout the Community for easy access to the latest release news.

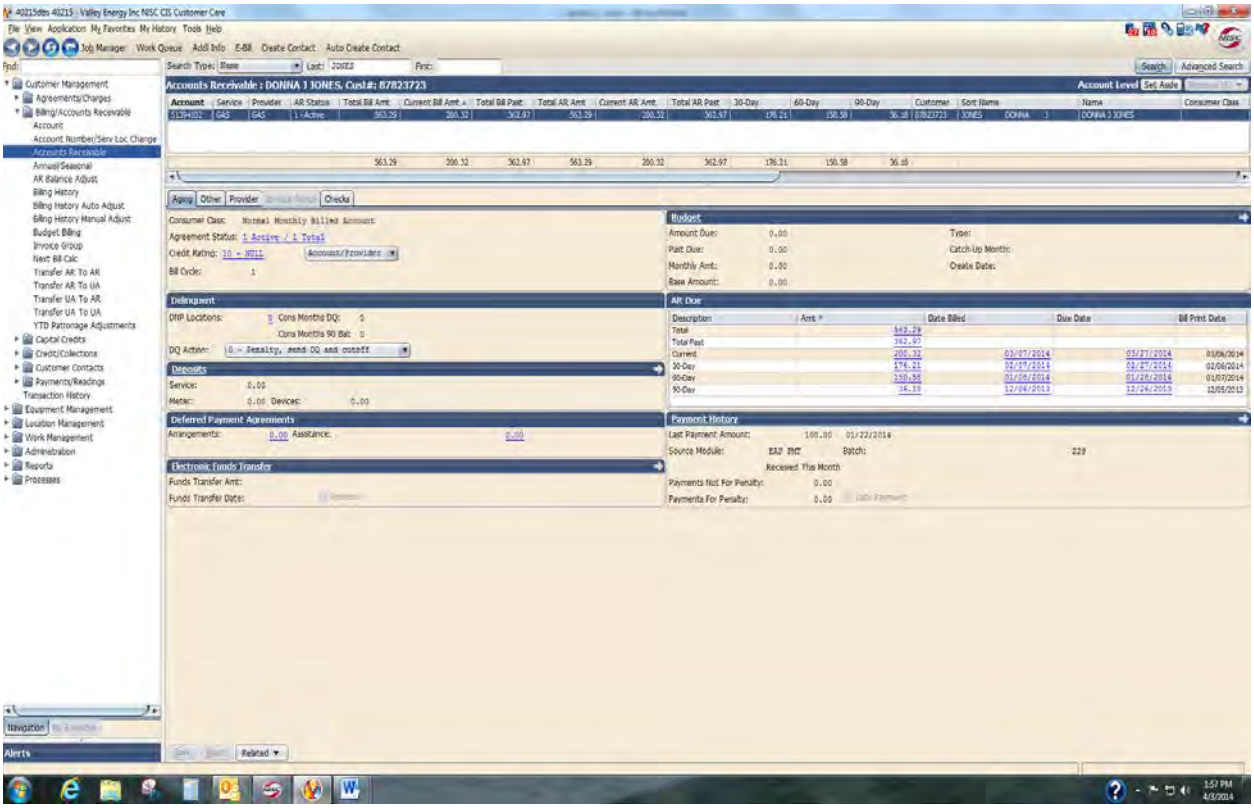
Follow NISC happenings through social media by clicking one of these options.

Pathways links are found throughout the Community, and on the menu bar at the top of each page.

A recent feed of the latest news is provided in the center column.



# Accounts Receivable Screen



## Purpose

The Accounts Receivable (AR) screen provides immediate navigation to many screens related to the specific account, allowing you to maintain the account's information and records. Many of the fields on the screen are for display purposes only. From the AR screen, you may update the DNP locations, penalty action, Hold AR, etc.

When you need to maintain additional information relevant to the AR that NISC had not designed, the Open Field(s) functionality allows user defined fields to track this information.

## Screen Overview

The AR screen provides an overview of the customer's account provider balances, as well as associated information pertinent to these balances. This screen is comprised of a summary table and the Aging, Other, Provider, Invoice Group, and Checks tabs. Additional information related to these tabs is described in subsequent sections.

**Note:** *You can consider the AR screen home base. You may want to access the menu bar and select My Favorites > Set Current Screen as Startup Screen (Ctrl + H) so the AR screen automatically displays when you log in.*

On the AR screen, the button set will vary according to the tab you select. The following is a list of tabs and buttons that display on the screen.
Aging tab - Save, Reset, and Related buttons display.
Other tab - Save, Reset and Related buttons display.
Provider - Save and Reset buttons display.
Invoice Group - Save, Reset, and Related buttons display.
Checks - No buttons. This area is display only.

# Pathways Quick Start Guide

HowTo

Pathways is available to you through your **NISC Community login**. For best results, log in to the NISC Community through **Internet Explorer** at **http://community/index.jspa**, and then click the **Pathways link** found in the top navigation of any Community screen.

## Find Training

There are several ways to locate training in Pathways.

### Home page direct links

Home page links include:

- **Weekly WebEx Sessions** & **Weekly WebEx Recordings** buttons
- **Rotating graphic** in center linking to highlighted training
- **Featured Training** links on the right of your screen

### Browse Training

Click the **Browse Training** button on the home page or choose **Browse Training** from the top navigation.

Filter your search with options provided in the left column of the Browse for Training page:

- Popular or Newest Training
- Subject (click to open child subjects)
- Date Range (for live training)
- Type

You can also use the drop down on the right to filter results:

- By Title
- By Most Recent
- By Duration
- By Popularity

### Global Search

Type key words into the **Search** field located in the upper right corner of any Pathways page. As you begin typing, results will appear in a drop down. Choose one of these, or hit enter for a more complete listing.

Clicking enter will take you to a Search screen with your Training Results.

Narrow results by clicking a **Training** type on the left.

You can also click **More search options** under the text box to refine your search by Title, Description, or Subject.

### Events Calendar

The **Events Calendar** is available from the Pathways top navigation. This calendar displays all live instructor led training events (including WebEx sessions).

Several filter options are available:

- Use the **Day**, **Week**, **Month**, and **Agenda** tabs to modify your view accordingly
- On the left, use the **Month** selector, **Filters** panel, and **Display Options** to narrow the view

"Hover" over a **Title** to see details, or click it to see a popup with more details and available **Actions**.

## Participate in Training

### Launch Online Classes

Launch Online Classes from wherever you see them, whether on your Transcript, or within Search results.

- When **Browsing** or **Searching** for training, click the **Launch** hyperlink to begin the training (The training item will automatically be added to your Transcript.)
- For online training already on your **Transcript** (either Active or Completed tab), click **Launch** under **Options** next to the Title.

### Register for Instructor Led Training Events

Events include scheduled Instructor Led Training Classes and live WebEx training.

1. Locate Events by clicking **Events Calendar** or **Browse Training** in the top navigation.
2. Click the **Title** of the Event.
3. Click **Request** for the session you choose to attend.
4. Your **Transcript** will appear with the Session registration listed on your Active tab.

### Withdraw from a Training Event

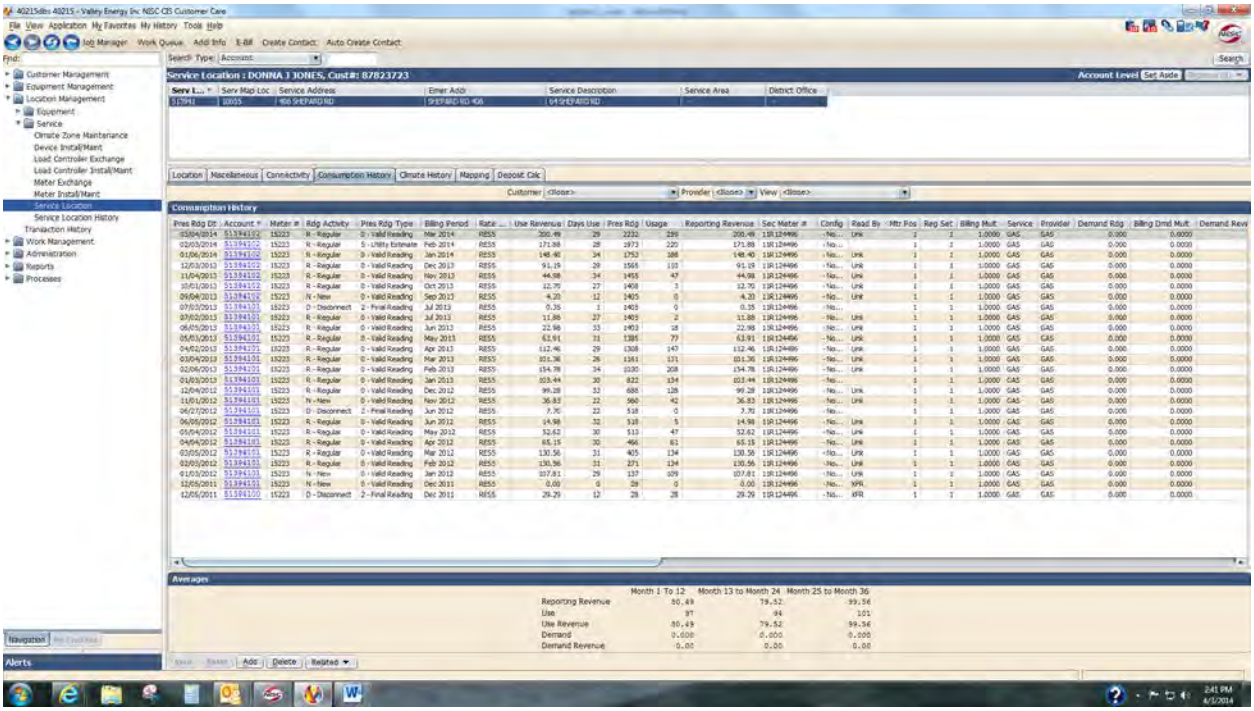
1. Click **Transcript** in the top navigation.
2. Click **Withdraw** under Options next to the Title.

### Launch a WebEx Session

1. Click **Transcript** in the top navigation.
2. Click **Launch** under Options next to the WebEx Title.

Your **Transcript** is a record of all of your Active and Completed training items.
Click **Transcript** in the top navigation to view.

# Consumption History Screen



**The easy way to get to this screen is enter CH in the FIND tab.**

## Purpose

The Consumption History tab is location based and shows billed consumption. It also shows billing period, rate billed, estimated or actual read.

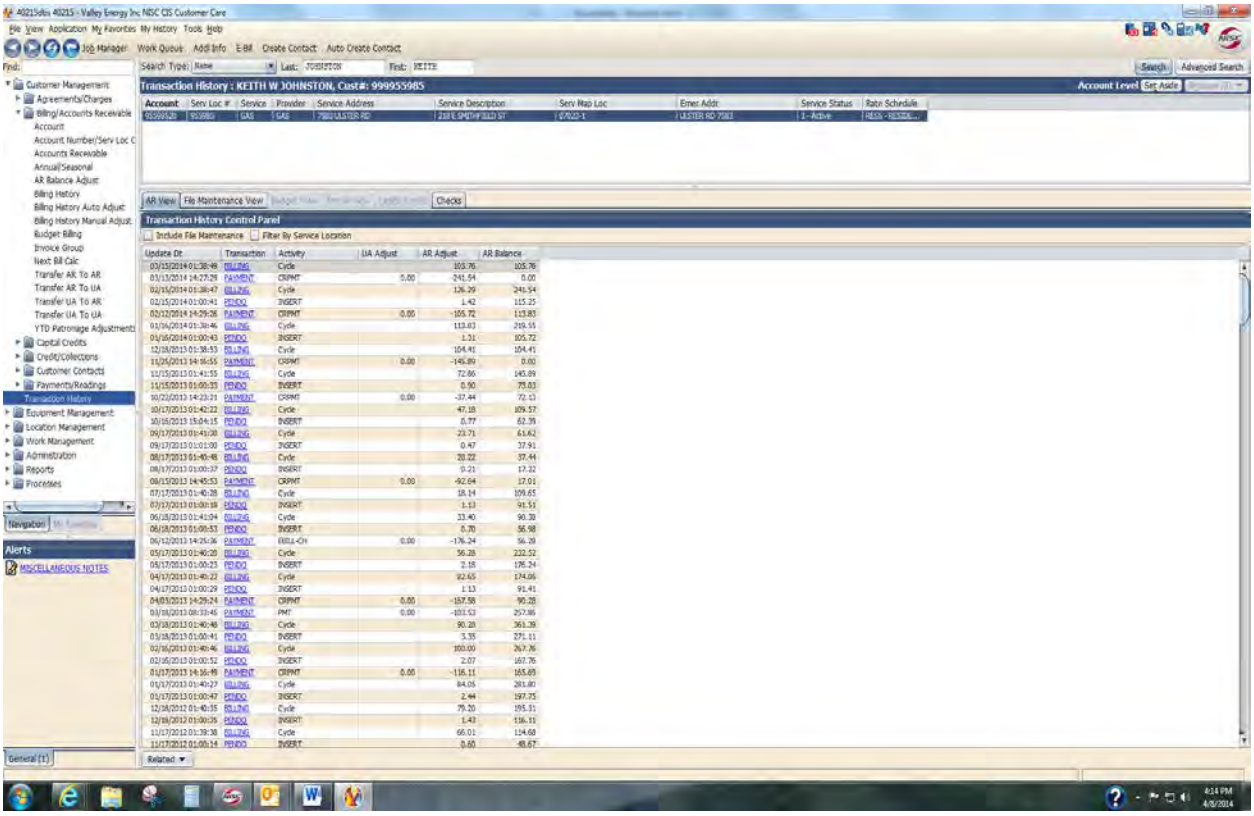
## Screen Overview

The Consumption History tab is location based and shows billed consumption. You have the ability to select several different filter options to determine the amount and kind of data that is displayed. You can filter by customer, provider, or viewing filters. All filters function as an "AND" condition. When Summary by Reading Date, Summary by Billing Date, or Summary by Meter Position is selected from the Viewing Filter field, Demand Reading and Present Reading columns are included in the table. When you select the Summary by Date filter from the Viewing Filter field, the data shows in descending sequence by date within the revenue yr. /mo. When Summary by Meter Position is selected from the Viewing Filter field, a drop-down list appears to the right of the field. From the drop-down list, you can select ALL or a single meter position number. If a single meter position is selected, then the averages located in the Averages frame will reflect only that meter position.

***At the bottom of the screen the reporting revenue amounts can be used to determine a monthly budget amount.***

**Note:** *This screen is useful when investigating high bill complaints. It allows you to review the account based on usage and whether any previous bills were estimated.*

# Transaction History Screen




## Purpose

The Transaction History screen allows you to view a chronological record of activities affecting a customer, account, agreement, location, equipment. It allows you to view all payments on the customer's account and all billings. It also gives you the current AR balance.

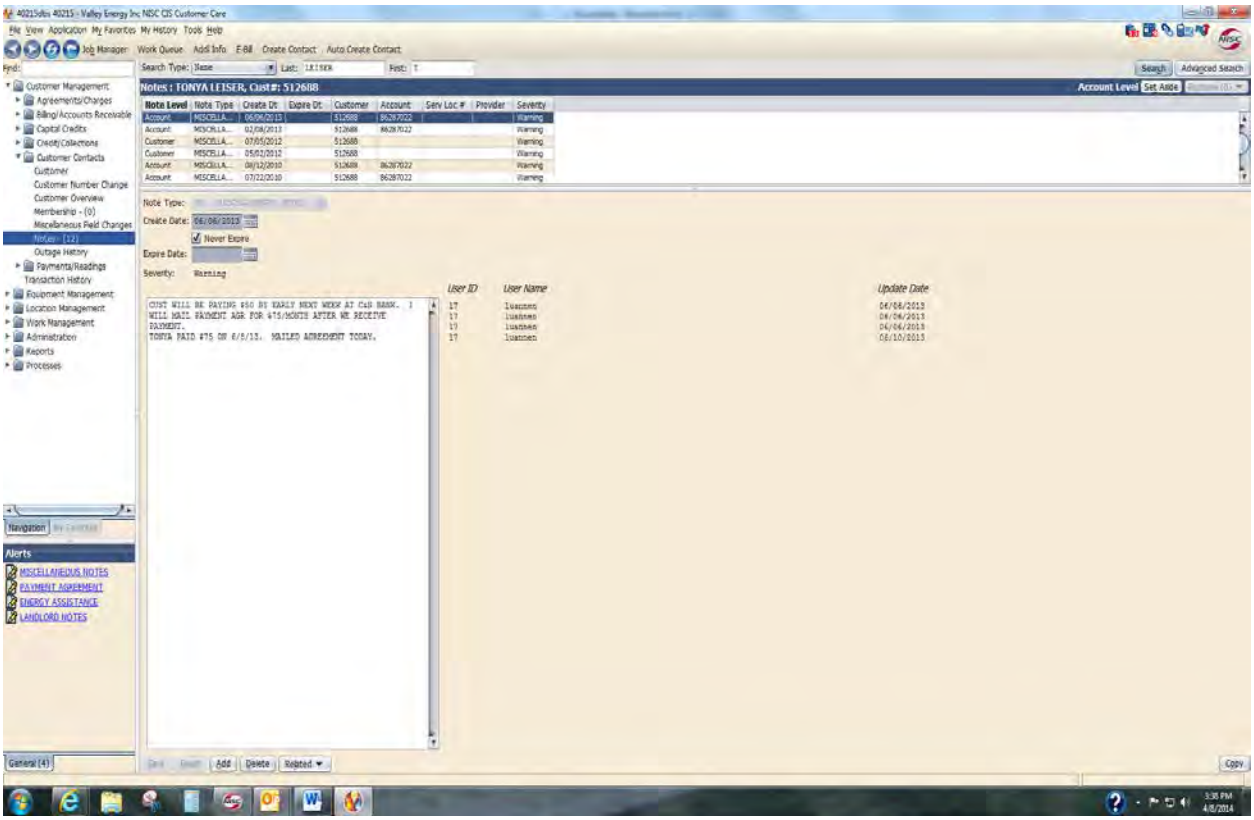
## Screen Overview

Available hyperlinks on this screen allow you to view detail information for a transaction, including the journal number assigned and the debit and credit GL aliases. Billing transactions, derived from history tables, are combined with transaction history information, and are sorted in chronological order.

The Transaction History screen consists of a summary table in the upper portion of the screen, and several tabs of detailed transaction information. The tabs include the following: AR View, File Maintenance View, Budget View, Annual View and Checks.

- The AR View tab contains the Transaction History Control Panel frame which lists all information related to accounts receivables.
- The File Maintenance View tab displays all data that is not related to AR in chronological order. You can view the AR information for the account by selecting (Yes) the Include AR Info field. Once this option is selected, the Element Name, Before, and After columns are no longer visible.

# Notes Screen




## Purpose

The Notes screen allows you to enter and keep track of all the notes for a customer, account, provider, agreement, or service location. It provides all account notes within this customers account. You will notice at the bottom left hand corner there are hyperlinks for the types of notes on this specific account.

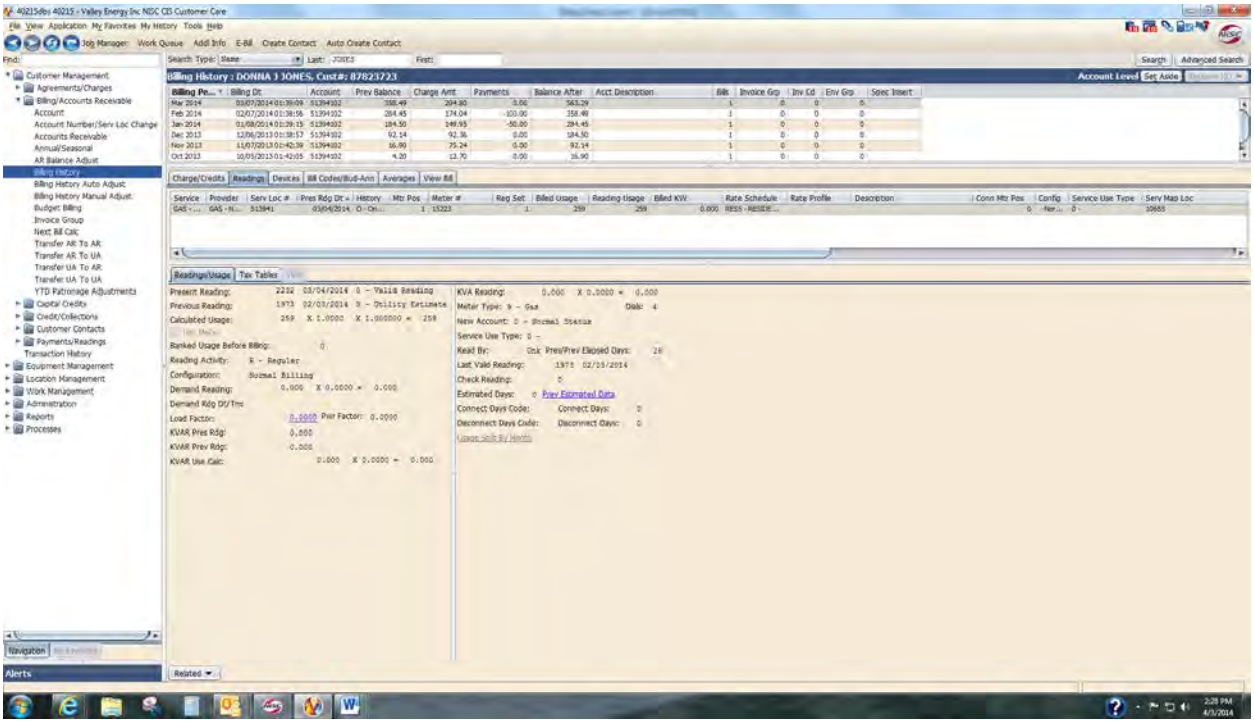
## Screen Overview

There are three major sections to the Notes screen. These sections are the summary table (or add panel when in add mode), the content area, and the details section.

- The summary table displays customer information after a search has been completed. The add panel allows key fields to be entered.
- The content area of the screen contains information related to the note.
- The details section of the screen is used to enter the text of the note. Up to 10,000 characters can be entered in this section. In addition to the note entry area, this area records the user identification and date the note is entered or edited.

**Note:** If a customer already has an account note which is their main account note information, do ***not*** create a new one. You will just add to the one that is already on the account. If you need to add an account because there is not account note, click add and click on the drop down box to add the account note type. All account notes will give a hyperlink to the left of the account.

# Billing History Screen



## Purpose

The purpose of the Billing History screen is to provide detailed information for questions pertaining to the account's billing. You may print a bill statement for the billing period selected, create a graph of usage or revenue, view the readings for the billing period selected, view the charges/credits, budget billing as is for the period selected, etc. This is an inquiry only screen. The system stores the information for each billing period. The utility chooses how many months of information to keep on file on the Provider Control screen located in CIS > Administration > General. The detailed information includes the charges, credits, readings, devices, bill print information, budget billing, annual, and (if available) an exact image of the customer's bill.

## Screen Overview

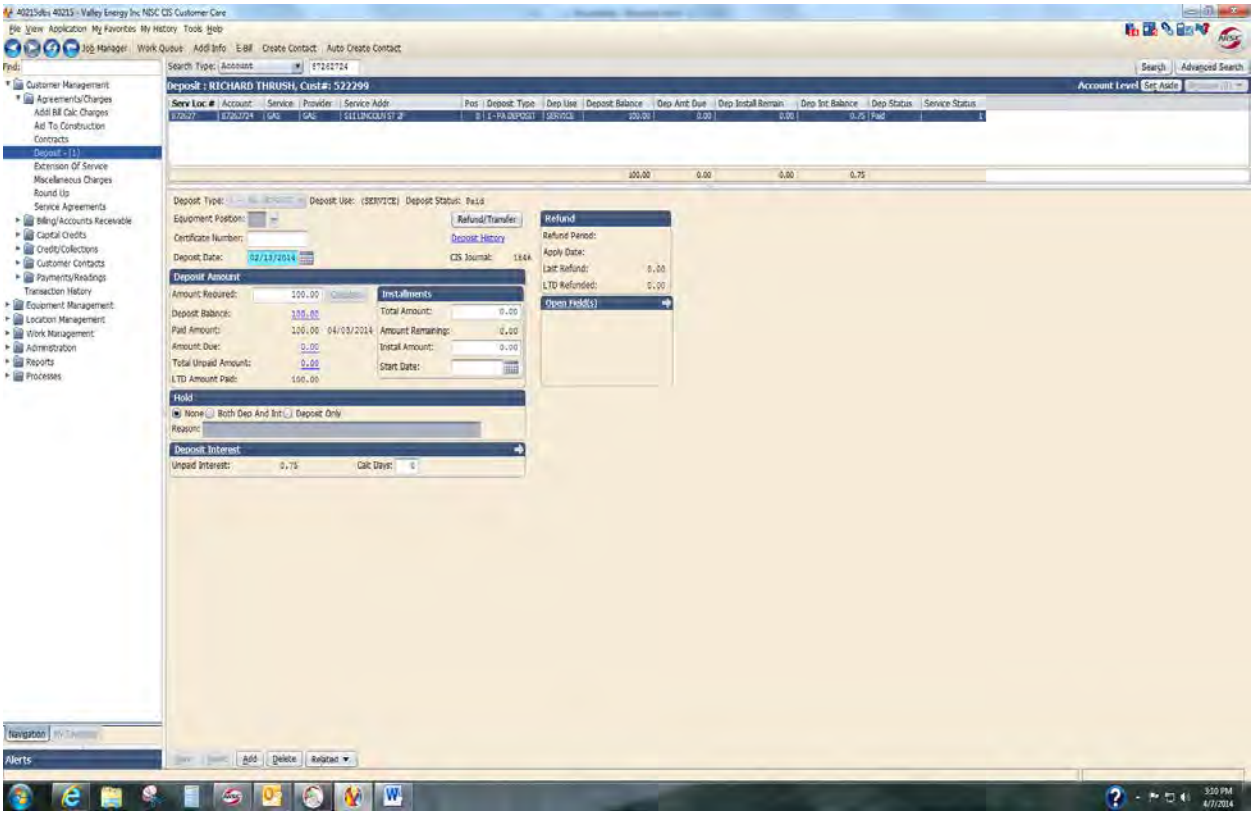
There are three main sections and six tabs on the Billing History screen:

- Billing Period summary table.
- Tabs and related information:
  Charge/Credits
  Readings
  Devices
  Bill Codes/Bud-Ann
  Averages
  View Bill
- Selected Provider Agreement Charge Detail frame.

**Under the Averages tab, you can view the customer's history of average monthly revenue and usage. This can be used for establishing budget amounts as well as deposit amount.**

**Under the View Bill tab, you can print customer's previous bills that have been sent to the customer in case they need another copy.**

# Deposit Screen




## Purpose

This screen provides deposit information, if a customer is required to pay a deposit. The total amount of the required deposit is in the ***amount required box.*** The 1st installment will be in the ***total amount box*** and the 2nd and 3rd installments in the ***install amount box***.
The first payment due date will be in the start date box and each installments will be due 1 month after that date and 2 months after that date for the final installment amount.

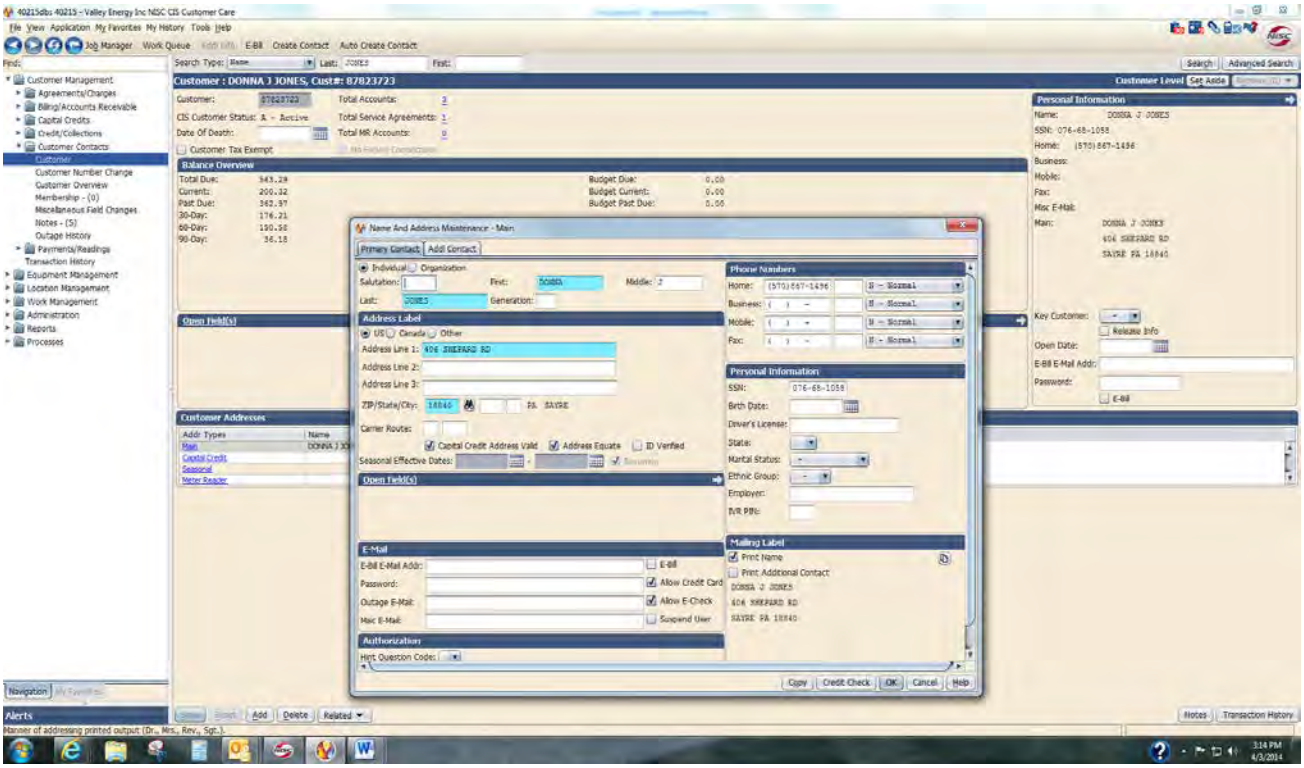
## Screen Overview

The Deposit screen has eight sections:

- Summary Table or Add panel
- General Information, including the Refund Transfer button
- Installments
- Deposit Amount
- Hold
- Deposit Interest
- Refund
- Open Field(s)

Deposit status is determined as follows:
Paid - Paid amount equals the balance amount.
Due - Deposit paid amount is less than the original deposit amount minus the deposit due amount.
Refunded - Refunded amount equals the balance amount.
Unpaid - Paid amount is less than the balance amount.

# Customer Screen



## Purpose

The Customer screen is used to maintain information regarding customer addresses. This screen is used to add, modify, and delete addresses for the customer at the customer level. Addresses affecting only a particular account for a customer are maintained on the CIS > Customer Management > Billing/Accounts Receivable > Account screen. You can use the hyperlinks to add personal information and open field(s) data. You can also add or modify notes by clicking the Notes button.

## Screen Overview

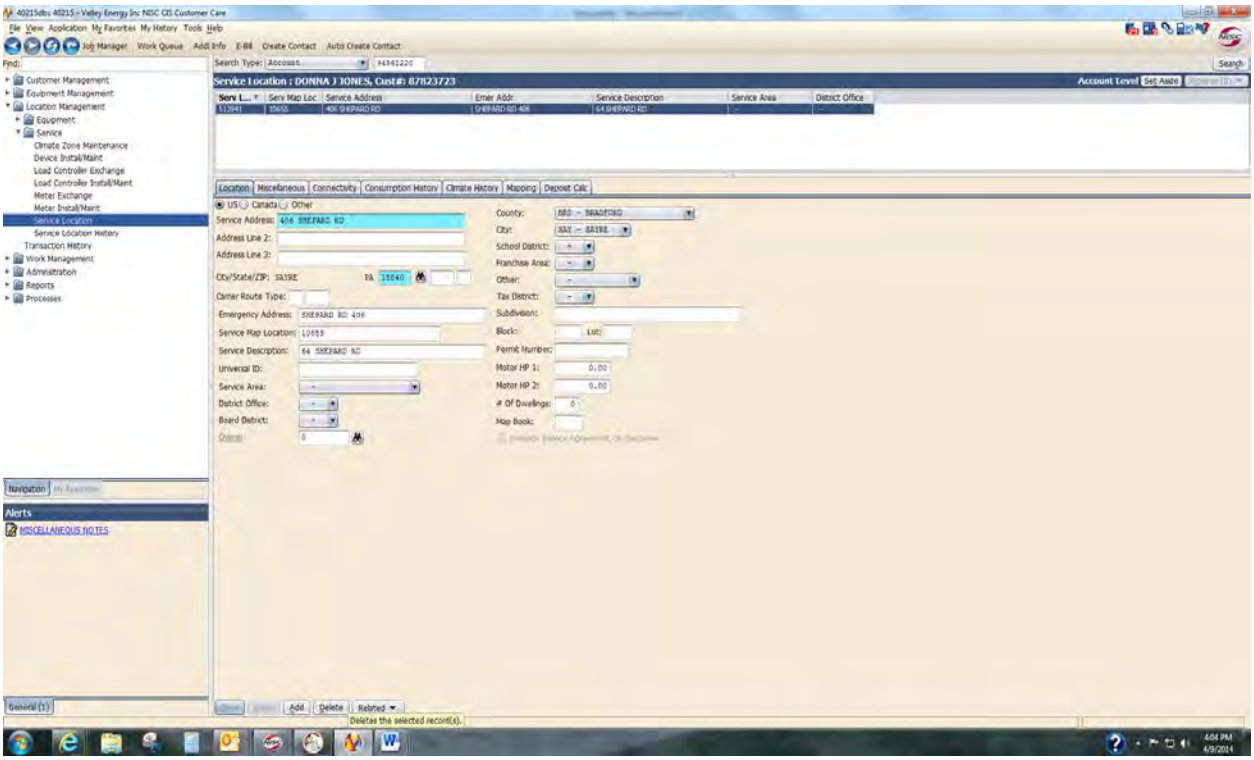
At the top of the Customer screen, the customer number, customer status, date of death, total number of accounts for the customer, and the total number of the customer's service agreements are displayed. In addition, the No Future Connections field is available and can be selected when a customer number is invalid or its capital credits were moved to another customer number.

The Customer screen has four frames: the Balance Overview frame, the Open Field(s) frame, the Customer Addresses frame, and the Personal Information frame.

**Note:** *You will need to click on the upper right hyperlink Personal Information to make any changes.*

- You can update address
- Home or cell phone number
- Emergency Contact etc.

# Service Location Screen



## Purpose

This screen provides a lot of good information on a customer's account. The purpose of the Service Location screen is to establish, maintain, and track connectivity and usage activity associated with a geographic position within the utility's service territory that provides utility services. Information relating to a piece of equipment at a specific location is displayed in the rows of the Service Location summary table.

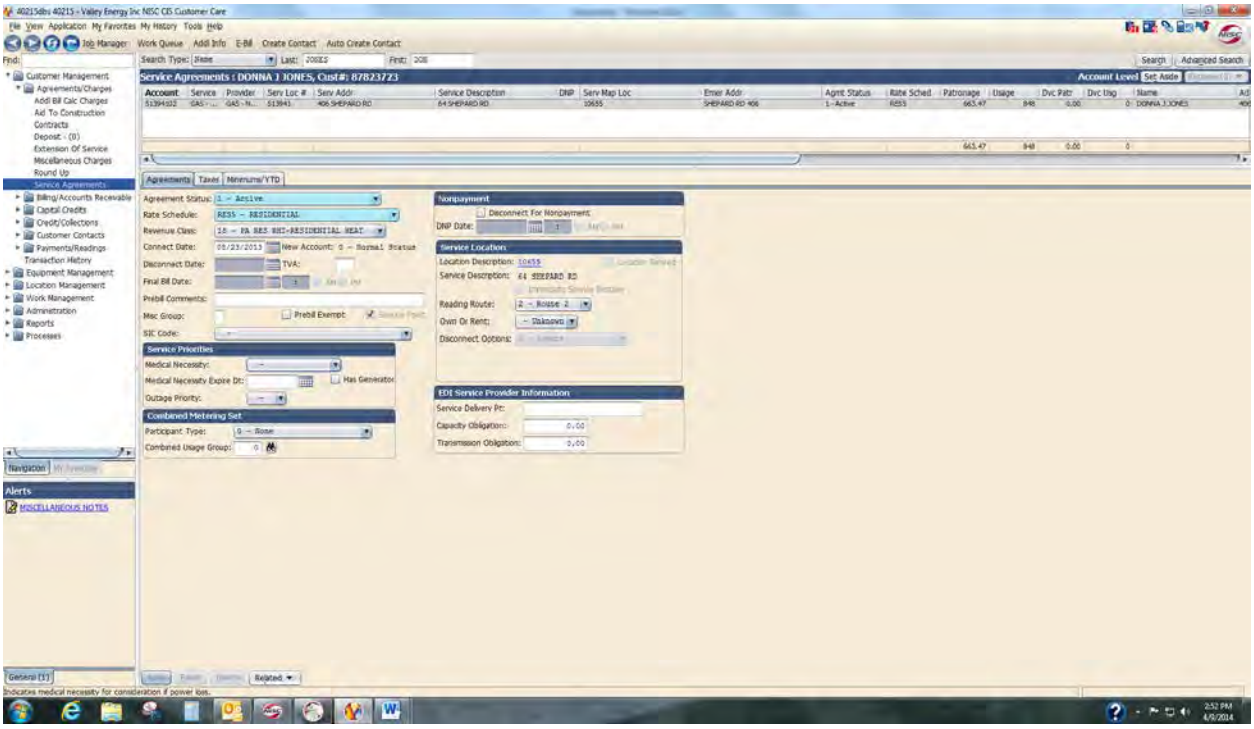
## Screen Overview

There are seven tabs on the Service Location screen. The Location tab, Miscellaneous tab, Connectivity tab, Consumption History tab, Climate History tab and Mapping tab.

***Note: You may set any of these tabs to be the default tab displayed anytime you access the Service Location screen. This is accomplished by right-clicking on the desired tab and selecting Select Initial Tab as Display.***

- The Location tab is set up so you can maintain information related to the location of the service. It is comprised of the most frequently used fields accessed by the utilities.
- The Miscellaneous tab identifies additional information associated with the service location.
- The Connectivity tab displays all of the service agreements and equipment presently connected.
- The Consumption History tab is location based and shows billed consumption. See Consumption Screen page for more details.
- The Climate History tab allows you to view the climate information for a service location.
- The Mapping screen provides the users of the CIS application the ability to access the NISC map(s), if applicable, for determining the location of service map and/or equipment map locations. The Mapping tab on the Service Location and Equipment Location screens allow easy accessibility to the map(s).

# Service Agreement Screen



## Purpose

This screen gives you the type of service agreement the customer has. The service agreement is set up through Service Orders and binds an account to a location between the utility and the customer. The Service Agreements screen allows inquiry or update of existing service agreements or remove service agreements, but does not allow you to create service agreements. Agreements are created through the Service Orders process. Service agreements store information related to bill calculation and provide the feature to move service agreements from one account to another. This is done through the Service Orders Transfer function.

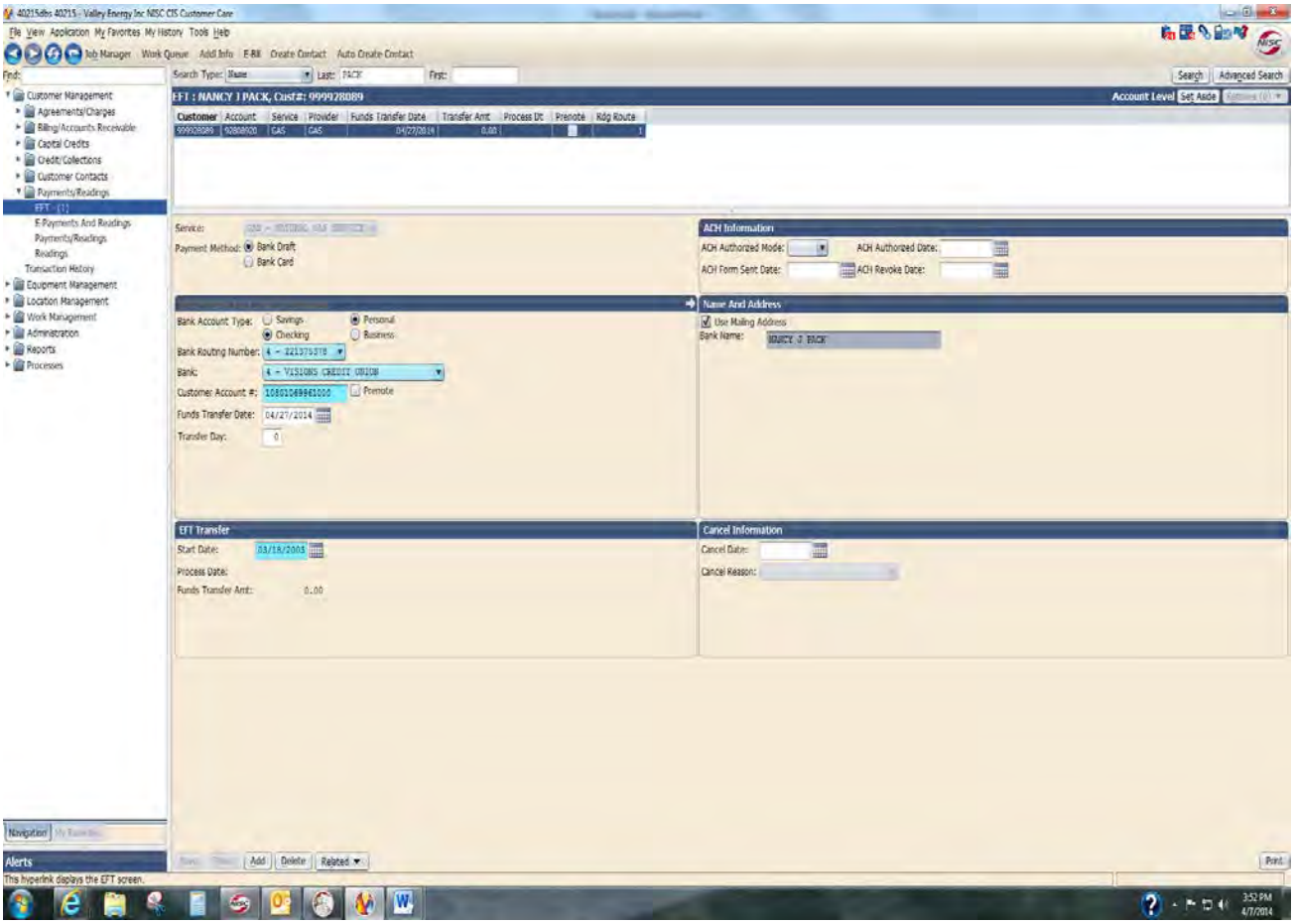
## Screen Overview

There are three tabs on the Service Agreements screen. The agreement s tab, taxes tab and the minimums/YTD tab.

- The Agreements tab displays the pertinent information defining the attributes of the agreement as it relates to the service agreement. Information such as current account status, rate schedule, revenue code, connect/disconnect dates. The Disconnect Date field is populated when you have a service status 42 account (inactive service point), create a Reconnect service order, and then cancel the service order. The Disconnect Date field is only nulled out when you have completed the Reconnect service order. There is a hyperlink associated with Location Description that will display the Service Location screen.
- The Taxes tab displays the relevant agreement taxing information and agreement tax jurisdiction information related to each service agreement.
- The Minimums/YTD tab displays monthly and yearly service agreement and rate control information as it relates to service charges and rates.

**Note:** The Minimums/YTD tab is currently not used.

# Electronic Funds Transfer Screen




## Purpose

The Electronic Funds Transfer (EFT) screen is used to add, change, or remove a bank draft or recurring bank card payment from a customer's account. You can also view the date of the next auto payment if the customer calls to inquire.

## Screen Overview

The EFT screen is divided in to the account summary table in the upper section of the screen, and the content panel in the lower half of the screen. Information can be entered in the Cancel frame when a customer chooses to discontinue having their account be paid through EFT. In the Cancel Information frame, when you enter the date in the Cancel Date field, this prevents the account from being drafted. Upon entering the date in the Cancel Date field, the Reason field becomes available, and you are required to select a reason for the cancellation. In addition, when a credit card has an expired month and year, and you need to update the expired card with a cancel reason and date, this screen allows you to update these fields in the Cancel Information frame.
Immediately after the customer is enrolled in the EFT program, their account is eligible to be drafted. Generally, the first draft of the account would not take place until after the next bill calculation. However, if you want to draft a customer immediately after EFT enrollment, you must populate the Funds Transfer Date field with the current date on the EFT screen at the time of enrollment. The Funds Transfer Date field normally is left blank and is populated during the CIS Bill Calculation process. Later, when you run the process to create the EFT draft file, it will process any customer having a date in the Fund Transfer Date field that is less than or equal to the compare date used.

# iVUE Shortcuts

This is a list of shortcut keys used throughout iVUE that allows you to manipulate screens and screen data efficiently.

| Key(s) and/or Key (s) Combination | Function |
|---|---|
| Alt+A | Displays the active screen in Add mode. |
| Alt+B | Opens the Job Manager dialog box. |
| Alt+C | Displays the Search Results dialog box. |
| Alt+D | Activates the Delete button. |
| Alt+E | Activates the Retrieve button. |
| Alt+F | Opens the File menu. |
| Alt+H | Opens the Help menu. |
| Alt+I | Places the cursor in the Find Field. |
| Alt+J | Opens the Jump To dialog box. |
| Alt+L | Activates the Related button. |
| Alt+M | Move Down or Add Multiple (if both are on the same screen, Move Down takes precedence). |
| Alt+N | Activates the Advanced Search button. |
| Alt+O | Deletes a row. |
| Alt+P | Opens the Application menu and activates the Prev button on a dialog box. |
| Alt+R | Activates the Reset button. |
| Alt+S | Activates the Save button. |
| Alt+T | Places the active record under the Set Aside button. |
| Alt+U | Move Up. |
| Alt+V | Opens the View menu. |
| Alt+W | Adds a row. |
| Alt+X | Activates the Next button. |
| Alt+Y | Opens the My Favorites menu. |
| Alt+Z | Zero Default button in Cash Register. |
| Alt+Left Arrow | Activates the screen previously in focus (Back button). |
| Alt+Right Arrow | Activates the next screen (Forward button). |
| Alt+F4 | Closes the current window. |
| Alt+F1 | Activates the Component Help. This is under construction. |
| Ctl+C | Copies data. |
| Ctl+G | Activates the Go To menu. |
| Ctl+J | Displays the Jump To dialog box. |
| Ctl+L | Last Updated By (SIS, POS, and ABS rewrite). |
| Ctl+N | Opens a new company. |
| Ctl+O | Posts Entries (ABS rewrite). |

| | |
|---|---|
| Ctl+P | Prints Entries (ABS rewrite). |
| Ctl+R | Allows you to print a selection. |
| Ctl+T | Totals (ABS rewrite). |
| Ctl+U | Moves up. |
| Ctl+V | Allows you to paste data. |
| Ctl+X | Cuts or removes data. |
| Ctl+Y | My History. |
| Ctl+Z | Clears field. |
| Ctl+Up Arrow | Goes to next option. |
| Ctl+Down Arrow | Goes to previous option. |
| Ctl+F2 | Brings the focus to the left navigation. |
| Ctl+F3 | Brings the focus to the Search panel. |
| Ctl+F4 | Brings the focus to the summary table. |
| Ctl+F5 | Brings the focus to the content panel. |
| Ctl+F6 | Brings the focus to the Open Field(s) dialog box. |
| Ctl+F7 | Clears the search panel and the activated screen. |
| Ctl+F8 | Audit table. |
| Ctl+F8 | Audit table. |
| Ctl+Alt+V | Displays the About iVUE dialog box. |
| Ctl+F9 | Identifies developer applications statuses to assist in resolving programming bugs or errors. |
| Ctl+A | Highlights the selected field. |
| Ctl+Tab | Moves from one tab to another within a screen. |
| F1 | Activates the Screen Help. |
| F2 | Edits a table cell. |
| F3 | Views the current journal or batch status. |
| F4 | Opens the drop-down list. |
| F5 | Activates the Refresh screen option. |
| F6 | Moves focus out of a spreadsheet to next object. |
| F7 | Moves focus to the next search item typed. |
| F9 | Activates the Notes dialog box. |
| F10 | Activates the menu bar. |
| F11 | Clears the screen. |
| F12 | Activates the Lookup dialog box. The Lookup dialog box may also be accessed by clicking the Binocular button. |
| Arrow Keys | Allows you to move up, down, left, or right in a screen, menu, or left navigation. |
| Backspace | Deletes any highlighted characters or any characters to the left of the cursor. |
| End | Moves the cursor to the last position of the current field and displays the bottom of the active window. |
| Enter | Used as a save function or makes the option available that is currently selected. On a field, this acts the same as the default action button for that |

| | |
|---|---|
| | particular area of the screen. **Example:** For a Save button on a screen, you can press Enter, instead of clicking the Save button.<br>Activates the button that is in focus within a window.<br>If a button is not in focus, the default button will be activated.<br>Allows you to make a selection within a drop-down list or when using the left navigation. |
| Esc | Used as a cancel function. |
| Home | Moves the cursor to the first position of the current field. If the cursor is in the last position of the current field, there is no effect. |
| Left Arrow | Moves one character position to the left. If the cursor is in the first position of the current field, there is no effect. |
| Right Arrow | Moves one character position to the right. |
| Page Down | Moves any currently active list one page down. The bottom item displayed gets focus after the move. If the bottom item in the list is already displaying, there is no effect. In a multiple page form, Page Down moves to the previous page unless focus is on a scrollable object. |
| Page Up | Moves any currently active list one page up. The top item displayed gets focus after the move. If the top item in the list is already displaying, there is no effect. In a multiple page form, Page Up moves to the previous page unless focus is on a scrollable object. |
| Tab | Press Tab to move from field to field on a screen. The tab sequence is from top to bottom down a screen and from left to right within the frames located on the screen.<br>When you tab to a hyperlink, press the Spacebar or press Enter to activate the hyperlink. |
| Shift+Tab | Moves the cursor to the previous field. |
| Shift+F1 | Displays single line help as well as extended help for a field. |
| Shift+Backspace | Highlights a field. |
| + | On a numeric keypad, acts as a Tab (Shift+ is the reverse tab). |
| Up Arrow | If the cursor is in a date field, the up arrow inserts the current date. |

# Customer Care & Billing

Customize Your iVUE® Navigation

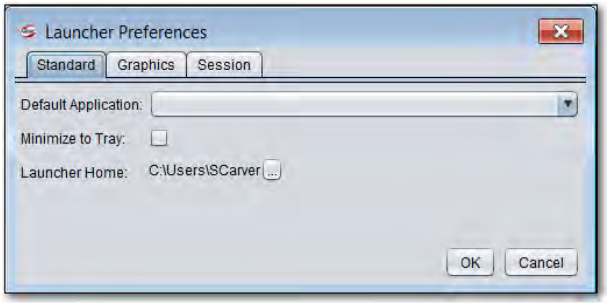
HowTo

## Set Default Application

If you have access to several iVUE system applications, you can set one to automatically open upon logging in. When set, your default application will automatically open and the iVUE Launcher is available in your open programs if you need to access one of the other systems.

1. On the iVUE Launcher, click the **Tools** icon.

   *The Launcher Preferences with the Standard tab in focus displays.*




2. Click the **drop-down arrow** in the Default Application field to display options.
3. Click the **application** you want as your default.
4. Click the **OK** button.

   Note: To return to displaying the launcher and all systems to which you have access, select the Tools icon and select the blank option at the top of the drop-down list.

## Set Start or Home Screen

If you frequently start your day's tasks from the same screen, setting a Start or Home screen can save you from needing to access the screen each time you launch iVUE.

1. Access the **screen** you want as your Start or Home screen.
2. On the iVUE Toolbar select **My Favorites**.
3. From the list of options, click **Set Current Screen as Start Screen.**

   *When you access iVUE in the future, the screen you selected in step 1 automatically displays.*

## Set Up My Favorites (Custom Left Navigation Menu)

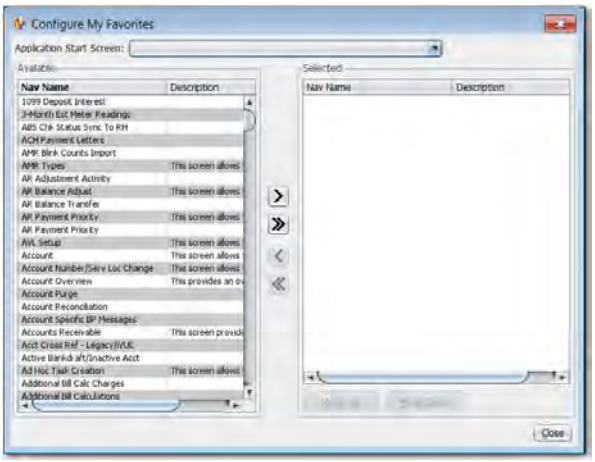
With My Favorites you can set up the screens you most frequently access in a customized Left Navigation menu. You can also set My Favorites as the default tab, so the menu automatically displays when you access iVUE.

1. Access a **screen** you frequently use.
2. On the iVUE Toolbar select **My Favorites**.
3. From the list of options, click **Add Current Screen to My Favorites.**
4. **Repeat steps 1 through 3** for each screen you want in My Favorites, then continue to **step 12.**

   OR

   To **select several screens** without accessing them individually, use **steps 5 through 11.**
5. On the iVUE Toolbar select **My Favorites.**
6. Click **Configure My Favorites.**

   *The Configure My Favorites dialog displays.*



7. In the **Available** frame on the left, click a **screen** you want on My Favorites.

8. Click the **right arrow** button to move the screen to the Selected frame.

9. Repeat **steps 7 and 8** until you have selected all screens you want.

   **Note – Select Several Screens:** To select several screens from the Available frame, hold down the Ctrl key and click each screen name. Then, use the right arrow button to move all selected screens at once.

10. The screens display on the **My Favorites** menu in the **order** shown in the **Selected** frame. To change the order, select a screen in the list and then click the **Move Up** or **Move Down** button as needed to place it where you would like. Repeat until you have the screens in the order you would like.

11. Click the **Close** button.

    *The iVUE screen re-displays.*

12. Click the **My Favorites** tab.

    *Your My Favorites menu now displays in the Left Navigation menu area of iVUE.*

13. So that your **My Favorites** menu displays by default upon accessing iVUE, **right click** the My Favorites tab.

14. Click the option displayed - **Set as Initial Tab to Display.**

    *On your future accesses of iVUE, the My Favorites menu will automatically display as the default tab.*

# Customer Care & Billing

HowTo

Move, Remove, Insert, Sort and Search Columns

## Move Column

1. **Click** and **hold** the **column heading** of the column you want to move.
2. **Drag** the column to the desired location and **release** the mouse button.

## Remove Column

A column can be removed from view. It can then be inserted into another location on the table, or you can leave it removed, if it is not needed. Removing columns simply hides them and they remain available for inserting at any time.

1. **Right-click** on the **column heading** of the column you want to remove.

   *The Right-Click menu displays.*

2. Click the **Remove Column 'column name'** option.

## Insert Column

1. **Right-click** on the **column heading** that you want to be positioned to the right of the column you're inserting.

   *The Right Click menu displays.*

2. Move down to **Insert Column** and click the name of the column you want to insert.

   *The column shows in the table to the left of the column selected in step 1.*

## Sort Column

1. To sort a table of information, click the **column heading** of the column you want to sort by.

   *A triangle from small to large shows the information has sorted in ascending order.*

2. If you want to sort in **descending order**, click the column heading again.

   *The triangle reverses from large to small showing the information has sorted in descending order.*

## Sort Multiple Columns

1. Click the **column heading** of the first column you want to sort by.
2. Hold down the **Shift key** and click the **column heading** of the **second column** you want to sort by.
3. Continue Steps 1 and 2 for additional columns you want to sort by.

   *The first column will show 1 as the primary sort, the second column will show 2 as the secondary sort column, etc.*

4. If you want to sort a column in ascending order when more than one sort exists, put the cursor in the column heading you need to sort, hold down the Shift key and click the column heading again.

## Clear Sort on All Columns

1. To clear the sort for all column(s), **right-click** on any **column heading**.

   *The Right-Click menu displays.*

2. Click the **Clear Sort** to clear all sort(s).

## Clear Sort on a Single Column when Multiple Sorts Exist

1. To clear the sort for one column in a multiple column sort, **right-click** on the column you want to clear the sort for.

   *The Right-Click menu displays.*

2. Click the **Clear Sort for 'column name'** to remove the sort from the column.

   *The remaining sorted columns will be renumbered to the correct sort order.*

# Customer Care & Billing

Move, Remove, Insert, Sort and Search Columns

HowTo

## Search in a Column

1. Click in a **cell** in the **column** that contains the information you want to find.
2. **Type** the **information** you want to find.

   *The row containing the information will be highlighted.*

# Customer Care & Billing

Customize Your iVUE® Navigation

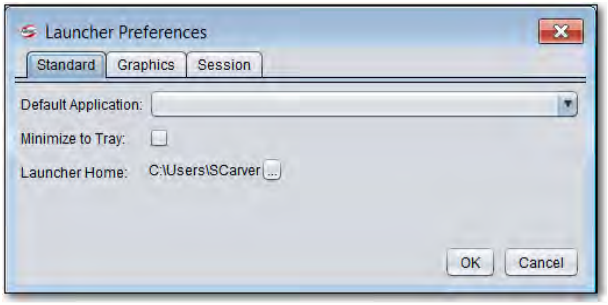
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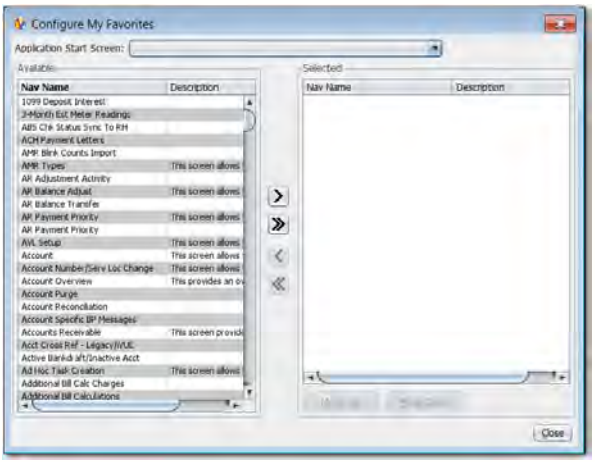
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   OR

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5. On the iVUE Toolbar select **My Favorites.**
6. Click **Configure My Favorites.**

   *The Configure My Favorites dialog displays.*



7. In the **Available** frame on the left, click a **screen** you want on My Favorites.

8. Click the **single right arrow** button to move the screen to the Selected frame.

9. Repeat **steps 7 and 8** until you have selected all screens you want.

   **Note – Select Several Screens:** To select several screens from the Available frame, hold down the Ctrl key and click each screen name. Then, use the right arrow button to move all selected screens at once.

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11. Click the **Close** button.

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    *Your My Favorites menu now displays in the Left Navigation menu area of iVUE.*

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14. Click the option displayed - **Set as Initial Tab to Display.**

    *On your future accesses of iVUE, the My Favorites menu will automatically display as the default tab.*

# **Customer Care & Billing Support:** ACD (Automated Call Distribution) & Email Addresses

**Dial By Menu:**

Call 866-999-6472
Option 2 for Utility
Option 1 for Support
Option 1 for Customer Care & Billing
Option 2 for Support
Enter the number next to the team name below

**Dial By Extension:**

Call 866-999-6472
Option 2 for Utility
Option 3 If You Know Your Party's Extension
Enter Extension as Listed Below

## 1: Customer Management Support

*Team Lead: Jenean Wofford, ext 2629*

**Ext: 7670 Team Email: ccbcmsupport@nisc.coop**

Cindy Thornburgh
Curt Schwartz
Holly Blair
Marie Thomas
Paul Tingley

## 2: Capital Credits Support

*Team Lead: Shawna Carbutt, ext 2527*

**Ext : 7671 Team Email: ccbccsupport@nisc.coop**

Michele Presley
Susan Hutchason
Gail Huber
Andrea Miravalle

## 3: Service Orders Support

*Team Lead: Jenean Wofford, ext 2629*

**Ext : 7672 Team Email: ccbsosupport@nisc.coop**

Dave Lowder
Dianna Godwin
Jane Brass

## 4: Delinquent/Collection Management Support

*Team Lead: Leo Kalips, ext 2498*

**Ext : 7673 Team Email: ccbdqsupport@nisc.coop**

Christian Alexander
Eric Wright

## 5: Bill Calc / Month-End / TVA Support

*Team Lead: Mike Greene, ext 2633*

**Ext : 7674 Team Email: ccbbcsupport@nisc.coop**

Brian Spellazza
Mike Hembrock
Zach Heidbrier
Ryan Bueneman
Mel Monroe
Eric Minard

## 6: Payments Support

*Team Lead: Leo Kalips, ext 2498*

**Ext : 7675 Team Email: ccbpmtsupport@nisc.coop**

Amber Wesche
Dawn Schaffer
Kim Goodwin
Melissa Kayser
Phillip Butterfield
Amanda Daniels

## 7: Readings & Meter Data Management Support

*Team Lead: Mike Greene, ext 2633*

**Ext : 7676 Team Email: ccbmdmreadsupport@nisc.coop**

Arron Benne
Brett Frederick
Nick Zurovec

## 8: Equipment/Location Management Support

*Team Lead: Jenean Wofford, ext 2629*

**Ext : 7677 Team Email: ccbequipsupport1@nisc.coop**

Karen O'Hearn

# Customer Care & Billing

## Submitting, Printing and Managing Jobs

HowTo

Each report or process in iVUE® has unique parameters available. However, common options for submitting and saving can be found in the upper frames of every report and process screen: **Output Options**, **Print Options** and **Submit Options**.



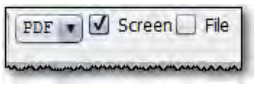

To run a report or process:

1. Access the screen for the needed report or process.

2. If you want the report/process options to be stored, enter a name in the **Job Name** field. After the report/process has been run, the Job Name appears as an option in the **Stored Jobs** drop-down the next time you return to the screen. Selecting a Stored Job loads the same options and parameters you selected when the job was last run. You can save multiple Job Names on a report screen, each with different options and parameters.

   A **Stored Job** remains in iVUE® until you, or a system administrator, removes it from Job Manager. Reports/processes run **without a Job Name purge automatically** from Job Manager after 96 hours. Jobs can be named before they are deleted or renamed using the **Rename** button in Job Manager.

3. The **File Type** (when available), **Screen** and **File** fields default to the best settings for each type of report or process. Usually, these settings won't need to be changed.

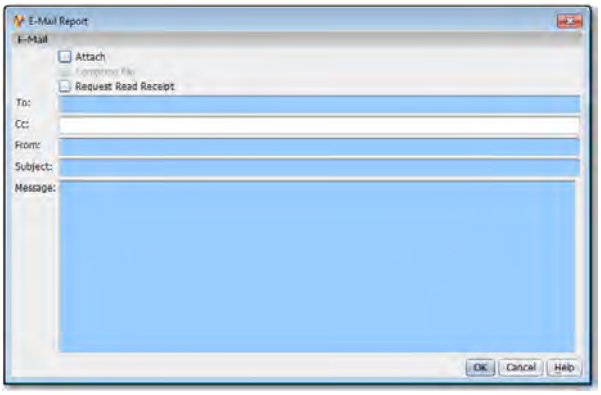
4. As a **recommended best practice**, check the **Print Parameters** option to include on the last page the parameters used for the report/process.

5. To automatically print the results when the report/process has finished running, enable the **Printer** option. In the Print frame, select a printer and enter the number of copies. Click the Printer Options hyperlink to choose tray and duplexing options as supported by your selected printer.

   **Note – Printer Defaults:** You can set the selected printer as the default for the current report/process screen by right-clicking the Printer field. The number of copies and Printer Options can also have defaults set for the current screen.

6. To email a copy of the report/process results, click the **E-Mail** option.

   *The E-mail Report dialog box displays.*

   To send the report/process results as a PDF attachment, check the **Attach** box. Leaving Attach unchecked notifies the recipient when a report or process has been run with no attachments. Select other options as needed and complete the required fields. Make sure the To and From fields contain valid email addresses, then click the **OK** button.

7. Choose the desired Submit Options: **Run Now**, **Scheduled** or **Recurring**.

   **Run Now**

   a. Leave the **Run Now** field checked.

   b. Proceed to step 8.

   **Scheduled**

   a. Click **Scheduled**.

   b. If not already done, enter a Job Name.

   c. Enter the **time** and **date** you want the report/process to run.

   d. Proceed to step 8.

**Recurring**

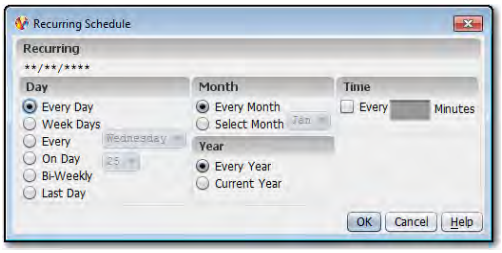
a. Click **Scheduled**.

b. If not already done, enter a Job Name.

c. Enter the **time** and **date** you want the first instance of the report/process to run.

d. Click **Recurring**.

*The Recurring Schedule dialog box displays.*




e. Enter the recurring schedule options you need, then click the **OK** button.

f. Proceed to step 8.

8. Set the **parameters** of the report or process, located below the Submit Options frame.

9. Click the **Submit** button.

A **Job Processing** dialog box displays showing the run status. When the process completes, highlight the **File Display Name** and click the **View** hyperlink to see the report. If the Dialog Box has been closed, you can also view the job from Job Manager.

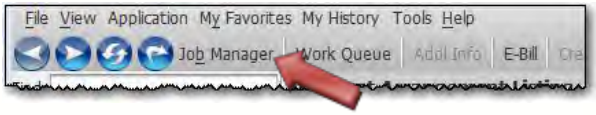
**Note – Dates in Recurring Reports/Processes:** Some reports/processes have fields to enter dates or revenue periods in the report parameters. When scheduling a recurring report/process, date fields will hold the original entry and the results are based on the dates entered in the report parameters.

To get accurate results, recurring jobs with dates in the report parameters need to be updated. It is a **recommended best practice** to update dates and/or revenue periods, using Job Manager, each month after the final scheduled report for that month has run. Dates entered in the Submit Options frame do not need to be updated.

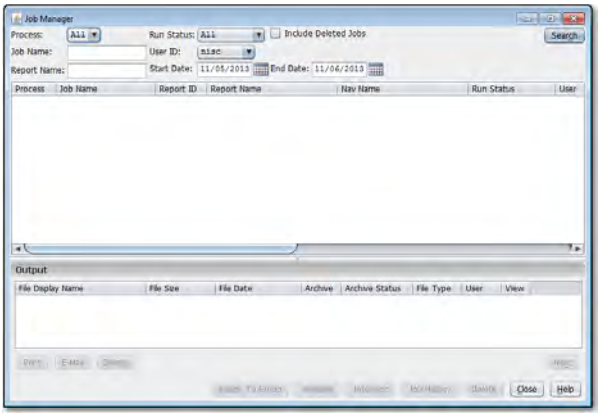
## Using Job Manager

After running a report or process with an assigned Job Name, it is stored in the **Job Manager** until removed by yourself or a system administrator. Reports/processes run without a Job Name purge automatically after 96 hours. Using Job Manager, you can view, modify, print and/or save reports or processes. To find a previously run report or process:

1. Access Job Manager by clicking the Job Manager button on the toolbar.




*The Job Manager screen displays.*




2. If desired, you can use the **Job Name** or **Report Name** fields to search for a specific job or report. A Job Name is the name you gave a report or process when submitted. The Report Name is a standard value assigned by NISC. Searches are case sensitive. Wildcard searches may also be used.

3. By default, your own **User ID** appears in the search parameters. You can also search for jobs by other users as long as you have security access to those reports or processes.

4. The **Start Date** initially displays yesterday's date and the **End Date** displays today's date. You can change the search date range as needed.

5. Click the **Search** button.

*The Job Manager search results display.*

6. Clicking the hyperlink in the **Job Name column** allows you to change any report parameters or options including dates and revenue periods. See the note on **Dates in Recurring Reports/ Processes** in the previous section for more information.

   Hyperlinks in the **Run Status column** display the Change Status dialog box allowing you to modify original entries from the Submit Options frame.

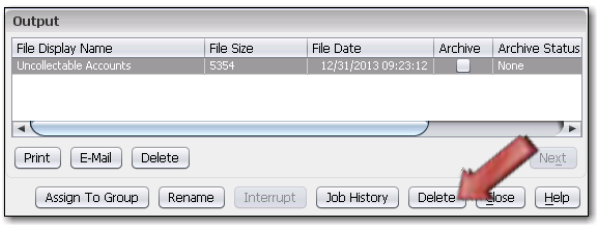
   The **Output frame** displays associated reports and other details for the selected job. View hyperlinks allow you to see results on screen as a PDF document and print or save them as needed.

## Deleting Jobs from Job Manager

Users with Delete security rights for Job Manager can delete jobs or output files. There are **two delete buttons** in the lower section of the Job Manager screen.

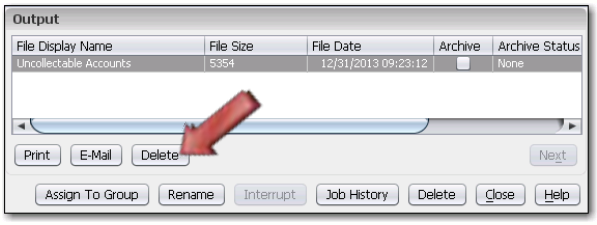
To **delete a job** from Job Manager **and all associated output** files and records:

1. Select in the search results the job you want to delete.
2. Click the **Delete** button **to the right of the Job History** button.




To **delete only output** files, but **leave the process** in Job Manager:

1. Select in the Output frame the file(s) you want to delete.
2. Click the **Delete** button **to the right of the E-mail** button.




## Recovering Deleted Jobs

Deleted and purged reports/processes are moved to the Recycle Bin in iVUE Administration and can be recovered **up to 96 hours** after they have been deleted. Only users with Delete access to the Recycle Bin screen in Administration can recover deleted jobs.

To recover a job:

1. Open Job Manager and check **Include Deleted Jobs**.
2. Enter the needed search parameters and click the Search button.
3. Click the **Restore Job** button to recover the job and all associated output files and records.

**Note:** Deleted Jobs can also be recovered by launching the Administration application and navigating to Reporting > File Management > Recycle Bin.

# 2013

# iVUE Tips ‘n Tricks



August 2013

National Information Solutions Cooperative

# Contents


Common Features of iVUE SIS ..... 2

Screen Shortcuts ..... 2

My History – Stores the last 50 customers you accessed in SIS ..... 3

Setting Personal Preferences ..... 4

Setting a Default Application ..... 4

Changing Colors & Fonts ..... 5

Set a “startup” Screen, Add Screen to Favorites, Move Favorites Around ..... 6

Set an Initial Display Tab ..... 8

Re-arranging Output ..... 9

Cool Tricks ..... 11

Blank out your iVUE screen ..... 11

Snap a shot! ..... 12

Snap a Shot – Take 2! ..... 12

iVUE Features An “Email For Help Button”! ..... 13

iVUE News, Quick Links & More! ..... 14

Send the Data Elsewhere ..... 15

Job Manager - Save the Trees and Go Green! ..... 16

Swing from Service Order to Service Order with Ease ..... 19

SO Lock? Use the Key! ..... 20

Make a Note Pop! ..... 21

Sum Up The Billing – Billing Summary Screen ..... 22

Query Builder Tips/Tricks: ..... 22

MAIL Merges with Office 2007 ..... 23

Easy Totals in Excel with Pivot Tables ..... 29

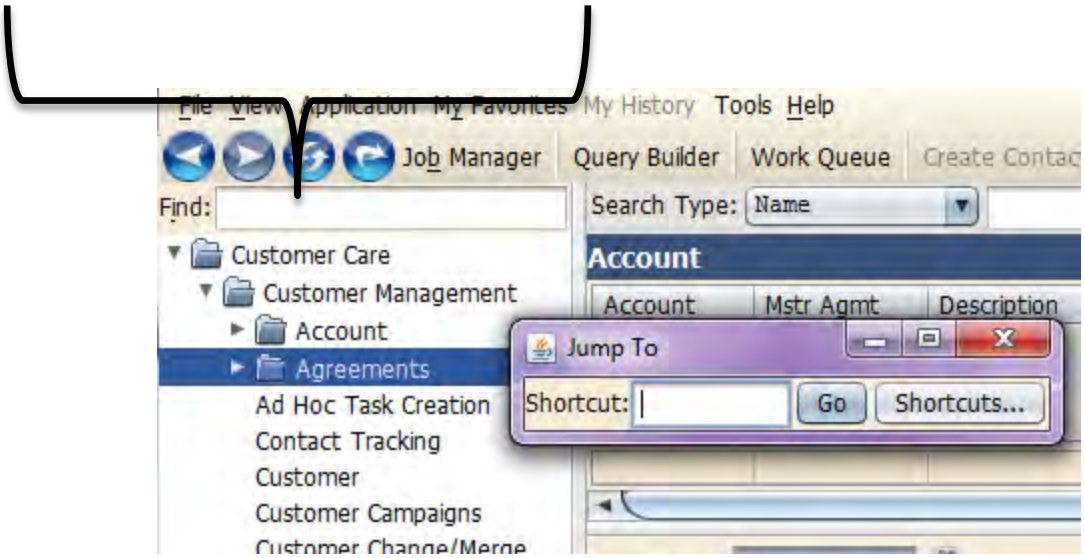
Other Helpful Tidbits ..... 33

# Common Features of iVUE SIS

## Screen Shortcuts

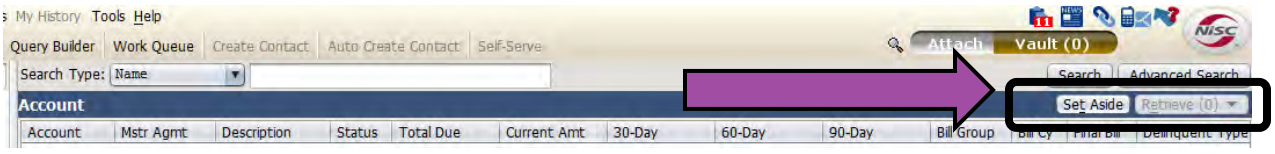
| | |
|---|---|
| Back and Forward Buttons |  |
| Refresh Screen |  |
| Jump – Alt J (accesses screen shortcuts) |  |

Left Navigation & Find – Can use * to search




Set Aside – takes a "snapshot" of the screen and sets it aside for you to easily return to later in the day using the Retrieve button.

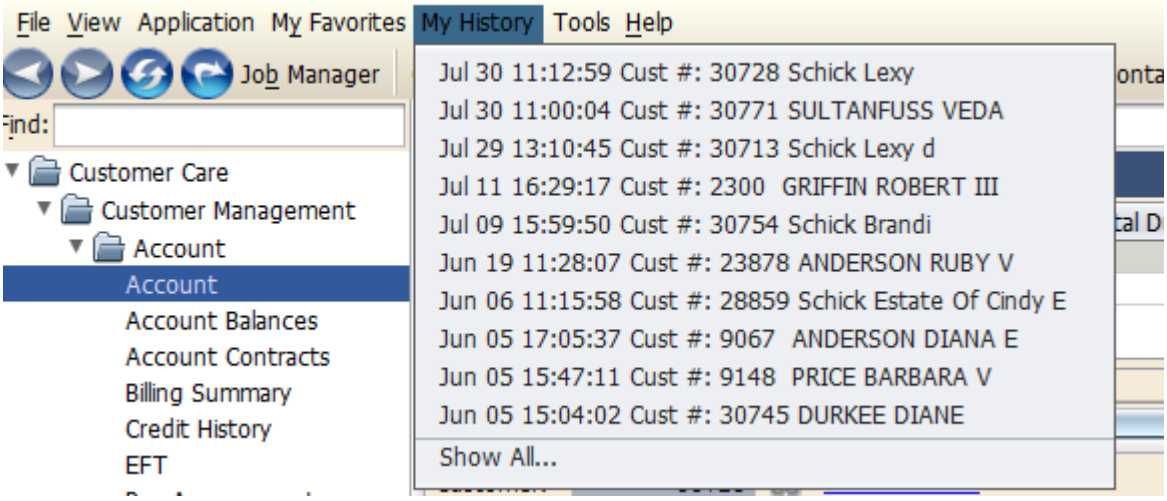
- ✓ *Note: This does not prevent other users from accessing the information and/or making changes, it's just an easy way to remember that you wanted to go back to a screen.*



## My History – Stores the last 50 customers you accessed in SIS

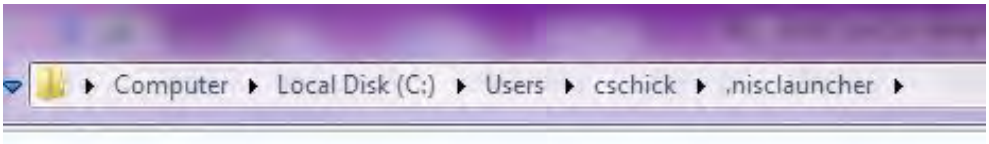
Didn't set a screen aside? Wrote a note and now you can't remember what customer that you needed to go back and change that address for? No problem!

My History remembers the last 50 customers you accessed and can help jog your memory!



## Setting Personal Preferences

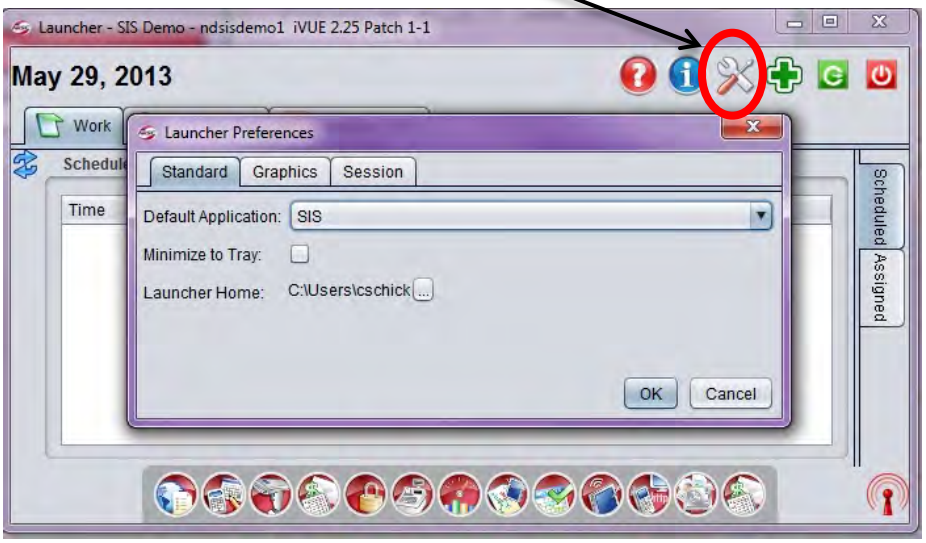
Preferences are stored by computer user not iVUE User. Therefore, if user “cschick” logs on to the computer, but user “johnd” logs into iVUE, he will see cschick’s preferences in iVUE (colors, startup apps/tabs, Favorites, etc.) Any changes user johnd makes will affect cschick’s iVUE experience as well on this computer.



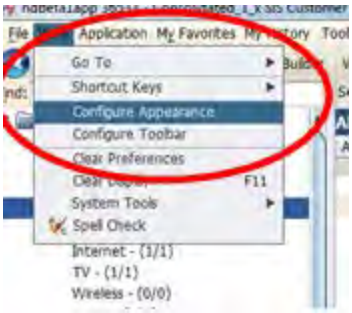

## Setting a Default Application

Default application can be set.  Every time you log in to iVUE, it will automatically bring up that application

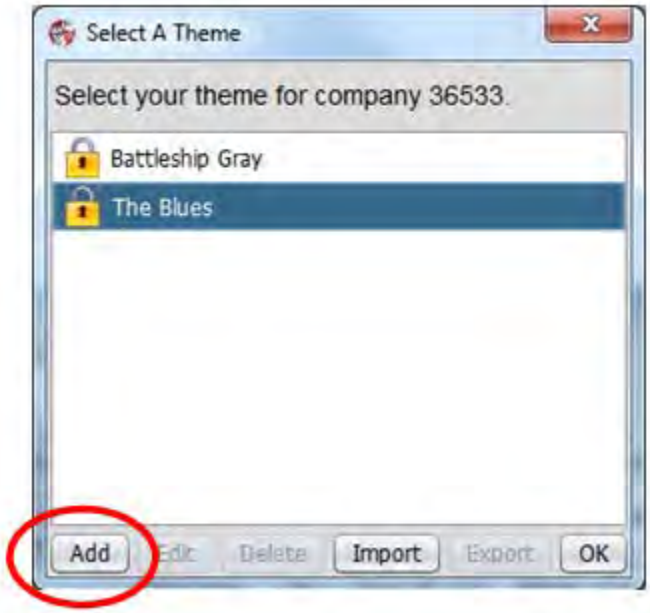
- Launcher Preferences



## Changing Colors & Fonts



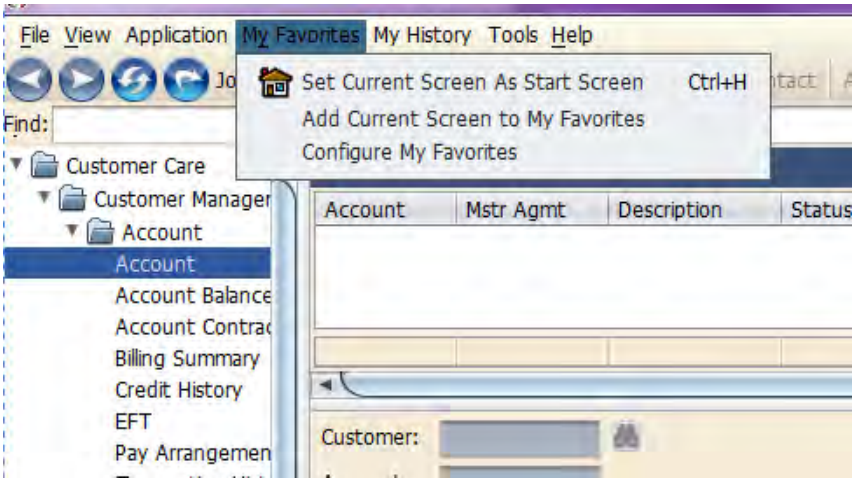

- View > Configure Appearance. Allows you the option to change the colors and appearance of your iVUE screen.
- To add a new color scheme, click the Add button.
- Be careful about using fonts larger than the default ones as you may see scroll bars appear on your screen in unexpected places.



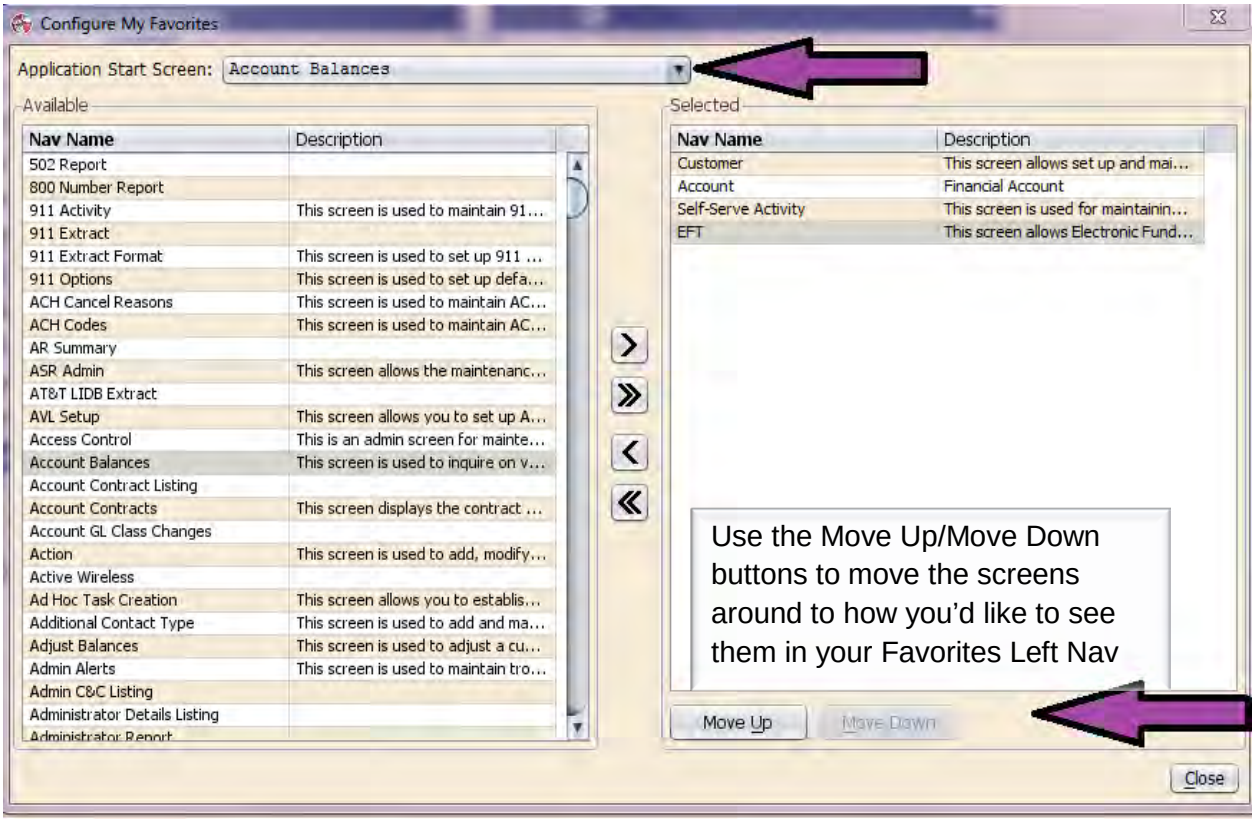



## Set a “startup” Screen, Add Screen to Favorites, Move Favorites Around

The “My Favorites” option from the SIS gives you the option to set a screen to always come up when you start up the SIS module, you can also create your very own “left nav” to help declutter!



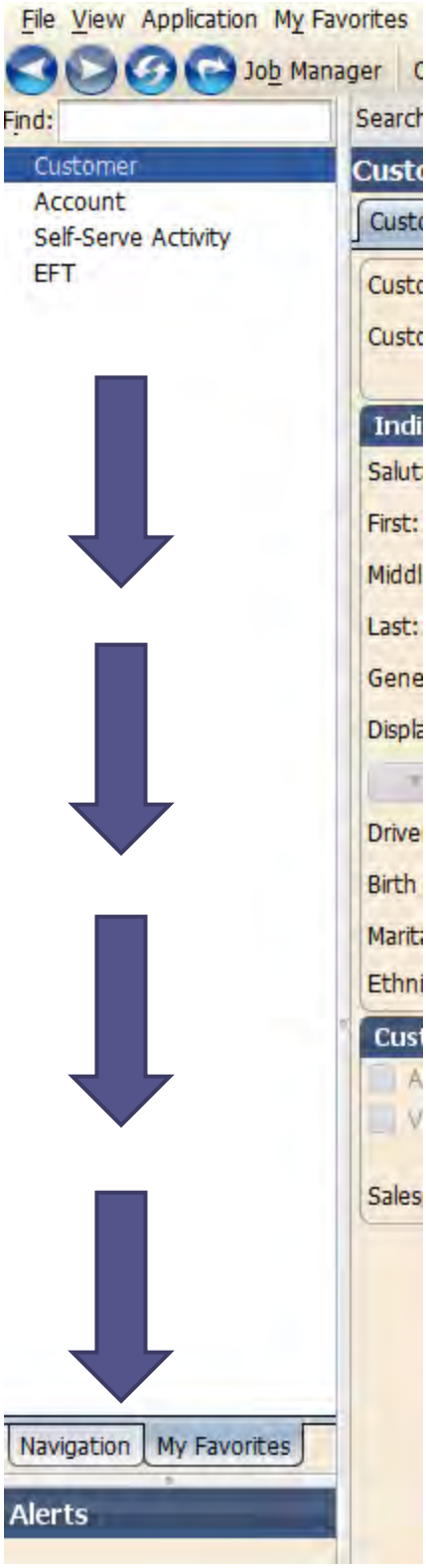

You can use the “Configure My Favorites” option to add screens to your personal “My Favorites” left nav, you can even re-arrange HOW they appear in your left nav to make life even easier!



Once you have your favorite's setup, they are very easy to use!

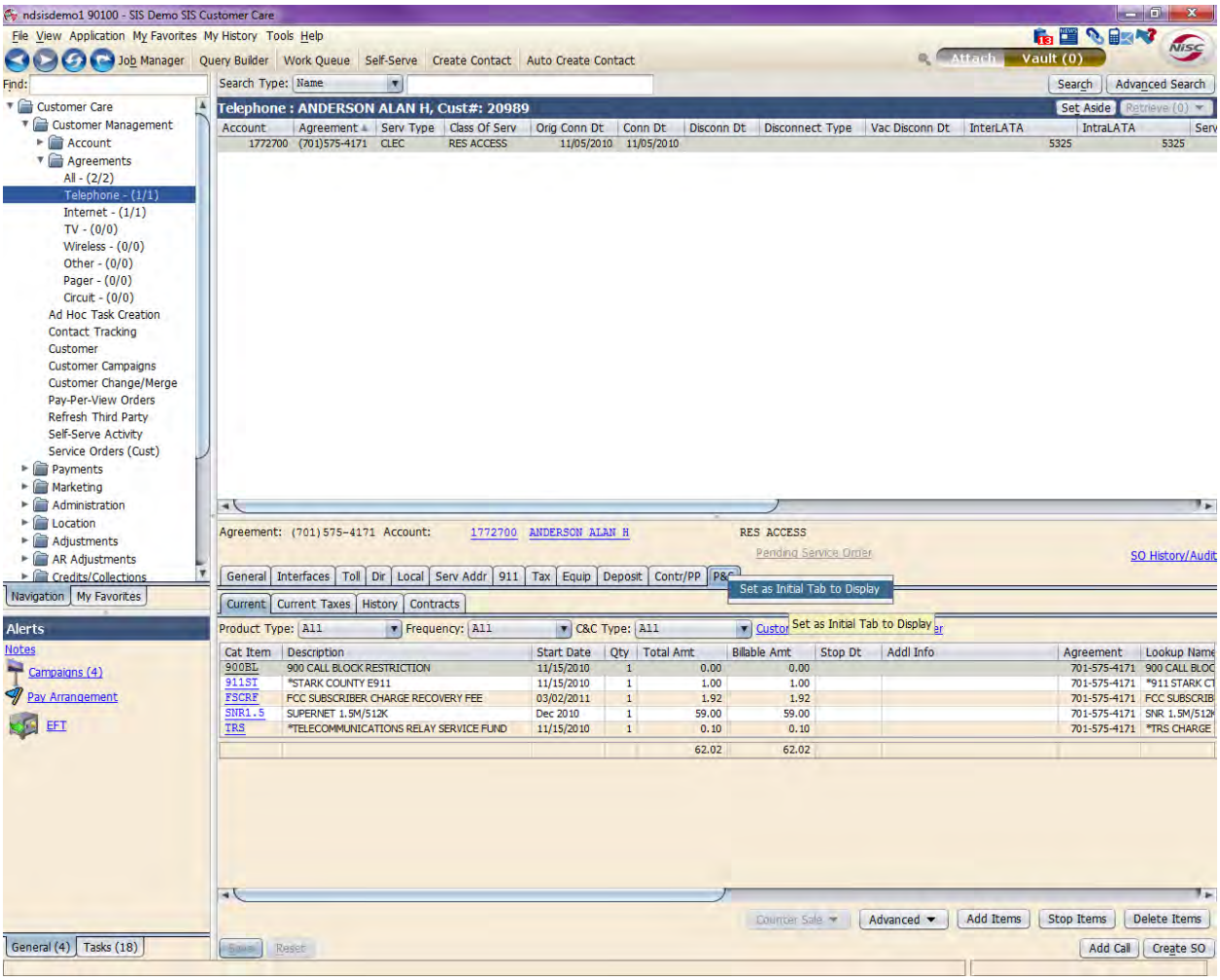
At the bottom of the Left Nav are 2 tabs. The My Favorites tab becomes enabled once screens have been added to the My Favorites tab. You can easily swap between the full Left Nav and your own personal Left Nav using these tabs.

If you decide you've added a screen to your Favorites that you no longer need, you can go back to the My Favorites on the menu, use the Configure My Favorites, select the screen from the right window (Selected) and use the < chevron to move it back into available.



## Set an Initial Display Tab

Right click on the tab you always want displayed when you come to this screen, then left click on the “Set as Initial Tab to Display” option that appears.

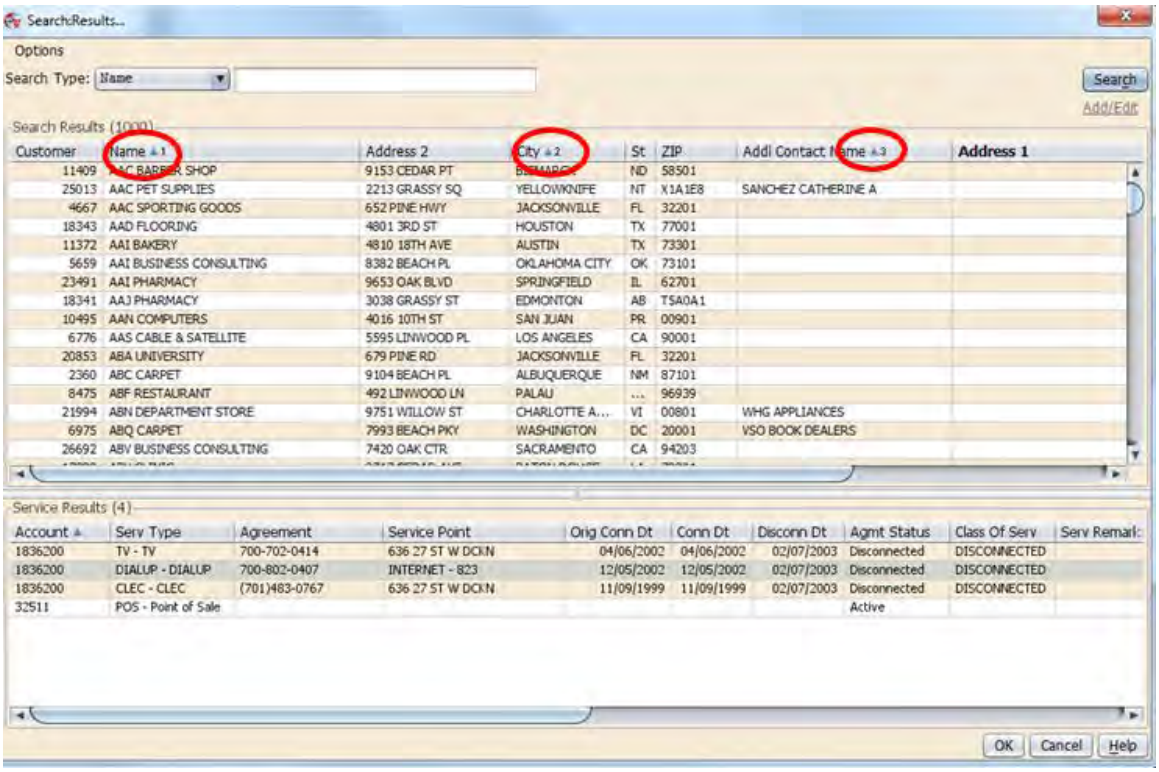


## Re-arranging Output

These settings will hold per the PC that the changes are made on

Sorting Multiple Columns

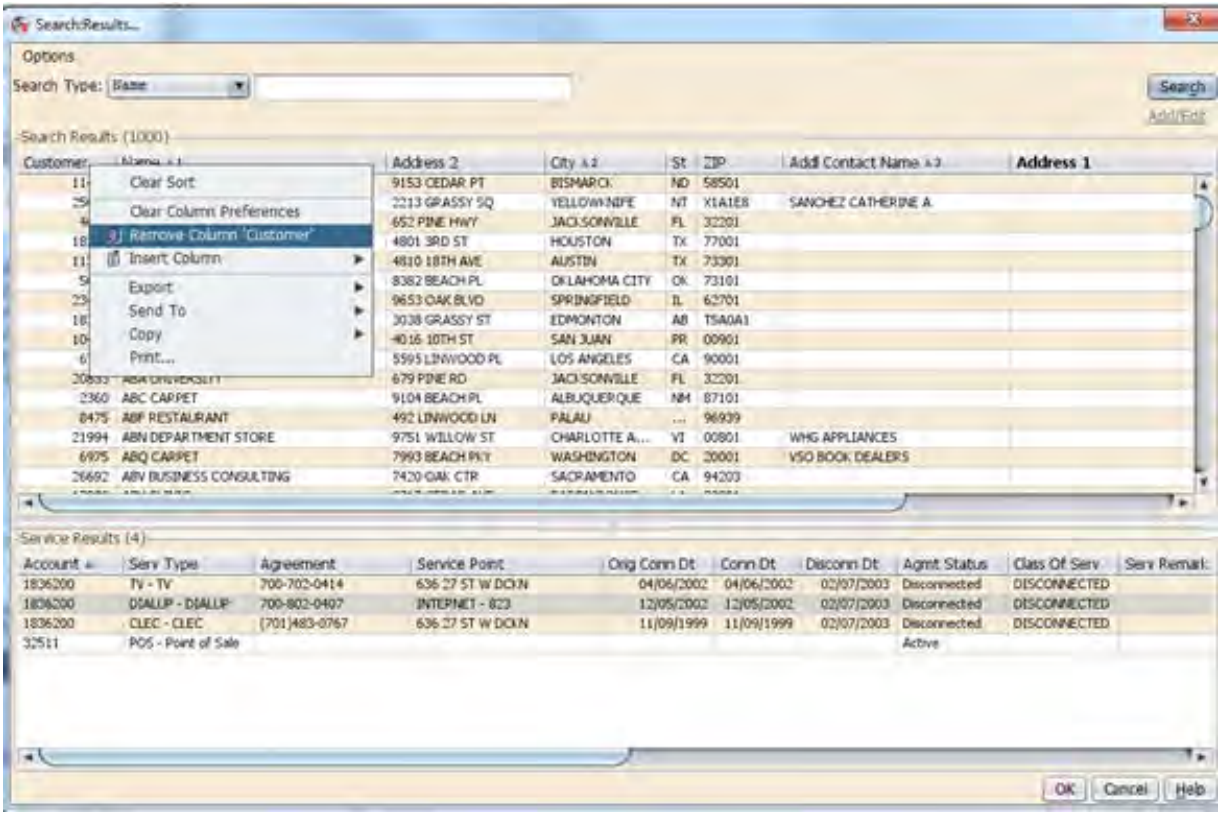
- You can sort multiple columns in iVUE by simply holding down the shift key and clicking on additional columns. Doing this, you'll see a numbered sequence within the column (2,3,4…etc).

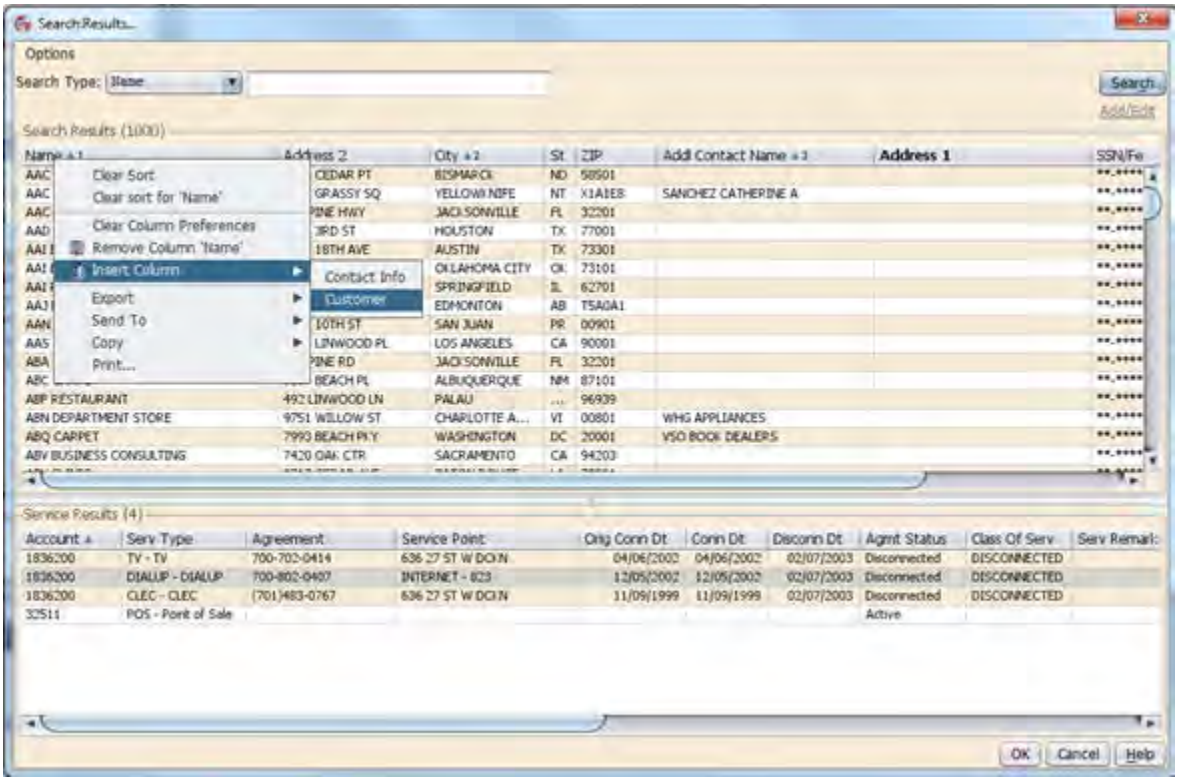



Any Summary table in the software you have the ability to left click and hold and drag the column left or right to better sort your columns to the user's liking

Remove Columns/Add Columns

- By Right clicking on any column heading in the summary table you will have the ability to remove columns.
- Once a column is removed and user wishes to add the column back in – right click on any column heading and select Insert Column to put the removed column back into the table and then it can be moved left or right depending on where the user wishes it to reside


SearchResults...
Options
Search Type: Name
Search
Add/Edit
Search Results (1000)
Customer
Name
Address 2
City
St
ZIP
Addl Contact Name
Address 1
Clear Sort
Clear Column Preferences
Remove Column 'Customer'
Insert Column
Export
Send To
Copy
Print...
9153 CEDAR PT BISMARCK ND 58501
2213 GRASSY SQ YELLOWKNIFE NT X1A1E8 SANCHEZ CATHERINE A
652 PINE HWY JACKSONVILLE FL 32201
4801 3RD ST HOUSTON TX 77001
4810 18TH AVE AUSTIN TX 73301
8382 BEACH PL OKLAHOMA CITY OK 73101
9653 OAK BLVD SPRINGFIELD IL 62701
3038 GRASSY ST EDMONTON AB T5A0A1
4016 10TH ST SAN JUAN PR 00901
5595 LINWOOD PL LOS ANGELES CA 90001
679 PINE RD JACKSONVILLE FL 32201
9104 BEACH PL ALBUQUERQUE NM 87101
2360 ABC CARPET
0475 ABF RESTAURANT 492 LINWOOD LN PALAU ... 96939
21994 ABN DEPARTMENT STORE 9751 WILLOW ST CHARLOTTE A... VI 00801 WHG APPLIANCES
6975 ABQ CARPET 7993 BEACH PKY WASHINGTON DC 20001 VSO BOOK DEALERS
26692 ABV BUSINESS CONSULTING 7420 OAK CTR SACRAMENTO CA 94203
Service Results (4)
Account
Serv Type
Agreement
Service Point
Orig Conn Dt
Conn Dt
Disconn Dt
Agmt Status
Class Of Serv
Serv Remark
1836200 TV - TV 700-702-0414 636 27 ST W DCKN 04/06/2002 04/06/2002 02/07/2003 Disconnected DISCONNECTED
1836200 DIALUP - DIALUP 700-802-0407 INTERNET - 823 12/05/2002 12/05/2002 02/07/2003 Disconnected DISCONNECTED
1836200 CLEC - CLEC (701)483-0767 636 27 ST W DCKN 11/09/1999 11/09/1999 02/07/2003 Disconnected DISCONNECTED
32511 POS - Point of Sale Active
OK
Cancel
Help


SearchResults...
Options
Search Type: Name
Search
Add/Edit
Search Results (1000)
Name
Address 2
City
St
ZIP
Addl Contact Name
Address 1
SSN/Fe
Clear Sort
Clear sort for 'Name'
Clear Column Preferences
Remove Column 'Name'
Insert Column
Export
Send To
Copy
Print...
Contact Info
Customer
ABF RESTAURANT 492 LINWOOD LN PALAU ... 96939
ABN DEPARTMENT STORE 9751 WILLOW ST CHARLOTTE A... VI 00801 WHG APPLIANCES
ABQ CARPET 7993 BEACH PKY WASHINGTON DC 20001 VSO BOOK DEALERS
ABV BUSINESS CONSULTING 7420 OAK CTR SACRAMENTO CA 94203
Service Results (4)
Account
Serv Type
Agreement
Service Point
Orig Conn Dt
Conn Dt
Disconn Dt
Agmt Status
Class Of Serv
Serv Remark
1836200 TV - TV 700-702-0414 636 27 ST W DCKN 04/06/2002 04/06/2002 02/07/2003 Disconnected DISCONNECTED
1836200 DIALUP - DIALUP 700-802-0407 INTERNET - 823 12/05/2002 12/05/2002 02/07/2003 Disconnected DISCONNECTED
1836200 CLEC - CLEC (701)483-0767 636 27 ST W DCKN 11/09/1999 11/09/1999 02/07/2003 Disconnected DISCONNECTED
32511 POS - Point of Sale Active
OK
Cancel
Help

# Cool Tricks

## Blank out your iVUE screen



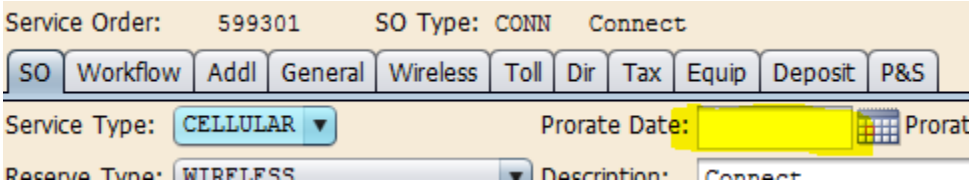

**F11** allows a user to quickly remove any data from their screen's view. This is especially helpful for front desk CSR's who frequently have the general public coming up to their desk and can help them protect your customer's data from unauthorized inquiring minds.

**F5** refreshes the screen to the most current version of data (note: this does not work in Job Manager)




↑ Fills in today's date in any date field in iVUE

Example: Prorate Date of a SO, click in the Date field area, press your arrow button, today's date will automatically populate.



## Snap a shot!

How to take a “snapshot” of your computer screen when the NISC email button isn’t usable (a popup window, error is on screen, etc. – this is a Windows trick that works with *ANY computer window open including Word, Email, Excel, Internet, iVUE, & any other window open)*

**Paste into**

- ✓ **Body of a new email message**
- ✓ **Word/Excel**
- ✓ **Paint**

**ALT + CTRL + Print Screen** keys held simultaneously, use all 3 keys at the same time to take a screenshot of your computer screen. It doesn’t look like anything happens, but your computer quietly takes the screenshot, then you can use your computer to paste the image into software of your choosing.



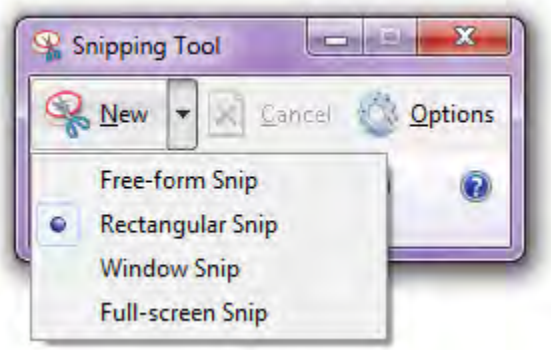
You can use either the keyboard shortcut to paste the image (CTRL+V) or right click your mouse in the area you want to paste the image and select “paste” from the menu that appears.

## Snap a Shot – Take 2!

Windows 7 comes with a free handy little tool called “Snipping Tool”. All Programs > Accessories > Snipping Tool

http://windows.microsoft.com/en-US/windows7/products/features/snipping-tool

Snipping Tool captures a screen shot of anything on your desktop, like a picture or a section of webpage. Once you have snipped, you can even add highlights, notes, etc.

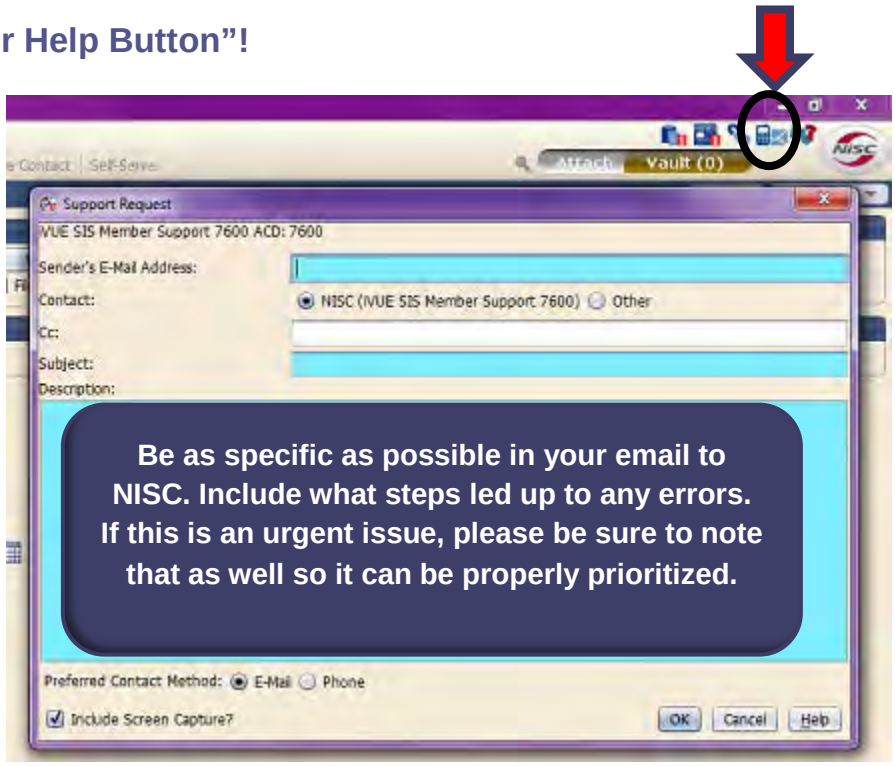



This tip is extremely useful when the iVUE email button is not available, like when there’s a popup error on the screen. Providing a screenshot to your I.T. and/or NISC Support team goes a long ways in resolving the issue quickly.

## iVUE Features An “Email For Help Button”!

Use the Email button at the top right corner of any iVUE screen to create a Change Request (CR) that is emailed directly to an NISC Support Group. You will receive a CR# in your email to allow you to track your inquiry.

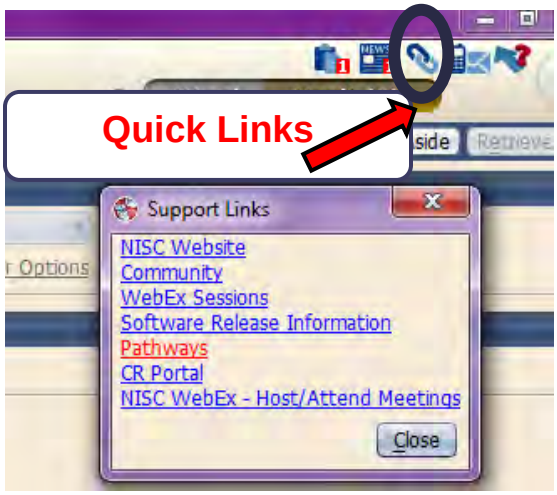
You can also use this feature to send emails to co-workers by using the “Other” radio button in the Contact area. This will skip creating a CR and will instead let you just send a normal email to the person of your choice.

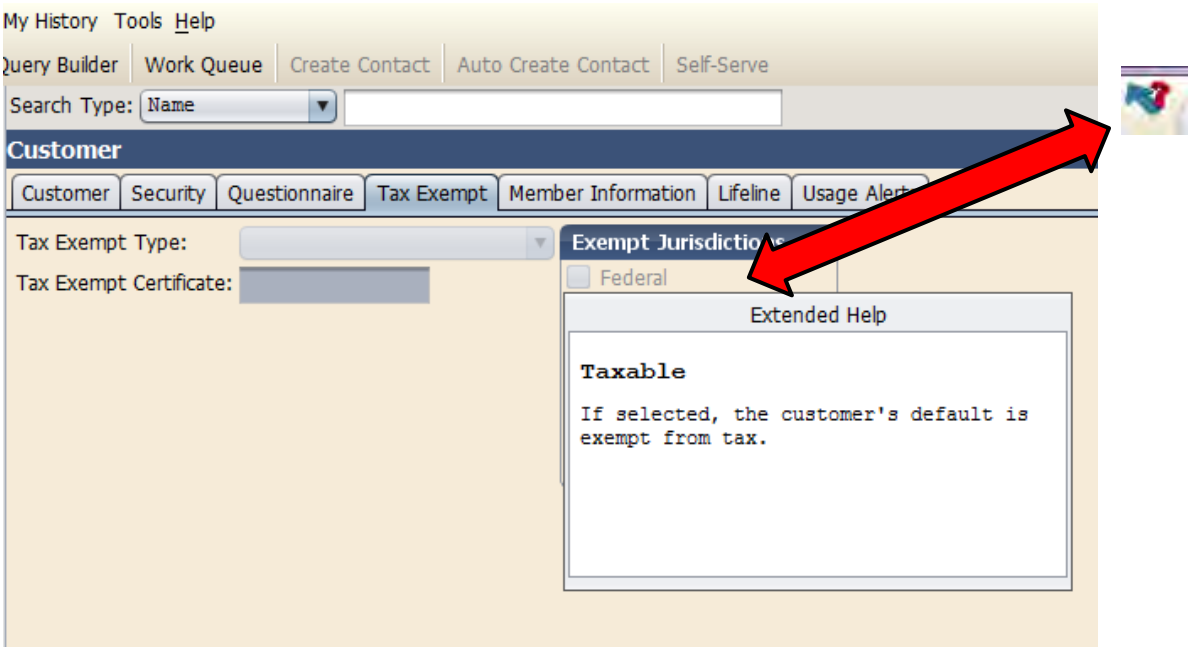


## iVUE News, Quick Links & More!



Release Notes, iVUE News Items, Quick Links, Email for Help, and Extended Help are just a button click away! The upper right hand corner of iVUE screens puts information right at your finger tips.



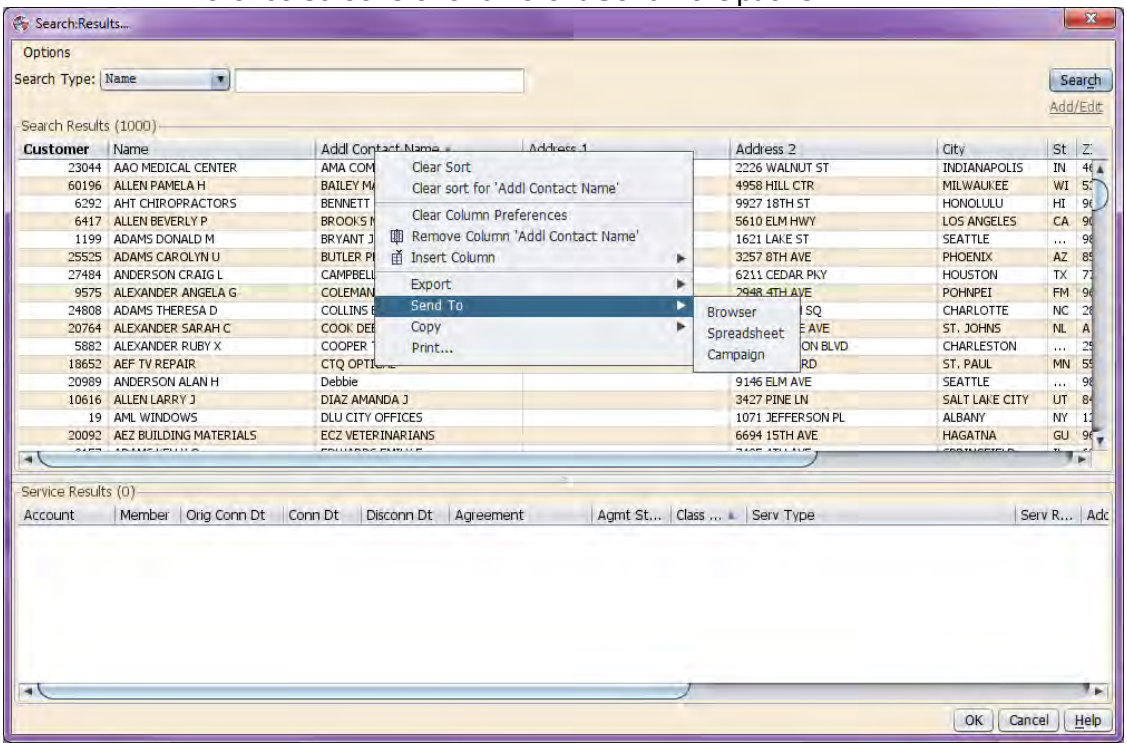

Extended Help

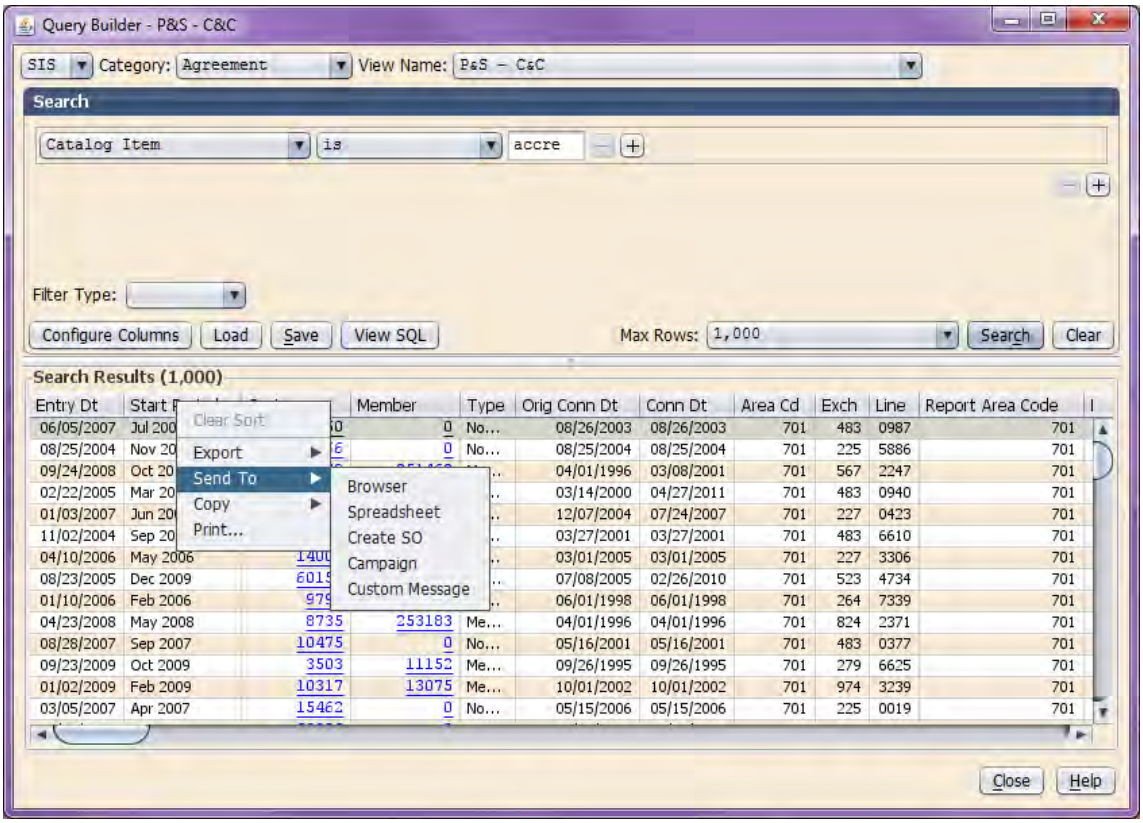
- Clicking on the question Mark in the upper right hand corner will then put a question mark on your cursor.
- Move your cursor to the field that you would like more info or help on and left click
    - It will bring in a popup of the field with a more in depth description than that of just the mouse over line help

## Send the Data Elsewhere

Export/Send To of Summary Tables

- Right Click on any column heading to get the options
  - Difference screens offer different Send To Options

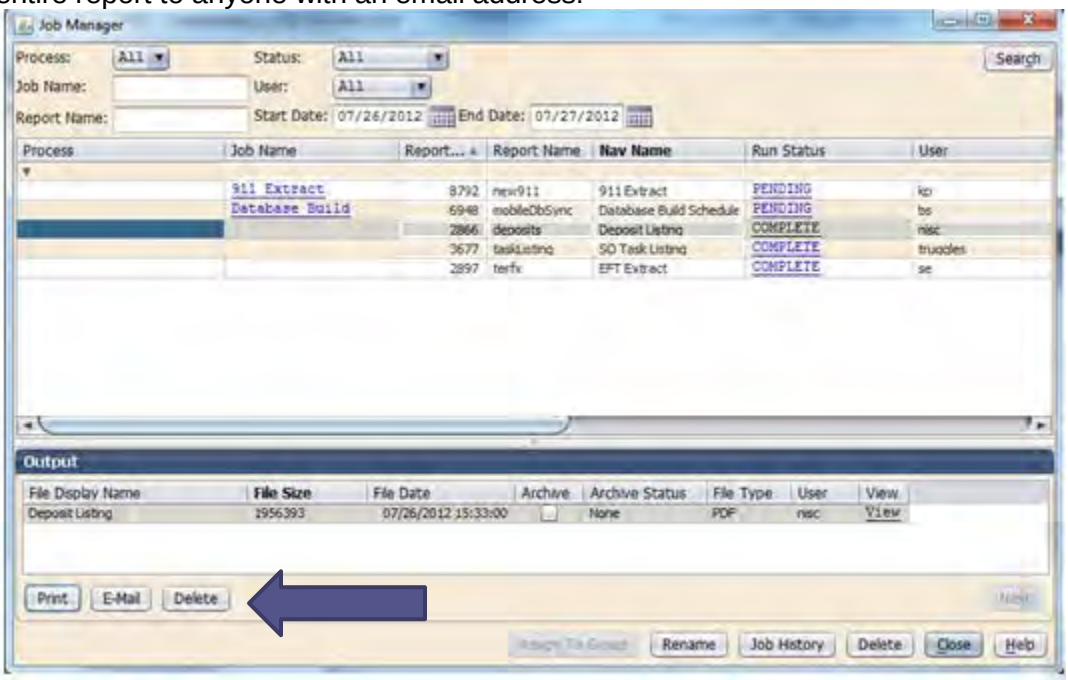


## Job Manager - Save the Trees and Go Green!

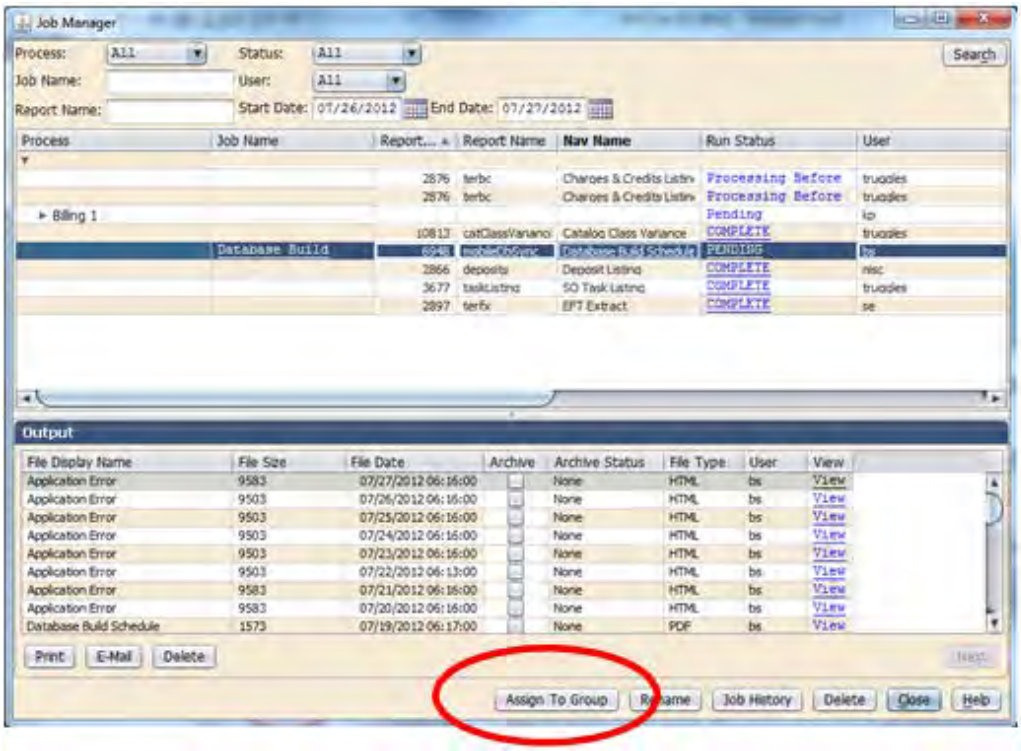
http://community.nisc.coop/docs/DOC-11955

No more printing a report, then scanning it to email to someone; use Job Manager to email the entire report to anyone with an email address!

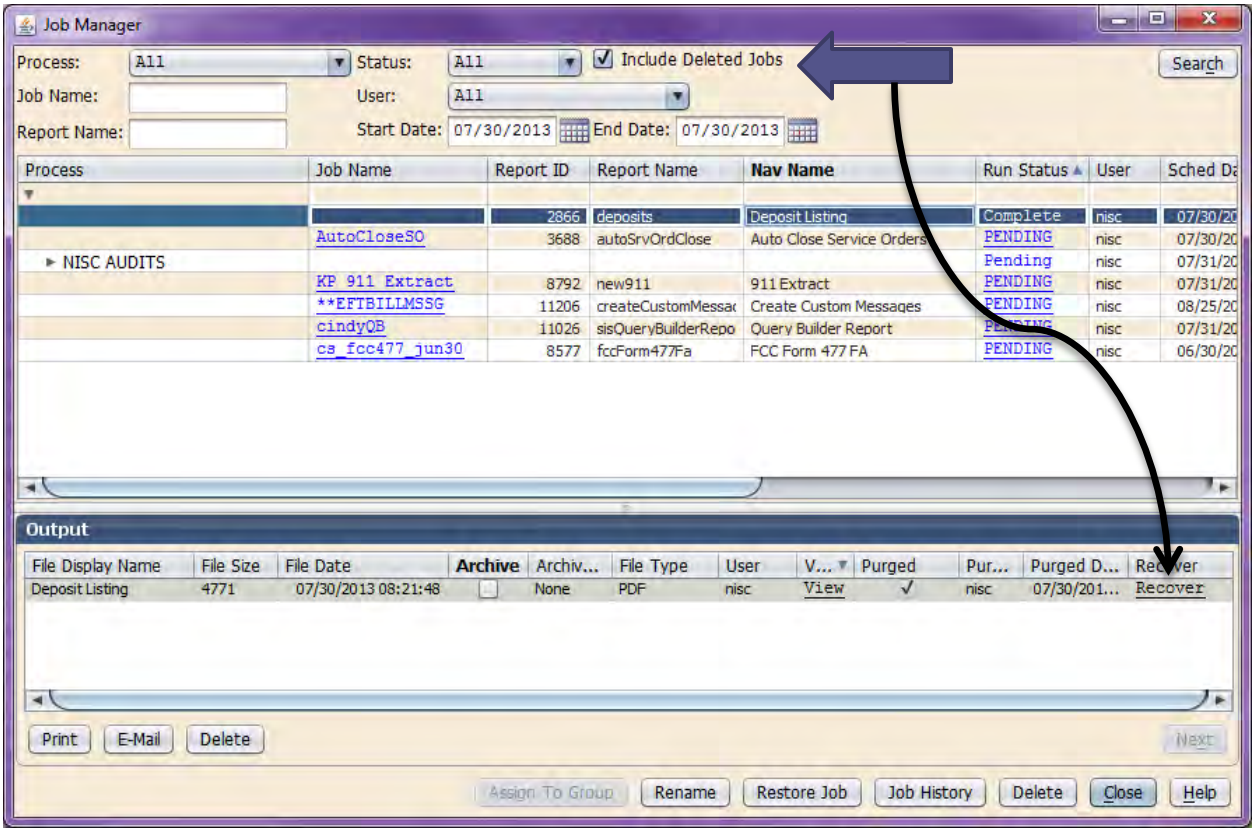



Assign to Group

- Assign reports to an existing group or create a new group
  - ✓ Must be ran with a stored Job Name in order to assign to a group



## Find Deleted Jobs in Job Manager




- If a report/process is run with Screen or Printer selected in the Output Options, and the Job Name field is left blank, the output for that report/process will be deleted from Job Manager 4 days after it was ran. Job Manager will run this delete process every night at midnight or when the JBoss is restarted.

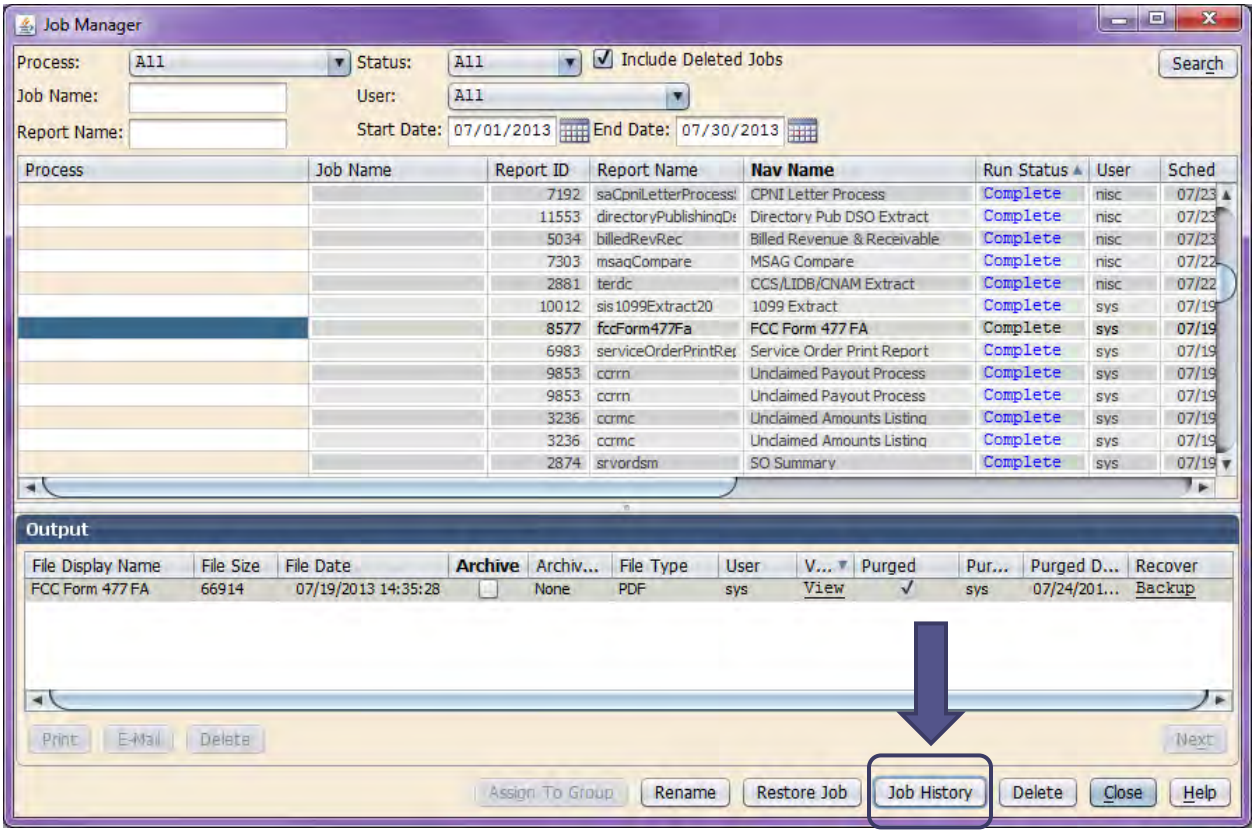
- After 4 days, unnamed reports are sent to the Recycle bin and remain in the Recycle Bin for another 4 days before they are removed from the system. Reports that are deleted from Job Manager will also be sent to the Recycle bin. Named reports and reports marked for archive are not affected by this process, they remain in Job Manager until manually removed/deleted.

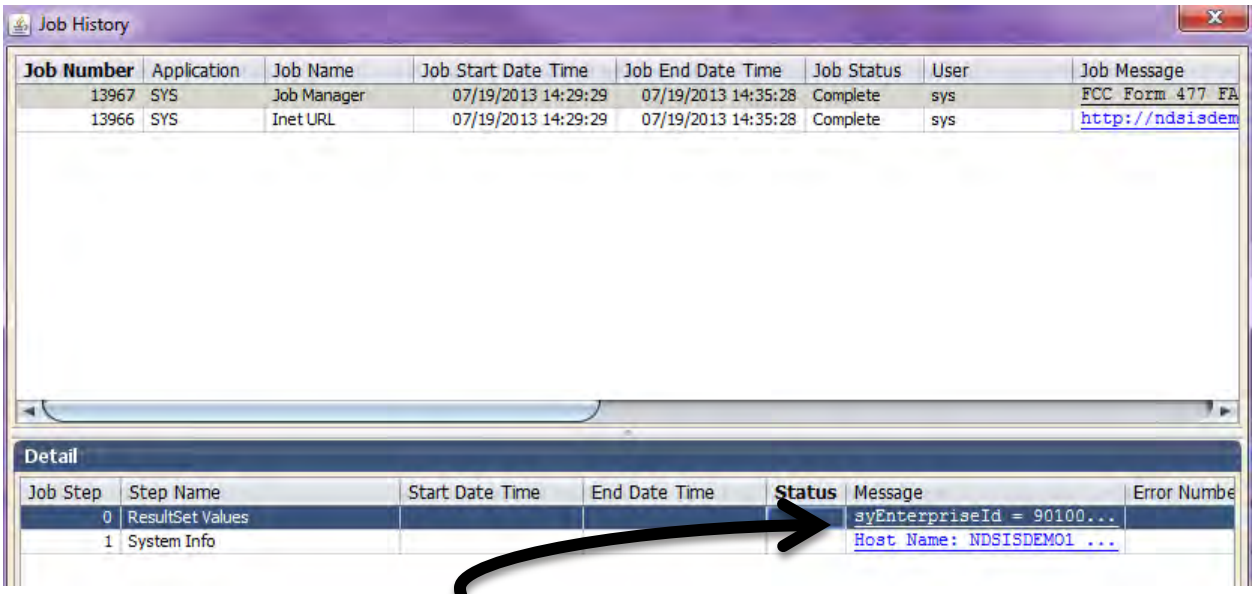
    - ✓ While the reports are in the Recycle Bin, you can recover them from either of two places: the Recycle bin screen from the left nav panel in Admin or from the Job Manager screen. In addition, a Recover field has been added to the lower summary table on the Job Manager screen that will allow you to recover the report from this screen. The Recover field only displays when deleted jobs are listed in the Job Manager results summary table and you select a deleted job (where the Purged field displays “Y”).

Along with the Recycle Bin screen in Admin under Reporting > File Management, there is an additional checkbox called “Show Deleted” that only shows up on Job Manager search if you have permission to the recycle bin. It allows the deleted jobs to appear in the searches and there are additional columns on the output files showing who/when they were deleted and an additional button called “restore job”.

**Use Job Manager to find previously used parameters on reports, even if you can't restore the report!**

Find the deleted report, select it, and then click the Job History button



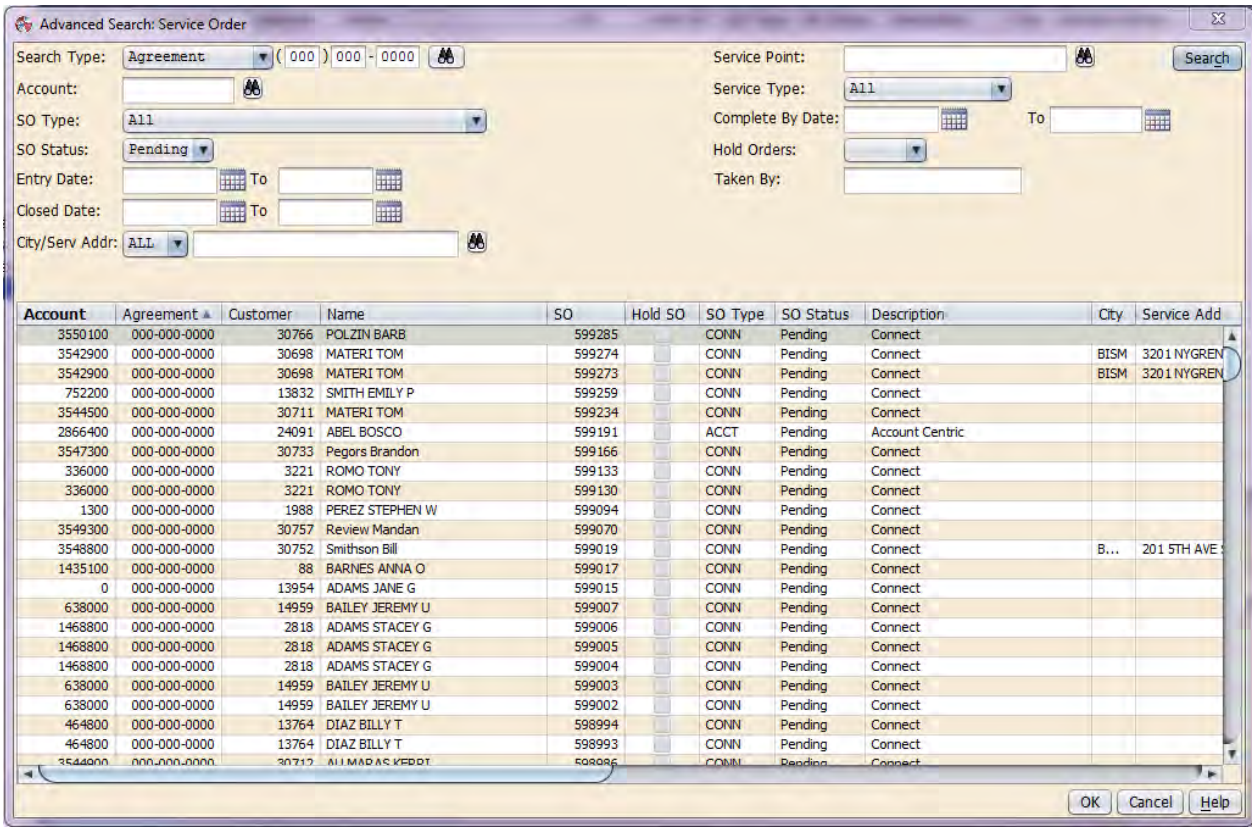




Click the hyperlink for the Step Name "ResultSet Values" to see the parameters that were used when this report was originally ran

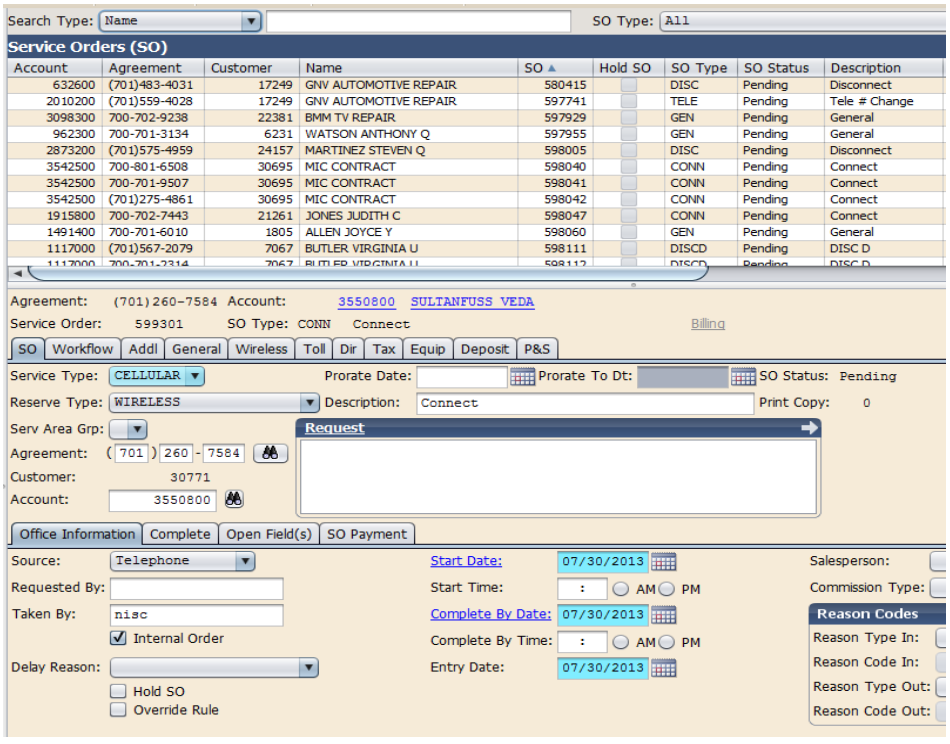
## Swing from Service Order to Service Order with Ease

Using the Advanced Search on the Service Orders (SO) screen makes closing SO's before billing a snap!

You can look for all SO Types with a Pending SO, or make the selections of your choice. Once you click the Search button and get results, use your keyboard to press CTRL A to select all the SO's from the results, then click the OK button. *Note this can also be done in Work Queue!*

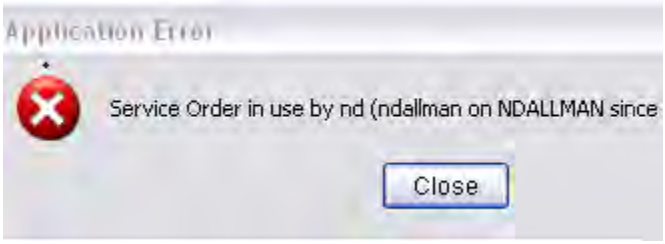



From this screen you can then work and save each SO as needed, then click the next row in the upper summary area to move on to the next SO. When you're ready, click the Close button and then you can Mass Close all of the SO's or how many every you wish to Select to Close. Easy! No reports, shuffling of paper, or going back and forth!



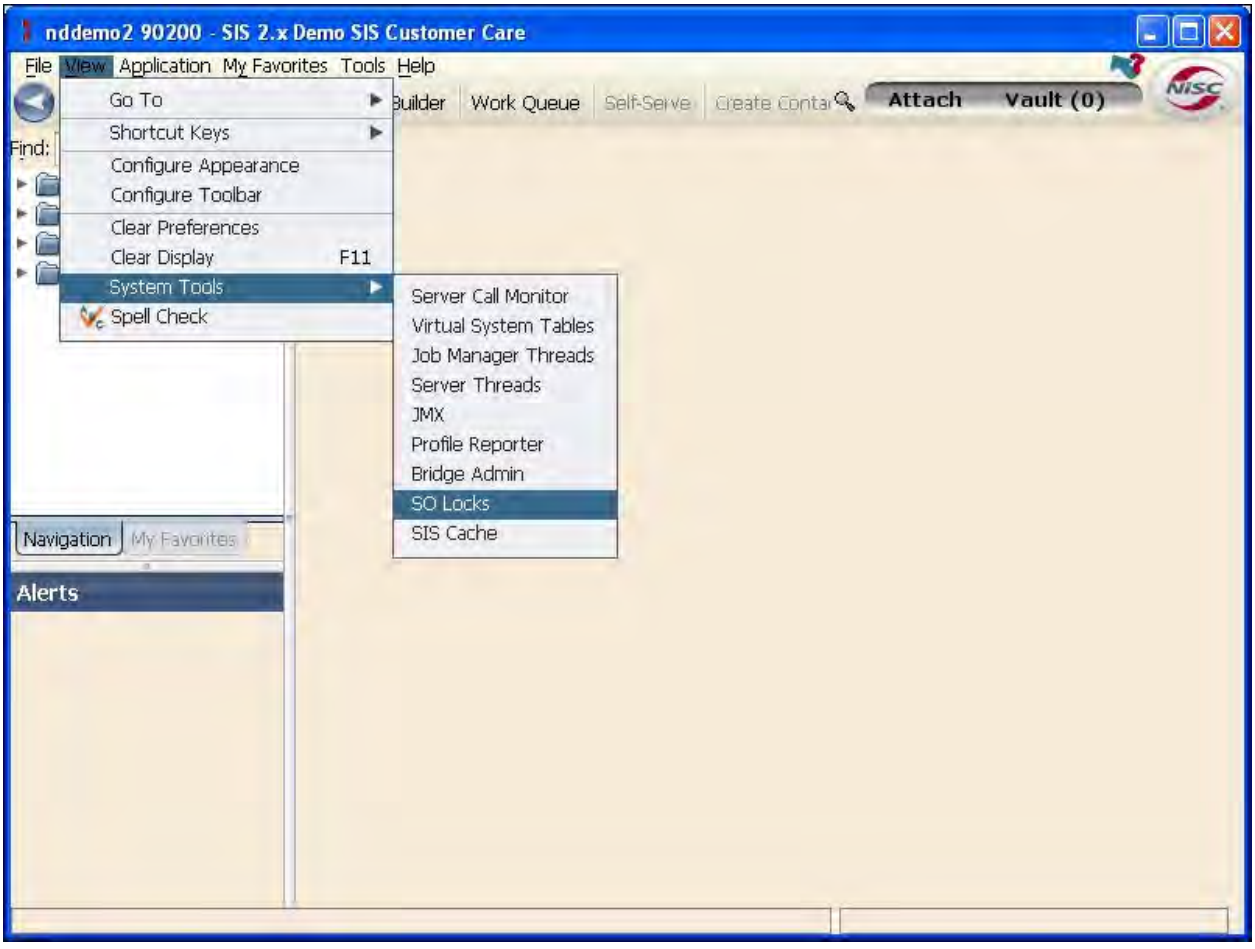
## SO Lock? Use the Key!

Need to make a change to a Service Order but you see an application error that says it's in use by a user? No problem! There's a key that EVERYONE has access to!

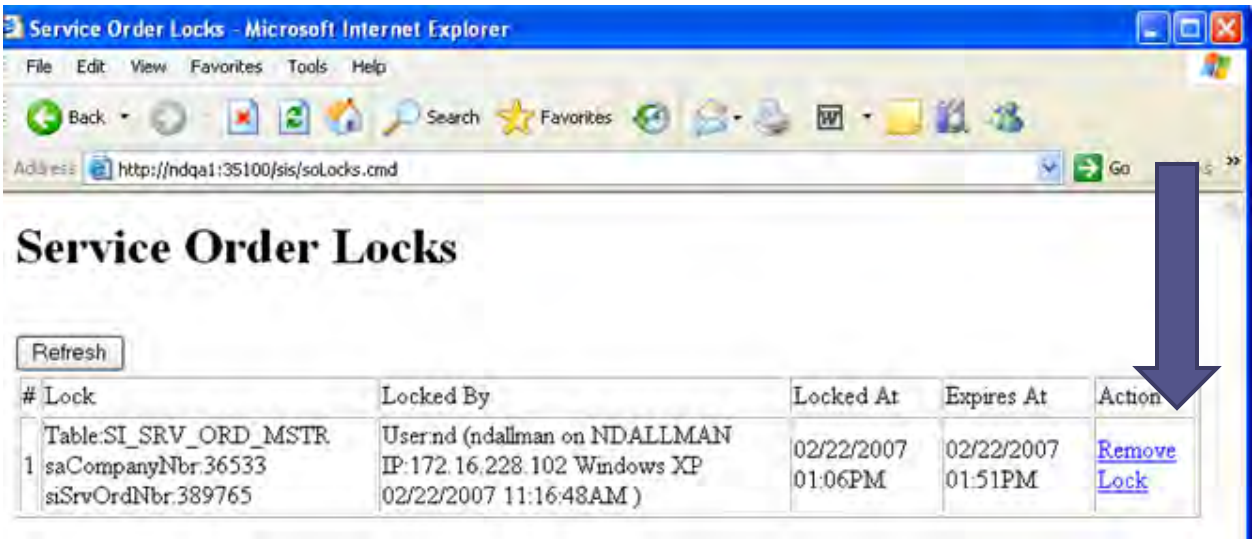



- *Note: A Service Order Lock means that someone is or was actively making changes to the same SO you are attempting to access. In order to preserve the changes, the person that first began making changes to the SO is given "control" of the SO and it becomes locked until they either leave that screen, or it times out with no activity taking place on the SO, or they close iVUE. There may be times that a SO is still locked in error or the user is no longer able to access the SO (left for day, iVUE unexpected shut down without releasing the lock).*

Go to View on the menu – then System Tools – then SO Locks

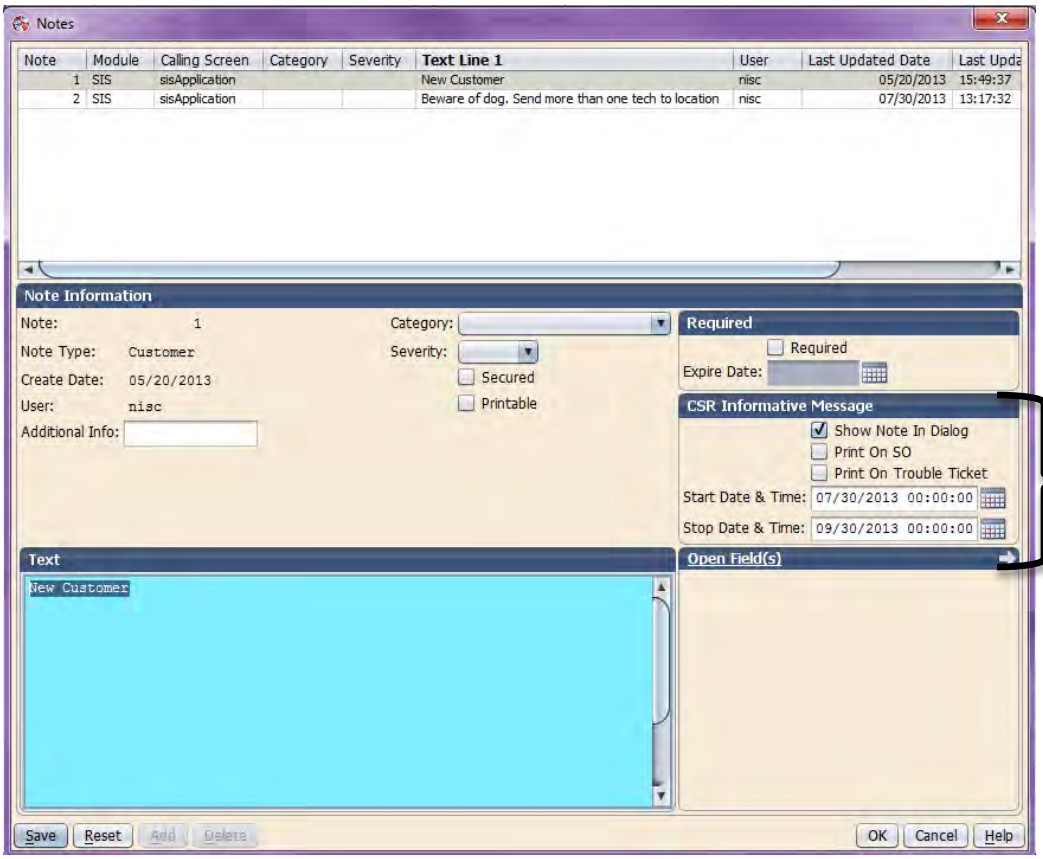


This will open up an Internet window showing what SO's have been locked. You can gain control of the SO from the user it shows it was locked by, click the Remove Lock hyperlink.




## Make a Note Pop!

Customer Notes can become popup windows! Use them to alert other users of special customer statuses (new customers, promo customers, dangerous situations, etc.)

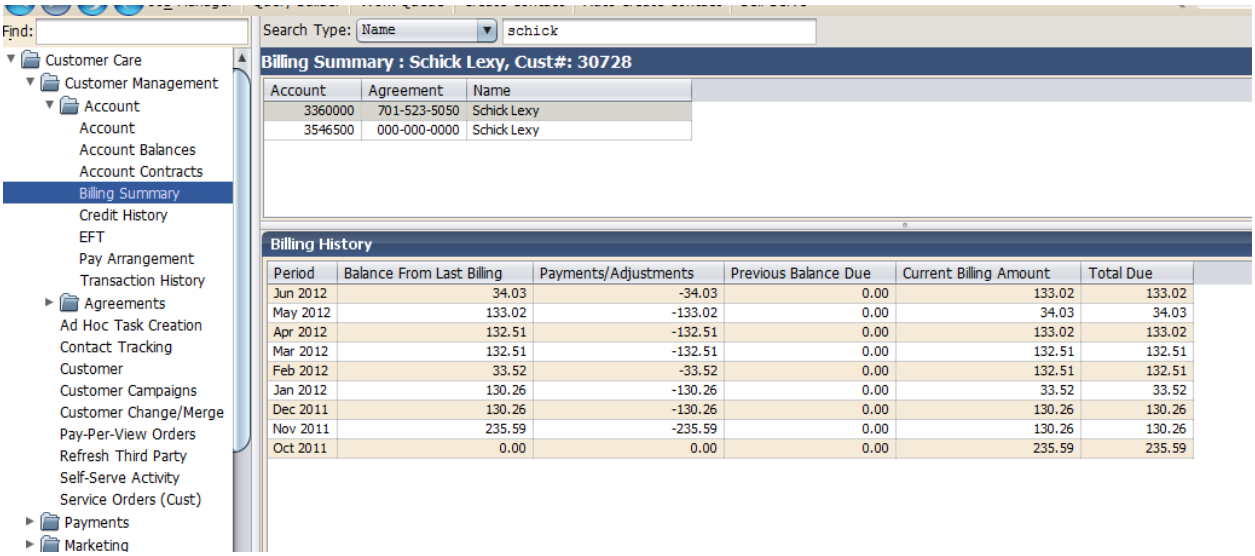



**Mark Show Note in Dialog to make it POP up on Customer screens**

**Can leave Start Date/Time & Stop Date/Time blank if want it to always appear**

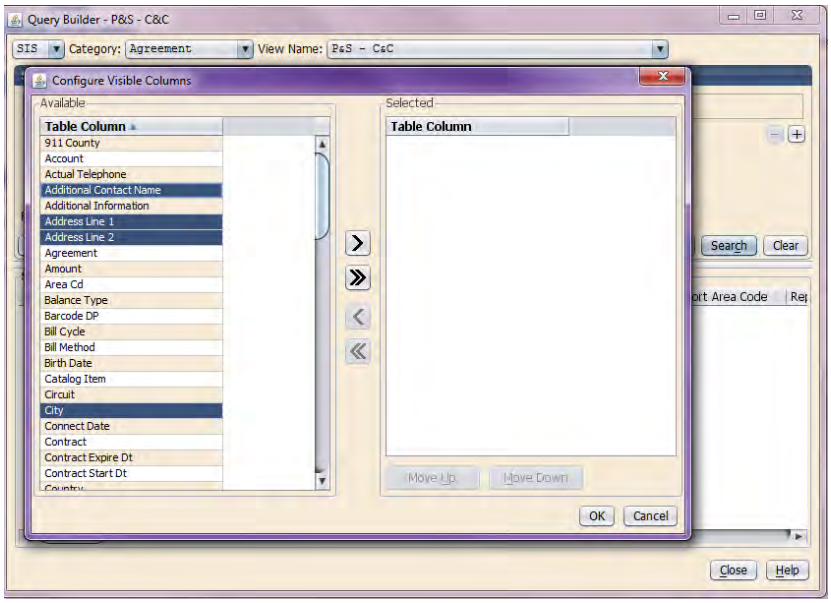
## Sum Up The Billing – Billing Summary Screen

The Billing Summary screen is an easy way to get an "At-A-Glance" summarization of an account's billing history without having to scroll through several months of bills.




## Query Builder Tips/Tricks:

- SIS, Category "Agreement", View Name "Tax" --- is not just for tax information!
  - ✓ If you don't need to use a C&C in your search, try using the Tax view – it's quite versatile and can be used for almost everything other than C&C searches!
- Configuring Columns in Query Builder
  - ✓ Move all the columns back to available using <<
  - ✓ Use CTRL and mouse click to select multiple columns at once
  - ✓ Use > button to move your selected columns to the Selected Table Column



# TIPS & TRICKS EXTRAS!

## MAIL Merges with Office 2007

Address lists can be created from iVUE using

- ✓ Standard Label Print
- ✓ Query Builder *(preferred method)*

http://office.microsoft.com/en-us/word-help/use-mail-merge-to-create-and-print-letters-and-other-documents-HA101857701.aspx

Query Builder generated lists, create your list, use configure columns to include:

- ✓ Name
- ✓ Additional Contact Name
- ✓ Address Line 1
- ✓ Address Line 2
- ✓ City
- ✓ State
- ✓ ZIP

➢ *Note: you can include additional columns even if you won't be using them as part of the address for your Labels and/or Merged Letters. If you wish to use a Filter Type, you will need to make sure that column is also included in your output (Example, if you wish to filter 1 per customer, then Customer needs to be a selected column in the Configure Columns screen)*

Right Mouse Click in the Header Row of Query Builder Results and select the "Send To Spreadsheet" option.

| | A | B | C | D | E | F | G |
|---|---|---|---|---|---|---|---|
| 1 | Name | Addl Contact Name | Address 1 | Address 2 | City | State | ZIP |
| 2 | BAILEY TODD X | | | 9688 JEFFERSON AVE | JACKSONVILLE | FL | 32201 |
| 3 | NELSON IRENE R | | | 3940 5TH ST | AUGUSTA | ME | 4330 |
| 4 | HAYES BONNIE R | | | 7749 MAGNOLIA AVE | SAN ANTONIO | TX | 78201 |
| 5 | COLLINS CHRISTOPHER X | | | 2600 WALNUT CT | MILWAUKEE | WI | 53201 |
| 6 | THOMAS JONATHAN N | | | 1198 8TH ST | DES MOINES | IA | 50301 |
| 7 | MURPHY JANICE G | | | 1955 WILLOW PKY | PHILADELPHIA | PA | 19115 |
| 8 | HARRIS KEITH K | | | 6300 GRASSY AVE | TORONTO | ON | M4C1B |
| 9 | FLORES EDWARD V | | | 9350 MAPLE RD | COLUMBIA | SC | 29201 |
| 10 | SMITH JEFFREY J | | | 5560 LINCOLN SQ | SALT LAKE CITY | UT | 84101 |
| 11 | COLLINS ROBIN I | | | 5959 6TH ST | SAN JOSE | CA | 95101 |
| 12 | GONZALEZ PHYLLIS O | | | 1153 OAK CTR | WASHINGTON | DC | 20001 |

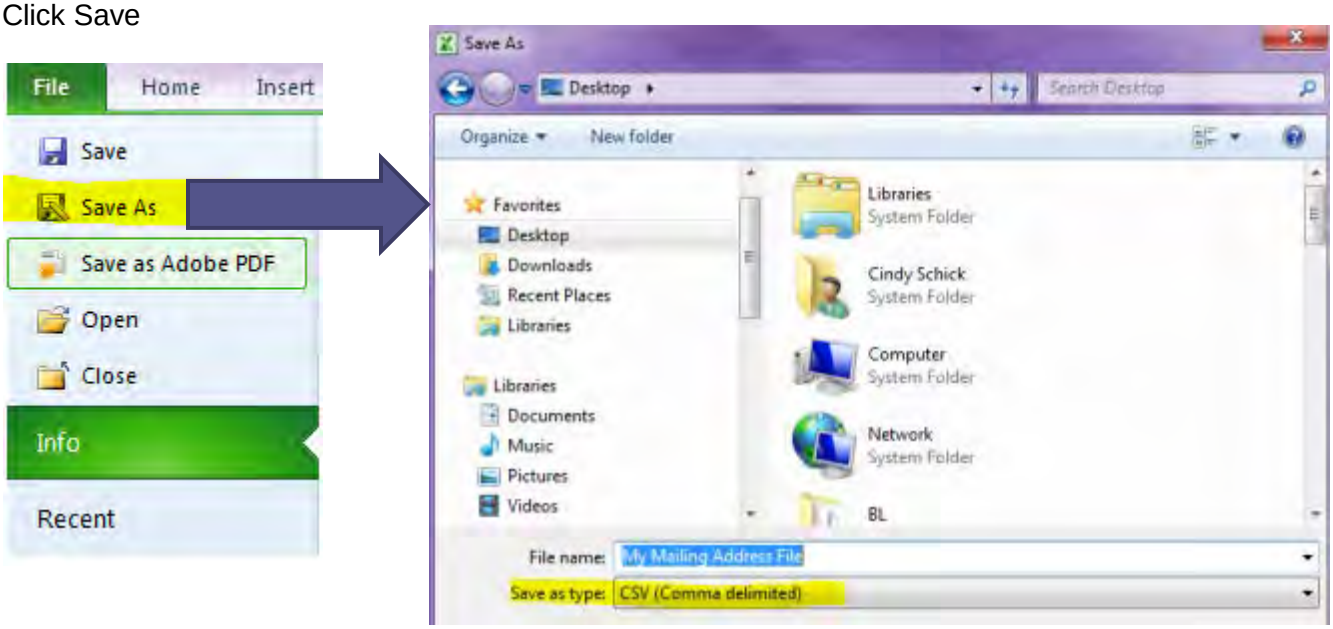
Use the File – Save As Option in Excel

Select a location to save the file in

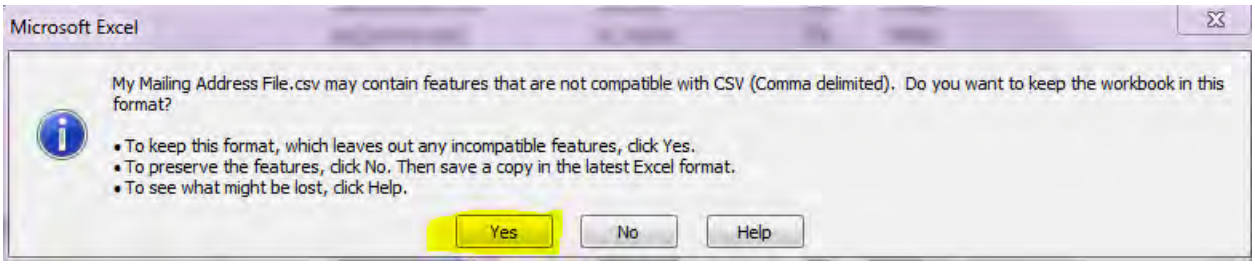
Give your file a name you will recognize

Save as Type should be “CSV” (Comma Delimited)

Click Save




Answer Yes to the Excel popup that appears regarding file compatibility

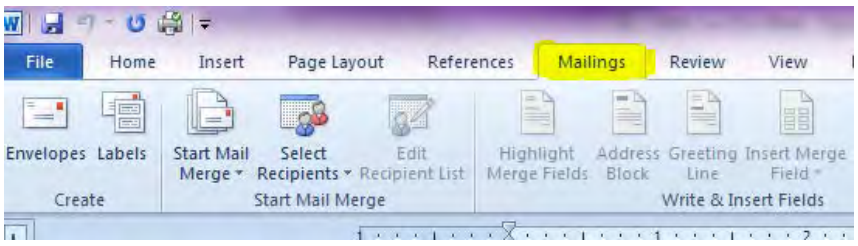



*Note: This popup is a Microsoft generated popup and appears each time you save a CSV file and also when you wish to close a CSV file.*

Close the CSV file

Open Microsoft Word

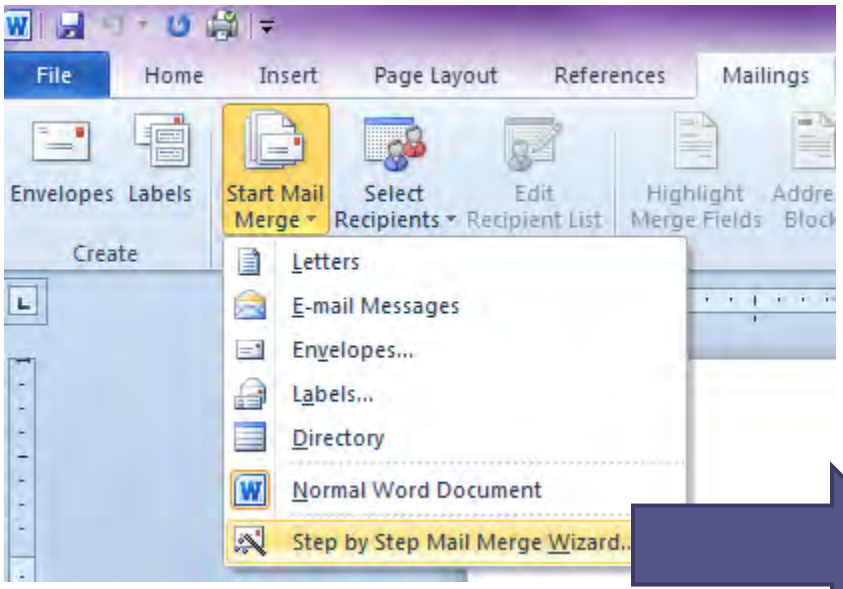
Click the Mailings tab

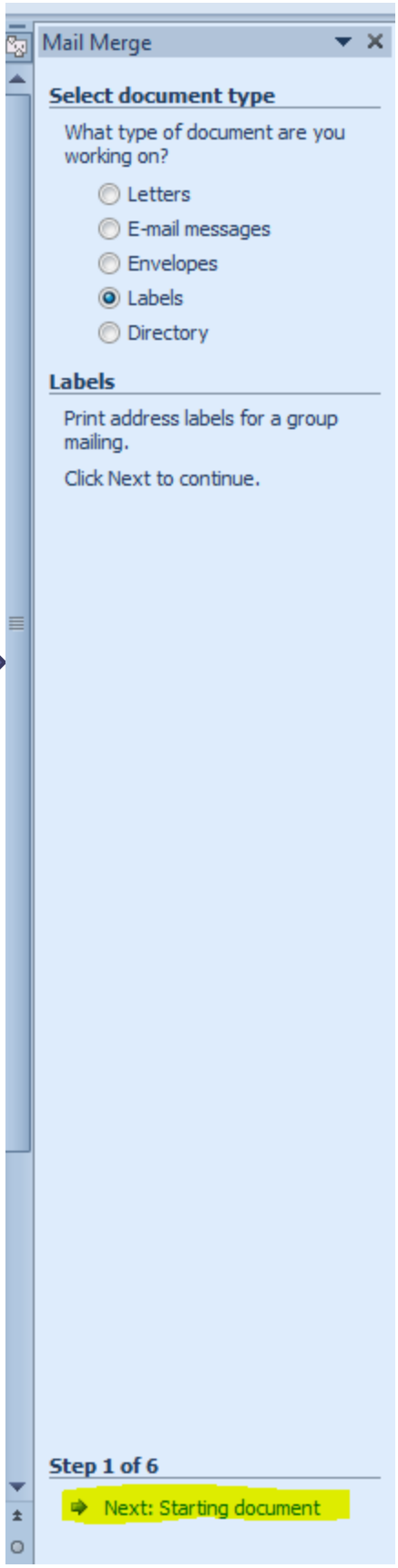


Click the Start Mail Merge button

Use the Step by Step Mail Merge Wizard to open a window on the right side of your screen – this will help guide you through either creating mailing labels or a merge letter, whichever you wish.

*$ Tip: Merge Letters can be positioned so you can print the address right on the letter and use a window envelope to mail the document. This saves the time and cost of using labels.*

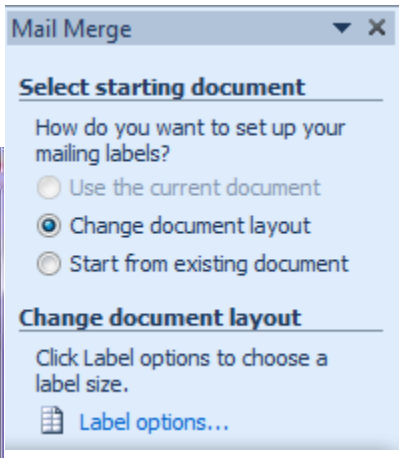


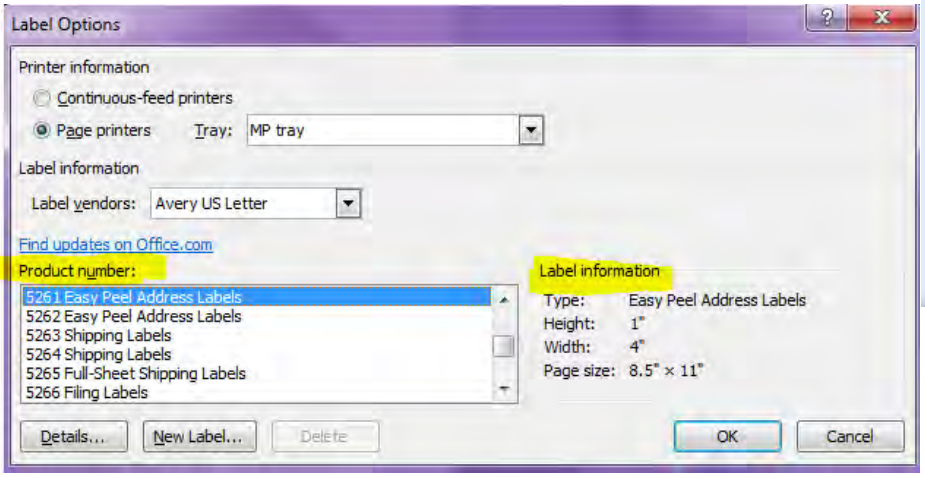




Select what type of document you want to create.

Click Next: Starting document at the bottom of the wizard window

Click the Label options hyperlink to open up the Label selection box, this is where you will tell Word the labels you are using.



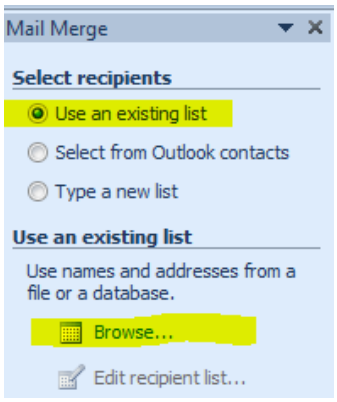



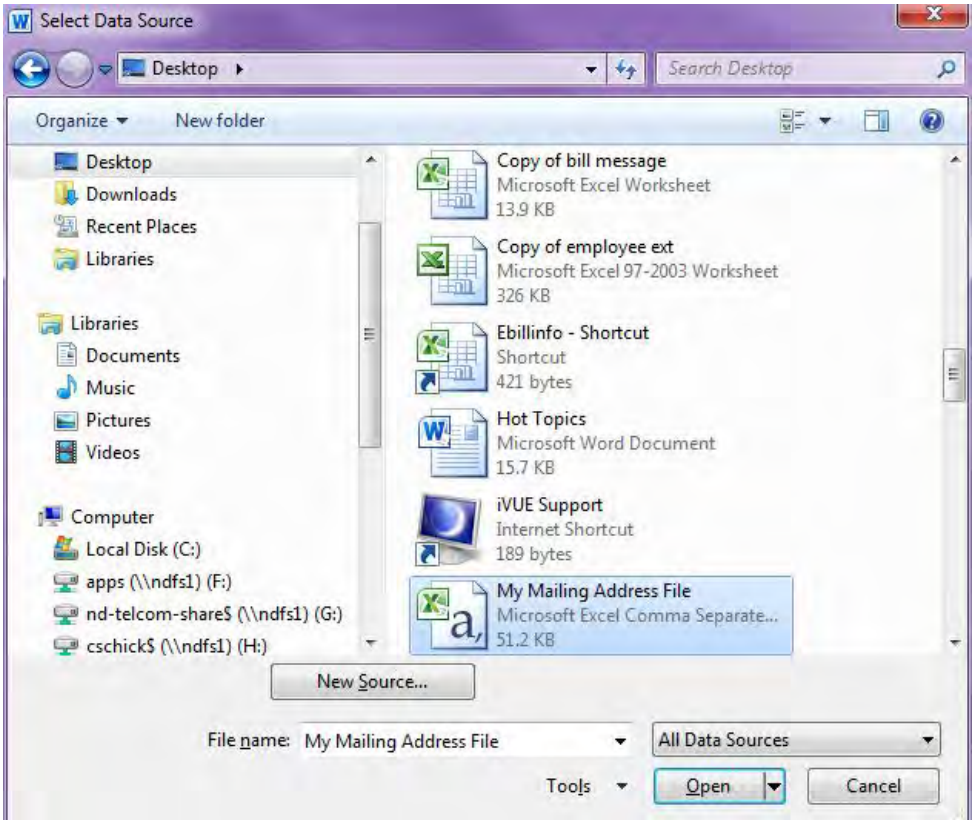

After selecting your label, click OK on the Label Options box

Click Next: Select recipients at the bottom of your Mail Merge Wizard window.

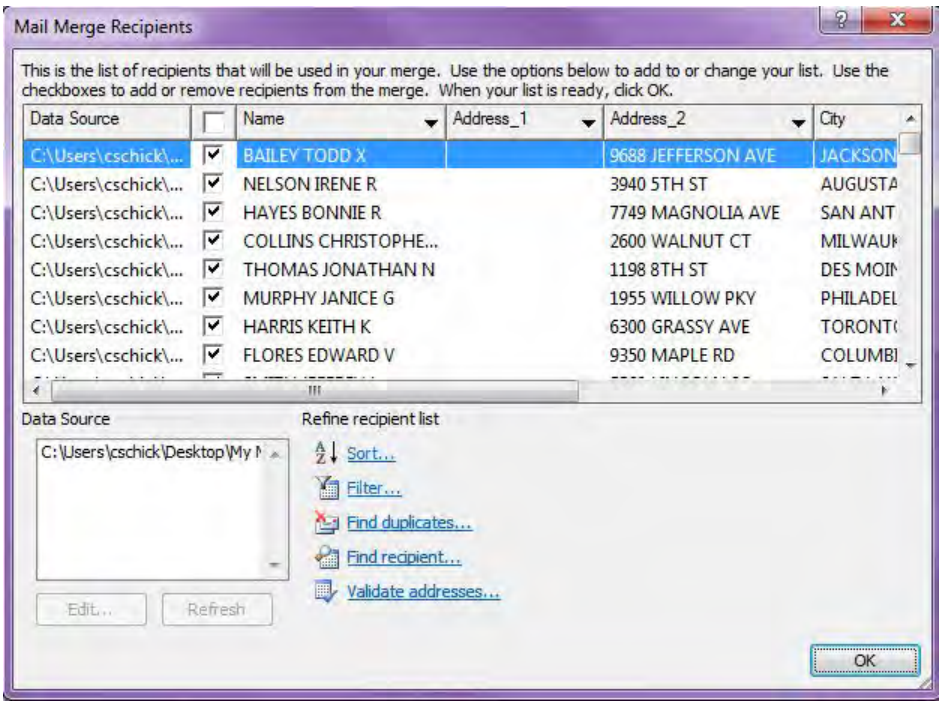
Select Use an Existing List in the Mail Merge Wizard window

Click the Browse hyperlink to look for the file you saved previously, once found, click Open

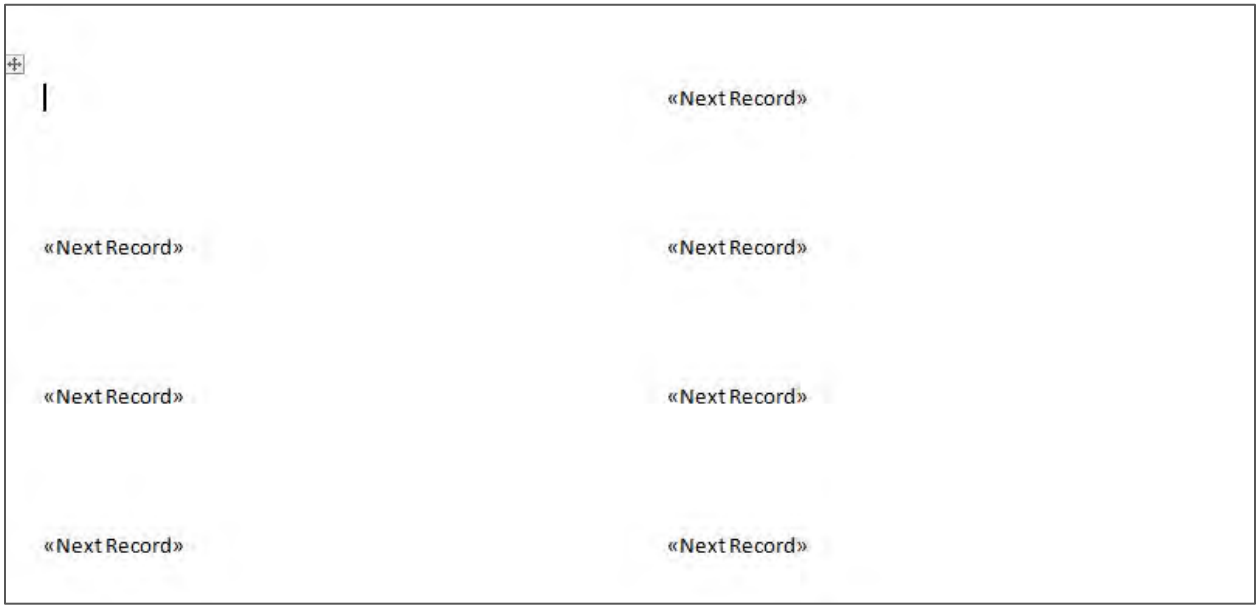


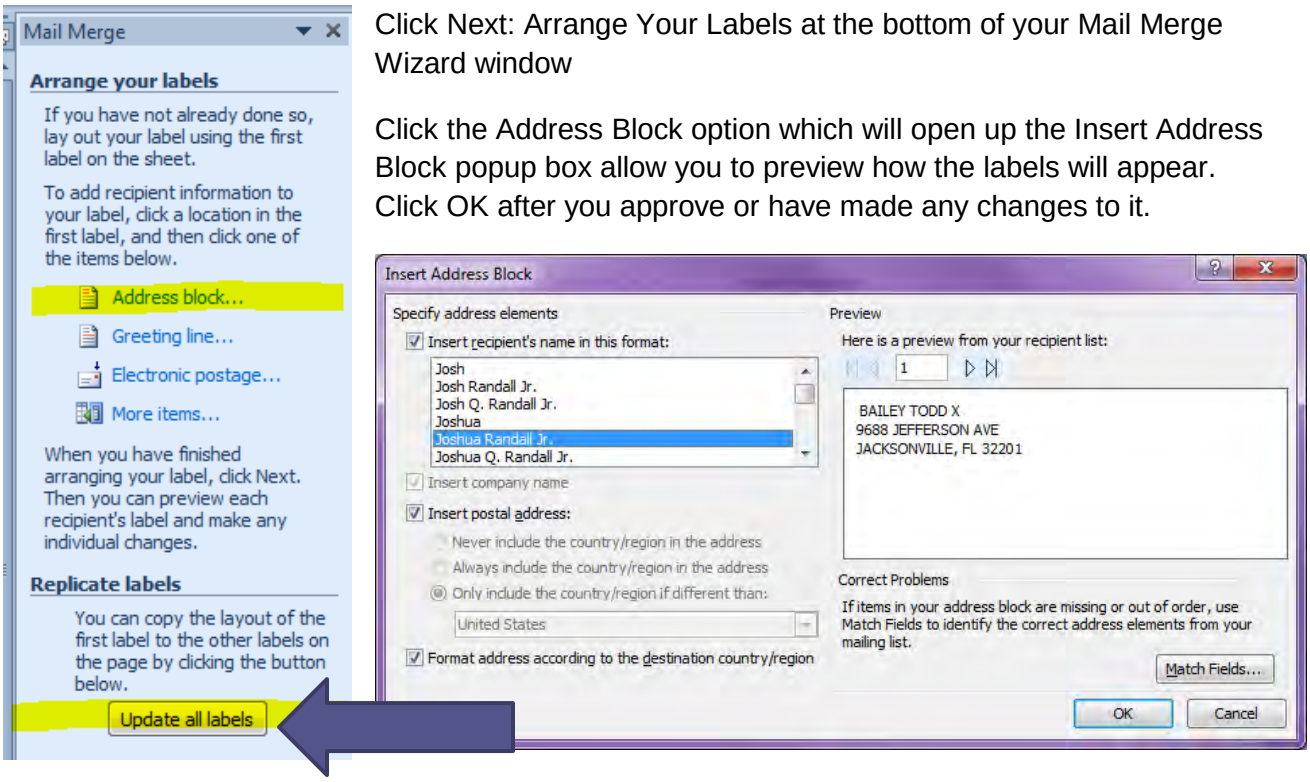



The Mail Merge Recipients box will open. From here you can change your list and/or use the check boxes to add or remove people from the merge. When your list is ready, click OK.




Your Word document will now look like this:






Click Next: Arrange Your Labels at the bottom of your Mail Merge Wizard window

Click the Address Block option which will open up the Insert Address Block popup box allow you to preview how the labels will appear. Click OK after you approve or have made any changes to it.

Click Update all Labels

Now your document will appear like this:

| | |
|---|---|
| «AddressBlock» | «Next Record»«AddressBlock» |
| «Next Record»«AddressBlock» | «Next Record»«AddressBlock» |

Click Next: Preview Your Labels at the bottom of your Mail Merge Wizard - this lets you view the labels as they would be printed out.

| | |
|---|---|
| BAILEY TODD X<br>9688 JEFFERSON AVE<br>JACKSONVILLE, FL 32201 | NELSON IRENE R<br>3940 5TH ST<br>AUGUSTA, ME 4330 |
| HAYES BONNIE R<br>7749 MAGNOLIA AVE<br>SAN ANTONIO, TX 78201 | COLLINS CHRISTOPHER X<br>2600 WALNUT CT<br>MILWAUKEE, WI 53201 |

Click Next: Complete the merge at the bottom of your Mail Merge Window

You can now choose to Print the file of labels (or letters) or Edit individual labels.

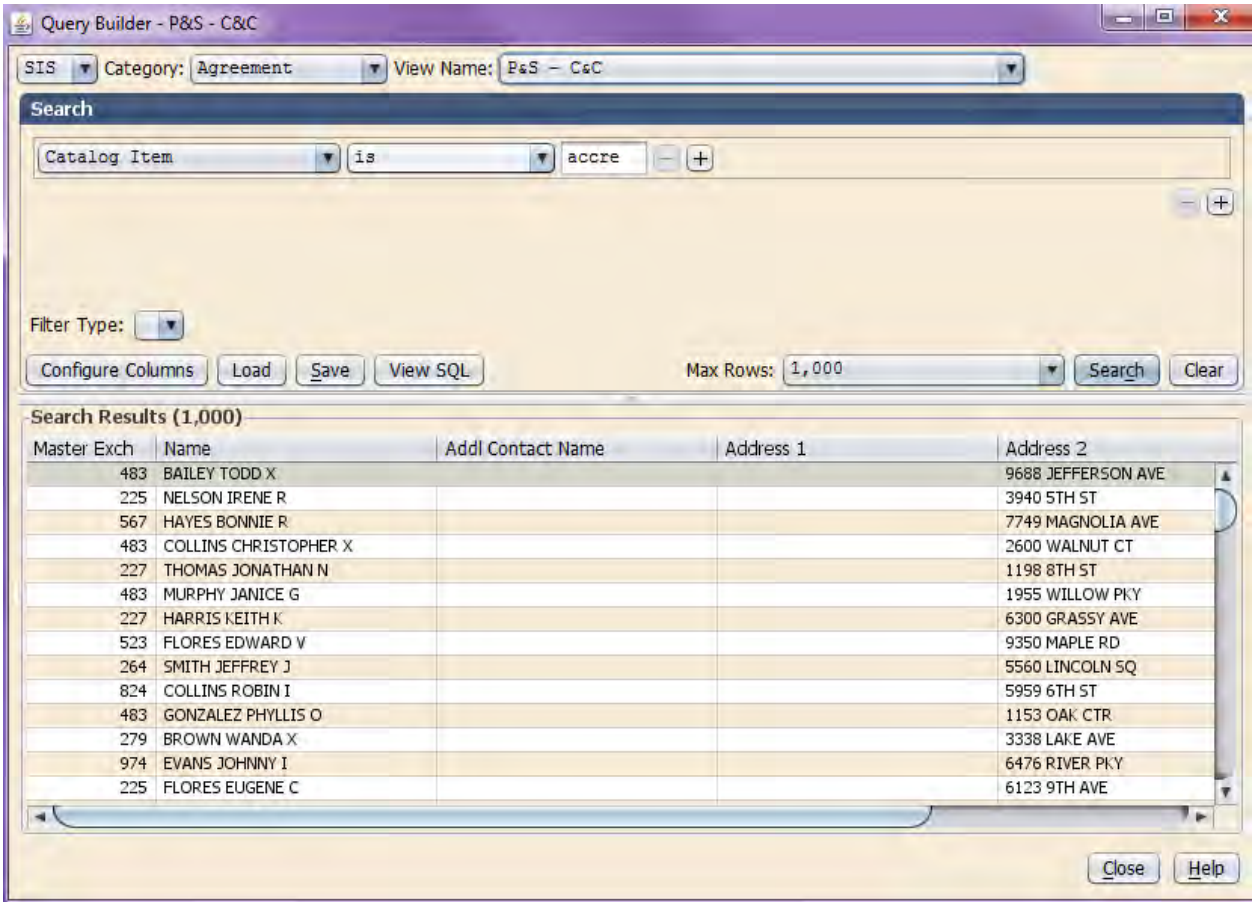
## Easy Totals in Excel with Pivot Tables

Using Query Builder to extract data from iVUE is awesome, but now that it's out and into Excel, sometimes you need just that little extra touch to total items. You can use a feature called "Pivot Tables" in Excel to produce these results for any CSV or Excel file.

http://office.microsoft.com/en-us/excel-help/pivottable-reports-101-HA001034632.aspx

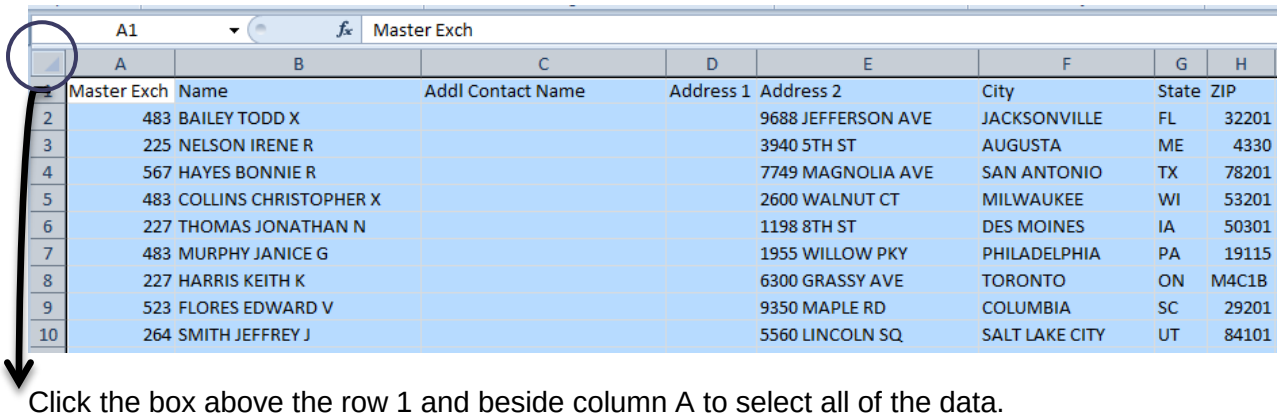
Example Query Builder, looking for agreements that have the C&C of "accre"

I want to know the total for each Master Agreement's Exchange area




| Master Exch | Name | Addl Contact Name | Address 1 | Address 2 |
|---|---|---|---|---|
| 483 | BAILEY TODD X | | | 9688 JEFFERSON AVE |
| 225 | NELSON IRENE R | | | 3940 5TH ST |
| 567 | HAYES BONNIE R | | | 7749 MAGNOLIA AVE |
| 483 | COLLINS CHRISTOPHER X | | | 2600 WALNUT CT |
| 227 | THOMAS JONATHAN N | | | 1198 8TH ST |
| 483 | MURPHY JANICE G | | | 1955 WILLOW PKY |
| 227 | HARRIS KEITH K | | | 6300 GRASSY AVE |
| 523 | FLORES EDWARD V | | | 9350 MAPLE RD |
| 264 | SMITH JEFFREY J | | | 5560 LINCOLN SQ |
| 824 | COLLINS ROBIN I | | | 5959 6TH ST |
| 483 | GONZALEZ PHYLLIS O | | | 1153 OAK CTR |
| 279 | BROWN WANDA X | | | 3338 LAKE AVE |
| 974 | EVANS JOHNNY I | | | 6476 RIVER PKY |
| 225 | FLORES EUGENE C | | | 6123 9TH AVE |

Right click the header row to send the results to Spreadsheet

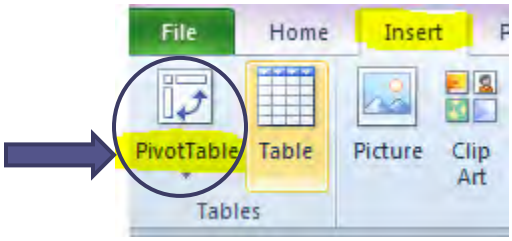



| | A | B | C | D | E | F | G | H |
|---|---|---|---|---|---|---|---|---|
| 1 | Master Exch | Name | Addl Contact Name | Address 1 | Address 2 | City | State | ZIP |
| 2 | 483 | BAILEY TODD X | | | 9688 JEFFERSON AVE | JACKSONVILLE | FL | 32201 |
| 3 | 225 | NELSON IRENE R | | | 3940 5TH ST | AUGUSTA | ME | 4330 |
| 4 | 567 | HAYES BONNIE R | | | 7749 MAGNOLIA AVE | SAN ANTONIO | TX | 78201 |
| 5 | 483 | COLLINS CHRISTOPHER X | | | 2600 WALNUT CT | MILWAUKEE | WI | 53201 |
| 6 | 227 | THOMAS JONATHAN N | | | 1198 8TH ST | DES MOINES | IA | 50301 |
| 7 | 483 | MURPHY JANICE G | | | 1955 WILLOW PKY | PHILADELPHIA | PA | 19115 |
| 8 | 227 | HARRIS KEITH K | | | 6300 GRASSY AVE | TORONTO | ON | M4C1B |
| 9 | 523 | FLORES EDWARD V | | | 9350 MAPLE RD | COLUMBIA | SC | 29201 |
| 10 | 264 | SMITH JEFFREY J | | | 5560 LINCOLN SQ | SALT LAKE CITY | UT | 84101 |

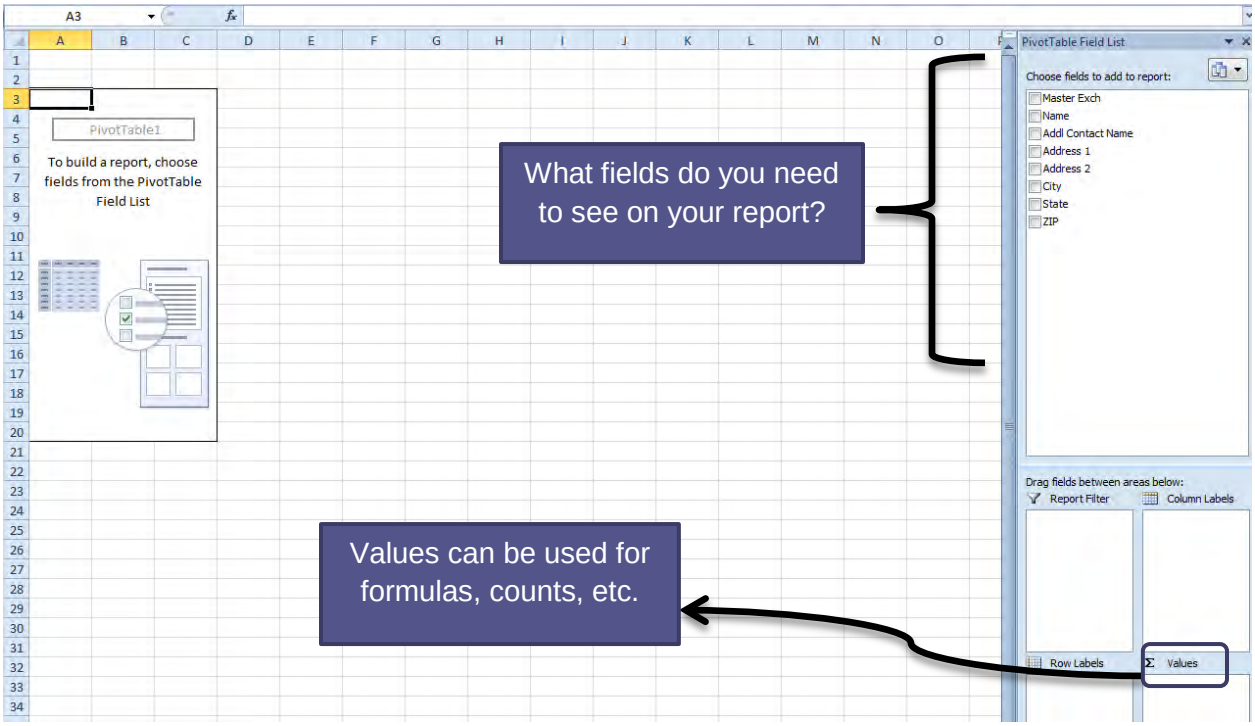
Click the box above the row 1 and beside column A to select all of the data.

Click the Insert tab of Excel, select PivotTable

Allow the next popup window to default its settings, click OK



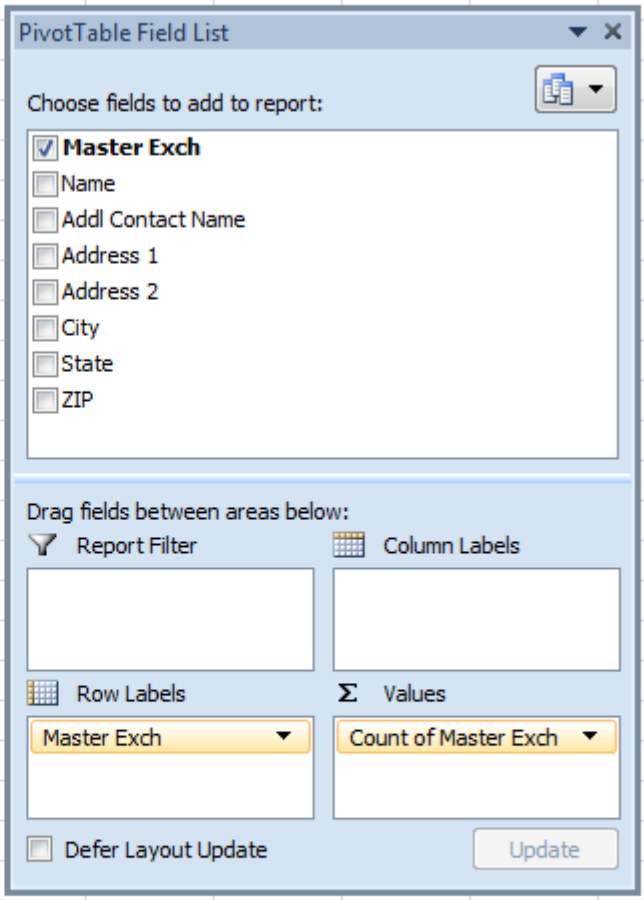

Your screen will look like this:



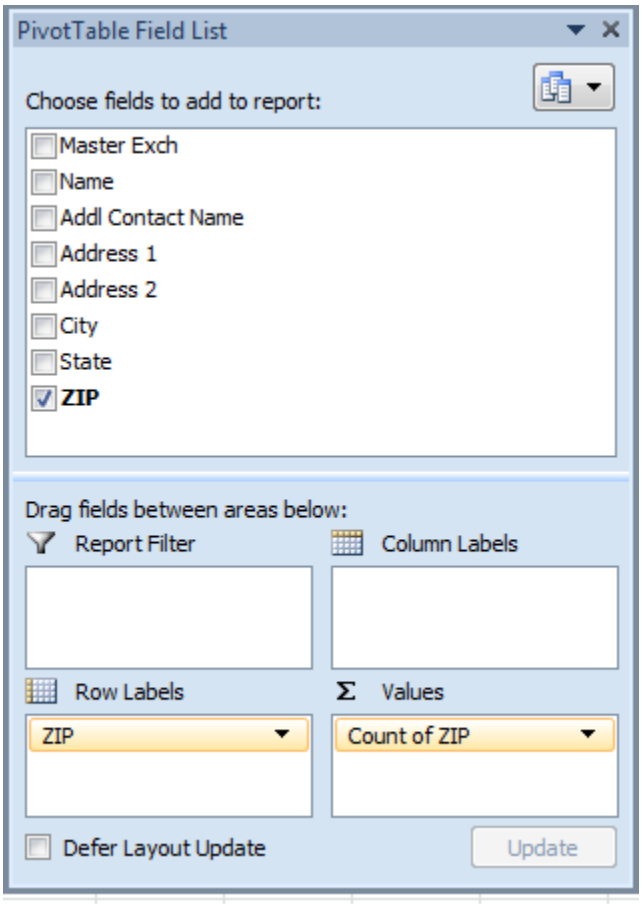
To get totals for this project, it's as simple as

- ✓ Select the checkbox beside Master Exch
- ✓ Click Master Exch to highlight that field, then drag it to the Values box
- ✓ You can click the down arrow to change the formula used for the field if need be. In this case we want a "count" of how many agreements appear in each master service's exchange.

| Row Labels | Count of Master Exch |
|---|---|
| 225 | 269 |
| 227 | 100 |
| 264 | 15 |
| 275 | 132 |
| 278 | 19 |
| 279 | 113 |
| 483 | 223 |
| 523 | 21 |
| 548 | 1 |
| 563 | 3 |
| 567 | 14 |
| 573 | 1 |
| 575 | 8 |
| 579 | 10 |
| 677 | 9 |
| 764 | 8 |
| 824 | 21 |
| 846 | 1 |
| 853 | 6 |
| 855 | 1 |
| 863 | 1 |
| 879 | 4 |
| 938 | 5 |
| 974 | 15 |
| (blank) | |
| **Grand Total** | **1000** |



Let’s say instead of Master Exchange counts, you need a count of how many addresses are in the file for each zipcode.



## Other Helpful Tidbits

Bill Messages Document, *Includes info on Custom Bill Messages!*

http://community.nisc.coop/docs/DOC-19594

Using Bill Message Preview

http://community.nisc.coop/docs/DOC-25062

How to Setup Prepayments using the Contr/PP tab on an Agreement, *Even though customer has paid ahead of time, it spreads their payments out across multiple billing periods, just like a regular payment would!*

http://community.nisc.coop/docs/DOC-21282

SIS Alerts/Icons & what makes them tick

http://community.nisc.coop/docs/DOC-16659

NISC Community Tips & Tricks

http://community.nisc.coop/community/member/member_resources/communitysupport

NISC Community, CC&B Telecom, *Includes Support's Weekly Hot Topics Blog plus a link to Pathways to sign up for future training sessions as well as to view previously recorded ones!*

http://community.nisc.coop/community/member/support/sis

CC&B Telecom & ABS Integration information, *Includes integration points where SIS may rely on information in ABS and vice versa.*

http://community.nisc.coop/community/member/member_resources/ivueintegration

# Natural Gas
# Glossary of Terms

Updated: October 2012

**Actual Reading** – the reading from your gas meter.

**Adjusted or Corrected Reading** – an amount shown on the bill to correct too much or not enough use from a prior reading.

**Aggregation** – a group that buys natural gas to obtain lower prices for a number of customers.

**Aggregator or Market Aggregator** – a natural gas supplier that plans for natural gas supply services to a group of customers in a single buying unit.

**Alternate Fuel Capability (Alternate Energy Capability)** – meeting energy needs with an energy source other than natural gas.

**Balancing** – the process of resolving differences between the amount of natural gas a natural gas distribution company receives for delivery to a customer or customer group and the amount o fgas that customer or group actually uses.

**Basic Services** – services necessary for the physical delivery of natural gas to a retail customer, consisting of natural gas distribution services and natural gas supply services.

**British Thermal Unit** (**BTU)** – the amount of heat required to raise the temperature of one pound of water by one degree Fahrenheit.

**Bundled Pricing** – two or more services offered at a single price.

**Burner Tip** – the point at which natural gas is used, such as furnace, water heater or range.

**Capacity** – the amount of natural gas transported within a specific period of time. The physical limits of a gas transportation system determines capacity. On the interstate transportation system, physical capacity is often divided among several parties, each party holding a contract for a specific quantity.

**Ccf** – measurement of gas usage equal to 100 cubic feet of gas.

**Chapter 56** – the PUC regulations that govern metering, billing and collections for residential gas and electric service.

**Commodity –** refers to the natural gas, which usually comes from a gas well and is sold by either the natural gas supplier or the natural gas distribution company.

**Commodity Charges** – the charges for basic gas supply service.

**Consumer Contract** – a written statement of the term of service between a customer and a natural gas supplier.

**Customer Assistance Programs (CAPs)** – a payment program for low-income people who have trouble paying their bills. This payment program is set up between the utility company and the customer. It allows the customer to pay a percent of the full tariff rate or to pay a percent of their income instead of

paying the full tariff rate each month. When an agreement is made, the customer must make regular monthly payments based on their new payment plan.

**Customer Charge** – a monthly charge to cover natural gas distribution company costs such as meter reading and billing costs.

**Customer Choice** – customers and sellers can deal directly with each other for natural gas supplies, which are transported through natural gas distribution company's pipes to the consumer.

**Customer Classes –** the classes of natural gas customers are residential, commercial and industrial.

**Customer Reading –** an actual meter reading made by the customer and given to the natural gas distribution company.

**Dekatherm** (**Dth**) - a measure of the heat content of gas. Gas usage is determined by multiplying the Mcf used by the heat content value of the gas.

**Deregulation** – removal or relaxation of regulations or controls governing a business or service operation such as utility natural gas or electric supply service.

**Distribution** – the natural gas distribution company sending the natural gas to your home through local underground pipelines.

**Distribution Charges** – charges for the delivery of natural gas from the point of receipt into the natural gas distribution company's system.

**End-User** – the natural gas consumer.

**Estimated Reading** – during months when the natural gas distribution company does not read the customer's meter, the bill is based on previous gas usage, gas rates and the weather.

**Firm Services** – natural gas services offered to customers specified in tariffs or contracts that anticipate no interruption.

**Fixed or Flat Rate** – a rate that will remain the same for a set period of time.

**Formal Complaint** – a written dispute or disagreement about a utility problem filed by a consumer with the Public Utility Commission. A formal complaint is assigned to an administrative law judge (ALJ) who holds hearings to develop a record. After the hearings, the judge issues a decision.

**Gas Cost Adjustment Charge** – the amount billed or credited each month to correct any differences between projected and actual natural gas supply costs and revenues of the natural gas distribution company.

**Heat Content of Natural Gas** - a metric which specifies the amount of energy, usually in British Thermal Units (BTUs), contained within a predetermined volume of the fuel. Generally speaking, the heat

content of natural gas is usually just over 1,000 BTUs per cubic foot. However, the heat content does vary among regions.

**Informal Complaint** – a dispute or disagreement about the service provided by a utility or supplier which is filed by a consumer with the Public Utility Commission's Bureau of Consumer Services (BCS). A BCS investigator reviews the informal complaint and provides the customer with a response to their dispute.

**Interruptible Service** – natural gas services that can be interrupted under terms and conditions specified by tariff or contract.

**Interstate Transportation System** – federally regulated, large capacity pipelines that transport natural gas across state lines from points of production to a natural gas distribution company.

**Late Payment Charge** – a charge for any bill not paid by the due date.

**Low Income Home Energy Assistance Program (LIHEAP)** – a federal grant program to assist low-income utility customers to pay for energy services.

**Marketer or Broker** – an individual or business, licensed by the Commission that sells or arranges to sell natural gas. The difference between marketers and brokers is that marketers own the gas they sell, while brokers do not.

**Migration Rider –** the remaining balance of a natural gas distribution company's under or overcollection for customers who chose an alternate natural gas supplier. It is an estimate of the true-up for gas purchased for the 12- month period prior to switching to an alternate supplier.

**Mcf** - 1,000 cubic feet. This is a measure of gas usage.

**Natural Gas Distribution Company (NGDC)** – a regulated natural gas utility which owns the gas lines and equipment necessary to delivery natural gas to the consumer.

**Natural Gas Supplier (NGS)** – an entity that sells or arranges to sell natural gas to customers that is delivered through the distribution lines of a natural gas distribution company.

**Nonbasic Services** – optional services which are separate and not required for the physical delivery of natural gas service.

**Office of Consumer Advocate (OCA)** – a state government office that represents the interests of utility consumers before the Public Utility Commission, federal regulatory agencies and state and federal courts.

**Office of Small Business Advocate (OSBA)** – a state government office that represents the interest of small business consumers. It participates in Public Utility Commission rate cases and other state and federal regulatory cases.

**Open Market** – a market in which competition is allowed.

**Public Input Hearings** – meetings where consumers can give input to the Public Utility Commission. This is in the form of sworn or unsworn testimony, often before a Public Utility Commission administrative law judge.

**Public Meeting** – meeting, open to the public, where the Public Utility Commission Commissioners vote on all rate case filings and other official PUC business.

**Public Utility Code** – the law, which sets the powers and duties of the Public Utility Commission. It also sets many of the guidelines the Public Utility Commission uses for utilities' rates and service standards.

**Public Utility Commission (PUC)** – the state agency that provides supervision, policy, guidance and direction to the public utilities and suppliers.

**Service Reliability** – a guarantee that the natural gas distribution company will provide adequate customer service and deliver sufficient natural gas to meet specified natural gas delivery requirements required by its tariffs and contracts. .

**State Tax Adjustment Surcharge** – a surcharge on gas rates charged to customers that permits natural gas distribution companies to track changes to various state taxes.

**Storage** – keeping natural gas in an underground reservoir for removal and use at a later date.

**Therm –** a measurement of energy, or heat, equal to 100,000 British thermal units or Btu. It represents the amount of gas contained in a space equal to one hundred cubic feet.

**Title 52** – the section of the Pennsylvania Code that governs utilities.

**Transmission** – involves moving the natural gas from the well through a series of underground pipelines called the interstate transportation system. The interstate transportation system delivers the natural gas to the local natural gas distribution company.

**Unbundling** – breaking down services and/or rates that are offered into parts so each part is displayed separately on the bill.

**Variable Rate** – a rate that changes, by the hour, day, month, etc. according to the terms and conditions in the supplier's "disclosure statement" or supply contract.

# Section 2

**Application for New Service Installation**

**Application for New Customer/Applicant**

**Credit Check**

**Deposits**

- **PA Residential/Commercial Deposits**
- **New York Residential/Commercial Deposits**

**Landlord Program**

**Log and Paperwork tied in**

**Paperclip**

# Application for New Service Installation for Pennsylvania and New York

Generally when a request is received for installing a new service line to a home or business, the applicant is asked to come in the office to complete a New Service Application. If they are unable to do so, they are given the option to have the application mailed, faxed or emailed to them. They are also asked to provide one (1) source of identification (picture)

*New York applicants can submit an oral application in compliance with HEFPA 11.3

All applications are located at the front service counter.

- For new service installation requests in Pennsylvania, it is a four-page application.
- For new service installation requests in New York, it is a three-page application.

***Note: For Pennsylvania customers, attached to the back of the application is a "Natural Gas Choice Option" notice.***

Once the completed application is received, a credit check is performed. You will then need to fill in the "Determination of Credit Rating" section on the bottom of the application (S*ee section on Credit Check.).* At that time, the applicant is told if they are required to pay a security deposit or any other requirements before we will set and turn the meter on. Based on the applicants credit information (*See section on Credit Check for more detail*), the applicant may be given or sent a denial letter which can be found on the "S" Drive under (*Customer Service*) in the "Denial Letters" folder labeled; "New Service Denial Letter." * This is not applicable for New York applicants. No credit checks or any reason. A deposit for New York applicants may be assessed in compliance with HEPFA 11.12, only.

After receiving the completed application and the credit check has been done, **ALL** new applicants are given a blue "New Customer Packet" either by handing it out at the counter or by mail. This blue folder is located on the shelf at the front service counter. It contains safety and customer related information. Prior to handing out or mailing the blue "New Customer Packet," insert the "Know Your Rights Pamphlet" for the appropriate state labeled as follows:

- Pennsylvania – Your Rights and Responsibilities as a Utility Consumer
- New York – Your Rights as Our Customer

Separate Page 3 of the application. Make a copy of Page 3 and reattach. The original is then given to the Engineering Department by putting it in the mail slot labeled "New Services." The Engineering Department handles the installation of the new service. The Engineering Department returns Page 3 when they are finished and the page is reattached to the original application. The rest of the application is placed in the customer service filing cabinet drawer labeled "Applications for New Service."

The application is kept in the customer service filing cabinet drawer until a request is made to set the meter bar.

After entering a service order (*See section on Service Orders*) to have the meter bar set, the application is placed in the customer service filing cabinet drawer folder labeled "Awaiting Meter Bar."

Upon receiving the completed meter set and turn on service order, (*See section on Service Orders*) the application is then pulled from the "Awaiting Meter Bar" folder.

*Revised 3/15/19

# Application for New Customer for Pennsylvania and New York

Generally when a request is received to turn on the gas for a new customer (applicant) to a resident or business, the applicant is asked to come in the office to fill out an application. If they are unable to do so, they are given the option to have the application mailed, faxed or emailed to them. They are also asked to provide two (2) sources of identification; one preferably a picture ID. *New York applicants can submit an oral application in compliance with HEPFA 11.3.

All applications are located at the front service counter.

- For new service installation requests in Pennsylvania, it is a two-page application. The application and the Important Notice about Natural Gas Choice Option.
- For new service installation requests in New York, it is a one-page application.

***Note: For Pennsylvania customers, attached to the back of the application is a "Natural Gas Choice Option" notice.***

Once the completed application is received, a credit check is performed. You will then need to fill in the "Determination of Credit Rating" section on the bottom of the application (S*ee section on Credit Check.).* At that time, the applicant is told if they are required to pay a security deposit or any other requirements before we will turn the meter on. Based on the applicants' credit information (*See section on Credit Check for more detail*), the applicant may be given or sent a denial letter which can be found on the "S" Drive under (*Customer Service*) in the "Denial Letters" folder labeled; "New Service Denial Letter." *This is not applicable to New York applicants. No credit checks or any reason. A deposit for New York applicants may be applied in compliance with HEPFA 11.12, only.

After receiving the completed application and the credit check has been done, **ALL** new applicants are given a blue "New Customer Packet" either by handing it out at the counter or by mail. This blue folder is located on the shelf at the front service counter. It contains safety and customer related information. Prior to handing out or mailing the blue "New Customer Packet," insert the "Know Your Rights Pamphlet" for the appropriate state labeled as follows:

- Pennsylvania – Your Rights and Responsibilities as a Utility Consumer
- New York – Your Rights as Our Customer

Next enter in a new connect or transfer service order (*See section on Service Orders*) to have the account turned on in the new customer's name.

The application is placed in the customer service filing cabinet drawer labeled "Application with Service Orders" until the service order is completed by a service technician and returned.

***Note: if a customer is required to pay a deposit and is unable to do at the time the application is taken and they tell you they will return with the payment the application is placed in the folder labeled "pending".***

Upon completing and closing the service order, (*See section on Service Orders*) the application is then pulled from the "Application with Service Orders" folder and attached to the closed service order.

*Revised 3/15/19

## Application for Natural Gas Service - PENNSYLVANIA

Valley Energy, Inc.
523 S. Keystone Avenue, P.O. Box 340, Sayre, PA 18840
Phone: (570) 888-9664 or 800-998-4427 / Fax (570) 888-6199

### Applicant Information

Customer Type:(Please check) ☐ Residential ☐ Commercial

| Name: | SSN: |
|---|---|
| First Middle Initial Last | |

| | | | |
|---|---|---|---|
| Business name (if applicable): | | | EIN/SSN: |
| Service address: | | | Apt. # |
| City: | State: | Zip: | Start Date: |
| Mailing address:( If different than service address ) | | | |
| City: | State: | Zip: | |
| Home Phone: ( ) | Work Phone: ( ) | | Cell Phone: ( ) |
| Email address: | | | |

| | | |
|---|---|---|
| Previous address: | City: | State & Zip: |

### If you are renting or leasing your residence, please complete the following:

| | | | |
|---|---|---|---|
| Owner's name: | | | |
| Owner's address: | | | |
| City: | State: | Zip: | Phone No.: |

### Employment Information

| | | | |
|---|---|---|---|
| Current employer: | | | |
| Employer address: | | | |
| City: | State: | Zip: | How long? (yrs.) |

### Other source of income (example SSI, etc.)

### List all individuals over the age of 18 living with you.

| | |
|---|---|
| Name: | SSN: |
| Name: | SSN: |
| Name: | SSN: |

I authorize Valley Energy to employ any credit bureau or other investigative agency to check the references herein listed, statements, or other data obtained from me or any other person pertaining to my credit and financial responsibility. The Federal Equal Credit Opportunity Act prohibits creditors from discriminating against credit applicants on the basis of sex, race or marital status.

Applicant Signature: _____ Date: _____

(to be completed by Company Representative)

DETERMINATION OF CREDIT RATING:

Please be advised that you have _____ have not _____ been denied credit.

Reason for denial _____

Deposit Required: _____ No _____ Yes Amount Required $ _____ Amount Paid $ _____

_____ Date: _____ Customer Packet ___ yes ___ no

(Signature of Company Representative)

# Residential Application for Natural Gas Service - NEW YORK

Valley Energy, Inc.
523 S. Keystone Avenue, P.O. Box 340, Sayre, PA 18840
Phone: (570) 888-9664 or 800-998-4427 / Fax (570) 888-6199

## Applicant Information

Name:

First Middle Initial Last

ID Type (example: drivers license, passport, Social Security card, employer badge, et.)

ID Type: ID Number:

| | | | |
|---|---|---|---|
| Service address: | | | Apt. # |
| City: | State: | Zip: | Start Date: |
| Mailing address:( If different than service address ) | | | |
| City: | State: | Zip: | |
| Home Phone: ( ) | Work Phone: ( ) | | Cell Phone: ( ) |
| Email address: | | | |
| Previous address: | | City: | State & Zip: |

## If you are renting or leasing your residence, please complete the following:

Owner's name:

Owner's address:

| | | | |
|---|---|---|---|
| City: | State: | Zip: | Phone No.: |

## Employment Information

Current employer:

Employer address:

| | | | |
|---|---|---|---|
| City: | State: | Zip: | How long? (yrs.) |

## Other source of income (example SSI, etc.)

## Additional Authorized Users (optional)

Name:

Name:

Applicant Signature: _____ Date: _____

Home Energy Fair Practice Act Consumer Rights Booklet Provided: (customer initials) _____

(to be completed by Company Representative) (employee initials) _____

Residential Non-Heat ☐ Residential Heat ☐ Oral Application ☐

_____ Date: _____ Customer Packet ___ yes ___ no

(Signature of Company Representative)

Mailed ___ yes ___ no

Revised 3/2019

# Non-Residential Application for Natural Gas Service - NEW YORK

Valley Energy, Inc.
523 S. Keystone Avenue, P.O. Box 340, Sayre, PA 18840
Phone: (570) 888-9664 or 800-998-4427 / Fax (570) 888-6199

## Applicant Information

| | | | |
|---|---|---|---|
| Name: First / Middle Initial / Last | | | |
| Business name (if applicable): | | | EIN/SSN: |
| Service address: | | | |
| City: | State: | Zip: | Start Date: |
| Mailing address: ( If different than service address ) | | | |
| City: | State: | Zip: | |
| Home Phone: ( ) | Work Phone: ( ) | | Cell Phone: ( ) |
| Email address: | | | |
| Previous address: | | City: | State & Zip: |

## If you are renting or leasing, please complete the following:

| | | | |
|---|---|---|---|
| Owner's name: | | | |
| Owner's address: | | | |
| City: | State: | Zip: | Phone No.: |

## Business Information

| | | | | |
|---|---|---|---|---|
| Type of Business: | | | | |
| Official in Charge: | | | | |
| | First | MI | Last | Title |

I authorize Valley Energy to employ any credit bureau or other investigative agency to check the references herein listed, statements, or other data obtained from me or any other person pertaining to my credit and financial responsibility. The Federal Equal Credit Opportunity Act prohibits creditors from discriminating against credit applicants on the basis of sex, race or marital status.

Applicant Signature: _____ Date: _____

(to be completed by Company Representative)

DETERMINATION OF DEPOSIT AND SERVICE CLASSIFICATION:

Your credit check has been returned with a POSITIVE / NEGATIVE status due to _____ _____ (if applicable). For this reason, you WILL / WILL NOT not be required to provide a security deposit as a condition of service. Amount Required $ _____ Amount Paid $ _____

Service Classification: _____

_____ Date: _____

(Signature of Company Representative)

Customer Packet ___ yes ___ no

Mailed ___ yes ___ no

Revised 3/2019

# Non-Residential Application for Natural Gas Service - NEW YORK

The questions in this section are designed to assist the utility in placing you on the proper and the most beneficial service classification. The utility may rely on this information in classifying your service.

The cost of service may be different under different service classifications. There are eligibility requirements for each service classification. A customer may be eligible for service under more than one classification and one may be more beneficial than another. The accompanying brochure describes the common non-residential service classifications in brief. The rate schedule which describes each service classification in detail may be examined at company's business office.

If you have any questions about your classification, you may discuss this with your customer service representative. If your use of service or your equipment changes in the future, you must notify the utility of these changes to assure that you are being properly billed.

WARNING: If the information provided by you in this section is inaccurate or incomplete, you may be subject to back billing on the correct service classification, or you may be precluded from receiving a refund for overcharges based on the correct service classification.

| GAS EQUIPMENT: | No. of Units | Type | BTU Rating |
|---|---|---|---|
| | | | |
| | | | |
| | | | |
| | | | |
| | | | |
| | | | |
| | | | |

TOTAL BTU RATINGS: _____

DOES THE APPLICANT REQUEST THAT VALLEY ENERGY INSPECT THE METER(S) FOR ACCURACY?

(INITIAL) _____ ( ) Yes _____ ( ) No

Valley Energy is hereby requested to furnish the undersigned with gas service at the above address; such service is to be supplied by the Company under its tariff rates, rules, and regulations on file with the New York State Public Service Commission, as may be revised from time to time and to be paid for by the undersigned in accordance with the applicable rate.

Business Name: _____

Customer Signature _____ Title: _____

Date: _____

Your Rights & Responsibilities for Non-Residential Customers Brochure Provided: (customer initials) _____
(employee initials) _____

_____ _____
(Signature of Company Representative) Date

Revised 3/2019

VALLEY ENERGY
523 S. Keystone Avenue, P.O. Box 340, Sayre, PA 18840
800/998-4427 * 570/888-9664 * FAX 570/888-6199

# Application for Service

Applicant Name: _____
First Middle Initial Last

Home Phone No.: _____ Cell Phone No.: _____ Work Phone No.: _____

Service address: _____ Apt. # _____

City: _____ State: _____ Zip: _____ Date Desired: _____

Email: _____

Premises Occupied: (Please Select) ☐ Residence ☐ Rental ☐ Check Here if New Construction ☐

Gas Appliance Information: (Please select all that apply)
☐ Range ☐ Water Heater ☐ Generator
☐ Dryer ☐ Space Heater ☐ Furnace ☐ Fireplace

Estimated Gas Consumption ( BTUH ): _____

NEW SERVICE POLICY

In most cases, we will install the gas service from our pipeline in the street to the meter location at no cost to you provided you begin using gas burning equipment within one year. If you do not begin using the equipment within one year from the service installation date, you agree to pay Valley Energy for the installed service pipe not to exceed the total cost incurred by Valley Energy.

We will leave your lawn in the best possible condition. You are responsible for restoring the grass areas, pavement, sidewalks, and landscaping to your own satisfaction.

It is the responsibility of the homeowner to locate all underground utilities owned by the homeowner prior to Valley Energy installing the gas service line. Utilities include, but are not limited to sewer, water, electrical, drains, and dog fences. Valley Energy is not responsible for any damage as a result of hitting such underground lines not properly located and marked.

We will do our best to locate the service where you desire, however it may not be possible for many reasons.

Any gas burning equipment connected to the same chimney flue serving a separate appliance designed to burn a solid fuel can be a hazardous condition. This means that any gas appliance, such as a water heater, furnace, boiler, or space heater, cannot be connected to the same chimney flue as a coal, wood burning unit, or other solid fuel burning appliance. Installation of gas appliances into unlined masonry chimneys is prohibited. Masonry chimneys may be used if they include a ceramic tile or metal liner in good condition. If Valley Energy becomes aware of this situation, we will discontinue gas service to the appliance until the solid fuel appliance is removed or alternate steps are taken to rectify the situation.

The undersigned hereby makes application for supply of natural gas at the premises shown below.

Said service to be furnished by company and received and used by the undersigned subject to the rules and regulations of company and to be paid for by the undersigned at the office of company as per bill rendered under the regular published tariff which is available upon request.

Any service or equipment changes that are made in the future, relevant to the service classification assigned to you, must be reported to the company immediately. This would insure accurate billing.

I hereby guarantee the payment of all bills for service furnished on this application and agree to pay same when due and do further guarantee the faithful performance of all provisions of this application by applicant until notice to the contrary in writing is given by me at the office of the company.

Signature of Applicant: _____ Date: _____

For Office Use only:

Rate Classification of Customer: _____ ☐ Heating or ☐ Non-Heating

Revised 12/2018

## Deposit Procedures for New and Existing Pennsylvania Residential Customers

### Deposit for New Pennsylvania Customers:

- The deposit is based on the last 12 month average from the past usage at the property, times 2. Example: If the 12 month average is $50.00 the deposit amount would be $100.00.
- The customer is given the option to pay the deposit in full or in three (3) installment payments. The first installment of 50% of the deposit total must be paid before service will be activated in their name. Each additional installment of 25% of the deposit amount is due in 30 days and then 60 days from the first installment date.
- Deposits are refunded after a timely payment history is established or for a maximum period of 24 months. Timely payment history is established when a customer has paid in full and on time for 12 consecutive months.
- If the account continues to remain delinquent, the deposit plus interest will be refunded after 24 months as outlined in the Pennsylvania Public Utility Regulations. The account is then immediately reviewed for a new deposit. If they are charged a new deposit, the customer is given the option to pay the new deposit in three (3) installment payments or in full. If they choose the installment payments, the first installment of 50% is due 21 days from the date of the deposit letter. Each additional installment of 25% of the deposit amount is due in 30 days and then 60 days from the first installment date.

### Deposit for Existing Pennsylvania Customers:

- Each existing customer who was not originally charged a deposit, is viewed monthly when they are sent a 30 day past due letter or a termination notice. As part of the 30 day past due letter, customers are reminded that they can be charged a deposit if they fail to make timely payments. If the existing customer continues to remain late, they may be sent a deposit letter. *(See example letter attached)*
- The customer is given the option to pay the deposit in full or in three (3) installment payments. The first installment of 50% is due 21 days from the date of the deposit letter. Each additional installment of 25% of the deposit amount is due in 30 days and then 60 days from the first installment date.

***NOTE: Accrued interest is applied to all accounts with a deposit during the December cycle of billing. Therefore, no account will have more than one (1) year of accrued interest.***

## Deposit Procedures for Commercial Customers

### Deposits for Commercial Customers:

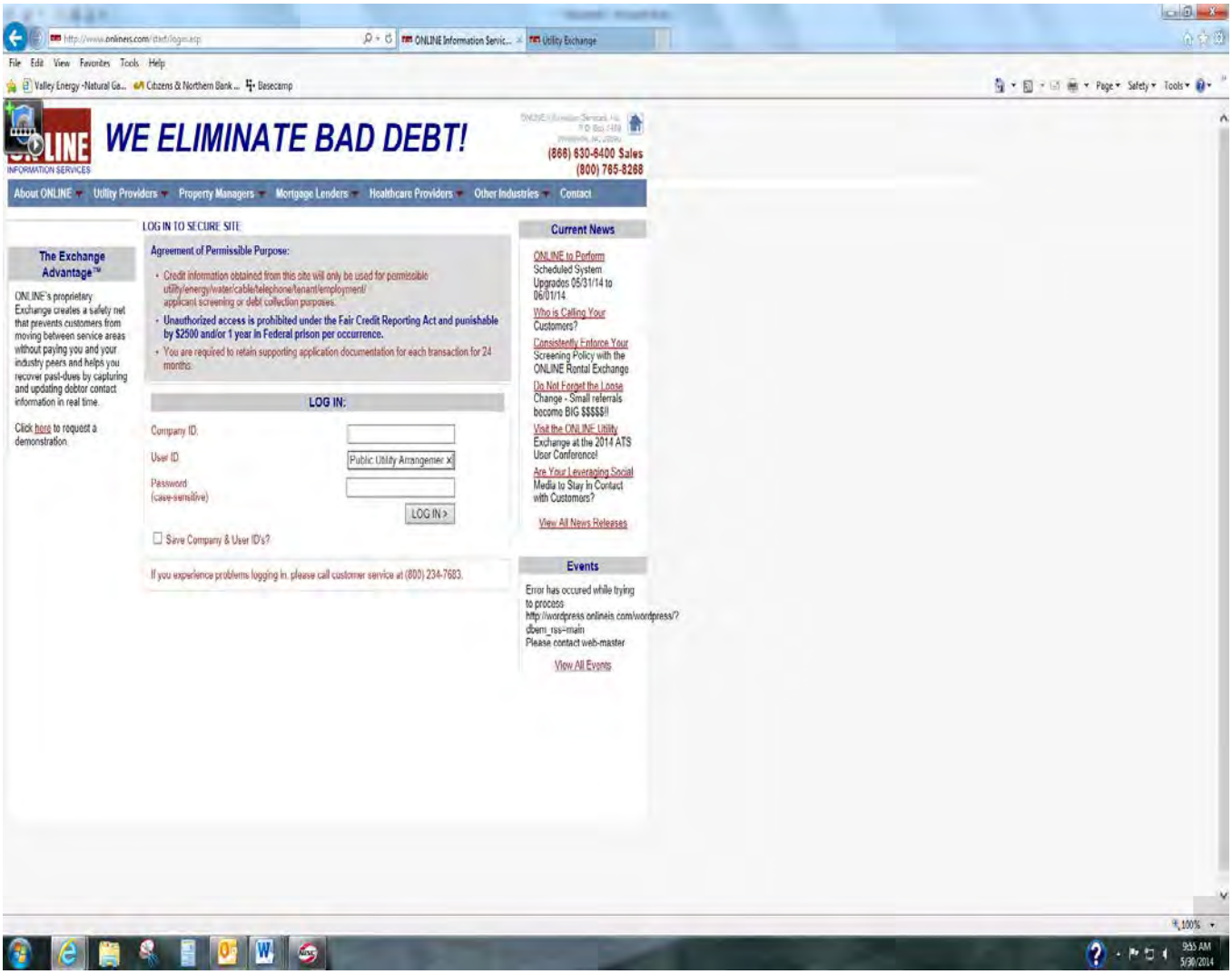
- All commercial customers are charged a security deposit which must be paid before the service will be activated.
- The deposit is a two-month average from the past usage at the property.
- The deposit remains on file until the account has been closed and terminated.

# Pennsylvania Applicants (Only) Credit Checks

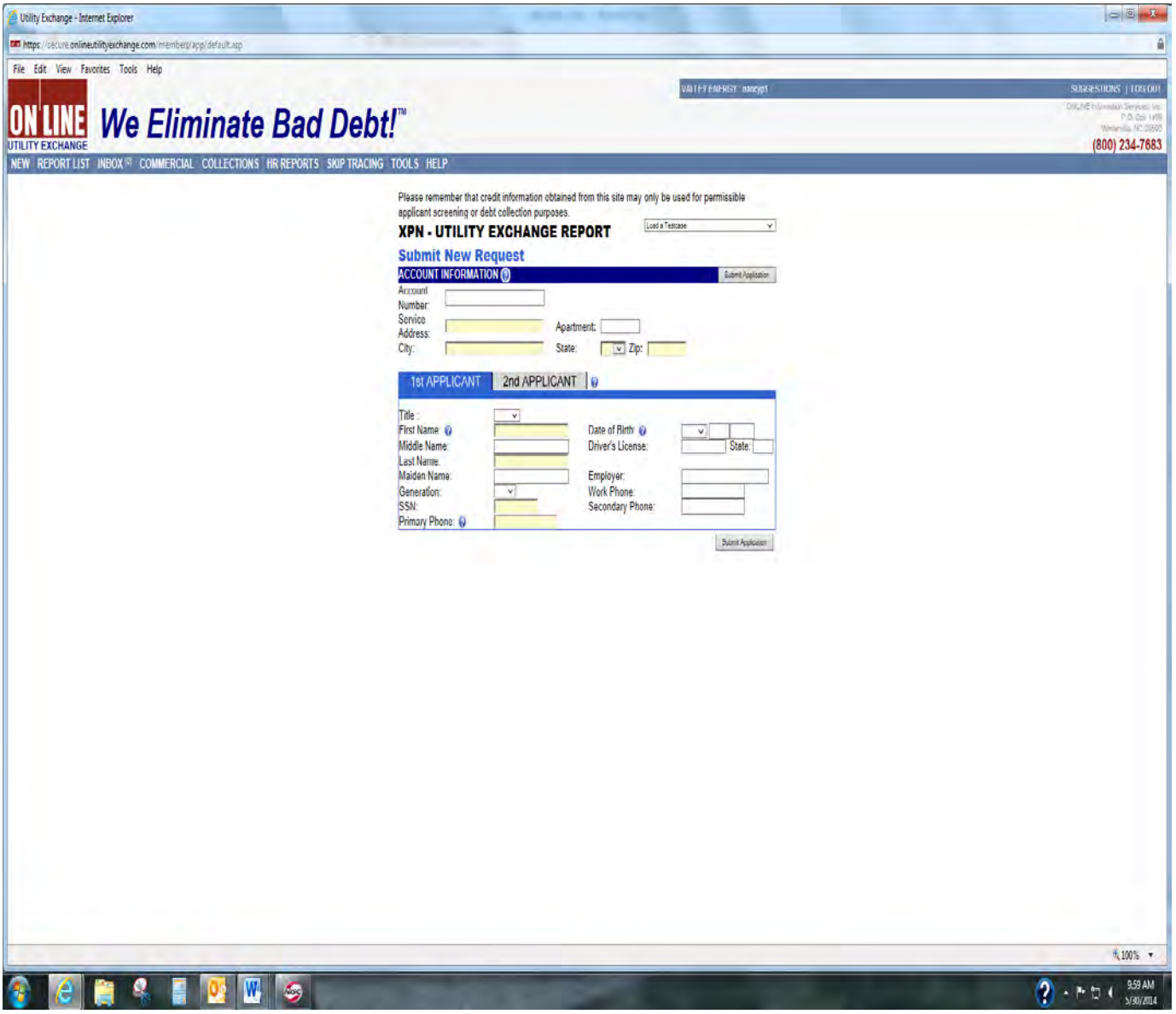
Each new Pennsylvania applicant must provide information so that we may run a credit check before service can be activated in their name. The credit check is performed using the information provided by the applicant through Online Utility Exchange. At that time, they are told if they are required to pay a security deposit or any other requirements before we will provide service. If they are unable to provide what we have asked at that time, they are sent a denial letter which can be found on the Customer Service drive in the Denial Letters folder.

Online Utility Exchange can be accessed at the time the turn on service is created (See Section 3 Turn On Service Order) or to access the Online Utility Exchange website directly go to

- http://www.onlineis.com/start/login.asp
- Fill in the Company ID which is 900519382
- User ID
- Password
- Click on Log In




- Enter the Service Address that the customer is moving into
- Enter the first and last name, social security and telephone number
- Click on submit application
- You may also enter a second applicant by selecting ***2nd Applicant*** tab and enter their information.

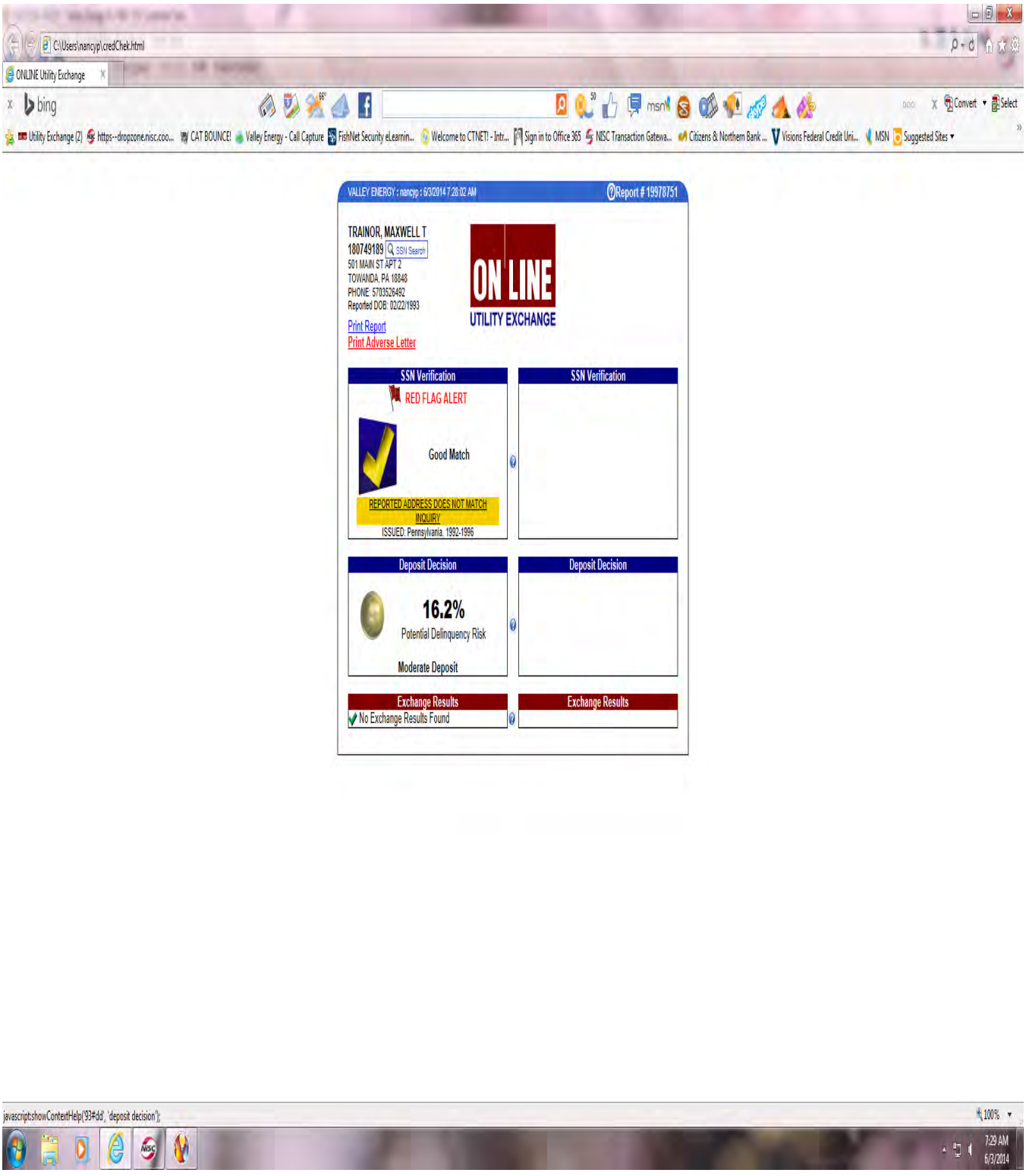



Once the credit has been processed, you will receive one of the following responses

**Green Light** – This means that the applicant has good credit history and a deposit is waived.




**Yellow Light** – This means that the applicant does not have credit, reported address does not match, etc. and the deposit is waived at this time. However, they are warned if future bills become delinquent, we may charge a security deposit at a later date.



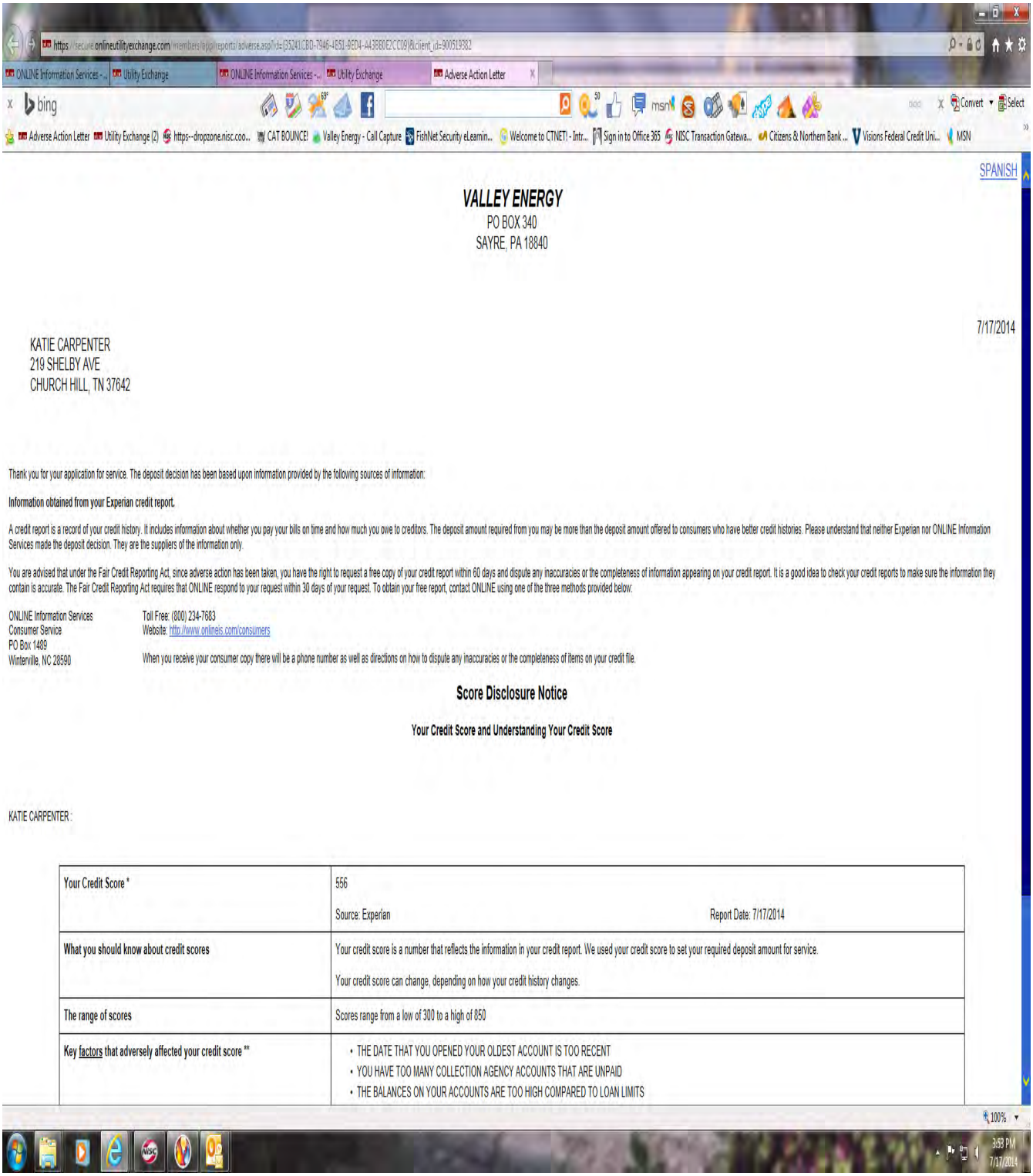

**Red Light** – This means the customer has unsatisfactory credit and will be charge a security deposit unless the applicant is applying for service in New York (see deposit procedures for New NY Residential customers in this section.)




**Adverse Action Letter** – All customers that receive an unsatisfactory credit check are provided an adverse action letter which provides the credit score used by Online Utility Exchange. They may

call with any questions they have regarding their score with the number provided on this letter through Experian.

See Sample of Adverse Action Letter below:



SPANISH

**VALLEY ENERGY**
PO BOX 340
SAYRE, PA 18840

7/17/2014

KATIE CARPENTER
219 SHELBY AVE
CHURCH HILL, TN 37642

Thank you for your application for service. The deposit decision has been based upon information provided by the following sources of information:

**Information obtained from your Experian credit report.**

A credit report is a record of your credit history. It includes information about whether you pay your bills on time and how much you owe to creditors. The deposit amount required from you may be more than the deposit amount offered to consumers who have better credit histories. Please understand that neither Experian nor ONLINE Information Services made the deposit decision. They are the suppliers of the information only.

You are advised that under the Fair Credit Reporting Act, since adverse action has been taken, you have the right to request a free copy of your credit report within 60 days and dispute any inaccuracies or the completeness of information appearing on your credit report. It is a good idea to check your credit reports to make sure the information they contain is accurate. The Fair Credit Reporting Act requires that ONLINE respond to your request within 30 days of your request. To obtain your free report, contact ONLINE using one of the three methods provided below.

ONLINE Information Services
Consumer Service
PO Box 1489
Winterville, NC 28590

Toll Free: (800) 234-7683
Website: http://www.onlineis.com/consumers

When you receive your consumer copy there will be a phone number as well as directions on how to dispute any inaccuracies or the completeness of items on your credit file.

**Score Disclosure Notice**

**Your Credit Score and Understanding Your Credit Score**

KATIE CARPENTER :

| | |
|---|---|
| Your Credit Score * | 556<br>Source: Experian Report Date: 7/17/2014 |
| What you should know about credit scores | Your credit score is a number that reflects the information in your credit report. We used your credit score to set your required deposit amount for service.<br>Your credit score can change, depending on how your credit history changes. |
| The range of scores | Scores range from a low of 300 to a high of 850 |
| Key factors that adversely affected your credit score ** | • THE DATE THAT YOU OPENED YOUR OLDEST ACCOUNT IS TOO RECENT<br>• YOU HAVE TOO MANY COLLECTION AGENCY ACCOUNTS THAT ARE UNPAID<br>• THE BALANCES ON YOUR ACCOUNTS ARE TOO HIGH COMPARED TO LOAN LIMITS |

VALLEY ENERGY
523 S. Keystone Avenue, P.O. Box 340, Sayre, PA 18840
800/998-4427 • 570/888-9664 • FAX 570/888-6199

# DENIAL OF CREDIT STATEMENT

Date _____

Applicant(s) List all Adults in Household:_____

_____

_____

Service Address: _____

We are unable to establish gas service in your name at the above address due to:

_____or because you have not paid amounts that you owe for gas service previously provided to you. Agree to pay the balance of $_____from the account(s) listed below.

| Account # | Address | Service From/To | Account Name | Date Due |
|---|---|---|---|---|
| | | | | |
| | | | | |

To have service restored in your name, you must:

1. Pay a cash deposit as outlined below or provide a third party guarantor who is a responsible ratepayer.

2. Pay or make arrangements to pay any unpaid balance owed the company.

3. Other_____

If slow credit was the reason for denial of credit, you should contact the following credit bureau with any disputes or to obtain a free report as provided by law. Federal law prohibits us from releasing this type of confidential information.

ONLINE Information Services
PO Box 1489
Winterville, NC 28590
Toll Free: (800) 234-7683

Your cash deposit is_____. The amount of this deposit is equal to 1/6 of the annual estimated usage for the service address.

You may pay your deposit in one (1) or not more than three (3) installments. If you choose to pay in installments, the amount and due date of your installments are:

1st installment (50%) _____due prior to service connection _____

2nd installment (25%)_____due 30 days from connection_____

3rd installment (25%) _____due 60 days from connection_____

Victims of domestic violence with a protection from abuse order or valid court order which provides clear evidence of domestic violence may have available more lenient credit and liability standards.

If you are not satisfied, you have the right to file an informal complaint with the Public Utility Commission, call 1-800-692-7380 or write to the Public Utility Commission at PO Box 3265 Harrisburg, PA 17105-3265.

If you are not satisfied with this information, please call Valley Energy between the hours of 7:30 am and 4:30 pm Monday-Friday.

Updated 12/2018

## Deposit Procedures for New and Existing New York Residential Customers

### Deposit for New (New York) Customers:

- A new residential customer is not required to pay a deposit as a condition of receiving utility service unless such new customer is a seasonal or short –term customer or is asked for proof of identity and fails to provide any. The deposit is waived for a new customer who:
  - If a new customer can provide a copy of a year's lease, they will not be considered as short-term.
  - Are on public assistance
  - Receive Supplemental Security Income or additional state payments
  - Are 62 years of age or older and **have not been** shut off for nonpayment in the past six months
- The deposit amount is based on two times the average monthly bill. If it is a heating customer, the deposit is based on two times the average monthly bill for period November to April.
- The customer is given the option to pay the deposit in full or in three (3) installment payments. The first installment of 50% of the deposit total must be paid before service will be activated in their name. Each additional installment of 25% of the deposit amount is due in 30 days and then 60 days from the first installment date.
- A deposit is held for one (1) year. If the customer maintains a good payment record during that year, the deposit plus interest is refunded. Otherwise, the deposit is held and the interest is credited.

### Deposit for Existing New York Customers:

- Each existing customer who was not originally charged a deposit, is viewed monthly when they are sent a 30 day past due letter or a termination notice. As part of the 30 day past due letter, customers are reminded that they can be charged a deposit if they fail to make timely payments. If the existing customer continues to remain late, they may be sent a deposit letter 20 days before the deposit is due. *(See example letter attached)*
- The customer is given the option to pay the deposit in full or in installments for up to 12 months.

***NOTE: Accrued interest is applied to all accounts with a deposit during the December cycle of billing. Therefore, no account will have more than one (1) year of accrued interest.***

## Deposit Procedures for Commercial Customers

### Deposits for Commercial Customers:

- All commercial customers are charged a security deposit which must be paid before the service will be activated.
- The deposit is a two-month average from the past usage at the property.
- The deposit remains on file for three (3) years or until the account has been closed and terminated. If the customer maintains a good payment record during this period, the deposit is refunded plus interest. Otherwise, the deposit is held and interest is credited to the account yearly.

# Landlord Program

## Purpose

Many rental property owners do not wish to have service interrupted between tenants while others do.

This book is a big blue binder and it is usually located in the customer service filing cabinet.

## Overview

The Landlord Book is maintained in alphabetical order by the property owner's name. It may have several properties listed. The landlord information is also maintained on the NISC CIS system by service location and can be displayed. Sometimes during a conversation with the customer or when an application is taken from a tenant or property owner, it is discovered that we do not have the current landlord information. At this time, we obtain the name and address of the property owner and the landlord letter and form is mailed. (See letter and form on next pages) The Letter and form can be found on the Customer Service Drive.

## Maintenance and Changes

Periodically the Landlord Book is reviewed and updated. If a landlord form was received several years ago, a new form is mailed to insure that we have the most updated information. If a rental property is sold and the new owner's information is available, the book is updated.

***Note: The Landlord Book is also a useful tool when doing the Cold Weather Surveys. The landlord can be contacted to obtain information to whether a customer who is still terminated for non-pay may still be living at the address. It is also used to let the landlord know his or her property may not have heat during the cold weather season.***

## Landlord Letter

Dear Customer:

Valley Energy is pleased to serve our rental property owners and we are updating our current landlord files. We wish to make your business with us as convenient and efficient as possible. In order to accomplish this, we request your cooperation in completing the enclosed form and returning it to us. We are offering you the option to have natural gas service continued in your name or terminated when your tenant requests his or her account to be finalized. Due to the cold weather in this area, it is of extreme importance to know what your wishes are. Please take time to complete the enclosed to inform us of your wishes.

In the event that you request your gas services to be terminated, it is your responsibility when cold weather arrives to have the gas reestablished to your appliances. Please call our office to have a scheduled appointment set up to accomplish this for you.

If you sell the property in the future, please notify us so that we can update our records with the new owners.

We offer the convenience of securely leaving a key with us for access to your rentals. Please note so on the enclosed form. The meter reader or the serviceman may have access to the use of the keys.

We sincerely thank you for your cooperation in this matter.

Sincerely,

Valley Energy, Inc.

LANDLORD'S NAME _____

ADDRESSE(S) OF RENTAL _____
(please include apt nos)

_____

_____

_____

_____

_____

DO YOU WISH GAS SERVICE TO BE TERMINATED BETWEEN TENANTS? IF YES, I TAKE RESPONSIBILITY FOR THE LOSS OF SERVICE DURING COLD WEATHER.

_____YES _____NO

DO YOU WISH TO HAVE GAS SERVICE CONTINUED BETWEEN TENANTS AND BILLED TO YOU?

_____YES_____NO

MAILING ADDRESS _____

_____

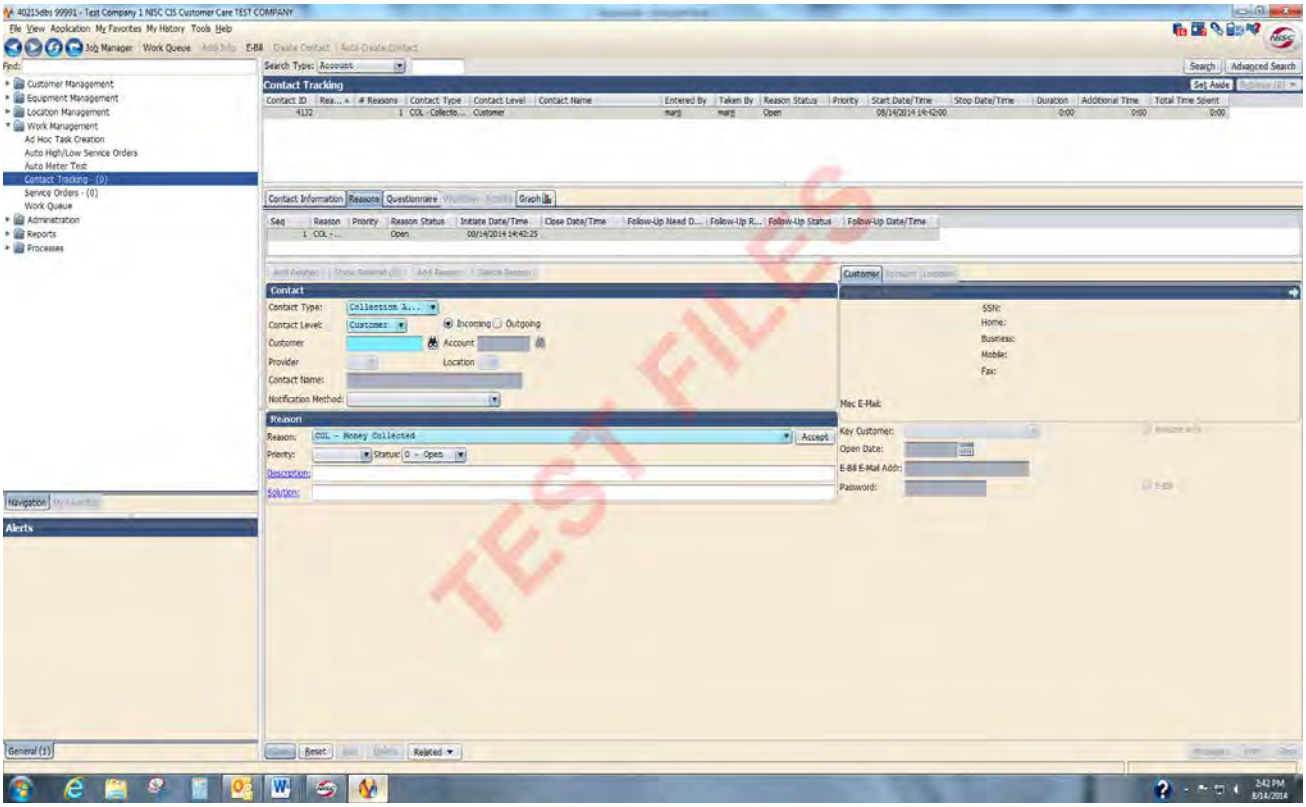
_____

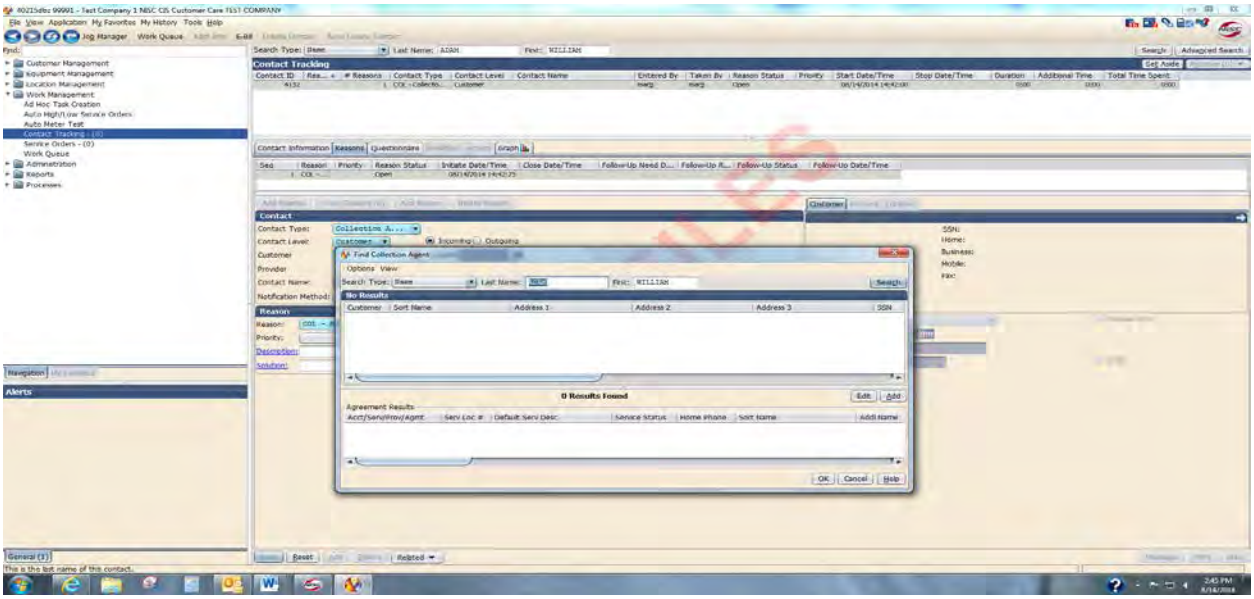
PHONE/CELL DAY _____ NIGHT _____

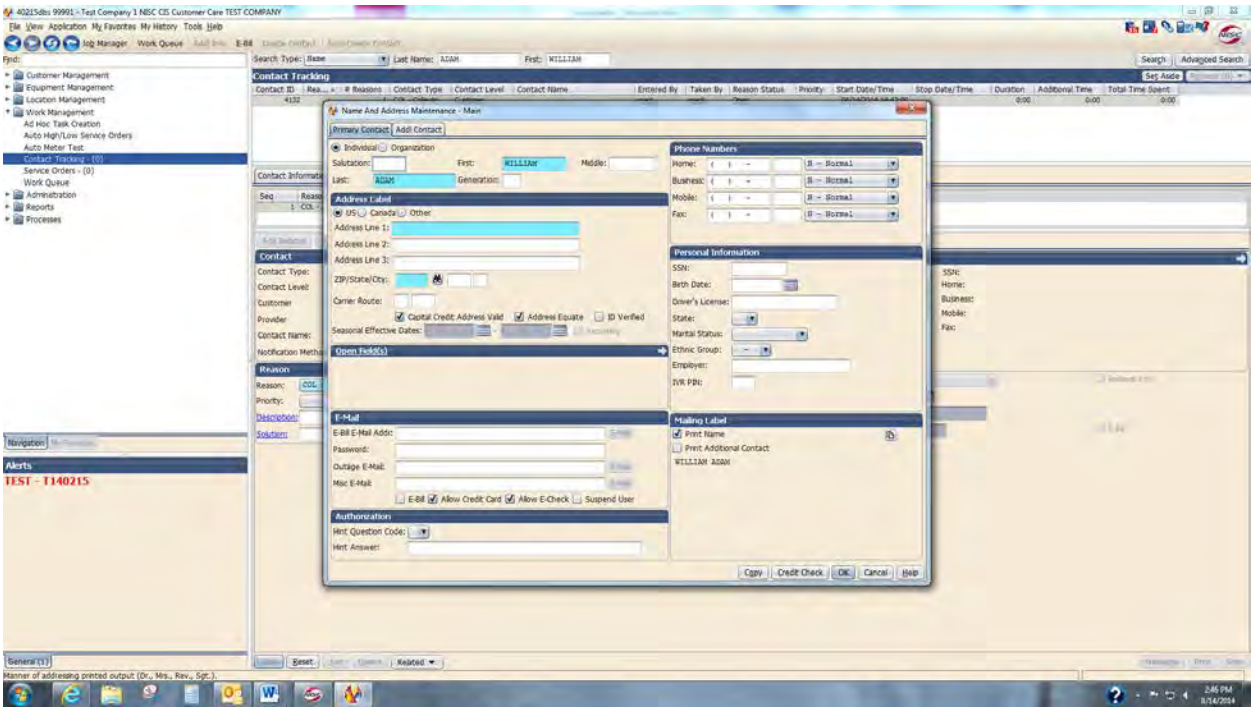
SIGNATURE _____DATE _____

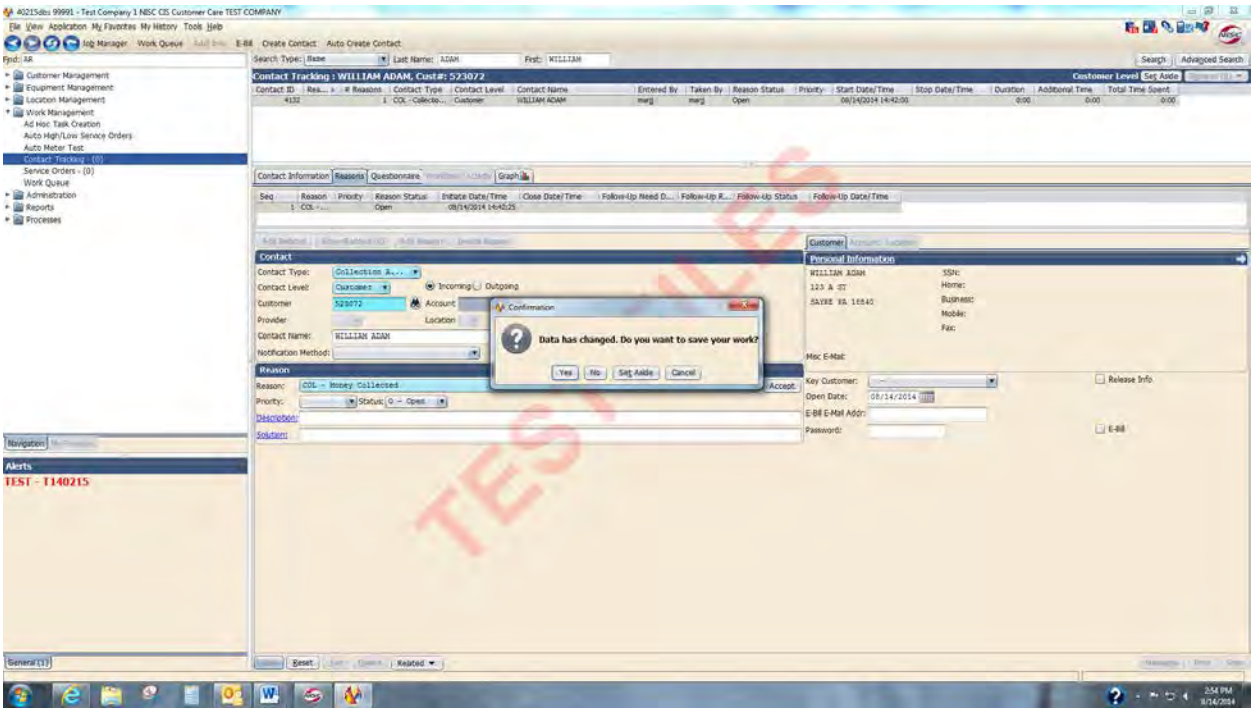
Updated 12/2018

Contact Tracking




Contact Tracking
Name And Address Maintenance - Main
Primary Contact
Add Contact
Individual
Organization
Salutation:
First:
WILLIAM
Middle:
Last:
ADAM
Generation:
Address Label
US
Canada
Other
Address Line 1:
Address Line 2:
Address Line 3:
ZIP/State/City:
Carrier Route:
Capital Credit Address Valid
Address Equate
ID Verified
Seasonal Effective Dates:
Open Field(s)
Phone Numbers
Home:
Business:
Mobile:
Fax:
B — Normal
Personal Information
SSN:
Birth Date:
Driver's License:
State:
Marital Status:
Ethnic Group:
Employer:
IVR PIN:
E-Mail
E-Bill E-Mail Addr:
Password:
Outage E-Mail:
Misc E-Mail:
E-Bill
Allow Credit Card
Allow E-Check
Suspend User
Mailing Label
Print Name
Print Additional Contact
WILLIAM ADAM
Authorization
Hint Question Code:
Hint Answer:
Copy
Credit Check
OK
Cancel
Help
Alerts
TEST - T140215


Contact Tracking : WILLIAM ADAM, Cust#: 523072
Confirmation
Data has changed. Do you want to save your work?
Yes
No
Set Aside
Cancel
Contact
Personal Information
Reason
Alerts
TEST - T140215

# Section 3

**Service Orders – General Information**

**Turn on Service Order**

**Disconnect (turn off) Service Order**

# Service Orders

Generally, a service order is a service-related project relating to a customer's service. Some examples are: new customer turn on, turn off, install a new meter, meter exchange, transfer service, etc. Utilities have historically required a structured methodology to act on a customer request for service. This continues to be true to ensure all necessary steps are performed in the execution of an order. Service orders provide guidance through the process and assure all data structures are created in a timely fashion. Service orders can also provide a vehicle for milestone tracking during the physical execution of an order.

A service agreement binds a customer, a service location, and a service provider together for billing purposes. A service agreement can only be created or terminated through a service order. Service orders are used to initiate, transfer, or terminate service agreements.

There are several buttons on the Service Orders screen. They are: Save, Reset, Add, Related, Print, Start Workflow, Quit Screenflow, Show Workflow.
Save - Retain the changes that have been made on the service order.
Reset - Do not retain the changes that have been proposed on the service order.
Add - Create a new service order.
Related - Other screens that are related to the service order screen. There is a drop-down that moves the operator to a "related" screen if chosen.
Print - Opens the Print Task dialog box for printing the form to a printer or to the screen. If screen is chosen, all other fields are disabled. If printing to a printer, there are printer options, number of copies, tray options, duplex options, print scheduling (Immediate or at Entered Date/Time) Date and Time fields for scheduling the print task. OK and Print cause the form to print to the screen or scheduled to the Job Manager. **Note:** Tray Options and Duplex Options are determined by printer type on the Launcher > Administration > Reporting > Administration > Printers.
Start Workflow - Starting with the current task in the workflow template, move to the rest of the tasks that are downstream from the current task.
Quit Screenflow - Whatever task the operator is on, stop the workflow so that the screens do not move to the next task.
Show Workflow - Provide a the list of all the tasks that are in the workflow template at the time the show workflow button was pushed. (The original workflow tasks could have been changed, since adding a task to a workflow is possible on the Workflow tab and on the Task Assignments dialog box. Colors provide a quick glance at task status. Red = Not available, Blue = Available, Blank = Complete, Green = Current Task.

There are four options from which you can choose to initiate a service order process: change an existing service, establish a new service at a new location, establish a new service at an existing location, or create a miscellaneous order.

- Change of service - Disconnect, reconnect, or transfer an existing service.
- Establish new service - new location - Create a brand new service at a new location. When the Use Next Srv Loc Nbr field is cleared (No) on the Next Available Numbering Ctrl screen, when the New Service (New Location) option is selected on the Service Orders screen, the Service Location field becomes available so you can enter your own unique service location number. If the Use Next Srv Loc Nbr field is selected (Yes) on the Next Available Numbering Ctrl, then a service location number is automatically assigned to the service order.
- Establish new service - existing location - Create a brand new service at an existing location.
- Miscellaneous order - Any activity that falls outside the first three.

**The Service Orders Screen Consists Of Four Main Sections.**

- Add Panel - This panel is at the top of the screen and is only visible and used when a new service order is being created or added. When there is only one available SO function within the SO Type and the customer/SO Type being performed, a service order will be automatically initiated. If more than one SO function is available in the SO Type field, then the appropriate function must be selected, and the Initiate button accessed.
  On the Service Order Types screen located in CIS > Administration > Work Management > Service Order Types, the Entry Type field is provided, so you can associate a particular default level to one of the service order processes displayed in the SO Process field. The Account, Customer, and Service Location entry types can be used with any of the service order processes selected. However, when an MG - Miscellaneous General service order process is selected, two additional entry types are also available and include: Map Location and None Of The Above. Some service order processes are preset to a specific entry type, which prevents the Entry Type field from being changed. Those service order processes include the following: N - New Service, MC - Miscellaneous Customer, MM - Miscellaneous Map Location, and MS - Miscellaneous Service Location. The selections made on the Service Order Types screen are carried forward to the Entry Type field on the Service Orders screen. On the Service Orders screen, if the service order type is not preset to a specific entry type, you may choose a different entry type and override what you originally selected on the Service Order Types screen.
  In addition, on the Service Order Types screen for new, disconnect, reconnect, and transfer service orders, you can designate default service status(es) and revenue class on the CIS > Administration > Work Management > Service Order Types screen, when permissible, by making the desired selection on the Disconnect Service Status, Connect Service Status, and Revenue Class fields.
  Selecting specific entry types, service statuses, and revenue classes on the Service Order Types screen, as described in the aforementioned paragraphs, replaces the "right-click" functionality of setting defaults on these individual fields. In other words, the "right-click" feature is not recognized in this case. It is important to set up the appropriate defaults for each valid combination of a) service order type, b) function code, and c) service. Any default setting not established forces the application to revert to the "calculated" or "system" default values that may not be what you actually want. **When loading an iVUE update, the values for Service Status and Revenue Class will be set to blank. For the Service Status field, if left blank, Service Orders will treat these as the standard default values; example: Service Status 21 for a Disconnect, Service Status 01 for a Reconnect or New Connect, until they are modified. Entry Type on all Miscellaneous General Service Orders will be set to "None of the Above" as the default value on the CIS > Administration > Work Management > Service Order Types screen.**

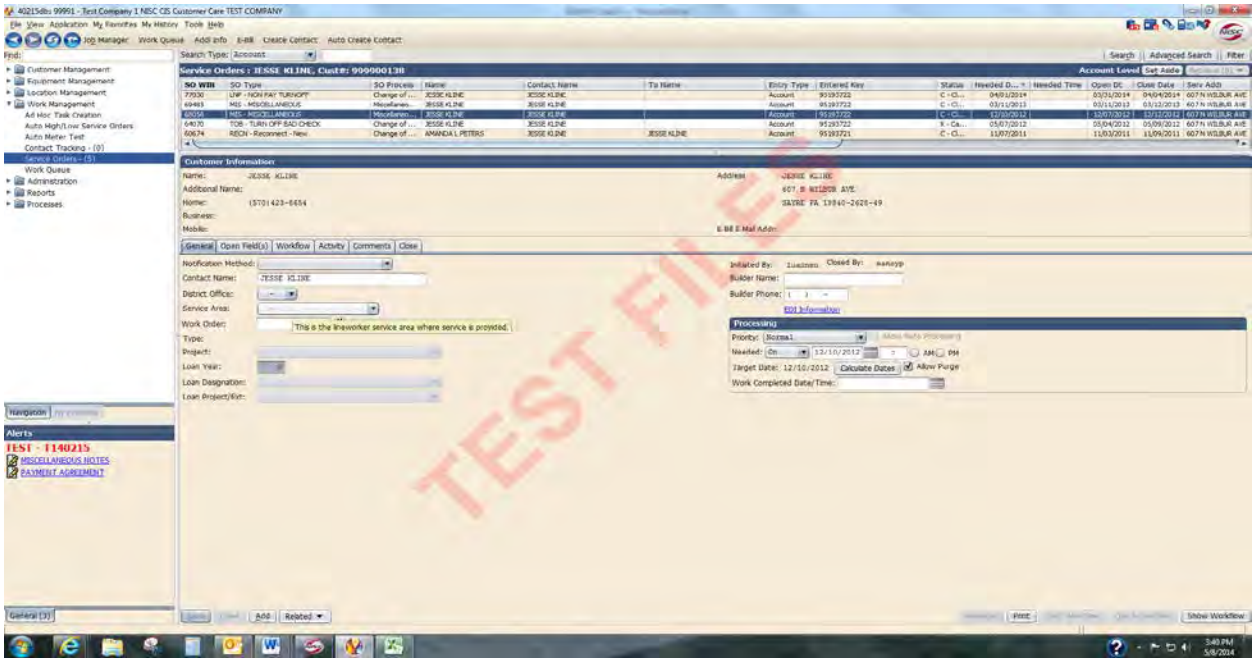
  **Note:** *If the entry type is by account or customer where the result would find many available agreements, a message dialog box displays indicating the number of agreements and recommend that you cancel and narrow down your selection. Narrowing down your selection, for example to service location, will send Service Orders less information and will result in the service order running more efficiently.*

## Connect A New Customer To An Existing Service Location That Has Been Disconnected.

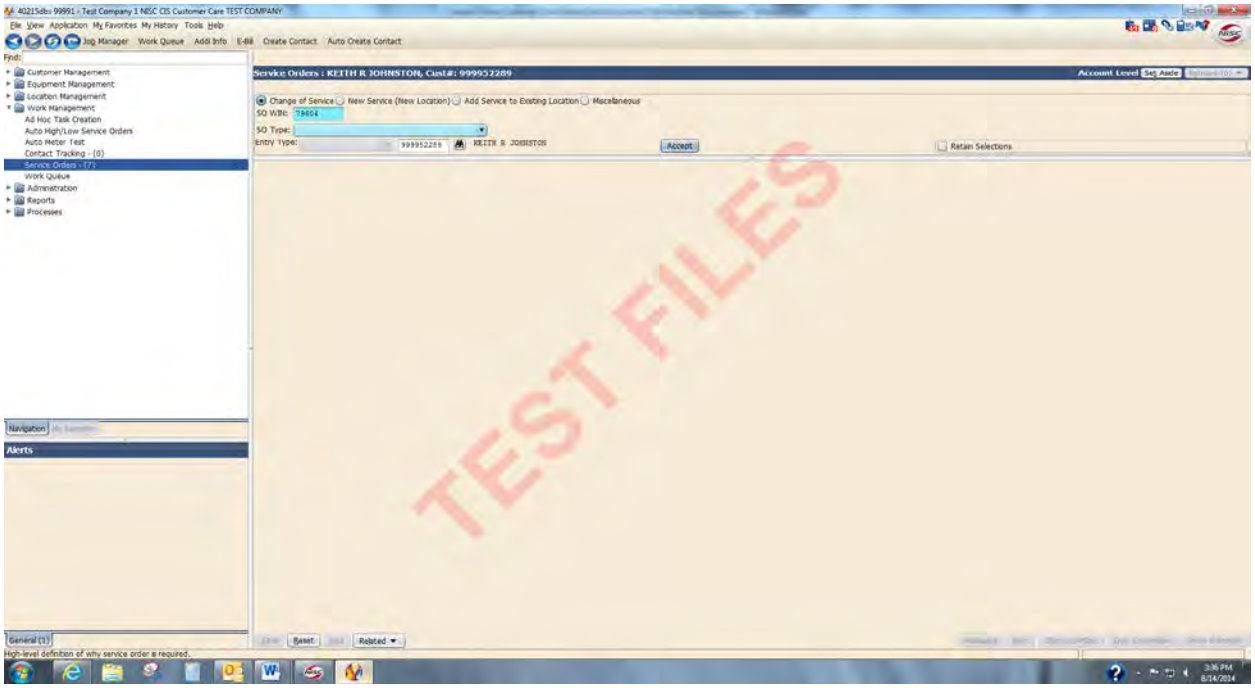
***Scenario: A customer applies and you need to have their gas service turn on usually refer to as "Turn On"***

Using the Accounts Receivable Screen you look up the service address. While on the Accounts Receivable Screen look at the bottom left under the **Alerts** to see if there may be a pending disconnect service order or any **Urgent Notes**. If there is an urgent note, click on the note to display the information. If there pending disconnect service order see how to address this under cancel the order. (See service order.)

To continue with the turn on enter ***SO*** in the find field for the Service Order General Screen.



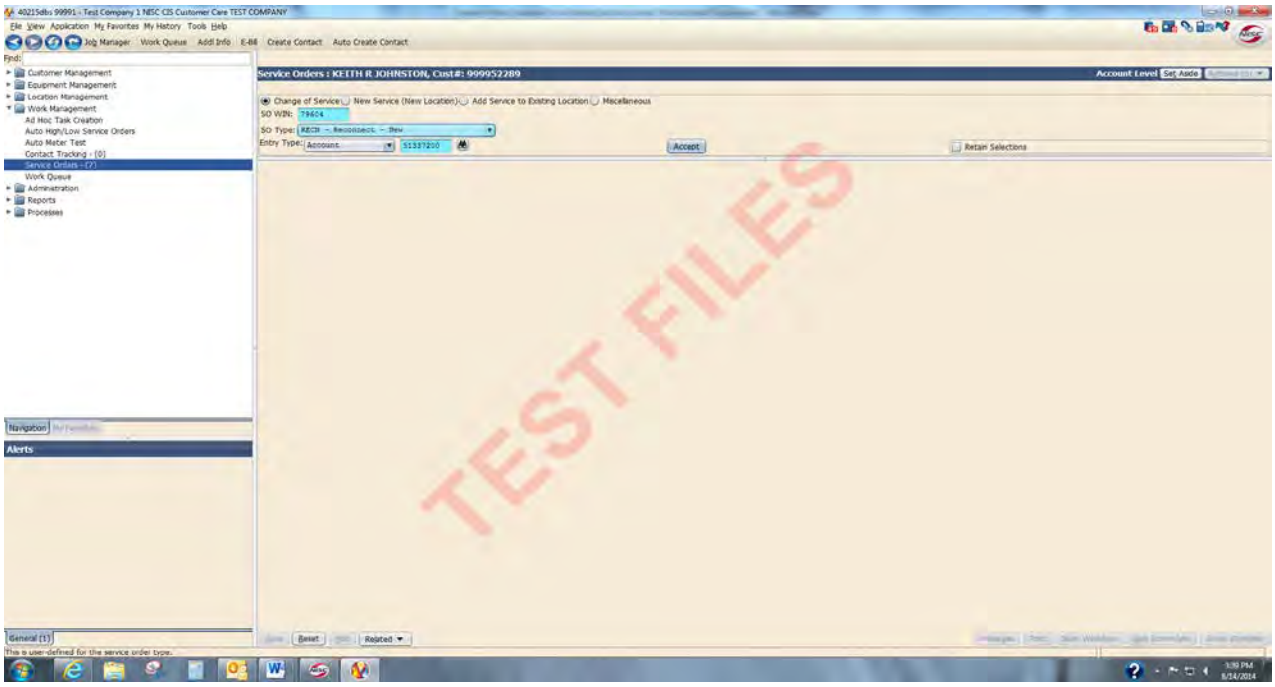

- From this screen Click **Add.** This will open the service order screen.



From the Service Order Screen

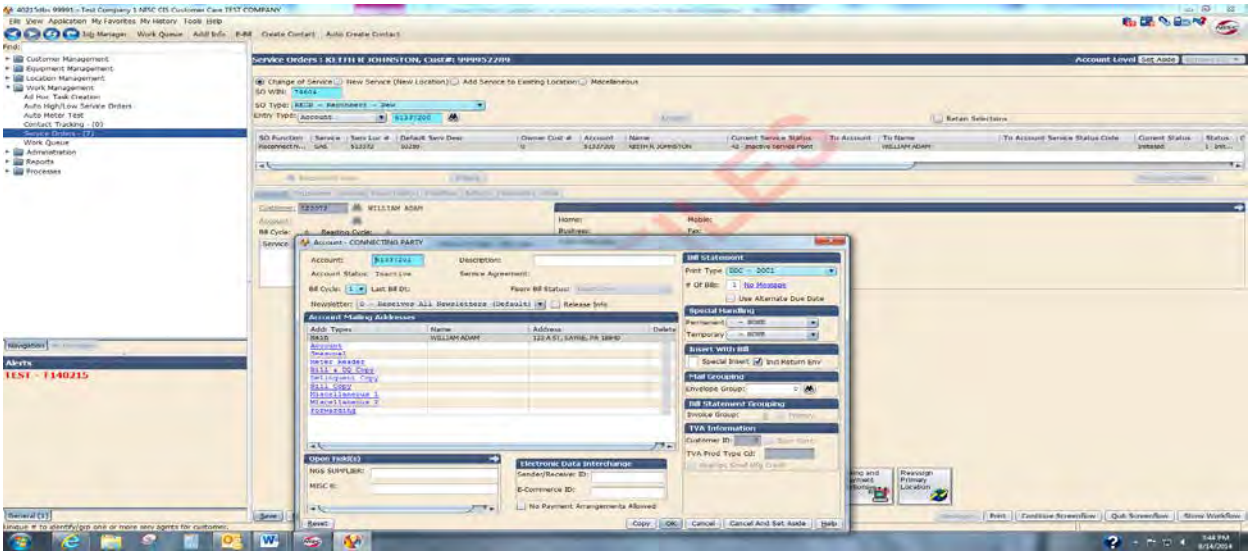
- Select **Change of Service** option.
- Click the drop-down arrow in the SO Type field and select RECN – Reconnect New.

**Note:** *The SO types are user-defined codes for the service order type and are established in CIS>Administration>Work Management>Service Order Types.*

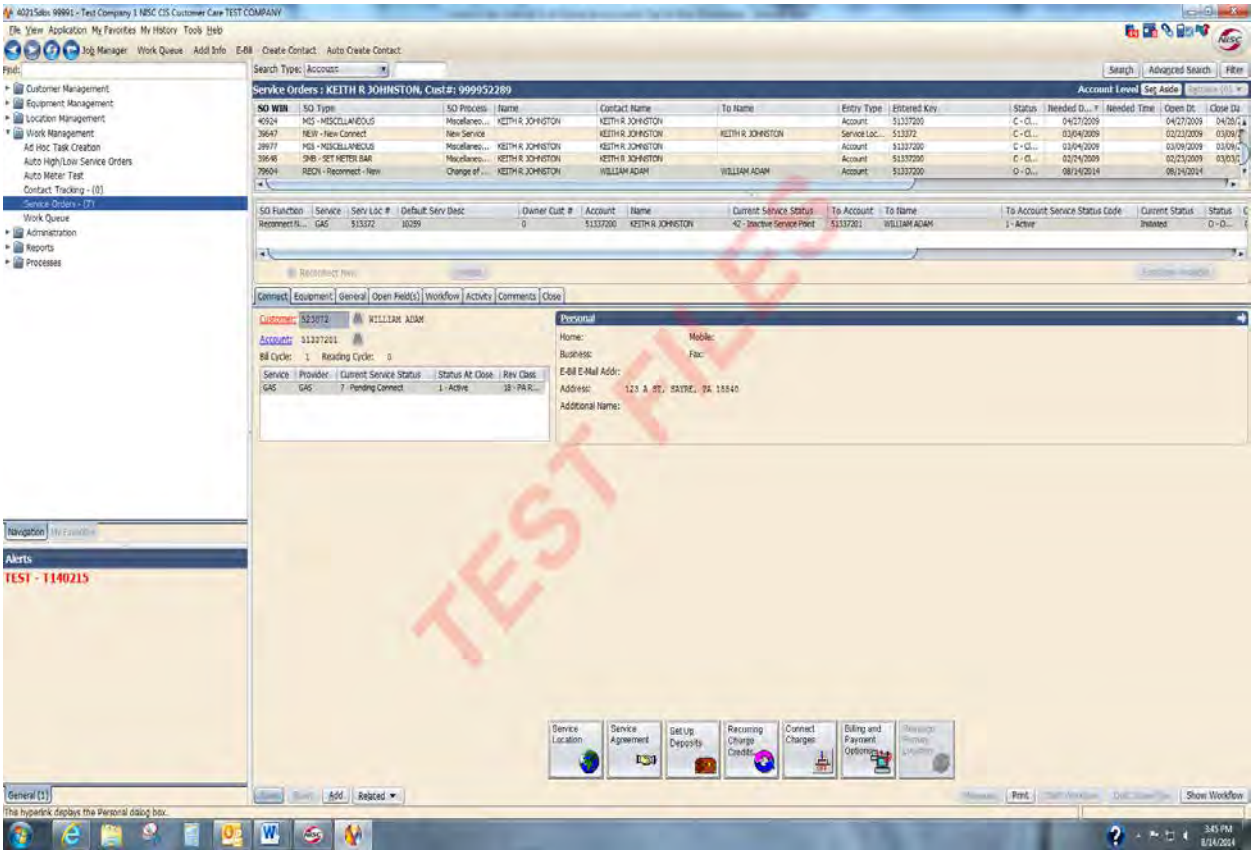



The Entry type should default to account and the account number select from the AR screen will automatically populate next to the **Binocular** button. If not, click the **Binocular** button to search for the customer whose service was disconnect and whose service order is closed and select the provider level row from the Agreement Results frame. Click **OK,** which will close the dialog box and return to the main Service Orders screen.

- Click the Accept button to create the service order. The following screen will display.



- Click okay.




If you wish to add additional information pertaining to the customer such as; phone number, email address etc. Click on personal hyperlink to open customer screen and fill in the information.
Next go through the tabs. General tab is usually the next selection. The General tab is used to add, edit, and delete information about specific to the service order and enter the date requested.

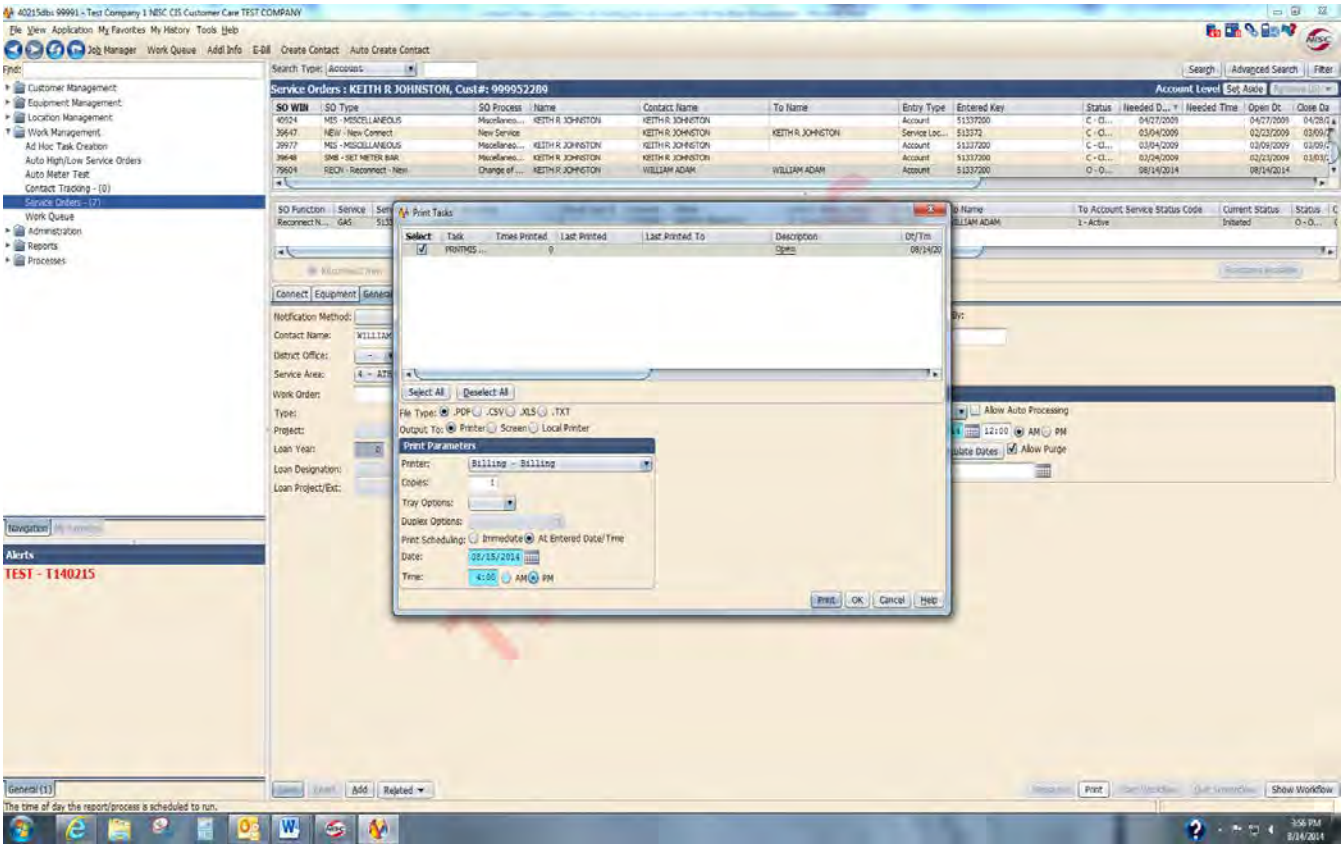
Fill in the notification method using the drop down box and make the appropriate selection.

Next, click on the comments tab. The Comments tab allows you to enter remarks for the service order. It consists of three frames: General Comments, Service Comments, and Task Remarks. The general comments are used for notes to the Service Tech that will work the problem/job in the field, and the service comments are used for office notes. A maximum of 4,000 alphanumeric characters can be entered in either frame. The information entered in the General Comments frame will print on the service order output. Under the general comments enter in the code number (see Service Code list in this section), time schedule and other information needed for the Service Tech. *Example; code 8 between 8 and 10 am use back door.* The information entered in the Service Comments frame is used for comments mainly used for office personnel and generally is updated at the time the service order will be closed. The Task Remarks frame contains a summarized list of task remarks. The Task Remarks is currently not used.

**Caution:** *Be sure to click in the appropriate area before you begin to enter comments to avoid entering new information over existing information; thus, removing the previous text. You can spell check comments by right-clicking with the mouse.*

After all is completed click the print button on the bottom right hand corner.

When you click the Print button from the Service Orders screen, the Print Tasks dialog box displays. This dialog box allows you to select which task to print, which printer will print the information, number of copies you want to make, etc.




Under the Print Parameters you will be able to make printer selection, number of copies, date and time to print. Normally service orders are printed at 3:00 pm the day before the work is to be preformed.
For this choice:

- Use the arrow down and select printer labeled Service-Service.
- Select Print scheduling button At Entered Date/Time
- Enter the print date the day prior to the turn off schedule date.
- Enter the time of 3:00
- Select button PM.
- Click on ok.

To print immediate for a same day turn on :

- Use the arrow down and select printer labeled Service.
- Select Print scheduling buttion immediately.
- Click on ok.

To verify print schedule, select print again and will show the schedule print date.

Next go to the service man schedule spreadsheet located on the customer drive and update with the service number, name and code number on the appropriate date and time slot.

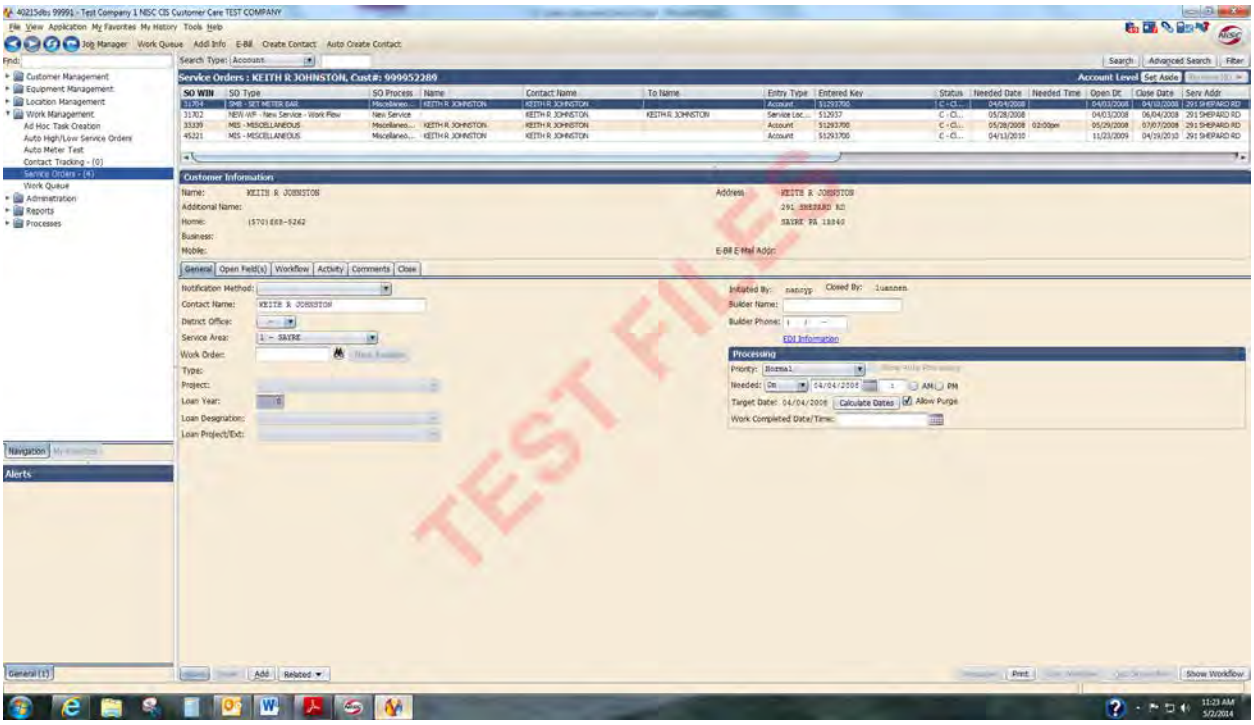
Revised 12/2018

# Create a disconnect Service Order (Turn 0ff)

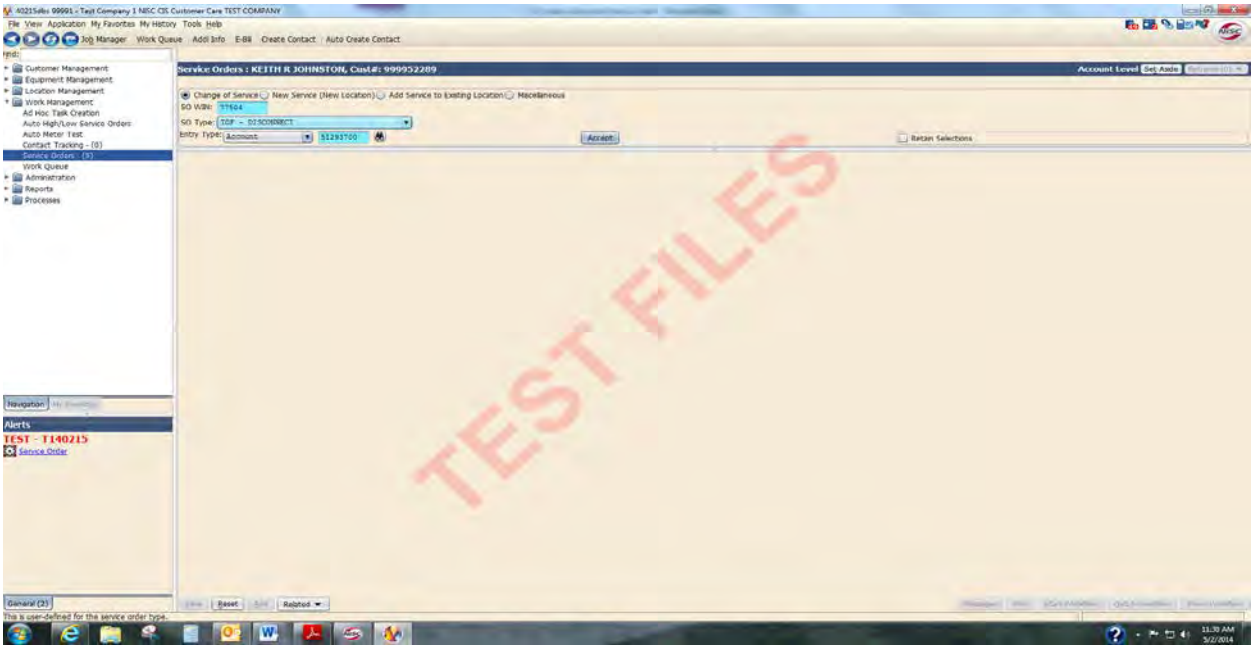
***Scenario:  A customer calls in and states they would like to have their gas service turn off.***

Using the Accounts Receivable Screen you can look the customer up by name, account or service address. While on the Accounts Receivable Screen look at the bottom left under the **Alerts** to see if there is a Landlord Note.  If so click on the note to display the landlord information.  This will inform you if the landlord wants the gas to remain on or off and any other pertinent information.  If the Landlord wants the gas to remain on between tenants the disconnect service order will now be a transfer service order.  (See transfer service order.)

To continue with the turn off enter ***SO*** in the find field for the Service Order General Screen.

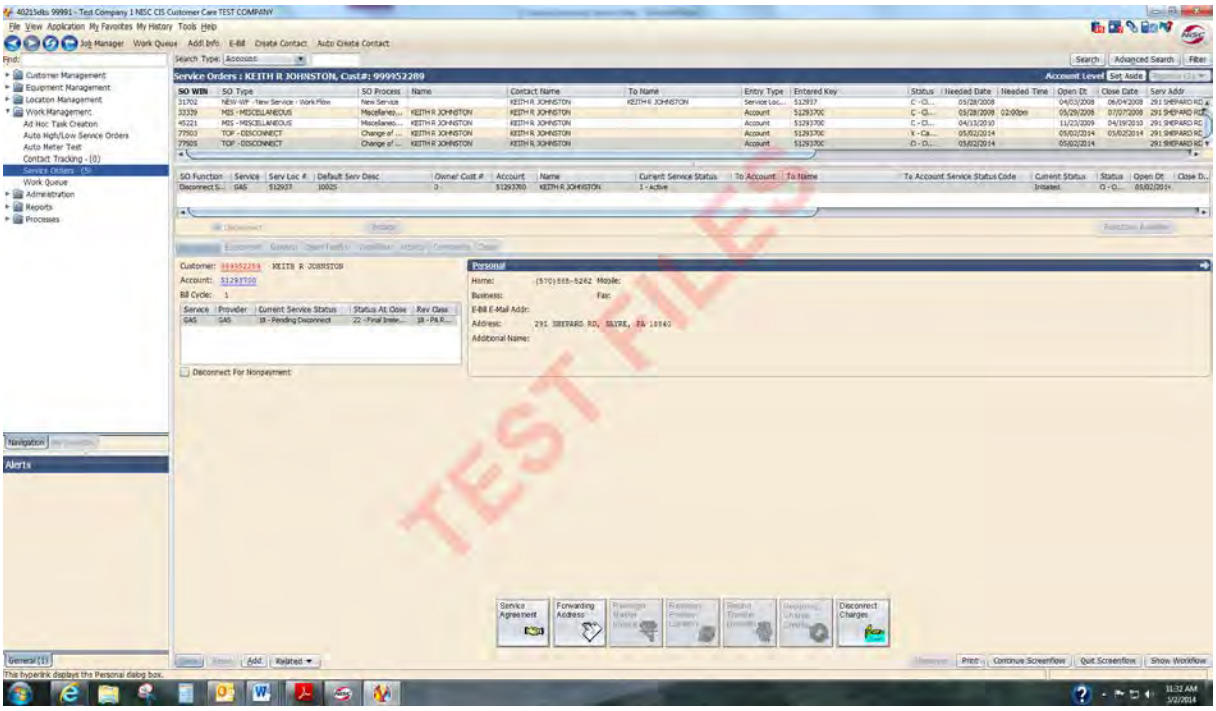



- From this screen Click **Add.**  This will open the service order screen.

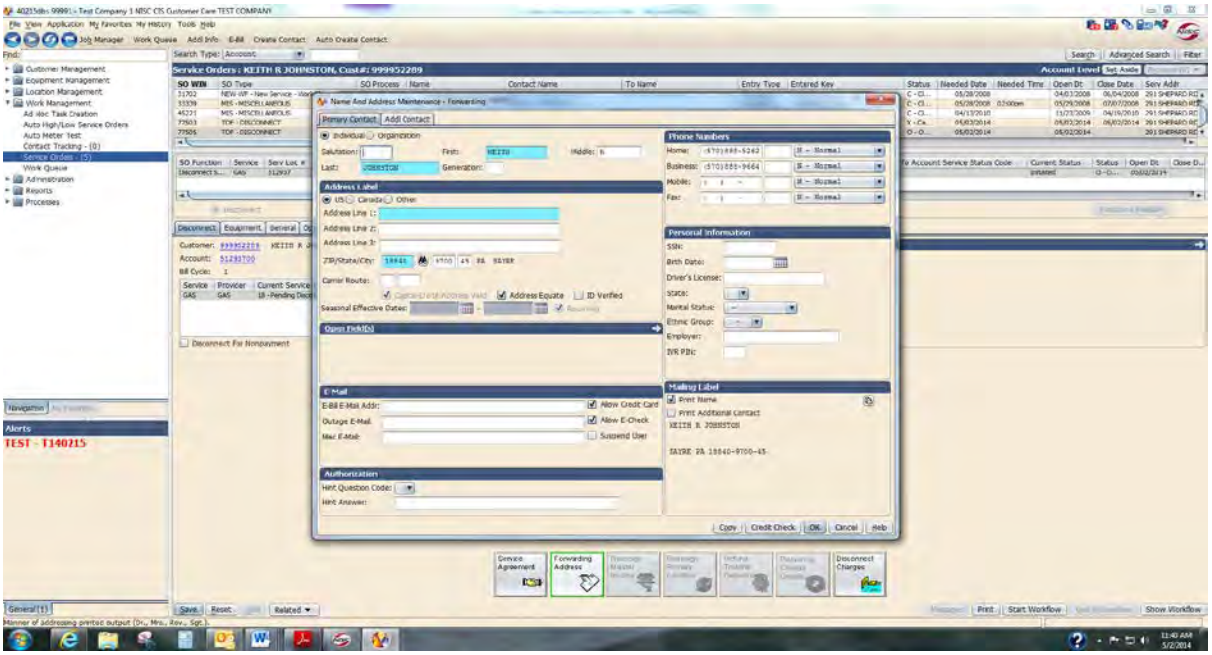


From the Service Order Screen

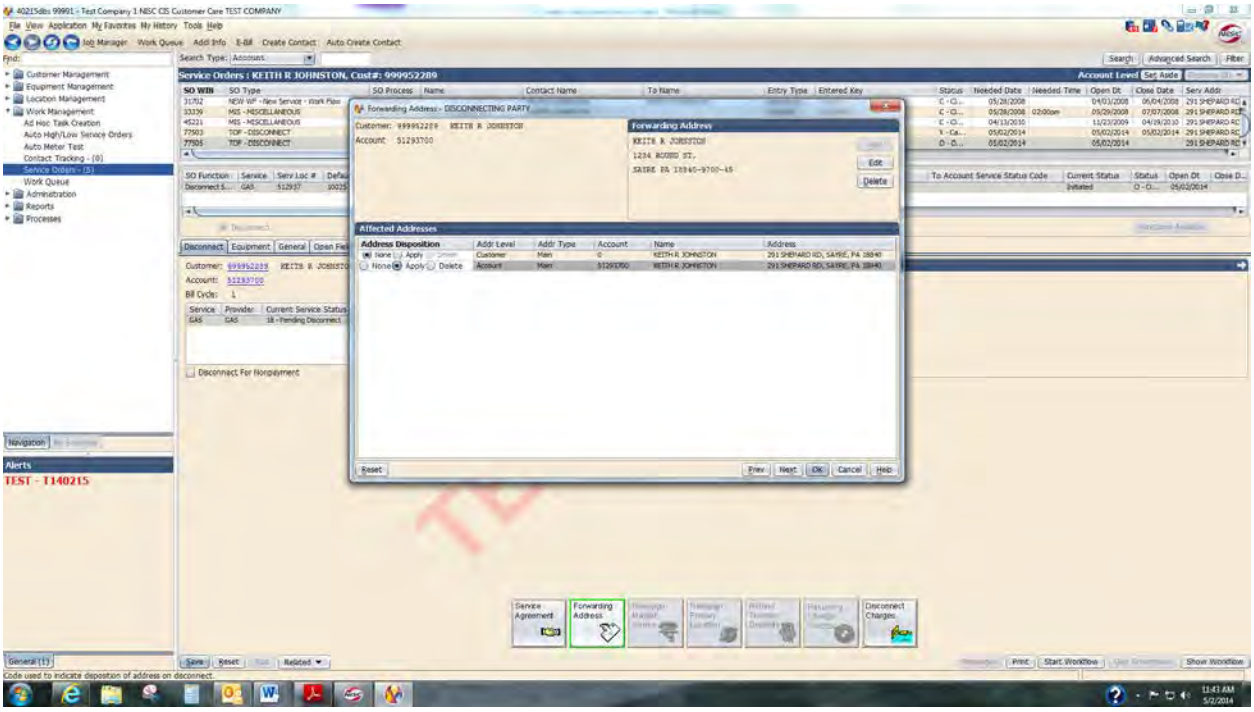
- Select **Change of Service** option.
- Click the **SO Type** drop-down arrow and in the SO Type field select TOF – DISCONNECT.
  **Note:** *The SO types are user-defined codes for the service order type and are established in CIS>Administration>Work Management>Service Order Types.*
- The Entry type should default to account and the account number select from the AR screen will automatically populate next to the **Binocular** button. If not, click the **Binocular** button to search for the customer associated with the service location and select the provider level row from the Agreement Results frame. Click **OK,** which will close the dialog box and return to the main Service Orders screen.
- Click the Accept button to create the service order.




- Select Quit Screenflow button located at the bottom right.
- Click on forwarding address square tab found at the bottom middle of the screen.
- Click on add under forwarding address.

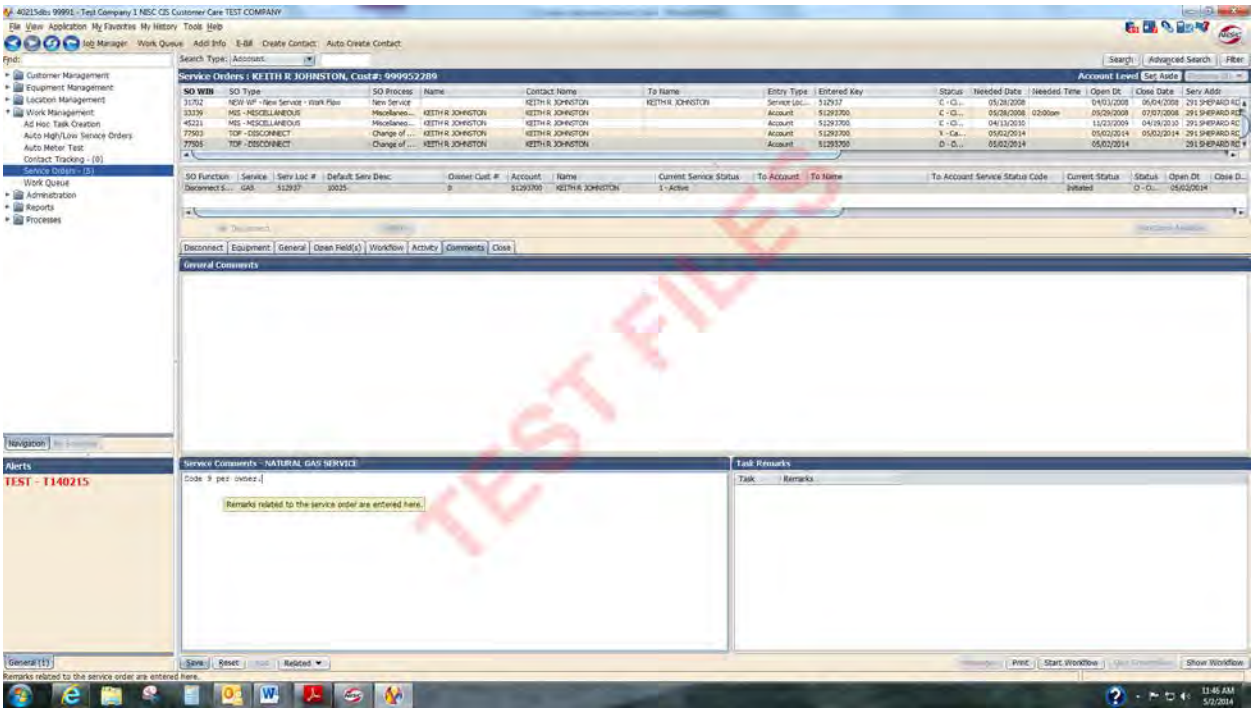


- Update the address Line 1 with the new forwarding address of the customer if available.
- Update the zip code  and make any other necessary changes to the personnal information.
- Click ok.

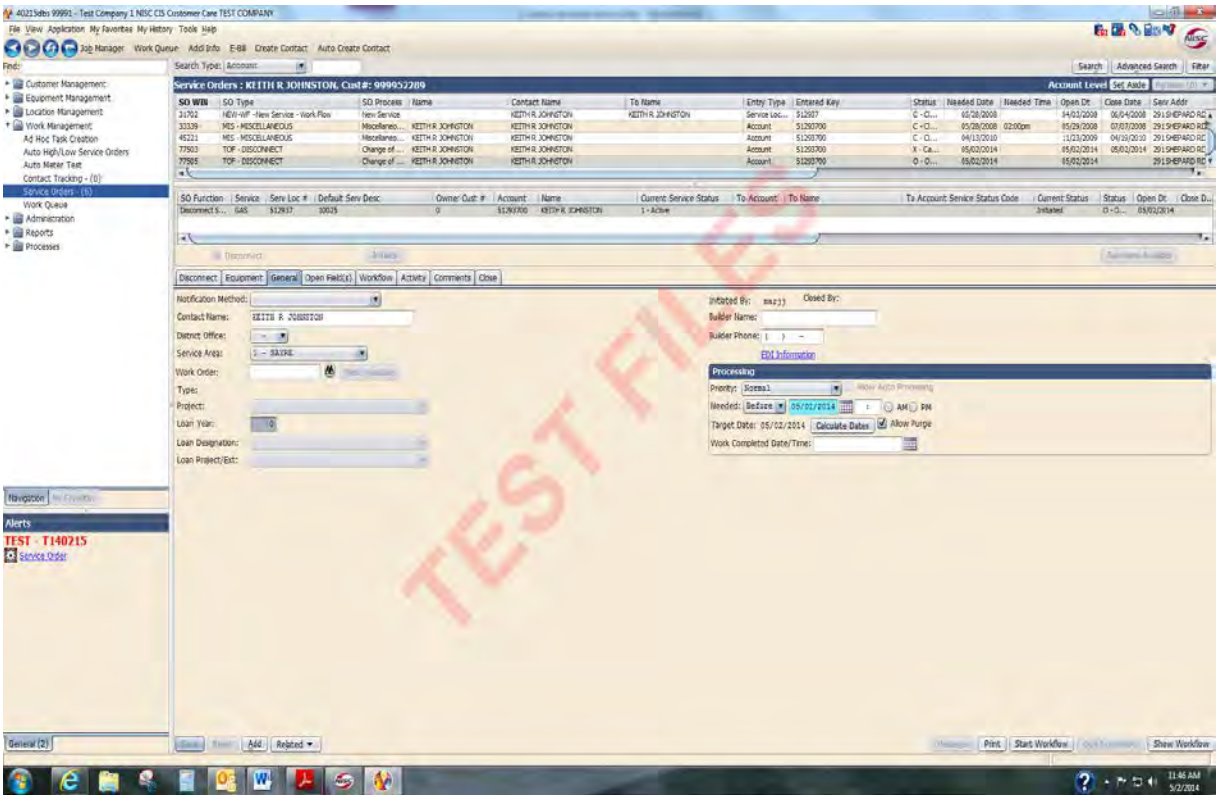


- Select apply to the affected address.
- Then click ok.
- Select the Comments tab next.

On this screen insert comments to appear to the service order under Service comments. Example code 9 is the turn off code.  (See code listing page for more detail.)



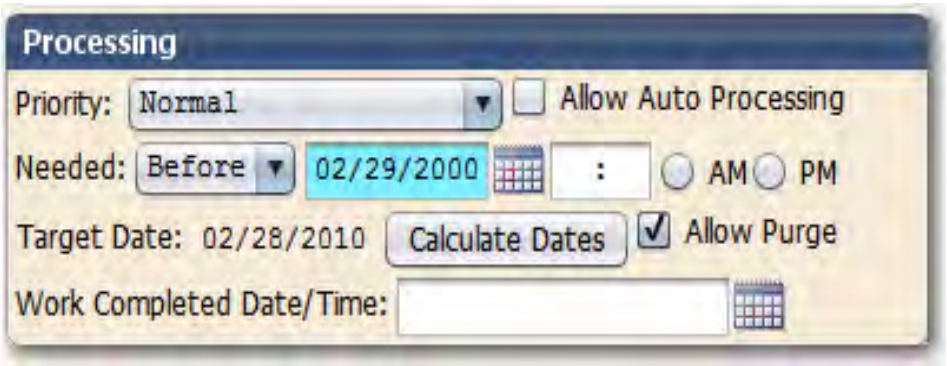
Select the General tab.




When you get to the General tab you will need to identify the needed date for service to be turn off. This can be done under the Processing Frame.

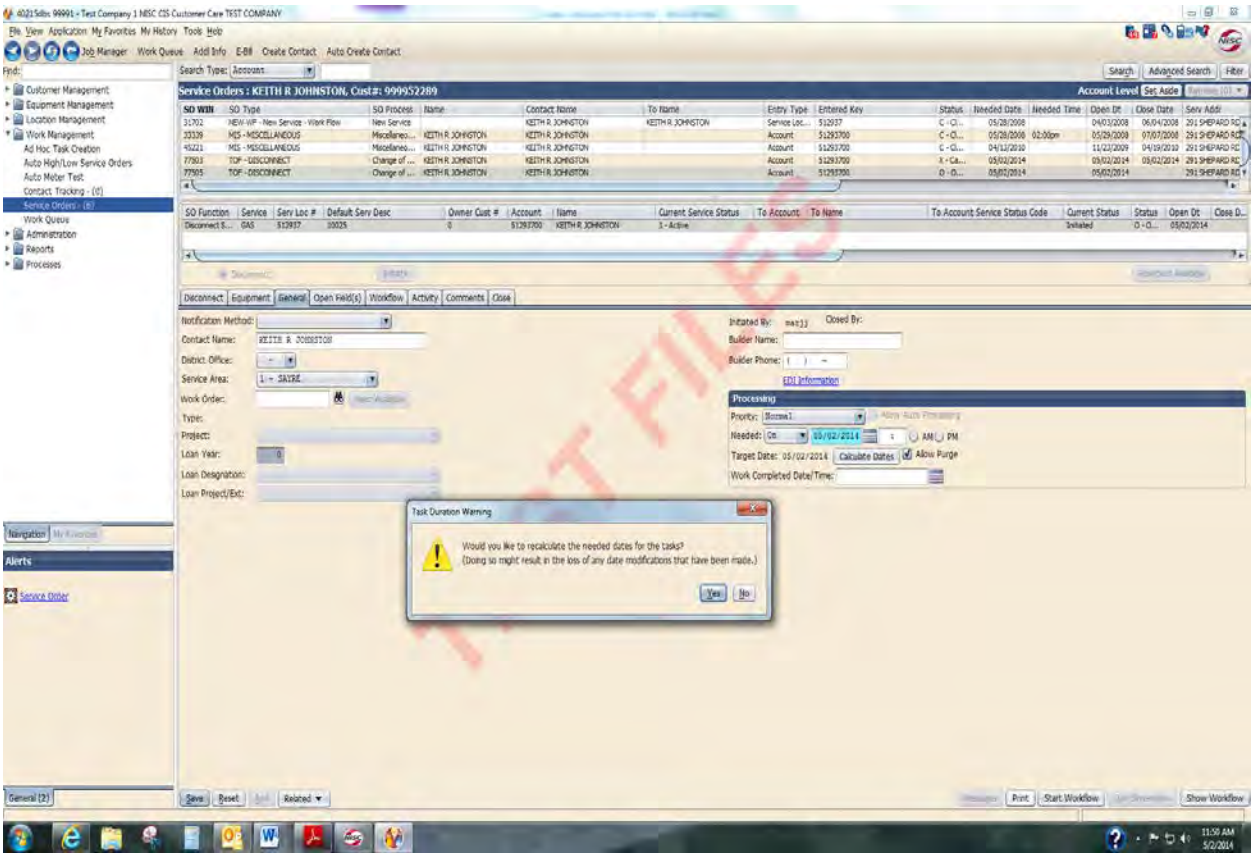
The Processing Frame on the general tab allows you to set the priority (High, ***Normal***, (which is the default), low and process immediately to process the service order. The needed will default to ***on***.

You can click on the arrow down next to the priority or needed to make another selection.




- Enter the date
- AM PM is not used.
- Click Print located at the bottom right of the screen to print the service order.

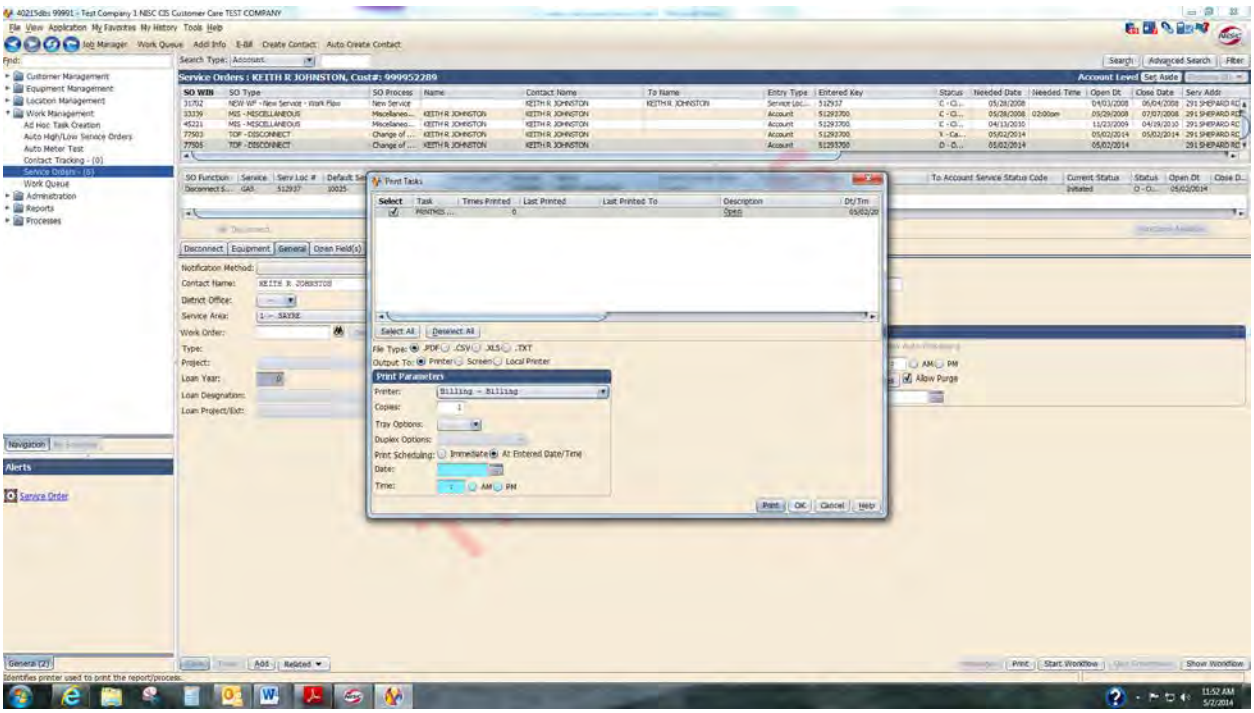
The following screen will display.




A task duration warning will display

- Click on the yes tab.

The print tasks will now display.



Under the Print Parameters you will be able to make printer selection, number of copies, date and time to print.

Normally service orders are printed at 3:00 pm the day before the work is to be preformed. For this choice:

- Use the arrow down and select printer labeled Service-Service.
- Select Print scheduling button At Entered Date/Time
- Enter the print date the day prior to the turn off schedule date.
- Enter the time of 3:00
- Select button PM.
- Click on ok.

To print immediate for a same day turn off :

- Use the arrow down and select printer labeled Service.
- Select Print scheduling buttion immediately.
- Click on ok.

To verify print schedule select print again and will show the schedule print date

Next go to the service man schedule spreadsheet located on the customer drive and update with the service number, name and code number on the appropriate date and time slot.

# Tying in Service Orders

Copies of the Service Orders are given to the Cust. Service Rep each morning. These are tied from the original copies given to the servicemen.

The original copy of the Service Orders (SO's) from the field are received each morning from the Service Department. Most of the time, these Service Orders are processed the day they are received.

- First, match the original Service Orders with the copies. The Service Manager will attach a note to the Service Orders if he is holding any.
- Next, write any outstanding Service Orders on the monthly outstanding calendar chart. This can be found in the outstanding Service Order folder located between the two customer service reps desks. As the outstanding Service Orders are returned, cross them off the outstanding calendar chart. Once all outstanding Service Orders have been received for that month's calendar chart, the calendar it can be discarded. If after several months there are still outstanding service orders which have not been received, they are listed on the outstanding SO list. *Note: This is a word document located on the customer service drive.*
- Next, check to see if there are any C19 or C39 Service Orders (see dispatch service code list in Section 3). These Service Orders pertain to setting meter bars at a location and need to be added to the Painting List. The Painting List is an Excel file maintained in the customer service drive named "Paint List." Add the addresses to this list.
- Service Orders can now be closed on the NISC system. (See Section 3 on closing Service Orders) As Service Orders are closed, some require additional handling:

    1. Attach the new Customer Application to the turn on Service Order.
    2. Attach the new Service Applications to the new meter sets.
    3. Everything will be scanned in Document Vault.
    4. Special sets which are usually for larger usage accounts are usually set but the meter is still off. These are put in the folder labeled "Meter Set & Pinlocked Folder" and tied in when the meter is turn on.

After the Service Orders are closed, they are placed in the closed service order tray for scanning in Document Vault.

NOTE: All of the above mentioned folders and Service Order tray are located between the customer service reps desk for easy access during the day.

**IMPORTANT: ALL CUSTOMER APPLICATIONS OR OTHER PERSONNAL CUSTOMER INFORMATION IS LOCKED IN THE CUSTOMER SERVICE FILE CABINET AT THE END OF THE DAY OR WHEN NOT IN USE.**

**Revised 12/2018**

# Section 4

## Billing

### Meter Reading

- Elster and ITRON Uploading/Downloading

### Customer Billing

- Penalty Fees
- Budget Billing
- Add a Bill Print Message

### Refund/Transfer Process

### Non-Utility Billing

# BILLING PROCEDURES

All sales are recorded using a meter to register sales volumes. Meter readings are entered into a handheld meter reading device by the meter reader. These readings are then transfer electronically into the Company's billing system (NISC iVUE system) and billed by rates approved by the Public Utility Commission. Prior to billing reviews are made of the customer bills for accuracy of usage, rates, factors, etc. Any discrepancies are followed up with a meter reading, service orders, etc. At the time the billing is preformed using the NISC billing system the customer accounts are updated and posted with the charges. Customers receive a bill each month via mail or electronically. The billing is set in route cycles 1 thru 7 and all cycles are billed each month. A month end sales report is generated from NISC billing system during the month end closing procedure. Using the billing month end sales report the sales journal is recorded into the general ledger system. The customer billing receivables are reconciled monthly to general ledger.

***NEW ROUTE IN HANDHELD***

**In Billing/IVUE**:

1. Go to Processes;

   Readings;

   Hand-Held File Download.

2. Put route number in as Job Name;

   Select Route (5th parameter down);

   Selection Criteria choose Active/ Inactive.

3. Click on Submit at bottom left hand corner. If loading more than one route, you must create the download file with all routes you want at the same time.

4. Go to Tools at top;

   Download file;

   Click on drop down arrow in blue box, choose Handheld;

   Choose route file to select/highlight; click on Download button at bottom; (make sure file name is Download.TIF)

   Save file in 'ToRouteManager on Ve-MVRS (Y:)'.

   Click Save and Close.

**In Route Manager**:

1. Go to TIF/TOF button;

   Import tab;

   Choose the download file in left side box; If there is no route file showing up here, repeat previous steps.

2. Click on the Import button on lower right hand side.

   Window opens "Would you like to assign read date? choose "No". Then choose Yes in next window. OK

   ***If Splitting Routes, see instructions for **Splitting a Route*** Otherwise, continue on.

3. Go to Routes button;

   Choose the route from list;

   Click on update;

   Choose the Handheld number in the blue box drop down that you wish to load the route into. (next to Assigned To) Click Save.

4. Make sure handheld is ready to connect by hitting ESC; then F3 and wait for Ready to Connect on screen.

5. Go to Devices button. Make sure correct handheld number is chosen at top.

   Select route(s) to send.

   Click on Connect.

   Click on Send Routes. If "Send Routes" is not highlighted, click on "Remove Routes from Handheld". Then click Connect again and proceed. Pop-up will say "sending is disabled and if you continue the existing route in handheld will be destroyed". Click OK.

   This will take out existing route and load new one. You will see the new route number in the right side box "Routes in Handheld".

**Splitting A Route**:

1. Click on Routes button; choose Route in list.
2. Click on Split tab. You want to split to 2 numbers of routes.
3. Split method –choose "One w/transponders, the other w/o transponders".
4. Click on Split at bottom right. OK, OK.
5. You will notice in Routes list there is a -01 and a -02 at the end of the route number you just split. The route ending in -01 is the one with transponders, the route ending in -02 is without transponders. (You can also double check this by going to Accounts button, select route ending in -01. You will see green dots on left side in left hand column. Green dots mean account has transponder. *This is the file you want to send to MMI.*

**Assigning the routes to the handheld and MMI:**

1. Click on Routes button; choose route; click Update.
2. Under "Assigned To" choose CMM1 for the -01 file and the correct Handheld for the -02 file. Save.
6. Click on Devices button, select MMIs tab. You will see the route file already listed, highlighted in blue.
7. Click on Browse; click on blue drop down arrow; choose "***F on 'Ve-Luanne'(F:)***"; open TraceVRT; choose Rt # folder; save. Replace file? Yes.
8. Click on "Write to Disk" and then OK. *The "In Device" column will change from False to True when route is loaded on card.*
9. Repeat step 5 for multiple routes.

10. Remember to go back to Devices to load routes on Handheld ending in -02. GO TO STEP 4 UNDER "IN ROUTE MANAGER". If there are two to load, highlight both at same time to load on HH at same time. Cannot process separately like the MMI.

*TAKE READINGS OFF HANDHELD*

**At handheld in cradle**:

1. To get to the main screen with menu options, push ESC two times, then YES to Exit Route (in small pop up box). Push F3 and wait until screen says "Ready for Connect".

**In Route Manager**:

1. Click on Devices. Make sure you have the correct handheld number chosen in drop down box, and click on Connect. Box appears, click OK to close.
2. The route that's in the handheld will appear in the right side column. Click on "Receive Routes" and wait until completed. Click OK and window will close.

***Combining a Split Route***

If a split route, you will need to unload MMI card and combine routes before going to STEP 6. *If not a split route, go directly to STEP **6** below.*

1. Go to Devices button; click on MMIs tab
2. Click on Read Disk. On blue drop down arrow; select "***F on 'Ve-Luanne'(F:)***"; open TraceVRT; choose Route # folder;
3. Click on VAN file with today's date at end of Route number (ex. 0100508 for May 8.) Double click the file to download readings. You will need to do Routes one at a one.
4. Go to Accounts button; select route number and click on View/Update tab; check to make sure readings are on accounts.
5. Go to Routes button; click on Combine tab and select route to combine in small box; click on the Combine button in lower right hand corner. Now you can upload the file in TIF/TOF as normal.
6. Click on TIF/TOF button. Choose Export tab. First, CHANGE THE FILE EXTENSION OF THE EXPORT FILE TO **C:\ToBilling\Reads.DAT** (very important). Otherwise, you will have to find file in "ToBilling/Reads folder and change the file extension there.
7. Click on the route file in the "Available Routes" box to select it, then click on the arrow button in the center, which will move it to the "Selected Route" box to the left.
8. You then need to click the small box next to the route file to place a check in the box, then click on the Export button in the lower right hand corner.

**In Billing/IVUE**:

1. Go to Processes; Readings; Hand-Held File Import .
2. Put in route number as Job Name (ex. Rt3); click on blue hyperlink Import File.

3. Click Browse, then in blue drop down arrow choose "tobilling (\\ve-mvrs) (Z:) and click on Upload.dat file to highlight.
4. Select Open; click on Upload button; then close after it's completed. Then click Submit in bottom left hand corner.
5. When it's done processing, view the report and print. Close out windows.
6. Go back to Processes; Readings; Hand-Held Posting.
7. Put in route number as Job Name (ex. Rt3), check Reading Route number by clicking on Select. Then OK to close. Click on Submit in bottom left hand corner. Close window.

**Prebill Calc. Report**

1. Enter route number for Job Name. Choose Parameters as follows:

   Service: Click Select and click in box to choose. OK

   Report Sections: See attached

   Route: Choose route number (only run one route at a time). OK

2. Click on Submit in bottom left hand corner. After report runs, view and print.

# Itron -FCS Loading/Unloading Handheld Checklist

First, create Reading Route file in NISC, save to \\ve-itron(I:) FCS, Import, Input, save as Download.**dat**.

1. Delete Routes from previous cycle/month, in FCS and on Handheld.

   On Handheld, click on wrench icon in upper lefthand corner.

   Choose Supervisor Route; Delete Routes, Enter Supervisor password 123456,

   Check box of route to be deleted.

   In FCS, choose on Route on left side of screen, click Delete above

1.5. Run User Script; Go to Tasks, Run User Script, highlight "Rewrite Input File", right click on Run User Script (File name will change to Downloadfixed.dat)

2. Import Routes into FCS for current month (Simple Import)

3, Assign Routes to the Data Collector (Drag-N-Drop)

4. Modify and save assignments.

5. Load Route to the Data Collector (using Auto Mode Add); on Handheld home screen, F2, Enter, Enter

6. Read the Routes on the Data Collector in the field.

7. Unload Routes from Data Collector back to the FCS PC (using Auto Mode Add); on Handheld home screen, F2, Enter, Enter

8. Repeat steps 3-8 until the required reads have been collected

9. Click on Refresh

10. Highlight Route on left side of screen before exporting. Export Routes to Billing (Simple Export); File will saved to I:\FCS\Export\Output\Upload.dat

11. Backup Routes; Go to Actions-Backup-check small box-Finish

12. In Ivue: Import Readings into Billing. I:\FCS\Export\Output\Upload.dat

13. Create Read Entry Report – Highlight Route on left side, click on Run Reports, choose Read Entry. Right click to Export Report. Save on Customer Service Drive – Read Reports folder.

**BILLING INSTRUCTIONS**

The first step is to complete the 3 page Billing forms. These forms combine all of the pertinent billing information. You will need to reference the Meter Reading schedule and the Billing Dates schedule to complete this. Pages two and three will need to be sent to NISC prior to billing via email. Scan the pages on the copier and send through your email to amsschedule@nisc.coop. This email address is also listed at the top of the NISC Automated Mail Services Control Sheet (explained below).

**Page One –Billing Worksheet** (See sample)

1st Section. The Next Read Dates comes from the Meter Reading schedule. You need to write down the Route # and the date for the following month's reading date.

2nd Section. The Previous & Current Billing Date information comes from the Billing Dates schedule. Refer to the chart and find last months' billing date for the cycle you are billing. Following information across row and enter information accordingly.

3rd Section. Do the same for the current month billing information.

**Page Two –NISC Automated Mail Services Control Sheet** (See sample)

Cycle: *Enter Cycle #* **Billing** process scheduled for- Date: *Enter Date* Time: *1:30 AM*

You don't have to put the Delinq process on this sheet, but you still have to process it in IVUE.

Answer "Insert with this run? YES OR NO

Fill in "Description of inserts", circle yes or no to "Insert to all accounts" & Insert to selected accounts".

Enter number for "Value entered for # bill inserts". Please reference notes regarding this on the control sheet. Usually is a (1) for one insert, but will be (4) for two inserts.

Under "Comments", write "Due Date" and the date.

**Page Three – Sample Bill** (See Sample)

Only need to write the due date at the top of the form next to the written "Due Date".

Remember to email pages two & three to NISC as explained above.

**CREATE TEST FILES IN NISC** (This step will be skipped when setting up live files)

In Find: Type Test File Maintenance and enter.

Click on the hyperlink Test Environments.

Choose a test file (1, 2 or 3) to use. Highlight the line, and change the following entries: (see printout)

| | |
|---|---|
| Tran History Months: 15 | Check boxes: Include all of CIS |
| Comment: Enter Cycle # | Include Contact Tracking |
| Billing History Months: 15 | Include Service Orders |

Click OK in lower right hand corner to close screen.

Click on Submit in lower left hand corner to run process.

Box will pop up showing process is running. Close when completed. You can then open up the test files by doing the following:

In the NISC Launcher window, click on the green plus sign (+) in top right hand corner. Sign in with username and password. For Company ID, choose Test Company 1, 2 or 3, whichever one you ran.

This will open up a new NISC Launcher window. Open CIS (second circle from left on bottom row).

You will see TEST FILES as a watermark across screen. The screen will also be a different color from live files.

**SET UP NEXT READ DATES**

In INSC, click on Processes folder, then open Customer/Account folder, then open Custom folder.

Then click on file –Route Next Reading Date. This will take you to the Route Next Reading Date screen.

Enter cycle number as Job Name.

Click on hyperlink Route Next Reading Date – window opens to enter dates. (see printout)

Click on Add Row and enter route number in first column, tab over to next box to enter date. (These dates are found on the Billing worksheet which you previously completed).

Click on OK in lower right corner to close window. Then click on Submit in lower left corner to run process.

**RUN DELIQUENT/PENALTY PROCESS (DQ)**

In Find, type DQ, choose line DQ [Delinquent/Cutoff] [*Processes]* –CIS which should be highlighted in Dark Blue.

This will take you to the Delinquent/Cutoff screen. Enter cycle number as Job Name. Click on hyperlink Delinquent Process. This will open the Delinquent Process screen to enter dates, etc.

Populate the following fields: (see printout)

Type of Run: box will be colored blue. Click on drop arrow and choose "Calc Penalty By Cycle".

Date of Notice: Click on picture of calendar, enter today's date.

Compare Date: Click on picture of calendar, enter today's date.

Bill Cycle: Choose billing cycle number from drop arrow.

Sequence: Choose Account Number from drop arrow.

Bill Period: Click on drop arrow, choose top line date (should be last month's billing date).

This will populate fields on left side of screen as follows:
Penalty Due Date
Dq1 Due Date
Dq2 Due Date
Cutoff Due Date
Billing Date

Verify all dates are correct by comparing to Billing Worksheet. If all OK, print the screen. (Hold down Control & P on keyboard at same time)

Click OK in lower right corner. This will close screen.

**IMPORTANT** If you are running live Delinquent/Penalty (DQ), see instructions on next page for **LIVE DELINQUENT/PENALTY.**

Click Submit in lower right corner to run process.

Window will open showing process running. When completed, look under File Display Name.

Click on 2nd file from top (PRC-04-(plus bunch of numbers). Highlight line in blue, then click on hyperlink View at bottom.

This will open file containing all accounts that have been charged a penalty. First page will be blank. Scroll down to next page. Calculate penalty on at least one account to make sure it is correct.

Ex. $251.63 x 1.25% = $3.15

Close screen (red X in top right corner). Close out small Complete Delinquent window.

**LIVE DELINQUENT/PENALTY SETUP (DQ)**

BEFORE clicking Submit in lower right corner, make sure Job Name at top of screen is entered (cycle #).

*Important* Under Submit Options: (also at top of screen), make sure the **Scheduled** box is check, then tab over to Time and enter 1:00 AM and Date should be the billing date (usually next day).

Click Submit in lower right hand corner.

**BILLING PROCESS**

In Find, type BillC, choose line BILLCALC [CIS Bill Calculation] [*Processes]* –CIS which should be highlighted in Dark Blue.

This will take you to the Bill Calculation screen. Enter cycle number as Job Name.

Populate the following fields:

FBI Run: This should already by marked No.

Cycle: Enter cycle number

Bill Print Date: Click on picture of calendar, enter today's date.

Box should already be checked for Include FBI's From Other Cycles.

Click on hyperlink Bill Calc Process. This will open the Bill Calc Process screen to enter dates, etc.

Populate the following fields with dates from Valley Energy Billing Worksheet:

Penalty Due Dt: Enter date or click on picture of calendar to choose date.

Delq 1 Due Dt: Same as last

Delq 2 Due Dt: Same as last

Cutoff Due Dt: Same as last

Funds Transfer Dt: Same as last

Bills Per Envelope: Enter correct number

# of Bill Inserts: Enter correct number

Enter Consumption To and From dates on corresponding cycle # line. Dates will change on all rows.

Click OK in lower left corner.

**IMPORTANT** If you are running live bill calc, see instructions on next page for **LIVE BILL CALC SETUP.**

Click Submit in lower right corner. Pop up window appears with message "You have submitted job to run now", click Yes.

Window will open showing process is running. When completed, look under File Display Name .

Click on BILL REGISTER to highlight in blue. Click hyperlink View to open the file.

Will need to check rates on RATE REVIEW REPORT. Will also need to scroll down thru the file to look for any extremely high usage amounts on accounts to make sure customers are not billed incorrectly.

**LIVE BILL CALC SETUP**

BEFORE clicking Submit in lower right corner, make sure Job Name at top of screen is entered (cycle #).

*Important* Under Submit Options: (also at top of screen), make sure the **Scheduled** box is check, then tab over to Time and enter 1:30 AM and Date should be the billing date (usually next day).

Click Submit in lower right hand corner.

You can check that both the DQ & BillC are both scheduled properly by opening up Job Manager and enter billing date as End Date and click Search. These items should both be listed and show the times to be run. If dates are incorrect, you can delete them out of Job Manager and set them up again by repeating the DQ & BillC processes.

The next day, open Job Manager and click on BILL REGISTER to highlight in blue. Click hyperlink View to open the file.

Will need to check rates on RATE REVIEW REPORT. Will also need to scroll down thru the file to look for any extremely high usage amounts on accounts to make sure customers are not billed incorrectly.

Sample Bill

0093241220

VALLEY ENERGY
523 Keystone Avenue
P.O. Box 340
Sayre, PA 18840-0340

| Account Number | 93241220 |
|---|---|
| Amount Due 08/05/2009 | |

Bank Draft -- Do Not Pay

Due Date

ASK US ABOUT KEYSTONE HELP, PENNSYLVANIA'S NEW LOW COST LOAN AND REBATE PROGRAM FOR ENERGY STAR HOME IMPROVEMENTS.

910 1 AV 0.335 4 910
C-3 P-3

[redacted]

Service Address: [redacted]
ATHENS PA 18810

Account Number [redacted]

Rate: COMMERCIAL

Next Reading Date On or About 8/13/2009

For billing inquiries, please call 570-888-9664 or 800-998-4427 (Towanda Area)

**Due Date 08/05/2009**
Please register any question or complaint prior to the Due Date.

## CURRENT BILLING INFORMATION

IN 31 DAYS YOU USED:

| | | |
|---|---|---|
| THIS READING 07/13/09 | 5067 | ACTUAL |
| LAST READING 06/12/09 | 5067 | ACTUAL |
| | 0 | CCF |

| | |
|---|---|
| CUSTOMER CHARGE | 8.63 |
| STATE TAX ADJUSTMENT | 0.03 |
| STATE TAX | 0.52 |
| CURRENT CHARGES | 9.18 |

## SUMMARY

| | |
|---|---|
| PREVIOUS BALANCE | 12.01 |
| PAYMENTS RECEIVED | -12.01 |
| BALANCE AT BILLING | 0.00 |
| CURRENT CHARGES | 9.18 |
| PRESENT BALANCE DUE | 9.18 |

APPROXIMATE STATE TAXES INCLUDED IN CURRENT PERIOD CHARGES 0.55

OUR AVERAGE COMMERCIAL CUSTOMER USED 94 CCF DURING July 2009

**Retain this portion for your records. See back of this bill for more information and explanations of codes.**

Please detach and return this portion with your payment. If paying by check, please write account number on check.

Please indicate address changes on back of this form.

| Account Number | [redacted] |
|---|---|
| Amount Due 08/05/2009 | |

Bank Draft -- Do Not Pay

Due Date

Pay by 08/05/2009 to avoid a 1.25% late payment charge.

If you would like to participate in the $ Energy Fund, please designate the amount you would like to donate each month.

____ $1 ____ $2 ____ $3 ____ $4 ____ $5 ____ Other

More information about the fund on the back of the bill.

[redacted]000

VALLEY ENERGY
PO BOX 340 3
SAYRE PA 18840-0340

Created by nancyp - 01/26/2015 09:57:47 AM EST

# Test File Maintenance

Set Aside | Retrieve (0)

## Output Options

Stored Jobs: 324901 –

Print Parameters | Archive

Job Name:

Screen | File | Printer | E-Mail | Advanced

## Print

Printer:

Copies: 0 | Printer Options

## Submit Options

Run Now | Scheduled | Recurring

Time: : AM PM

Date:

Test File Maintenance: Test Environments

Submit | Reset

VALLEY ENERGY
523 S. Keystone Avenue, P.O. Box 340, Sayre, PA 18840
800/998-4427 • 570/888-9664 • FAX 570/888-6199

VALLEY ENERGY BILLING

DATE_____ CYCLE_____

Next Read Dates:

| | |
|---|---|
| Rt_____ | Date_____ |
| Rt_____ | Date_____ |
| Rt_____ | Date_____ |
| Rt_____ | Date_____ |
| Rt_____ | Date_____ |

Cycle:
Previous Bill Date_____
Previous Due Date_____
Previous DQ1 _____
Previous DQ2 _____
Previous Cut off _____

Cycle_____
Bill Date_____
Penalty Date_____ (Due Date)
DQ1 Date_____
DQ2 Date_____
Cutoff Date_____
Funds Trans_____ (Due Date)

Inserts 5/1 5/4

Billing Period from _____ to _____

National Information Solutions Cooperative

# AUTOMATED MAIL SERVICES CONTROL SHEET

## ATTENTION: AMS Schedule
## NISC AMS FAX #:636-755-2503 or 636-755-2543
## e-mail to amsschedule@nisc.coop

Number of pages including cover sheet: 2

Utility: Valley Energy Utility ID 40215

If problems occur after hours should you be contacted? Yes or No
After Hours Contact: _____ After Hours Phone #: _____

Cycle: _____ Billing process scheduled for - Date: _____ Time ___:___am/pm

Will you have an insert with this run? YES or NO If yes, how many? _____

Description of insert(s)
1._____ Insert to all accounts: Yes or No Insert to selected accounts: Yes or No
2._____ Insert to all accounts: Yes or No Insert to selected accounts: Yes or No
3._____ Insert to all accounts: Yes or No Insert to selected accounts: Yes or No

Value entered for # bill inserts: _____ (see below for values to enter)

If you have one insert going to ***ALL*** Members, enter a '1' in the # bill inserts field on the bill calculation screen.
If you have two inserts going to ***ALL*** Members, enter a '4' in the # bill inserts field on the bill calculation screen.
If you have three inserts going to ***ALL*** Members, enter a '7' in the # bill insert field on the bill calculation screen.
If you have inserts to selective accounts the insert will count will be '0'.

Please note: Special programming ***MUST*** be completed ahead of time for selective inserts to selected accounts.

**Comments:** _____

Created by nancyp - 01/26/2015 10:34:15 AM EST

| ID | Size | Description | Created Dt Tm | Created By | Cleared Dt | Disposition | Commer |
|---|---|---|---|---|---|---|---|
| T140215 | Full | test 1 | 01/22/2015 10:00:05 | luannen | | 1 - May Overwrite | cycle 1 |
| T240215 | Full | Test 2 | 01/05/2015 08:51:34 | nancyp | | 2 - Do NOT Overwrite | Yr End 20 |
| T340215 | Full | test 3 | 01/13/2015 11:33:07 | luannen | | 1 - May Overwrite | cycle 3 |

Environment ID: T140215
Description: test 1
Created By: luannen
Disposition: 1 - May Overwrite
Company: 99991
Comment: cycle 1
Tran History Months: 15
Billing History Months: 15
Turn Integration Off?

Include All Of CIS
Include Contact Tracking
Include Service Orders
Include Capital Credits
Allow Purge
Copy Mobile Database

## Copy Partial Data Set

Data Sample Options | Select Individual Accts

Bill Cycle:

### Data Sample For Each Rate Schedule

Reset All Defaults

| | | | |
|---|---|---|---|
| Active Accounts: | 50 | Estimated: | 5 |
| Inactive Accounts: | 5 | Bank Drafts: | 5 |
| New Connects: | 5 | Round Up: | 5 |
| Pending Connects: | 5 | Devices: | 5 |
| Reconnects: | 5 | Invoice Groups: | 5 |
| Disconnects: | 5 | | |

Reset | Clear Test Data | Clear All Defaults | Refresh Test Data | Save Baseline | OK | Cancel | Help

Created by nancyp - 01/26/2015 10:23:13 AM EST

# Route Next Reading Date

Set Aside | Retrieve (0)

**Output Options**

Stored Jobs: 324912 –

Job Name:

Print Parameters | Archive

Screen | File | Printer | E-Mail | Advanced

**Print**

Printer:

Copies: 0 | Printer Options

**Submit Options**

Run Now | Scheduled | Recurring

Time: : AM PM

Date:

Enter Routes & Dates: Route Next Reading Date

Submit | Reset

Created by nancyp - 01/26/2015 10:23:24 AM EST

| Rdg Route ▲ | Read Date |
| --- | --- |

Add Row | Delete Row

Reset

OK | Cancel | Help

Created by nancyp - 01/26/2015 10:30:20 AM EST

**Delinquent/Cutoff**

Set Aside | Retrieve (0)

**Output Options**

Stored Jobs: 324913 – ▼ | Print Parameters | Archive

Job Name: | Screen | File | Printer | E-Mail | Advanced

**Print**

Printer:

Copies: 0 | Printer Options

**Submit Options**

Run Now | Scheduled | Recurring | Time: : AM PM | Date:

Enter Cycle and Dates: Delinquent Process

Submit | Reset

Created by nancyp - 01/26/2015 10:31:36 AM EST

# CIS Bill Calculation

Set Aside | Retrieve (0)

## Output Options

Stored Jobs: 324915 –

Job Name:

Print Parameters | Archive

Screen | File | Printer | E-Mail | Advanced

## Print

Printer:

Copies: 0 | Printer Options

## Submit Options

Run Now | Scheduled | Recurring

Time: : AM PM Date:

FBI Run: No

Perform Backup Before FBI Run: No

Cycle:

Rev Year/Month Of Provider: GAS - Natural Gas Service

Bill Print Date:

Include FBIs From Other Cycles?

Enter Provider Fuels And Dates: Bill Calc Process

Submit | Reset

Created by nancyp - 01/26/2015 10:30:30 AM EST

Type Of Run: Calc Penalty By Cycle

Date Of Notice:

Compare Date:

Bill Cycle:

Sequence:

Additional Selection:

Bill Period | Bill Date Time | Dq Sched

Run Open Balance Register

Reprocess

Reprint

Misc 1 Dt:

Consumption From Dt:

Consumption To Dt:

Penalty Due Date:

Alt Penalty Due Dt:

Dq1 Print Date:

Dq1 Due Date:

Alt Delq 1 Due Dt:

Dq2 Print Date:

Dq2 Due Date:

Alt Delq 2 Due Dt:

Cutoff Print Date:

Cutoff Due Date:

Alt Cutoff Due Dt:

Billing Date:

Revenue Month/Year:

## Penalty Comparison

Last Bill Date Time:

## User Defined Options

Provider: GAS - Natural Gas Service

Current UDO Settings

| Qualifying | Value | DQ Amount | Value |
|---|---|---|---|
| Current: | Y | Current: | Y |
| 30-Day: | Y | 30-Day: | Y |
| 60-Day: | Y | 60-Day: | Y |
| 90-Day: | Y | 90-Day: | Y |
| Budget: | Total | Budget: | Total |
| Annual: | AR | Annual: | AR |

Reset

OK Cancel Help

Created by nancyp - 01/26/2015 10:32:17 AM EST

Bill Cycle: 6 01 - Jan 2015

Billing Dt:

Penalty Due Dt:

Alt Penalty Due Dt:

Delq 1 Due Dt:

Alt Delq 1 Due Dt:

Delq 2 Due Dt:

Alt Delq 2 Due Dt:

Cutoff Due Dt:

Alt Cutoff Due Dt:

Funds Transfer Dt:

Alt EFT Dt:

Next Rdg Dt:

Misc 1 Dt:

Misc 2 Dt:

Misc 3 Dt:

Bills Per Envelope: 5

# Of Bill Inserts:

Cycle Billing

| Provider | Cycle | Consumption From Dt | Consumption To Dt ▲ | Bdgt Ctch-Up | PCA 1 | PCA 1 X 1000 | PCA 2 | PCA 2 X 1000 | P |
|---|---|---|---|---|---|---|---|---|---|
| GAS | 6 | 12/29/2014 | | 0 | .0 | $0.00 | .0 | $0.00 | |
| GAS | 1 | 01/05/2015 | | 0 | .0 | $0.00 | .0 | $0.00 | |
| GAS | 2 | 01/07/2015 | | 0 | .0 | $0.00 | .0 | $0.00 | |
| GAS | 3 | 01/12/2015 | | 0 | .0 | $0.00 | .0 | $0.00 | |

## Present Reading Dates

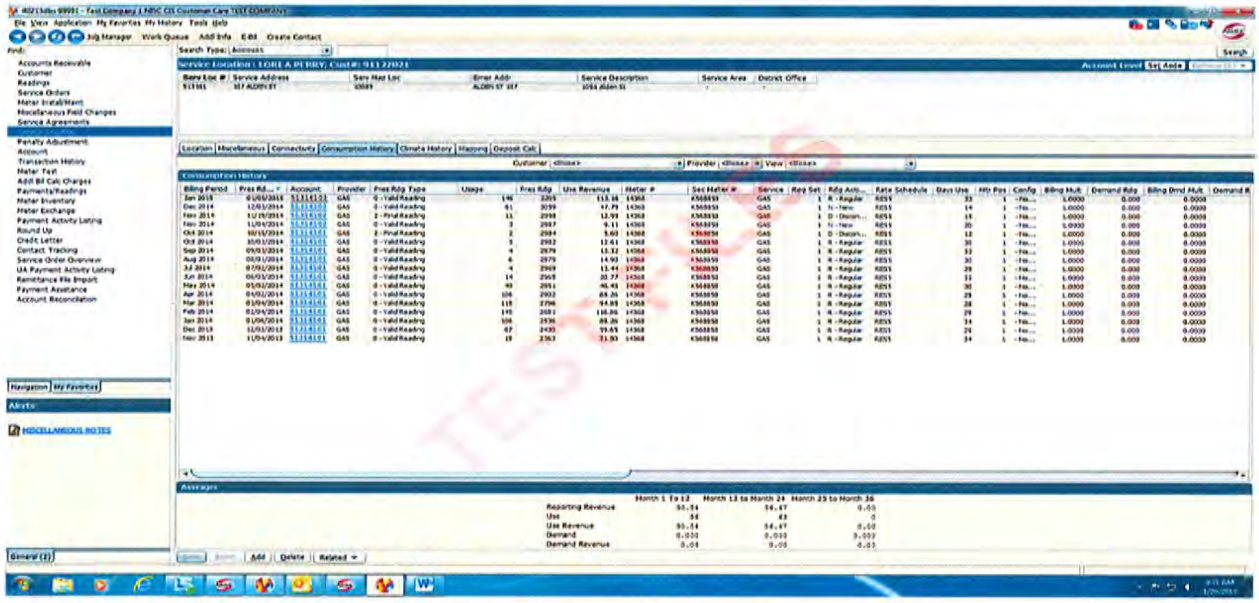
Month-End Billing

| Sel... ▲ | Cycle | Pres Rdg Dt | Nbr Of Accounts |
|---|---|---|---|

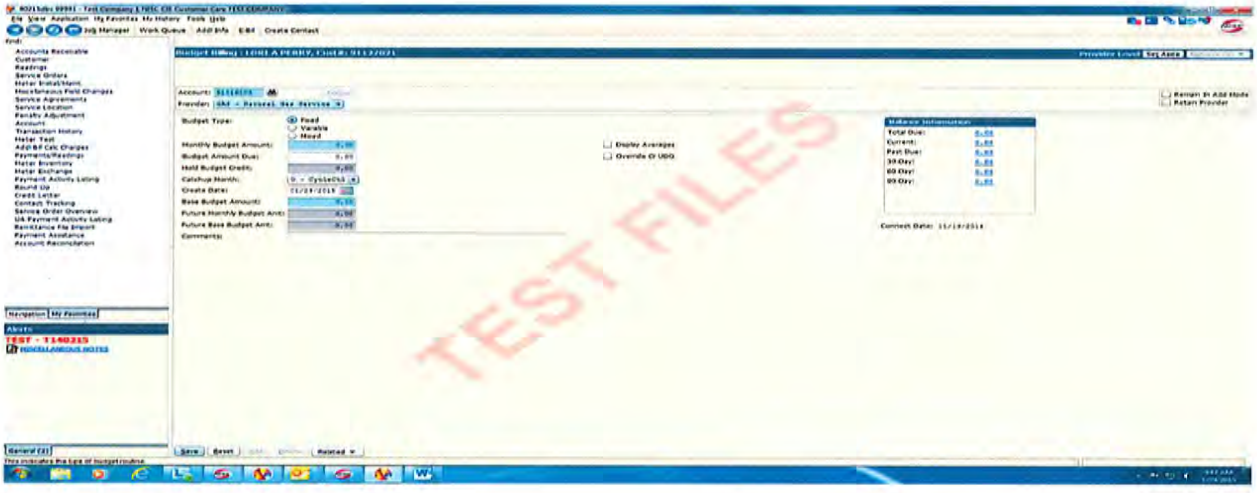
Reset | Select All | Deselect All | OK | Cancel | Help

# BUDGET BILLING

Budget billing levels out the customer's monthly bills based on annual usage. Budgets are adjusted quarterly. To set up a customer on a budget, input their name or address. In Find search for **Service Location.** Click on the **Consumption History** tab and this will display the average monthly amount at the bottom of the screen under **Reporting Revenue**. You can also use the shortcut **CH** in the Find field.



Go back to the AR screen and click on **Budget.** Click Add. The **Budget Type** defaults to Fixed. Most budgets are set up as fixed. (You may use Mixed if there isn't enough consumption history. This will allow you to set the budget for a number of months and it will come up for review after that specific time.) Input the amount in **Monthly Budget Amount and in the Base Budget Amount.** Click Save.



## Overview

This document describes the Billing processes that are available in the iVUE CIS Customer Care application. This section describes some of the steps necessary for running a Bill Calculation which updates the billing charges and creates the Bill Print. In addition to the Bill Calc process, there are steps that should be completed before the billing to ensure the accuracy of the accounts and reports that are generated afterwards and reviewed. Keep in mind that some references within this document reside in other sections – it is recommended to refer to these sections for more details. Included are sample steps that may be modified to suit the needs of your organization.

## BP Information Messages

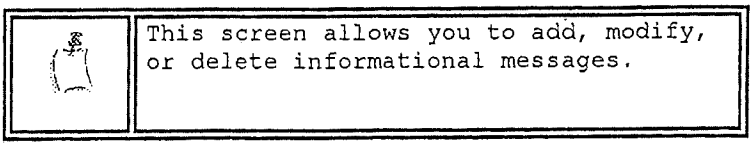
The purpose of the BP Informational Messages screen is to print messages on the customer's bill. Each bill print is unique and programmed by NISC for location and length, indicating testing is critical to ensure the results are accurate. These messages can be printed on all bills or only on selective types. For example, you could set a message to print only on those accounts in a particular county. Permanent messages will print during each billing, and temporary messages will print only for one billing. A message that is marked as used, indicates this is a temporary message and that message has already been printed. However, this message can be reactivated and used at a later date. For example, a message promoting company services may be used every three months.

The message key is the order of the messages and determines which message prints if an invoice qualifies for two messages. The higher key number will take precedence if an invoice qualifies for multiple messages at the same location.

The placement area is the location where the message will print on the bill. An organization can have one message area on the top section of the bill and another on the return stub. This feature is customized for each organization; therefore it is critical this component is tested to determine the appropriate placement.

### *Add a bill print message*

1. Navigate to the Administration > Billing/Accounts Receivable > BP Informational Messages screen to create add a message.



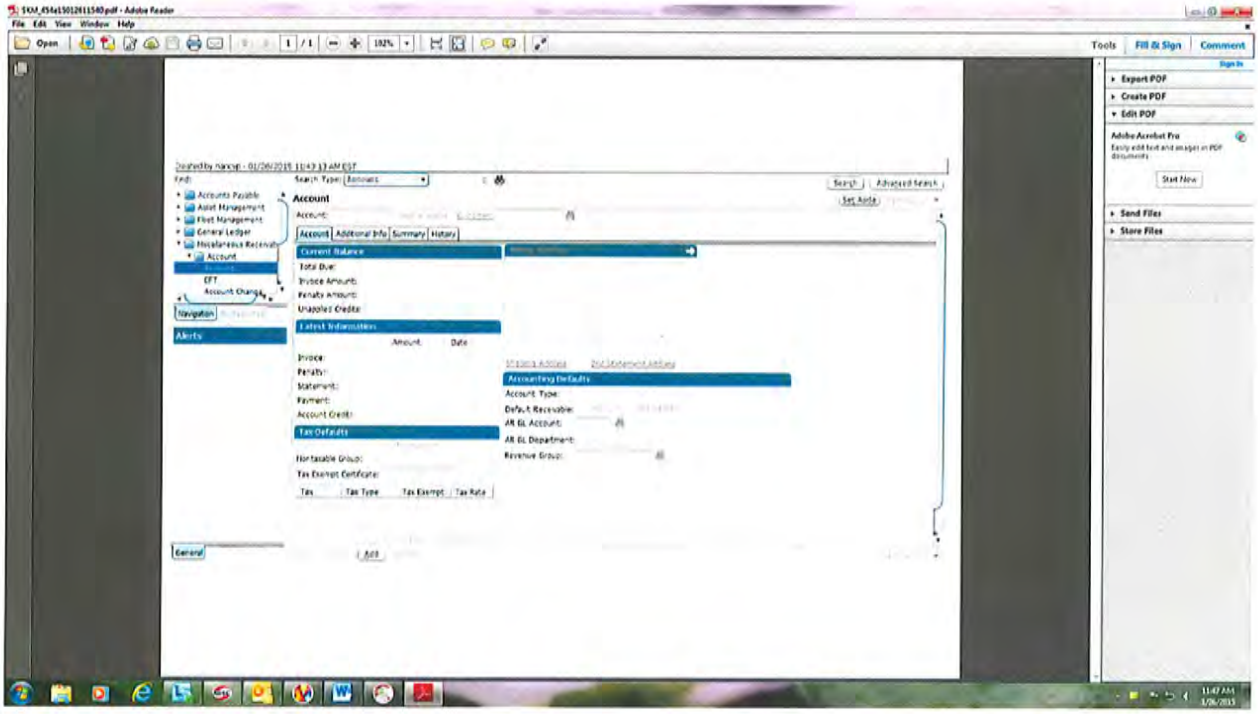
2. On the top summary table, click the **DOC** option under the Bill Print Type column.
3. Click the **Add** button.
   ⇒ *Result: A blank row is inserted in the second summary table.*
4. Enter two characters in the **Message Key** field, which typically begin with a 1 and then a 2.
5. Click the **Type** drop-down field and make the appropriate selection.
6. Enter a one character identified in the **Message Placement** field, such as 1 or 2.
7. The **Special Insert** field remains blank unless custom programming has been used for this field.
8. If the message is selective, then click the Restrict Message Printing option.
9. Click the Use Category drop-down arrow and select the type of invoice that will receive this message, such as Rate Schedule.
10. Click the Release Operator drop-down arrow and select the restriction type, such as Equals, Greater Than, or Less Than.
11. Move the Available values to Selected values by double-clicking the value.
12. Type the text in the Message Lines field. When the message text reaches the end of the line, click the next line to continue. The system will automatically place the text accordingly, therefore, do not add multiple spaces to change the alignment as spaces are generally removed by the bill print program. The following are some examples of how the text would appear on the message line:

| The X illustrates the end of the line. |
|---|
| |
| **MESSAGE 1** |
| Don't forget you can now pay your bill only at ABCREC.COM **X** |
| By clicking on Rapid Pay or by calling 800-123-4567 **X** |
| |
| **MESSAGE 2** |
| Office hours 8-5 weekdays. Telephone 1-800-234-5678 **X** |
| |

13. Click the **Save** button.

# NON UTILITY BILLING

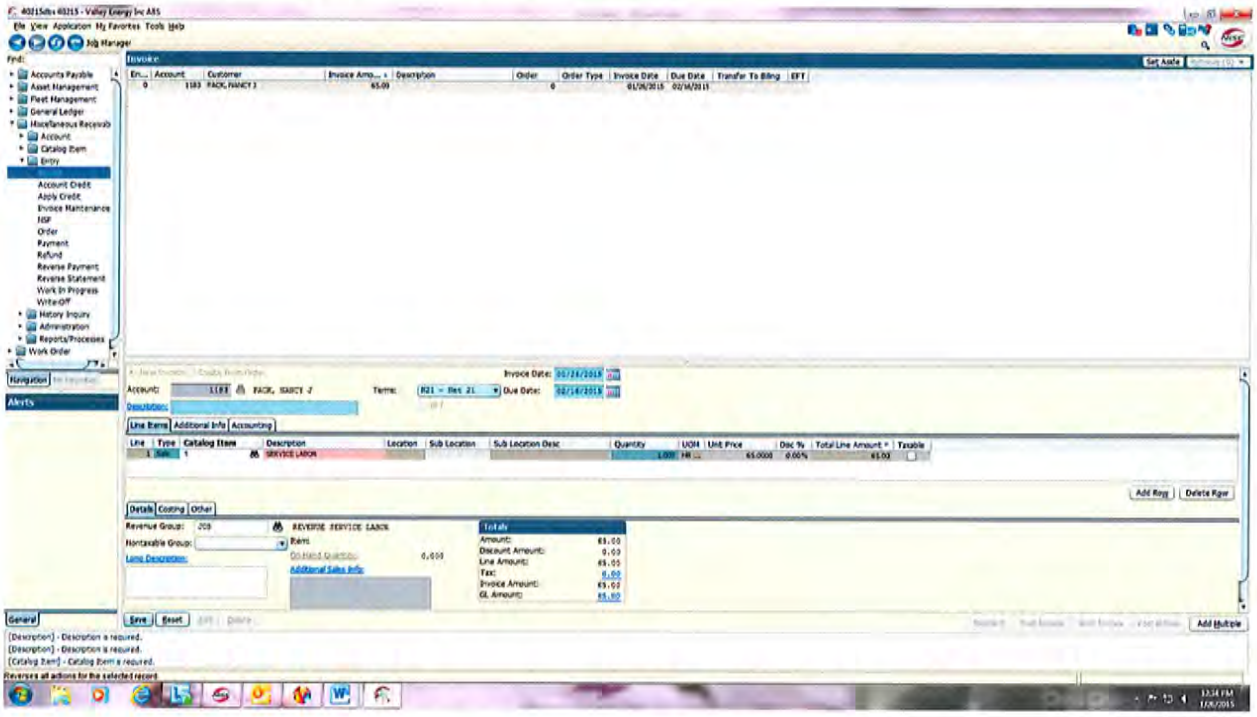
On the NISC launcher, click the ABS icon. Click Misc. Receivable>Account>Account. Search under Individual to see if the customer has an existing account. If there is no account, click Add. Go back to CIS and look up the customer to retrieve their customer number. Go back to ABS and enter the customer number under Customer. The customer's name and address will fill in.




Click Next Available for an account number. Under Account Defaults, choose an Account Type from the drop down box. The GL Account and Department will fill in. Click Save.

# CREATING AN INVOICE

Under Misc. Receivable, click Entry>Invoice. Click Add. Enter the customer's account number. In the Description input the date of the service and what was done. Also list the truck number of the serviceman. The Type defaults to Sale. Click on the Catalog Item and click on the binoculars. Then click Search for the catalog item number. Enter the Quantity and the Unit Price. Click the Taxable box if it's taxable. Click Save. Go to the top of the screen and click on the invoice line. The buttons at the bottom of the screen will allow you to now post the entries and then print the invoice.



Mail the invoice along with a survey card and return envelope.

# Section 5

**Opening and posting mail payments**

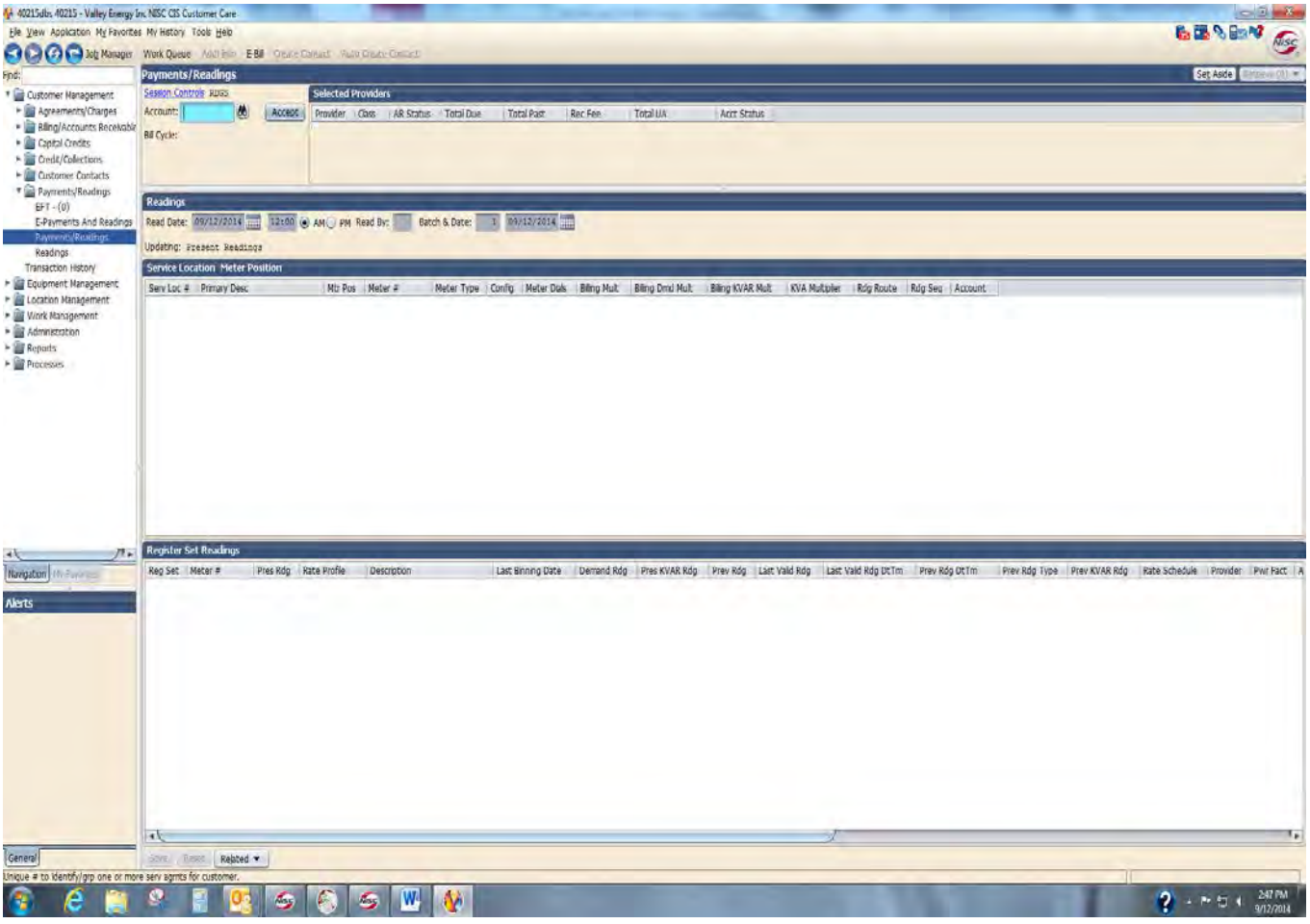
**Returned Checks and ACH payments**

# OPENING AND POSTING THE MAIL

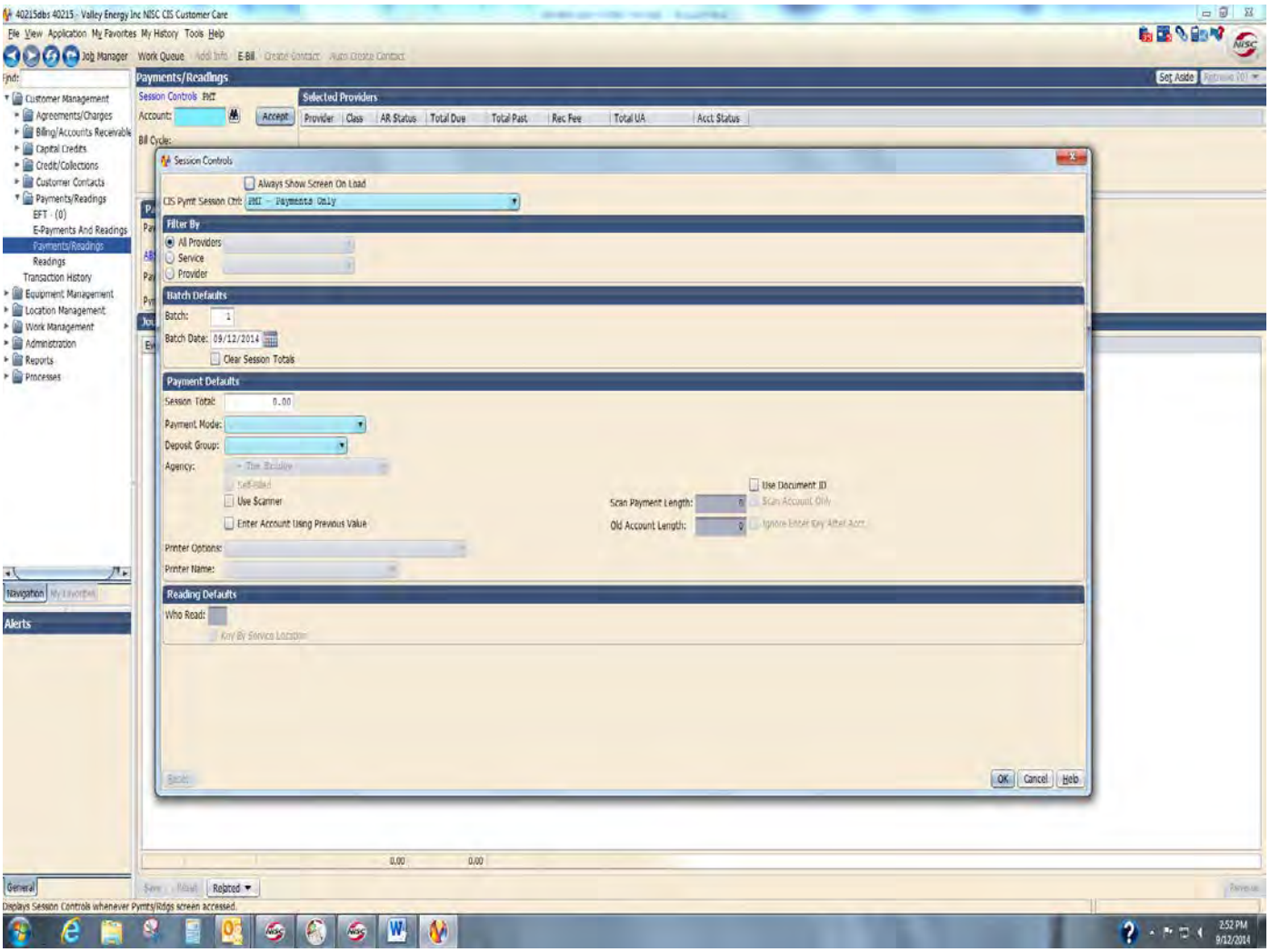
Between 10:30 a.m. and 11:00 a.m. the mail is retrieved from the post office. The payments received through the mail are opened. Payments are separated by checks and payment stubs. As they are separated, check to see that the check amount matches the stub amount. If the check amount does not match the stub amount cross off the printed amount on the stub and put the actual amount paid on the stub. If no stub is included with the check, one is created.

A tape of the checks is taken using two ply adding machine tape One tape is for our records and is maintained as part of the daily deposit cash sheet. The other one is sent with the deposit attached to checks. The stubs are then posted to the customers' accounts using the payments/reading screen.

In "find" type payments/readings. The screen below will open.
Click on the hyperlink "Session Controls"




Click on the **blue** hyperlink "Session Controls"
This will open the next screen.




In CIS Pymt Session Ctrl using the drop down arrow choose Pmt-Payments Only
*Note: to set PMT-Payment Only as the default option, right click in the center of the blue payment session ctr, select set default and then select okay.*

Under Batch Defaults enter the date and appropriate batch number using the list below:
For example September 12 mail payments would be entered as 123.

- ✓ 1 is the drawer payments
- ✓ 2 is the Towanda bank payments
- ✓ 3 is the mail payments
- ✓ 4 is a second batch of mail payments if needed
- ✓ 5 is the ACH payments
- ✓ 6 is Energy Assistance Payments
- ✓ 7 – 9 is misc. batches as needed for tracking purposes.

The Batch Date defaults to the current date

Under Payment Defaults using the drop down arrow choose the appropriated a Payment Mode

Under Deposit Group using the drop down arrow choose Citizens & Northern
Click OK.
Now you are ready to post the payments in the Payments/Readings screen.
Payments can be posted by manual entry or scanned using a scanner.

If you are using a scanner, you can scan the barcode on the payment stub and it will input the account number, under "account" and the payment amount under "payment". Make sure the payment amount agrees with the stub. If payment amount does agreed to the stub amount you will need to update the payment field with the correct paid amount.

If you have a hand written receipt, you will need to manually enter the account number and the payment amount. Under "Payment Mode" choose Ck-Personal Check. Hit "enter". Once all the payments are posted, the session total should equal the total on your tape of all checks. If the totals don't balance, you will need to check the stubs against what was posted. Once you find the error follow the *reverse a payment* procedure below.

## Reverse A Payment - Current Batch

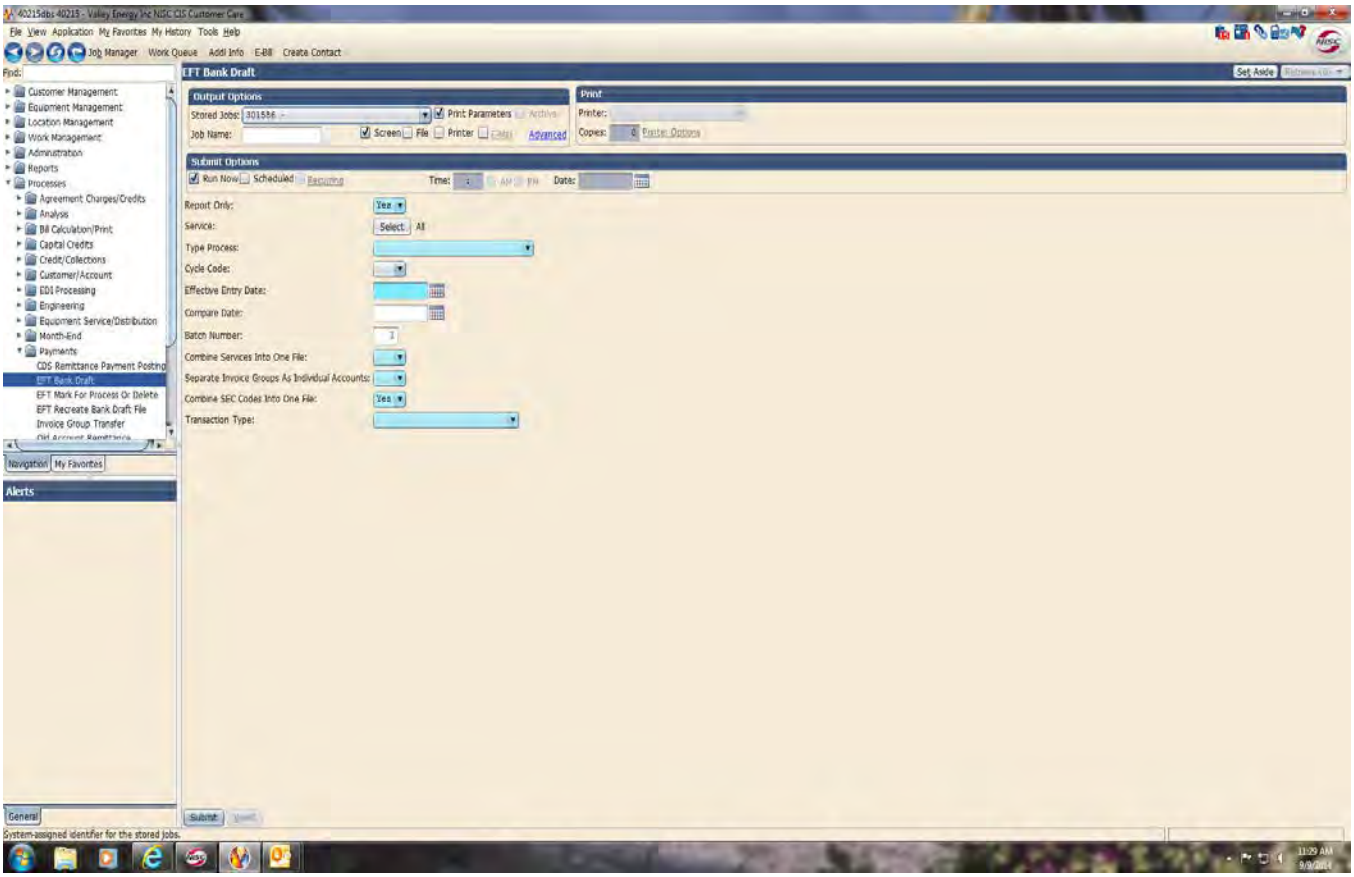
**Note:** *Follow this procedure if you are entering a batch of payments and discover that your batch total does not match the total of your stubs.*

1. Go to CIS > Customer Management > Payments/Readings > Payments/Readings.
2. Look through the table of payments for any incorrectly entered payment amount. Once this is found, select the payment that is incorrect and click the **Reverse** button at the bottom of the screen.

   **Note:** *This will take the payment amount and enter it back on to the account. If the account was entered incorrectly, follow the same step as explained above and reverse out the payment.*

Once the reversal is done, you can enter the payment as it should have been.

Once all is entered and balanced stamp the back of the checks and complete a deposit slip. Place the checks and deposit slip in the bank deposit bag.


40215dbs 40215 - Valley Energy Inc NISC CIS Customer Care
File View Application My Favorites My History Tools Help
Job Manager Work Queue Addl Info E-Bill Create Contact
Find:
Customer Management
Equipment Management
Location Management
Work Management
Administration
Reports
Processes
Agreement Charges/Credits
Analysis
Bill Calculation/Print
Capital Credits
Credit/Collections
Customer/Account
EDI Processing
Engineering
Equipment Service/Distribution
Month-End
Payments
CDS Remittance Payment Posting
EFT Bank Draft
EFT Mark For Process Or Delete
EFT Recreate Bank Draft File
Invoice Group Transfer
Navigation
My Favorites
Alerts
General
EFT Bank Draft
Set Aside
Output Options
Stored Jobs: 301586
Print Parameters
Job Name:
Screen
File
Printer
Advanced
Print
Printer:
Copies:
Printer Options
Submit Options
Run Now
Scheduled
Recurring
Time:
Date:
Report Only: Yes
Service: Select All
Type Process:
Cycle Code:
Effective Entry Date:
Compare Date:
Batch Number: 1
Combine Services Into One File:
Separate Invoice Groups As Individual Accounts:
Combine SEC Codes Into One File: Yes
Transaction Type:
Submit
Reset
System-assigned identifier for the stored jobs.

National Information Solutions Cooperative®

# CIS iVUE Cash Register

## Cash Register Entry

January 23, 2013

BRIAN WOLF® NATIONAL LEARNING CENTER



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U.S. patent applications are pending on the iVUE technology and software. Specifications subject to change without notice.

# Cash Register Company Control




**Company Control** – The Company Control Screen allows you to establish and maintain Integration controls for your Cash Register system. These controls include interfaces to other applications such as CIS, SIS, and ABS. You can also set up integration with ABS modules, such as Miscellaneous Receivables, Installment Loans, Work Orders, General Ledger and Bank Reconciliation.

When the Company Control screen is opened, the General Ledger check box is selected by default, and you will not be able to change it if the Miscellaneous Receivables, Installment Loans or Work Orders check boxes are selected because these subsidiaries do not have the option to integrate.

**Installment Loans** – Allows you to apply payments to the Installment Loans module. To enter Loan payoffs or overpayments the Installment Loan checkbox needs to be selected. Regular monthly payments to Installment Loans will go through the normal Cis Billing payment process.

**Miscellaneous Receivable (MR) –** This options allows you to post payments to Miscellaneous Receivable. Two Activity types need to be created, one with an Apply To code of A which interfaces to the MR module and is used to apply payments to existing invoices or create a miscellaneous credit in MR. The second activity type uses an Apply To code of Q and is used when the cashier is creating a cash invoice on MR and paying that Invoice in a single transaction. When this occurs, the Cash Register module will launch MR and the cashier will need the privilege to create an invoice within Miscellaneous Receivables.

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**Work Orders -** To enable the interface from Cash Register to Work orders there are two items that will need to be set up.

The first is to enable the Work Order Interface check box on the Cash Register> Administration>Company Control screen.

The Second item to set up is the Activity Type in Cash Register>Administration>Activity Types. Create a new activity type with the Apply to code of W. At this point, you will not need to specify a GL Alias as you will select the accounting upon entry.

**General Ledger –** When the General Ledger check box is selected all Cash Register and CIS payments and payment related processes will create a GL Journal that will update General Ledger based on Journal Posting Security settings for Cash Register in ABS.

**Payment Gateway –** The Payment Gateway option determines if credit or debit card payments entered through Cash Register will interface with the payment gateway to secure the transaction funds. As payments are made, the credit check or bank number appears on the screen until the transaction is saved. The number will then be encrypted, such as **********9999 to mask credit card and bank numbers. The original numbers are only seen within the file that was created for the payment.

For Information on setup of the Payment Gateway please contact the Payments Support Group.

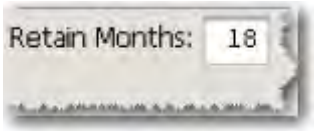
**Deposit Controls –** This option allows you to interface to Bank Reconciliation. If the Interface to Bank Reconciliation is selected the final deposit process interfaces to ABS bank reconciliation. Please note this is only for ABS 2x.

For information on setup of the Interface to Bank Reconciliation please contact CIS To GL Integration Support.

**Use Customer Information System (CIS) GL Alias**

This field identified if the CIS GL Alias table is used for accounting purposes.

**Retain Months –** This is the number of months of data to retain during a purge. When the Cash Register Purge process is run, a date will be calculated by subtracting the number of months you specified from the current date. All rows with an entry/date time prior to that calculated date will be purged. Please note this is only Cash Register Transactions that will be purged.




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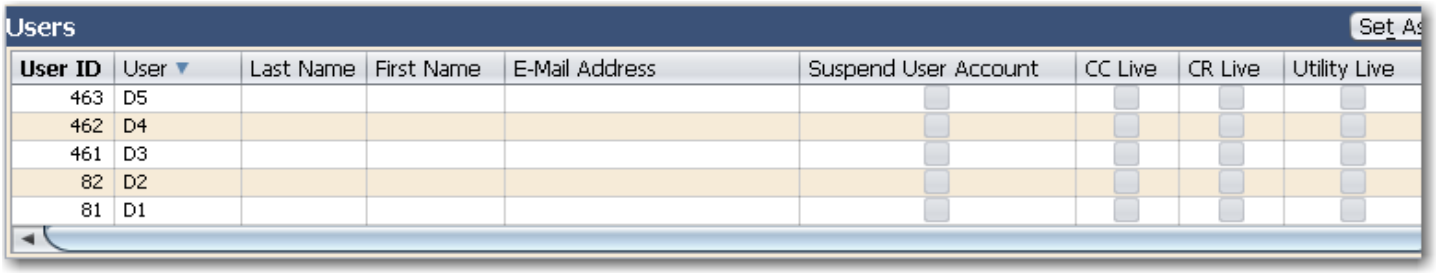
# iVUE SECURITY USERS

Each drawer needs a user ID established in iVUE Security



(from the launcher)

The User ID is NOT used by individuals, but rather behind the scenes for Integration purposes.



Users

Set As

| User ID | User | Last Name | First Name | E-Mail Address | Suspend User Account | CC Live | CR Live | Utility Live |
|---|---|---|---|---|---|---|---|---|
| 463 | D5 | | | | | | | |
| 462 | D4 | | | | | | | |
| 461 | D3 | | | | | | | |
| 82 | D2 | | | | | | | |
| 81 | D1 | | | | | | | |

The Drawer user ID needs to be identified as Capitol “D#”. The # sign being the drawer number. For example D1 is drawer 1.

If the Drawer User ID is not set in Administration an Application Error will occur when you try to use the Drawer that is missing the User ID.

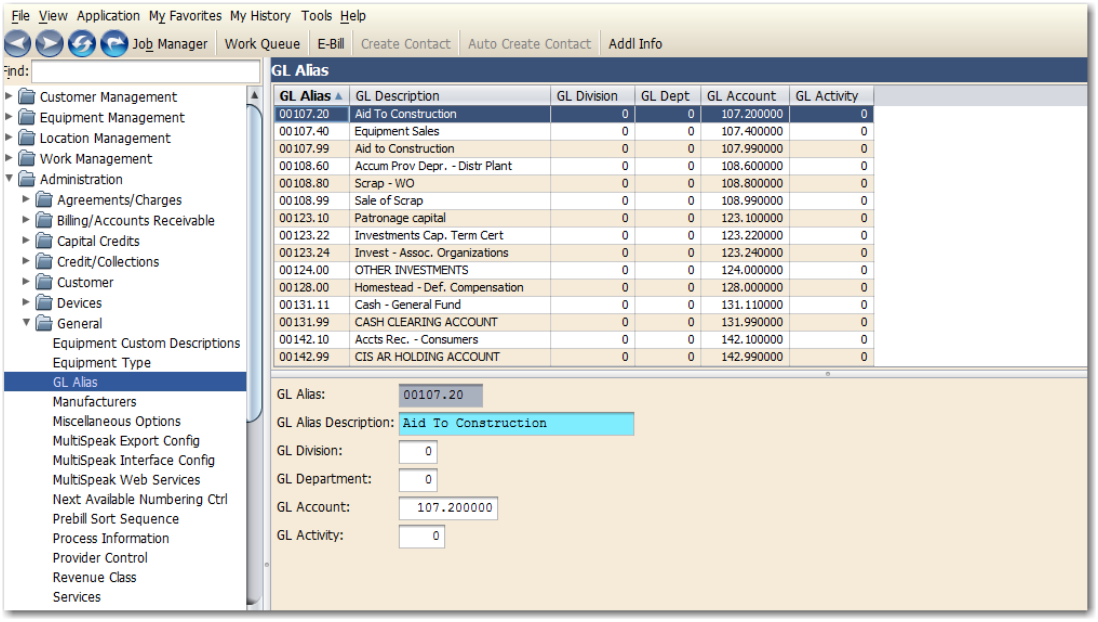



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# GL ALIAS

The GL Alias is an alphanumeric code that you create to reference specific GL accounting information. GL Aliases show on associated reports: therefore, it is important to name them appropriately.

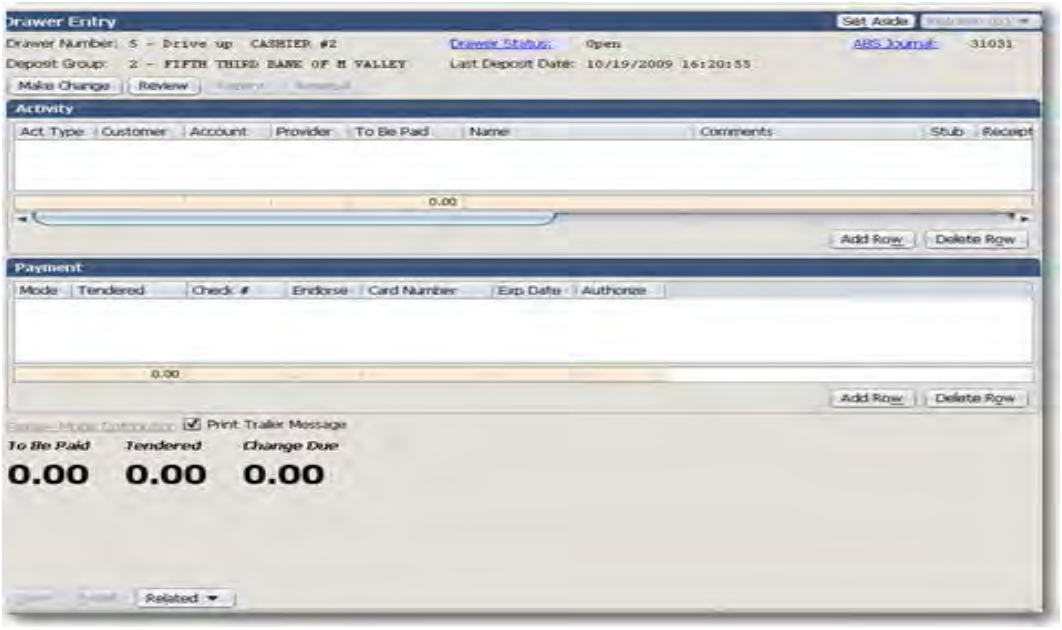
It is recommended to create the GL Alias's you will need while setting up the Cash Register administration options at the beginning of the set up process. If you are not certain which GL Alias's you need to use, contact your Accounting Department to acquire the appropriate information.




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# Drawer Entry Screen

The Drawer Entry screen in Cash Register is used to post payments. Payments can update other iVUE applications, such as CIS – Customer Information Systems, MR- Miscellaneous Receivables and IN-Installment Loans. You can also enter miscellaneous payments that do not affect these other iVUE applications, these type payments can interface to the general ledger.




The following are some of the activities that the Drawer Entry Screen allows:
Make Change
Review entries
Reprint Receipts, check listings
Reverse entries
View alerts
Drawer Status hyper-link

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## Make Change

In the Drawer Control area, this button opens the Make Change dialog box and allows the cashier to enter the amount of cash given to make change. For example, a customer gives the cashier a $20 bill, and the cashier returns two $10 bills to the customer. This button will also open an electronic Cash Drawer if used. The dialog box contains fields for comments, customer number, and a name field. The name field can be required if it is set on the *Cash Register > Administration > Drawer Control.*

## Review Entries

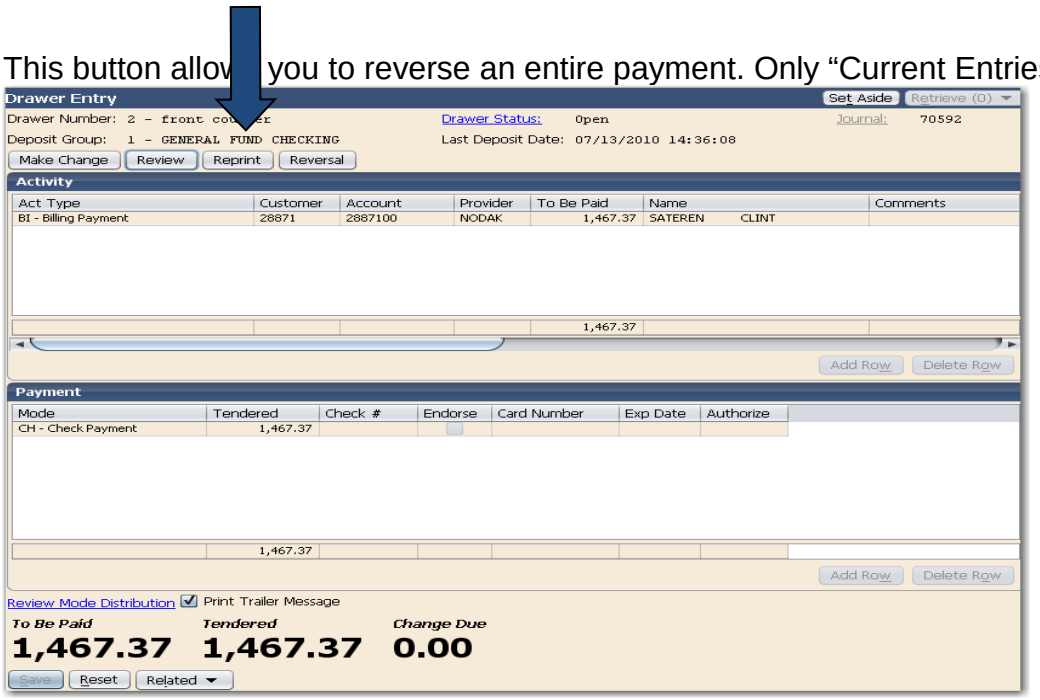
Allows you to review Cash Register “Current Entries” or “Prior Entries”
“Current Entries” are those entries that have been recorded since the Last Final Deposit was processed.

## Reprint

Allows you to retrieve prior entries and reprint a receipt, stub, check endorsement and Print CPNI.

## Reverse Entries

This button allows you to reverse an entire payment. Only “Current Entries” can be reversed.



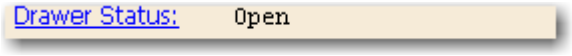

Once a drawer is marked for Final Deposit (this closes the journal) the reversal process is unavailable.

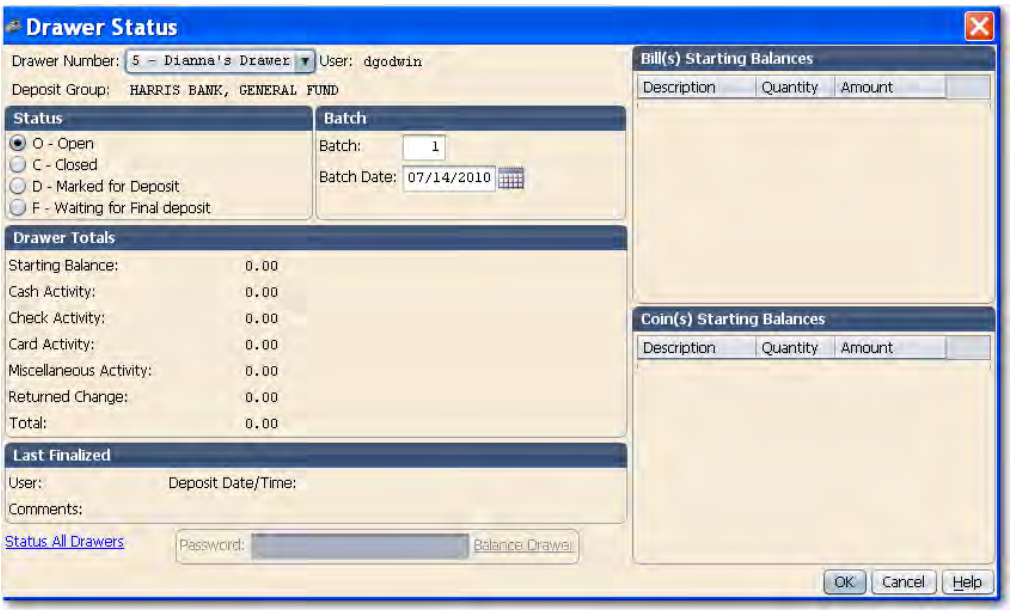
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## Alerts

Alerts display in the alerts frame at the time a customer/account or provider displays and the “To Be Paid” amount has been entered. The qualifying entry only displays alerts for one account. If the entry is selected at the “customer level” and multiple accounts are selected, then the alerts will be identified with an account number. A “Cash Only” alert will display if an account meets the criteria set in the Payment Acceptance administration.

## Drawer Status Hyper link




This Hyperlink opens the Drawer Status screen which allows you to change the status for the Drawer. The Drawer Status dialog box displays when the Drawer Entry screen is first opened. A journal dialog box displays when the “open” radio button is selected when opening a drawer that has been final deposited and ready to start daily transactions.

The Drawer Status screen also displays the last user of the Drawer, Batch information, Drawer Totals, When the Drawer was last final, Status of All Drawers hyperlink, Bill and Coins if the Bills/Coins Used switch is set on the Drawer Control Admin.

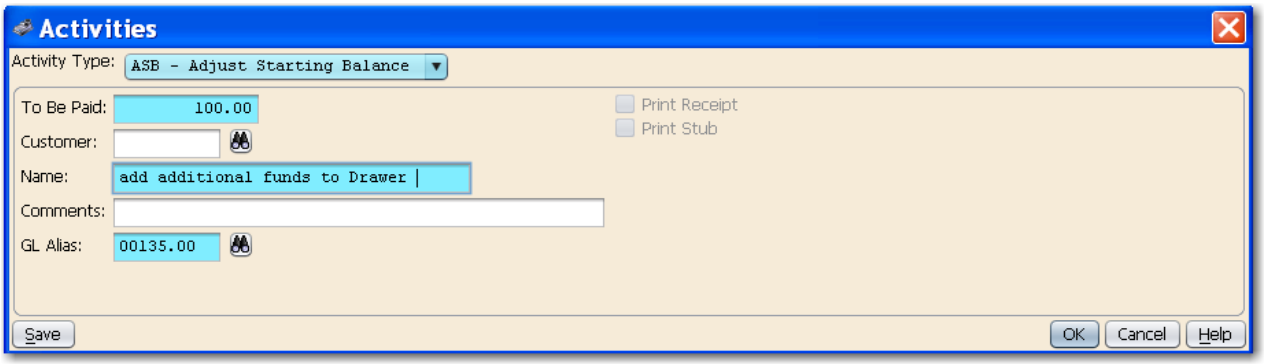
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# Common Activities

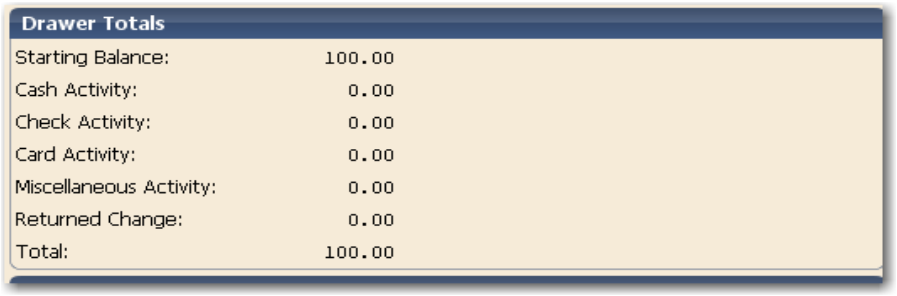
## Setup a Drawers Starting Balance




"Working Cash" the amount that is left in the drawer after balancing for the day and the final deposit process has been run. This is normally setup when the drawer is first established. The working cash can be modified when the amount needs to be increased or decreased.
Drawer starting balances must be set or modified by using an Activity type that has the "Apply to code" set to **P** – **Adjust starting balances**. This would require someone with administration privileges that could create the activity type or review admin settings for an existing activity type that has the apply to code set to P.
Open the Activities frame in drawer entry, select the appropriate activity type and enter the TO BE PAID amount. If you are increasing the money this would be a positive amount, or if you are decreasing the money this would be a negative amount.




Name field can be set as a "required" field on the Drawer Control Admin screen. If set as a required field this could provide additional information for the accounting department.



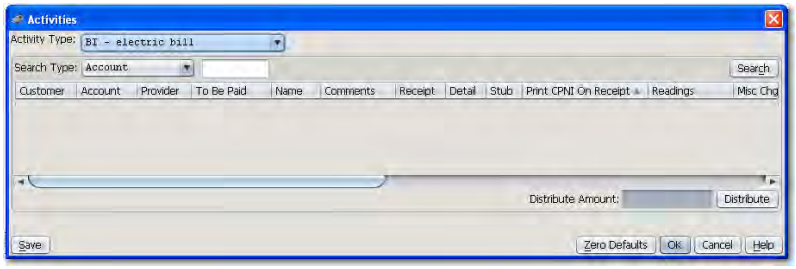

Once the transaction has been completed, you can go into the Drawer Status Hyperlink and the Starting Balance will display the new total.

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# How to enter Payments from the Drawer Entry Screen

Open the Drawer Entry Screen if the Activities dialog box is not opened, click **Add Row**.

1. Click the **Activity Type** drop-down arrow and select the appropriate type of activity you need to enter. For example, if you want to enter a billing payment, select the BI – Billing activity type.




2. If necessary, click the **Search Type** drop-down arrow and select the type of search you want to use to locate the customer information. Then, enter the criteria in the appropriate fields. Click the **Search** button to locate the records that match your criteria.

3. Ensure the selected activity information is displayed and the correct payment amount is shown in the **To Be Paid** column. If the customer wants to pay a different amount than what is due, change the amount by clicking in the field and entering the correct amount.

   If a customer has more than one account with amounts due and is paying less than the total amount due, you can use the Distribute option to have the system figure out how much of the payment will be applied to each account.

4. Enter any information pertaining to the record in the **Comments** field.

   Click **OK** to enter the payment information

5. Click the **Payment Mode** drop-down arrow and select the method of payment the customer is using.

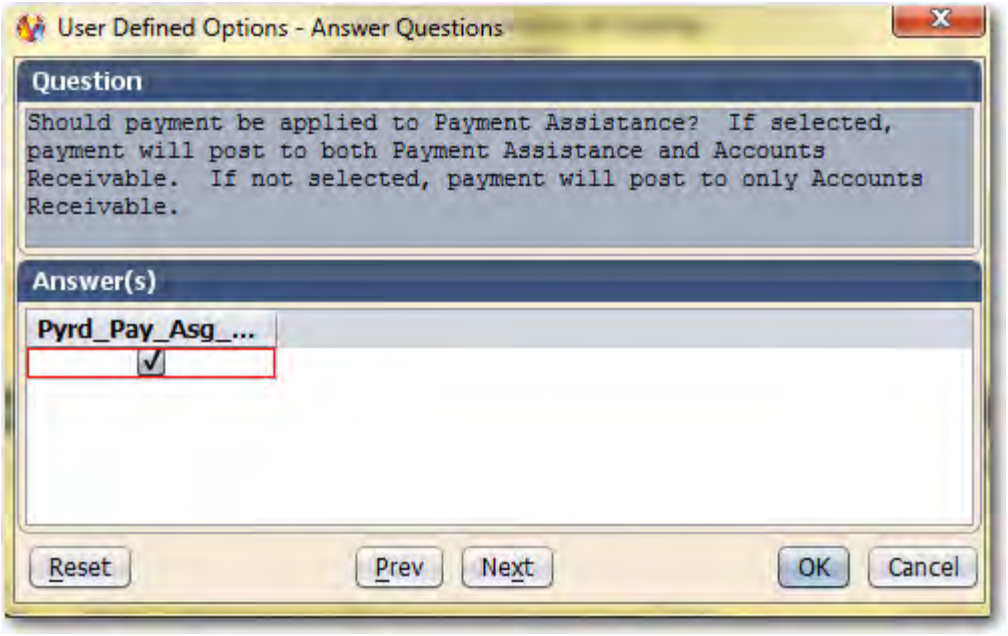
6. Enter the amount you received from the customer in the **Tendered Amt** field and any other required information. Click the **OK** button once you have entered the appropriate information.

If you enter a payment amount that is less than the amount displayed in the **To Be Paid field**, the Cash Register – Payments dialog box remains displayed with the remaining payment amount, and you will not be able to save the record until the full amount in the To Be Paid field has been paid.

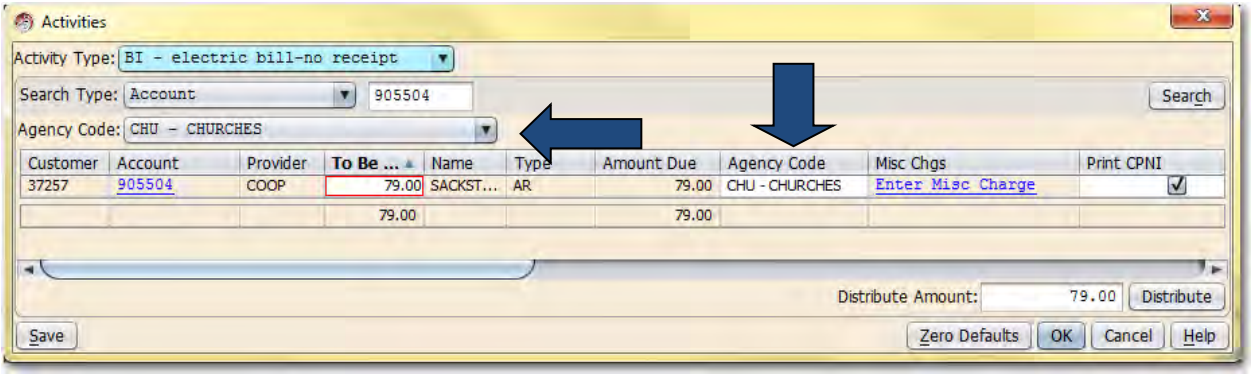
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# Cash Register Energy Assistance Payments

This functionality is only available when Payments & Readings UDO # 13 (PRYD_PAY_SW) is selected on the CRPMT and CRPMTRD payment Udo's. To view the change, you must log out of Cash Register after you set the UDO.




The Agency Code Column in the Activities dialog box on the Drawer Entry screen becomes enabled only when the user defined option is configured as stated above.

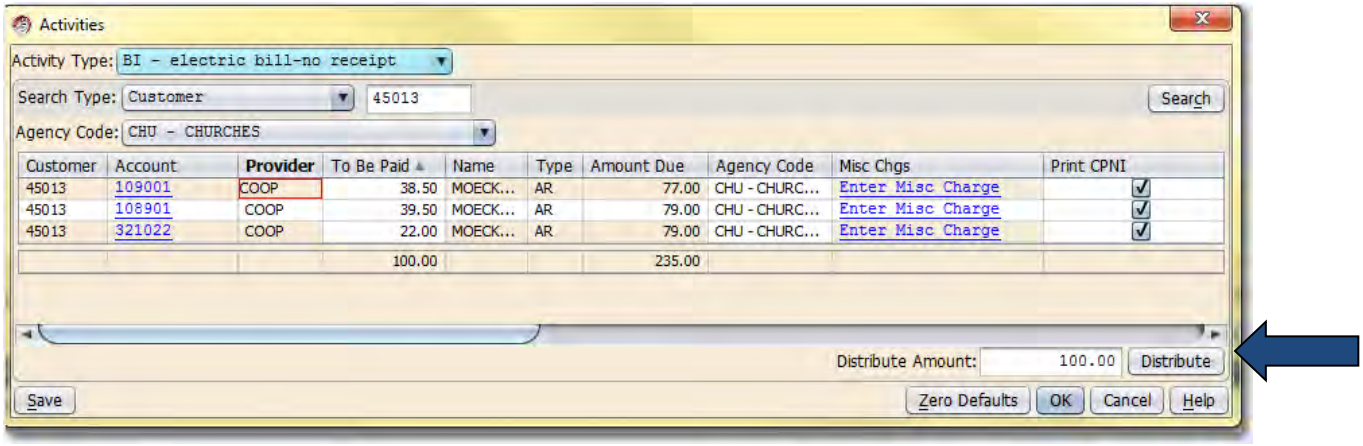



You can use the Set Default functionality on the column to enter multiple payments for one agency within out interruption. The default agency can also be overridden by selecting a different agency code from the drop-down menu.

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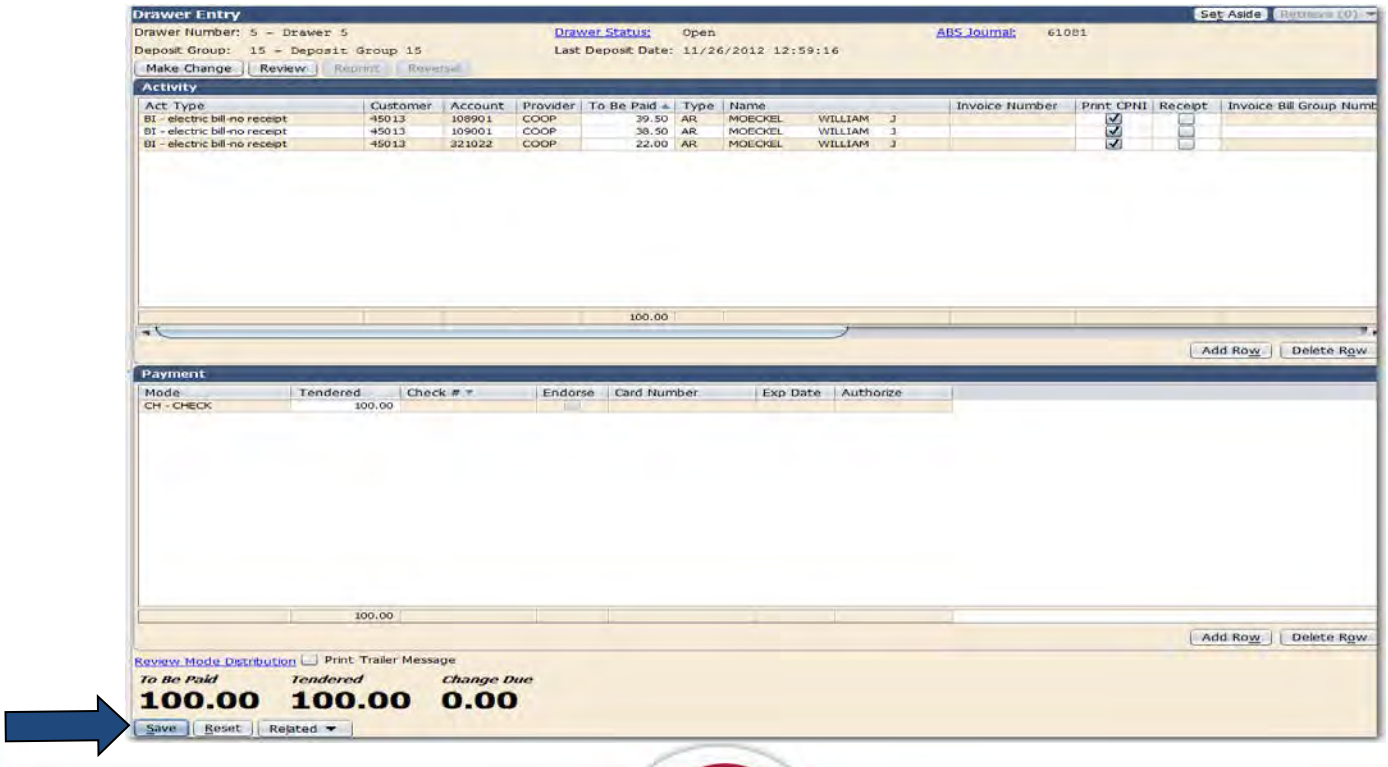
# Distribute Amounts

If a customer has more than one account with amounts due and is paying less than or making an over-payment the Distribute option can be used to have the system figure out how much of the payment will be applied to each account.




Enter the amount to be distributed in the Distribute Amount field and hit the Distribute button. The To BE Paid field shows how the system distributed the moneys and the Amount Due field shows the Total Amount Due.

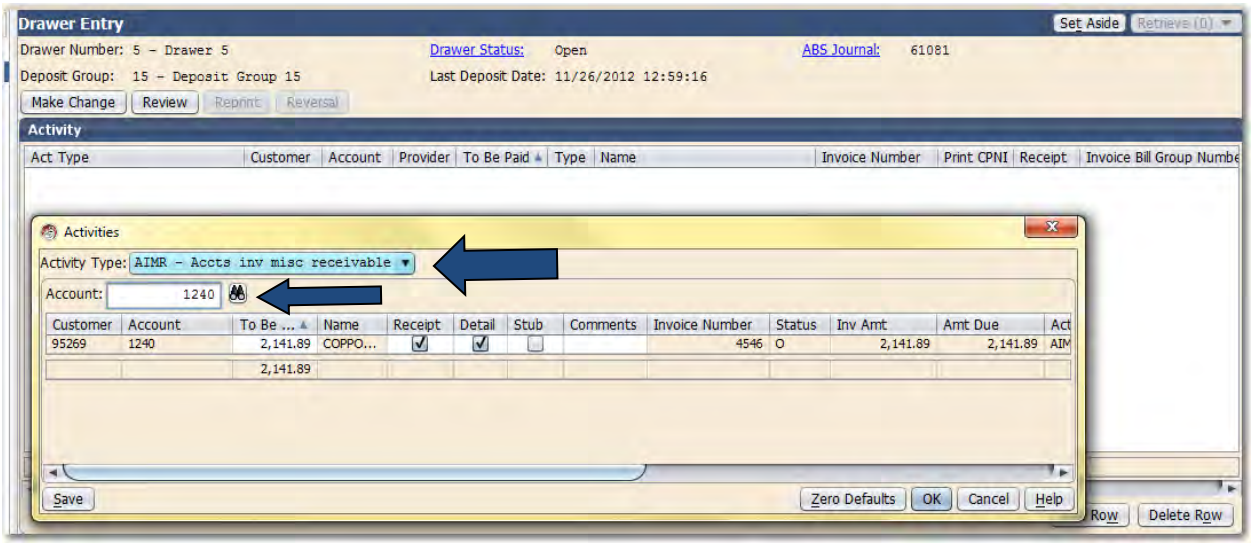
Enter the Payment type on the Payment Frame and click ‘SAVE’ at the bottom of the screen to complete the transaction.

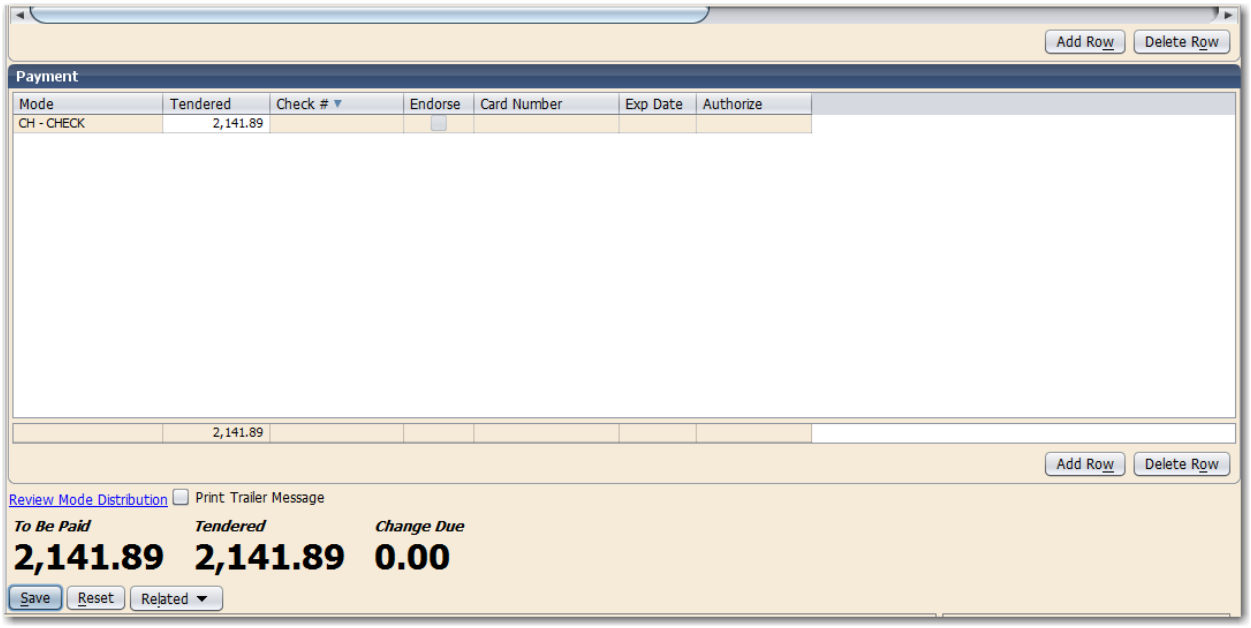



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# Miscellaneous Receivable

Change the Activity Type to MR. Enter the Account number in the Account field or use the Lookup button to search for the account.




Enter the Payment type on the Payment Frame and click 'SAVE' at the bottom of the screen to complete the transaction.

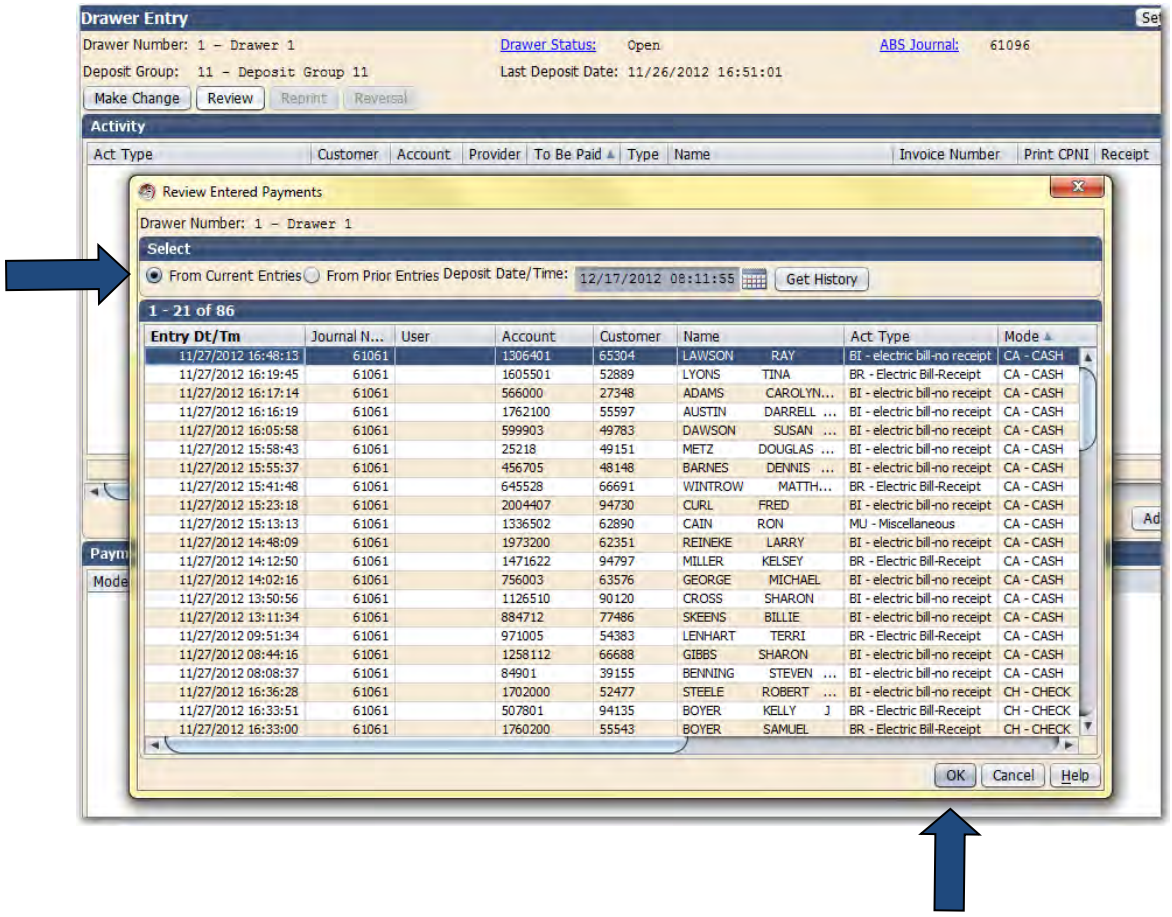
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# Reverse a Payment

Only those payments included in the “current entries” in Cash Register are allowed to be reversed. Once the drawer is marked “Waiting for Final Deposit” status (this closes the journal), the reversal process is unavailable. However, you can reverse payments through CIS >Customer Management > Payments/Readings screen.

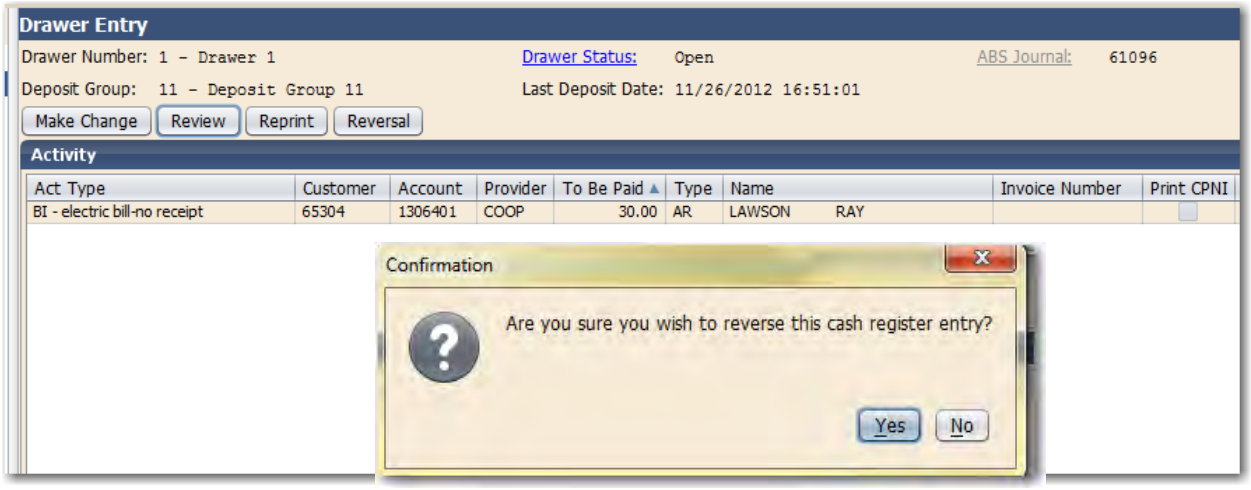
On the Drawer Entry screen click the ‘REVIEW’ button. Since only the “current entries”, which have not been finalized, can be reversed, ensure the FROM CURRENT ENTRIES option is selected.

Hight Light the Entry you are wanting to reverse and click the ‘OK’ button.

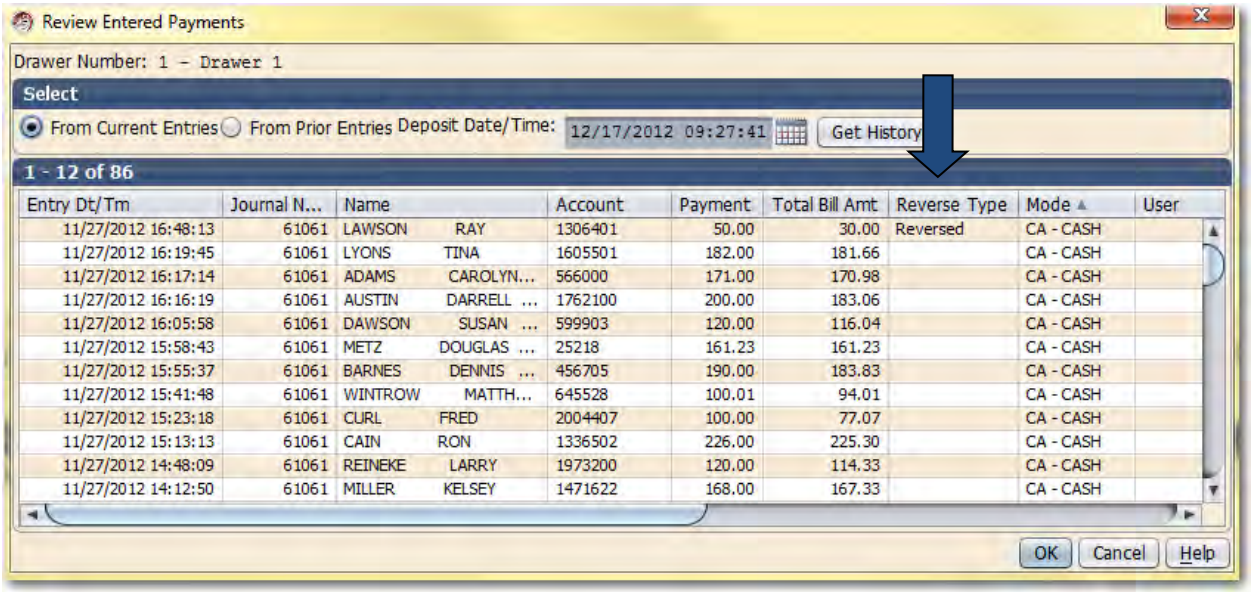



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The Reversal button becomes enabled.



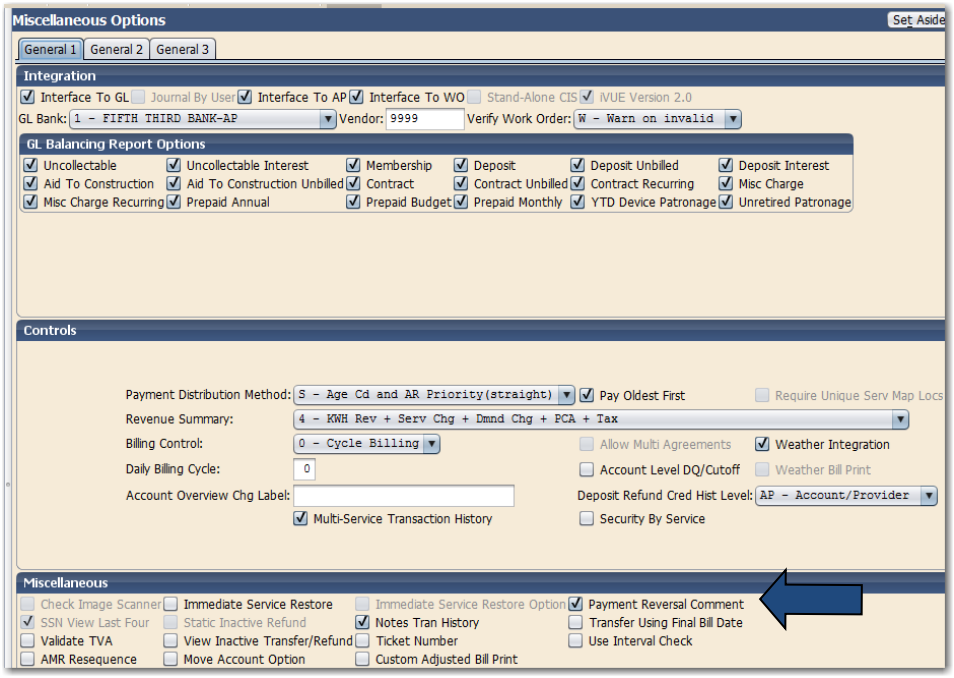

A Confirmation message appears click 'Yes'. The reversal button becomes disabled. Going back into the Review screen under the Reverse Type collumn "Reversed" will display showing that the payment was reversed sucessfully.



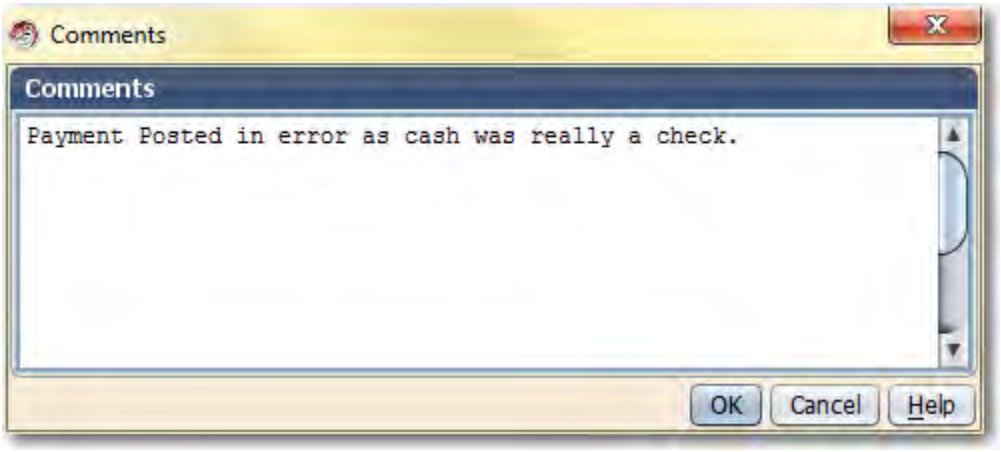

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# Payment Reversal Comment

When a payment reversal occurs, you can add a comment to be viewed later on the Expanded Transaction History by selecting the Payment Reversal Comments checkbox on the Miscellaneous Options screen. It's located under the General 1 tab.




**Reversal Comments Box –** This box will display when a payment is reversed if the Payments Reversal Comment box is 'Checked' on the Miscellaneous Options screen.

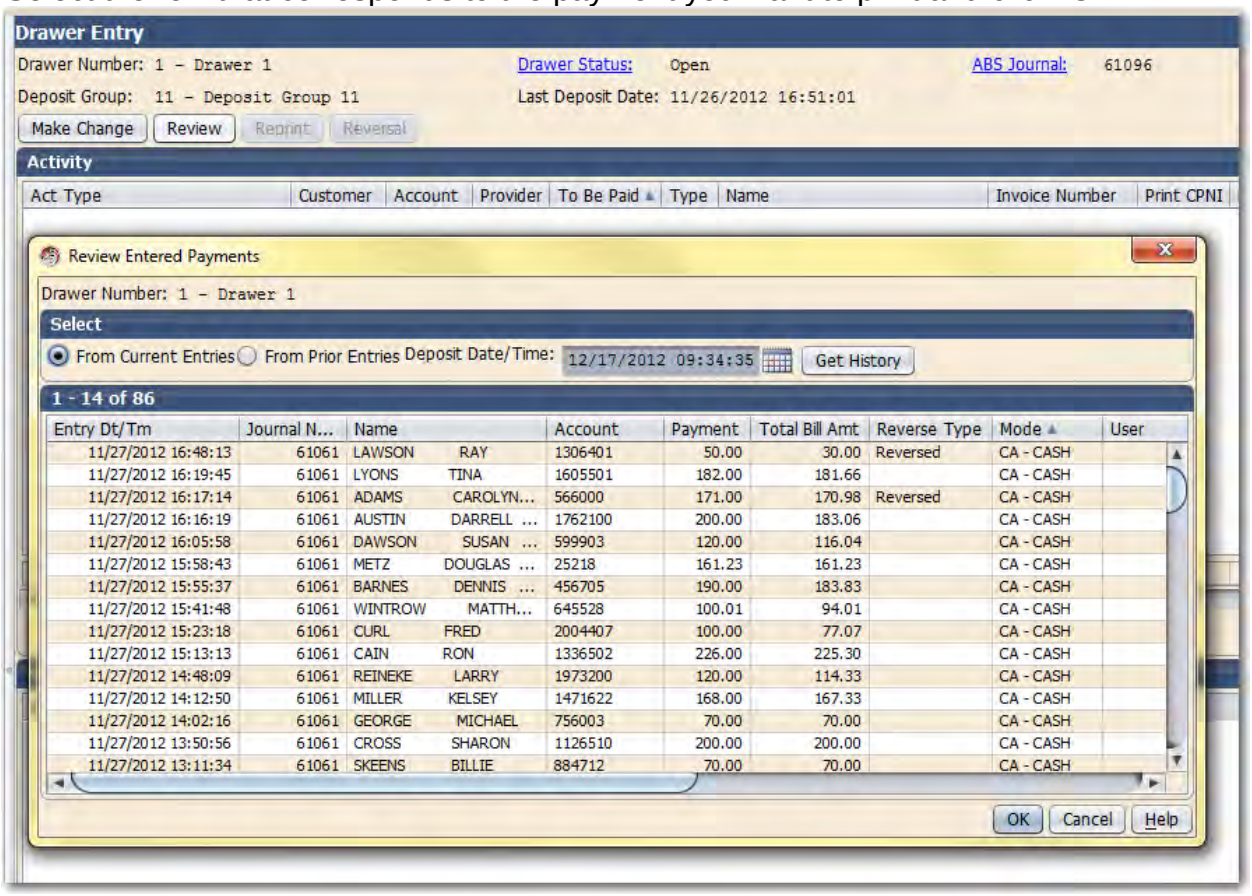



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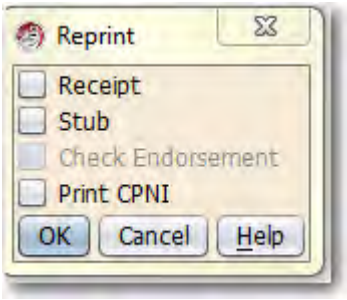
# Reprint Receipts, Stubs, and Check Endorsements

Cash Register allows you to reprint items, such as receipts, payment stubs, and check endorsements. On the Drawer Entry Screen click the 'REVIEW' button.

Select the row that corresponds to the payment you want to print and click 'OK'.




The reprint box will display, select the Receipt and Print CPNI boxes to reprint a receipt. To reprint a stub selec the stub box and click 'ok'.




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# Balance A Drawer

Balancing a drawer is part of the daily process recommended for Cash Register users. At the beginning of the balancing process, it is recommendd to change the drawer status to **MARKED for DEPOSIT** by using the Drawer Status Hyperlink on the Drawer Entry screen.

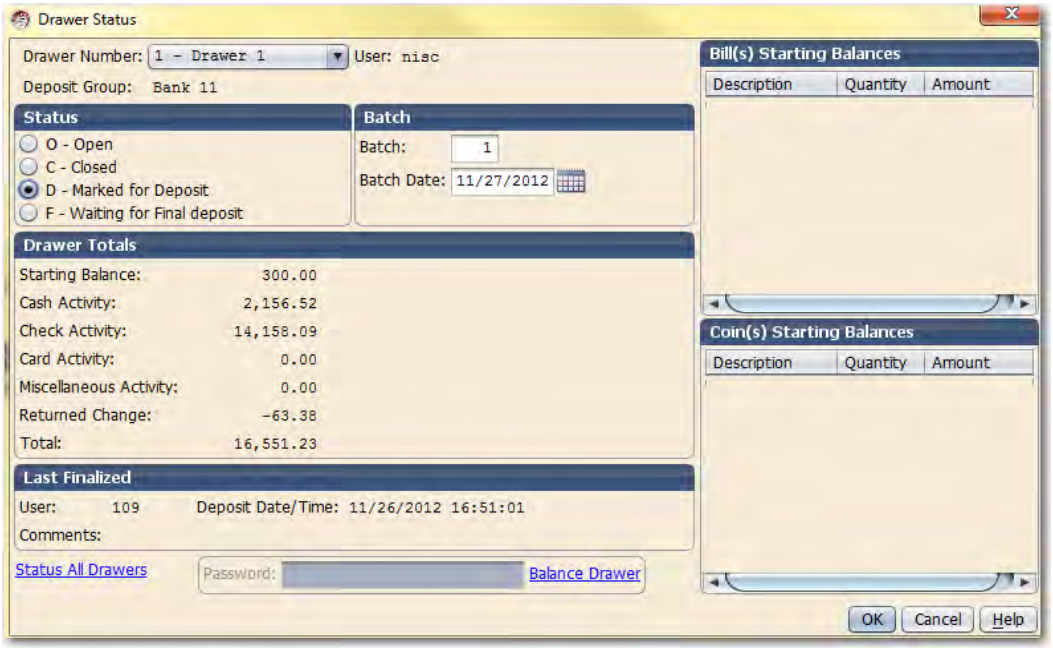
The Checks Received Listing dialog box appears asking if you want to print a list of checks received:




At this point you are ready to add all activity stubs, and identify a total amount. After the stubs have been added, then add all checks, credit cards, and cash. This total amount minus your working cash should equal the total stubs. Now you can run your various Cash Register reports to verify your activity an deposit amounts.

Another option to balance your drawer is to use the Balance Drawer hyperlink located on the Drawer Status dialog box and “manually” enter balancing totals and / or bill(s) / coin (s) information.

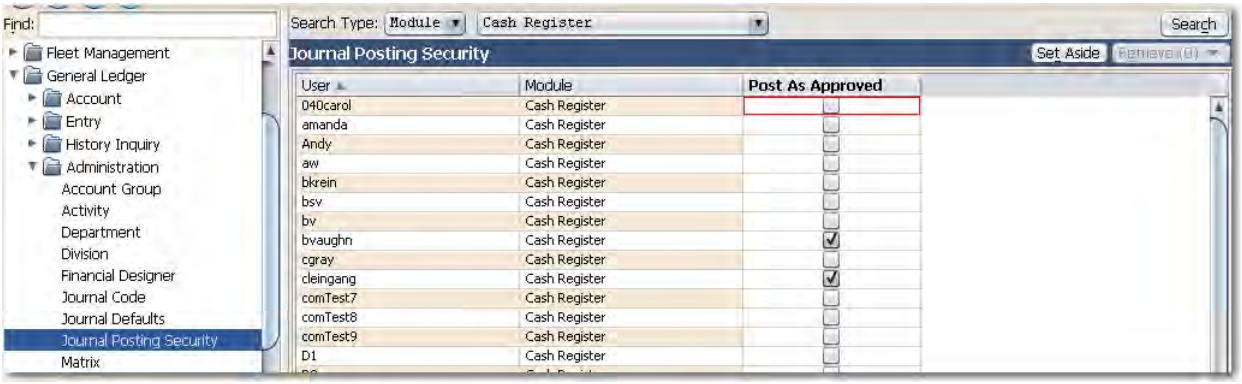
The **Balance Drawer** dialog box is used to display the system’s drawer balance and allows you to enter manual balances. You must set the Drawer’s Status to D- Marked for Deposit for the “Drawer Balance” hyperlink to become enabled.




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# Journal Posting Security

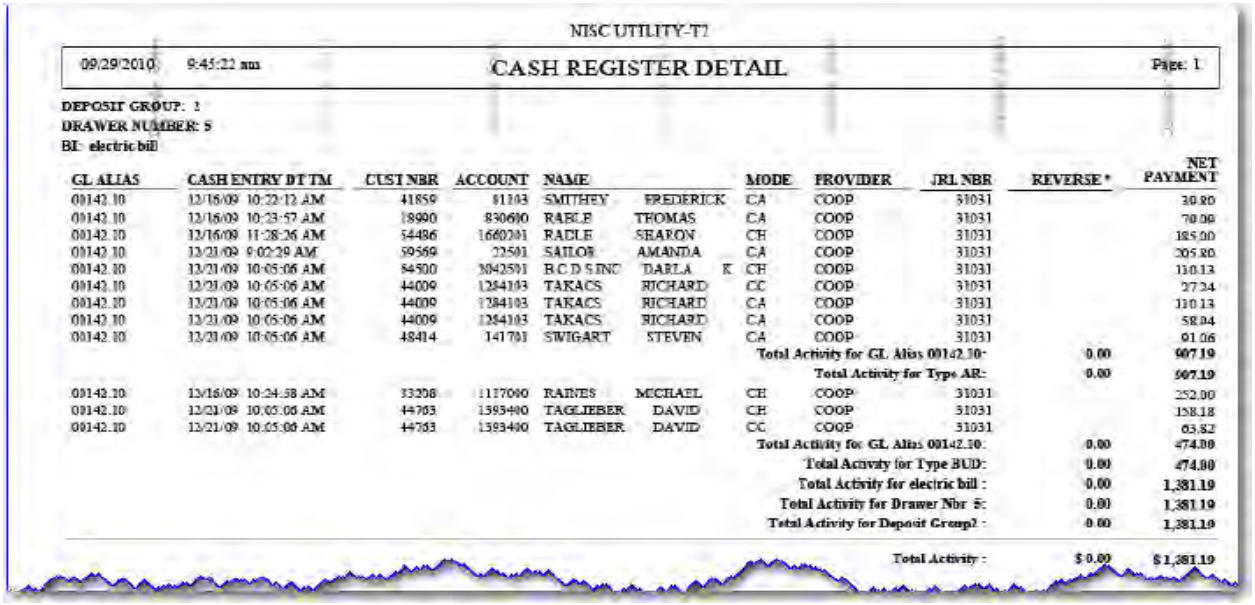
Each Drawer must be set to indicate whether the GL posting will be conducted on an Approved or Unapproved basis. This is determined by the Cash Register module within Journal Posting Security in ABS> General Ledger>Administration>Journal Posting Security.




When “Checked” user posts “Approved”, when “Unchecked” user posts “Unapproved”.

# Reports and Processes

**Detail Report –** This report details all the activity that has been processed through the cash drawers. This report provides a detail line for all entries ( payments, reversals, change made, cash in/out) for each activity.



NISC UTILITY-T7

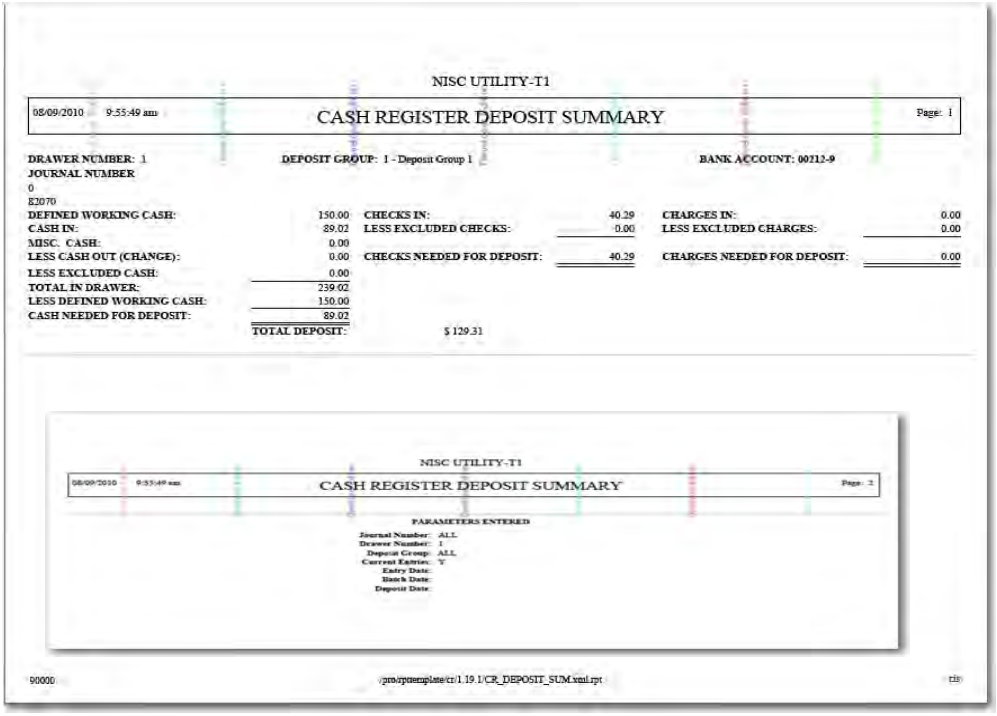
09/29/2010 9:45:22 am — CASH REGISTER DETAIL — Page: 1

DEPOSIT GROUP: 1
DRAWER NUMBER: 5
BI: electric bill

| GL ALIAS | CASH ENTRY DT TM | CUST NBR | ACCOUNT | NAME | | MODE | PROVIDER | JRL NBR | REVERSE * | NET PAYMENT |
|---|---|---|---|---|---|---|---|---|---|---|
| 00142.10 | 12/16/09 10:22:12 AM | 41859 | 81103 | SMITHEY | FREDERICK | CA | COOP | 31031 | | 30.80 |
| 00142.10 | 12/16/09 10:23:57 AM | 18990 | 830610 | RABLE | THOMAS | CA | COOP | 31031 | | 70.00 |
| 00142.10 | 12/16/09 11:28:26 AM | 54486 | 1660201 | RADLE | SHARON | CH | COOP | 31031 | | 185.00 |
| 00142.10 | 12/21/09 9:02:29 AM | 59569 | 22501 | SAILOR | AMANDA | CA | COOP | 31031 | | 205.80 |
| 00142.10 | 12/21/09 10:05:06 AM | 54500 | 3042501 | B C D S INC | DARLA K | CH | COOP | 31031 | | 110.13 |
| 00142.10 | 12/21/09 10:05:06 AM | 44009 | 1284103 | TAKACS | RICHARD | CC | COOP | 31031 | | 27.24 |
| 00142.10 | 12/21/09 10:05:06 AM | 44009 | 1284103 | TAKACS | RICHARD | CA | COOP | 31031 | | 110.13 |
| 00142.10 | 12/21/09 10:05:06 AM | 44009 | 1284103 | TAKACS | RICHARD | CA | COOP | 31031 | | 58.04 |
| 00142.10 | 12/21/09 10:05:06 AM | 48414 | 141701 | SWIGART | STEVEN | CA | COOP | 31031 | | 91.06 |
| | | | | | | Total Activity for GL Alias 00142.10: | | | 0.00 | 607.19 |
| | | | | | | Total Activity for Type AR: | | | 0.00 | 607.19 |
| 00142.10 | 12/16/09 10:24:58 AM | 33208 | 1117040 | RAINES | MICHAEL | CH | COOP | 31031 | | 252.00 |
| 00142.10 | 12/21/09 10:05:06 AM | 44763 | 1393400 | TAGLIEBER | DAVID | CH | COOP | 31031 | | 158.18 |
| 00142.10 | 12/21/09 10:05:06 AM | 44763 | 1393400 | TAGLIEBER | DAVID | CC | COOP | 31031 | | 63.82 |
| | | | | | | Total Activity for GL Alias 00142.10: | | | 0.00 | 474.00 |
| | | | | | | Total Activity for Type BUD: | | | 0.00 | 474.00 |
| | | | | | | Total Activity for electric bill : | | | 0.00 | 1,381.19 |
| | | | | | | Total Activity for Drawer Nbr 5: | | | 0.00 | 1,381.19 |
| | | | | | | Total Activity for Deposit Group2 : | | | 0.00 | 1,381.19 |
| | | | | | | Total Activity : | | | $ 0.00 | $ 1,381.19 |

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**Deposit Summary Report** – This report can be run at any time as the drawer balances are updated with every transaction that occurs. It gives a snapshot of the cash, check and credit card activity that has occurred for a cash drawer. This report is used as a tool for daily cash balancing.



NISC UTILITY-T1

08/09/2010 9:55:49 am — CASH REGISTER DEPOSIT SUMMARY — Page: 1

DRAWER NUMBER: 1 — DEPOSIT GROUP: 1 - Deposit Group 1 — BANK ACCOUNT: 00212-9

JOURNAL NUMBER
0
82070

| | | | | | |
|---|---|---|---|---|---|
| DEFINED WORKING CASH: | 150.00 | CHECKS IN: | 40.29 | CHARGES IN: | 0.00 |
| CASH IN: | 89.02 | LESS EXCLUDED CHECKS: | 0.00 | LESS EXCLUDED CHARGES: | 0.00 |
| MISC. CASH: | 0.00 | | | | |
| LESS CASH OUT (CHANGE): | 0.00 | CHECKS NEEDED FOR DEPOSIT: | 40.29 | CHARGES NEEDED FOR DEPOSIT: | 0.00 |
| LESS EXCLUDED CASH: | 0.00 | | | | |
| TOTAL IN DRAWER: | 239.02 | | | | |
| LESS DEFINED WORKING CASH: | 150.00 | | | | |
| CASH NEEDED FOR DEPOSIT: | 89.02 | | | | |
| TOTAL DEPOSIT: | $ 129.31 | | | | |

NISC UTILITY-T1

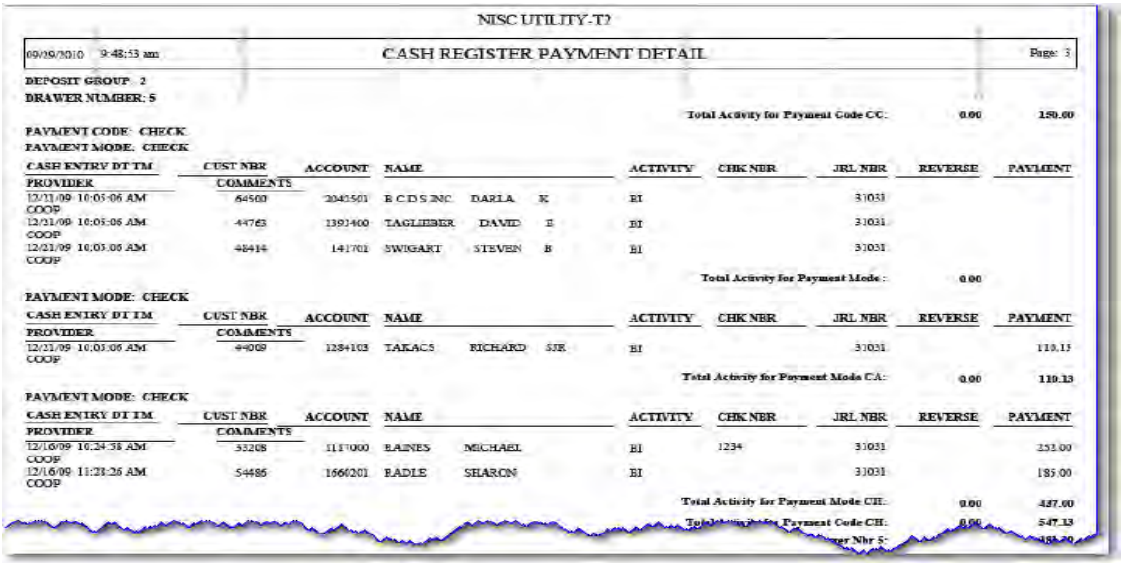
CASH REGISTER DEPOSIT SUMMARY

PARAMETERS ENTERED

Journal Number: ALL
Drawer Number: 1
Deposit Group: ALL
Current Entries: Y
Entry Date:
Batch Date:
Deposit Date:

90000 /pro/rptemplate/cr/1.19.1/CR_DEPOSIT_SUM.xml.rpt

**Payment Detail Report –** This report groups all of the activity that has been processed through the cash drawers by payment mode and aids in verifying totals by payment mode.



NISC UTILITY-T2

09/09/2010 9:48:53 am — CASH REGISTER PAYMENT DETAIL — Page: 3

DEPOSIT GROUP: 2
DRAWER NUMBER: 5

Total Activity for Payment Code CC: 0.00 150.00

PAYMENT CODE: CHECK
PAYMENT MODE: CHECK

| CASH ENTRY DT TM / PROVIDER | CUST NBR / COMMENTS | ACCOUNT | NAME | | | ACTIVITY | CHK NBR | JRL NBR | REVERSE | PAYMENT |
|---|---|---|---|---|---|---|---|---|---|---|
| 12/11/09 10:05:06 AM COOP | 64500 | 2042501 | B C D S INC | DARLA | K | BI | | 31031 | | |
| 12/21/09 10:05:06 AM COOP | 44763 | 1393400 | TAGLIEBER | DAVID | E | BI | | 31031 | | |
| 12/21/09 10:05:06 AM COOP | 48414 | 141701 | SWIGART | STEVEN | B | BI | | 31031 | | |

Total Activity for Payment Mode: 0.00

PAYMENT MODE: CHECK

| CASH ENTRY DT TM / PROVIDER | CUST NBR / COMMENTS | ACCOUNT | NAME | | | ACTIVITY | CHK NBR | JRL NBR | REVERSE | PAYMENT |
|---|---|---|---|---|---|---|---|---|---|---|
| 12/21/09 10:05:06 AM COOP | 44009 | 1284103 | TAKACS | RICHARD | SR | BI | | 31031 | | 110.13 |

Total Activity for Payment Mode CA: 0.00 110.13

PAYMENT MODE: CHECK

| CASH ENTRY DT TM / PROVIDER | CUST NBR / COMMENTS | ACCOUNT | NAME | | | ACTIVITY | CHK NBR | JRL NBR | REVERSE | PAYMENT |
|---|---|---|---|---|---|---|---|---|---|---|
| 12/16/09 10:24:58 AM COOP | 53208 | 1117000 | RAINES | MICHAEL | | BI | 1234 | 31031 | | 252.00 |
| 12/16/09 11:28:26 AM COOP | 54486 | 1666201 | RADLE | SHARON | | BI | | 31031 | | 185.00 |

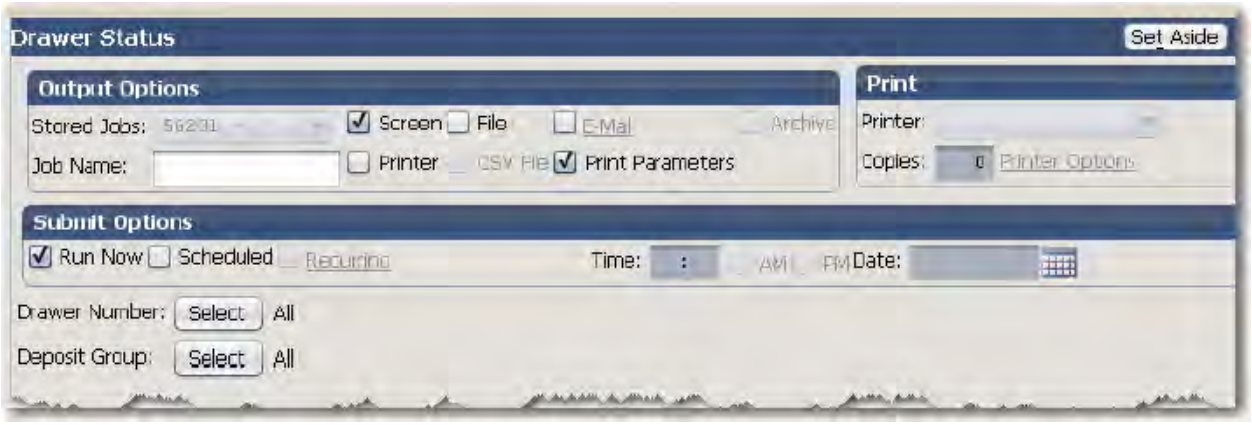
Total Activity for Payment Mode CH: 0.00 437.00

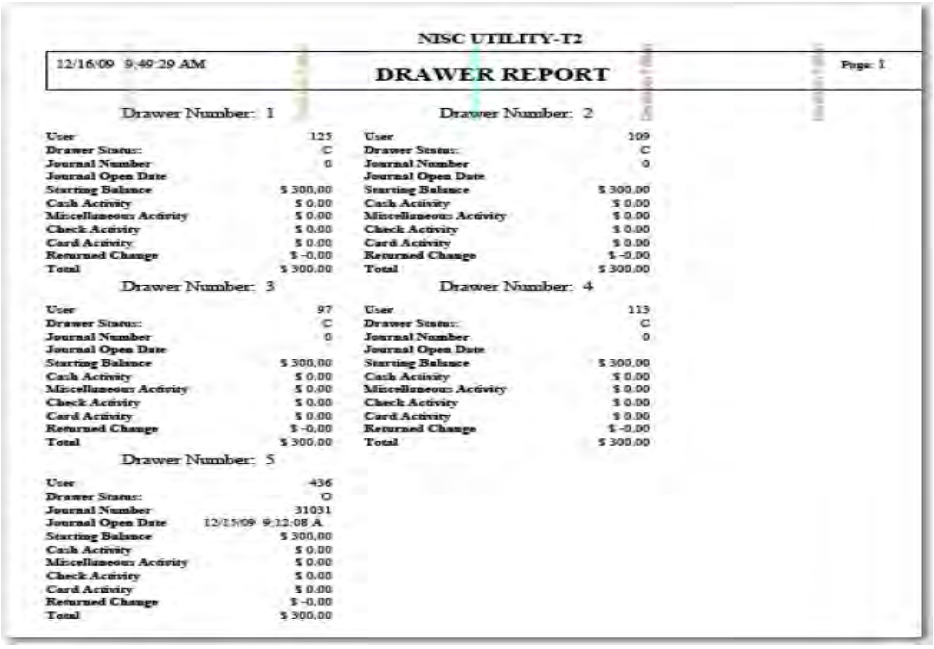
Total Activity for Payment Code CH: 0.00 547.13

Number Nbr 5: 558.20

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**Drawer Status Report** – The Drawer Status Report is used to determine a drawer's status at the time the report is run and can be generated for a specific drawer, a Deposit Group, or all drawers and Deposit Groups. This report is most frequently used by supervisory staff.



NISC UTILITY-T2

12/16/09 9:49:29 AM — DRAWER REPORT — Page: 1

Drawer Number: 1

| | |
|---|---|
| User | 125 |
| Drawer Status: | C |
| Journal Number | 0 |
| Journal Open Date | |
| Starting Balance | $ 300.00 |
| Cash Activity | $ 0.00 |
| Miscellaneous Activity | $ 0.00 |
| Check Activity | $ 0.00 |
| Card Activity | $ 0.00 |
| Returned Change | $ -0.00 |
| Total | $ 300.00 |

Drawer Number: 2

| | |
|---|---|
| User | 109 |
| Drawer Status: | C |
| Journal Number | 0 |
| Journal Open Date | |
| Starting Balance | $ 300.00 |
| Cash Activity | $ 0.00 |
| Miscellaneous Activity | $ 0.00 |
| Check Activity | $ 0.00 |
| Card Activity | $ 0.00 |
| Returned Change | $ -0.00 |
| Total | $ 300.00 |

Drawer Number: 3

| | |
|---|---|
| User | 97 |
| Drawer Status: | C |
| Journal Number | 0 |
| Journal Open Date | |
| Starting Balance | $ 300.00 |
| Cash Activity | $ 0.00 |
| Miscellaneous Activity | $ 0.00 |
| Check Activity | $ 0.00 |
| Card Activity | $ 0.00 |
| Returned Change | $ -0.00 |
| Total | $ 300.00 |

Drawer Number: 4

| | |
|---|---|
| User | 113 |
| Drawer Status: | C |
| Journal Number | 0 |
| Journal Open Date | |
| Starting Balance | $ 300.00 |
| Cash Activity | $ 0.00 |
| Miscellaneous Activity | $ 0.00 |
| Check Activity | $ 0.00 |
| Card Activity | $ 0.00 |
| Returned Change | $ -0.00 |
| Total | $ 300.00 |

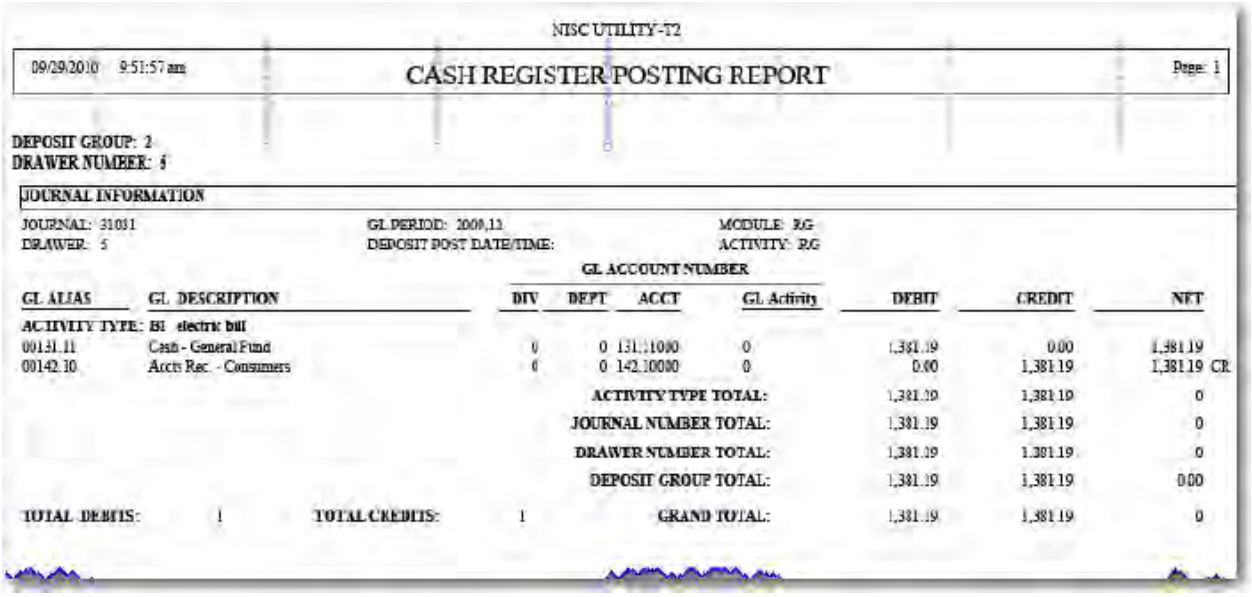
Drawer Number: 5

| | |
|---|---|
| User | 436 |
| Drawer Status: | O |
| Journal Number | 31031 |
| Journal Open Date | 12/15/09 9:12:08 A |
| Starting Balance | $ 300.00 |
| Cash Activity | $ 0.00 |
| Miscellaneous Activity | $ 0.00 |
| Check Activity | $ 0.00 |
| Card Activity | $ 0.00 |
| Returned Change | $ -0.00 |
| Total | $ 300.00 |

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**Posting Report –** The Cash Register Posting Report is used to verify the entries that "should" be made to the General Ledger upon closing the journal. The Cash Register Posting Report displays entries for both debit and credit entries in the General Ledger and information regarding the GL Alias.

The column totals for the credits and debits of the Cash Register Posting Report is not meant to balance with the Cash Register Detail Report totals. The Cash Register Posting Report lists all debits and credits affecting the journal. The Cash Register Detail Report will be a net of the activity for a payment reversal. The Cash Register Posting Report records the initial credit and debit entry, as well as the reversal debit and credit entry.



NISC UTILITY-T2

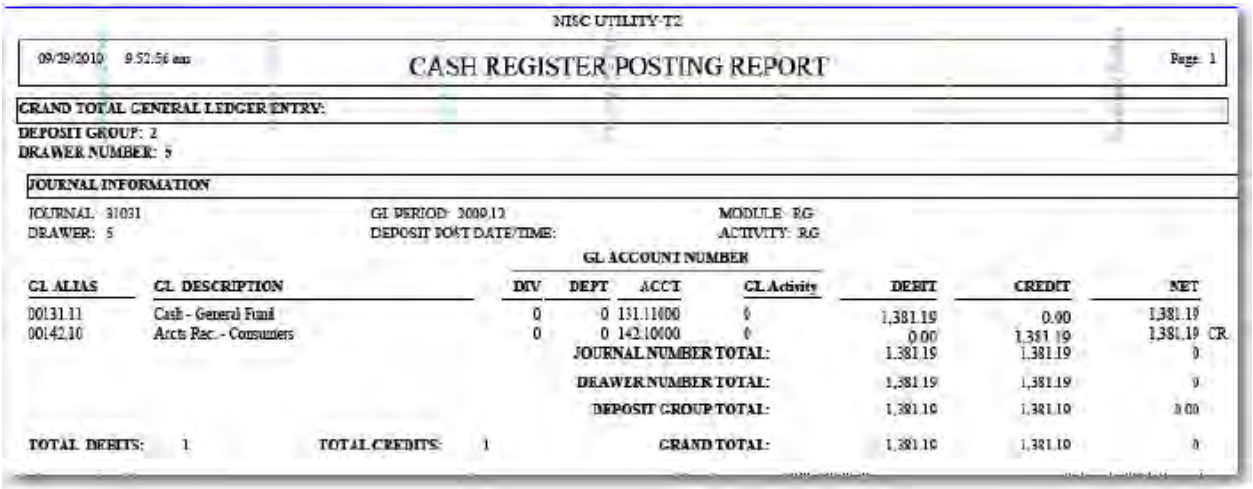
09/29/2010 9:51:57 am — CASH REGISTER POSTING REPORT — Page: 1

DEPOSIT GROUP: 2
DRAWER NUMBER: 5

JOURNAL INFORMATION

JOURNAL: 31031 — GL PERIOD: 2009.13 — MODULE: RG
DRAWER: 5 — DEPOSIT POST DATE/TIME: — ACTIVITY: RG

| GL ALIAS | GL DESCRIPTION | DIV | GL ACCOUNT NUMBER DEPT | ACCT | GL Activity | DEBIT | CREDIT | NET |
|---|---|---|---|---|---|---|---|---|
| ACTIVITY TYPE: BI electric bill | | | | | | | | |
| 00131.11 | Cash - General Fund | 0 | 0 | 131.11000 | 0 | 1,381.19 | 0.00 | 1,381.19 |
| 00142.10 | Accts Rec. - Consumers | 0 | 0 | 142.10000 | 0 | 0.00 | 1,381.19 | 1,381.19 CR |
| | | | | ACTIVITY TYPE TOTAL: | | 1,381.19 | 1,381.19 | 0 |
| | | | | JOURNAL NUMBER TOTAL: | | 1,381.19 | 1,381.19 | 0 |
| | | | | DRAWER NUMBER TOTAL: | | 1,381.19 | 1,381.19 | 0 |
| | | | | DEPOSIT GROUP TOTAL: | | 1,381.19 | 1,381.19 | 0.00 |
| TOTAL DEBITS: 1 | TOTAL CREDITS: 1 | | | GRAND TOTAL: | | 1,381.19 | 1,381.19 | 0 |



NISC UTILITY-T2

09/29/2010 9:52:56 am — CASH REGISTER POSTING REPORT — Page: 1

GRAND TOTAL GENERAL LEDGER ENTRY:

DEPOSIT GROUP: 2
DRAWER NUMBER: 5

JOURNAL INFORMATION

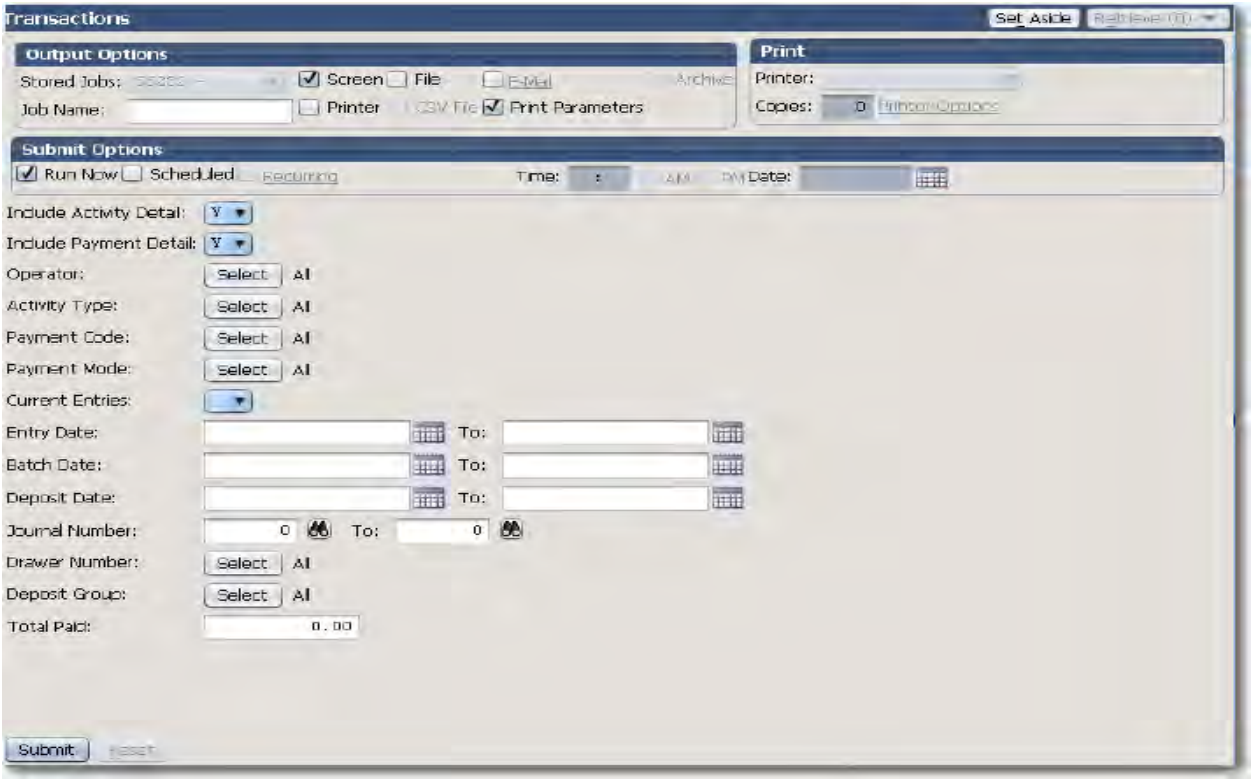
JOURNAL: 31031 — GL PERIOD: 2009.13 — MODULE: RG
DRAWER: 5 — DEPOSIT POST DATE/TIME: — ACTIVITY: RG

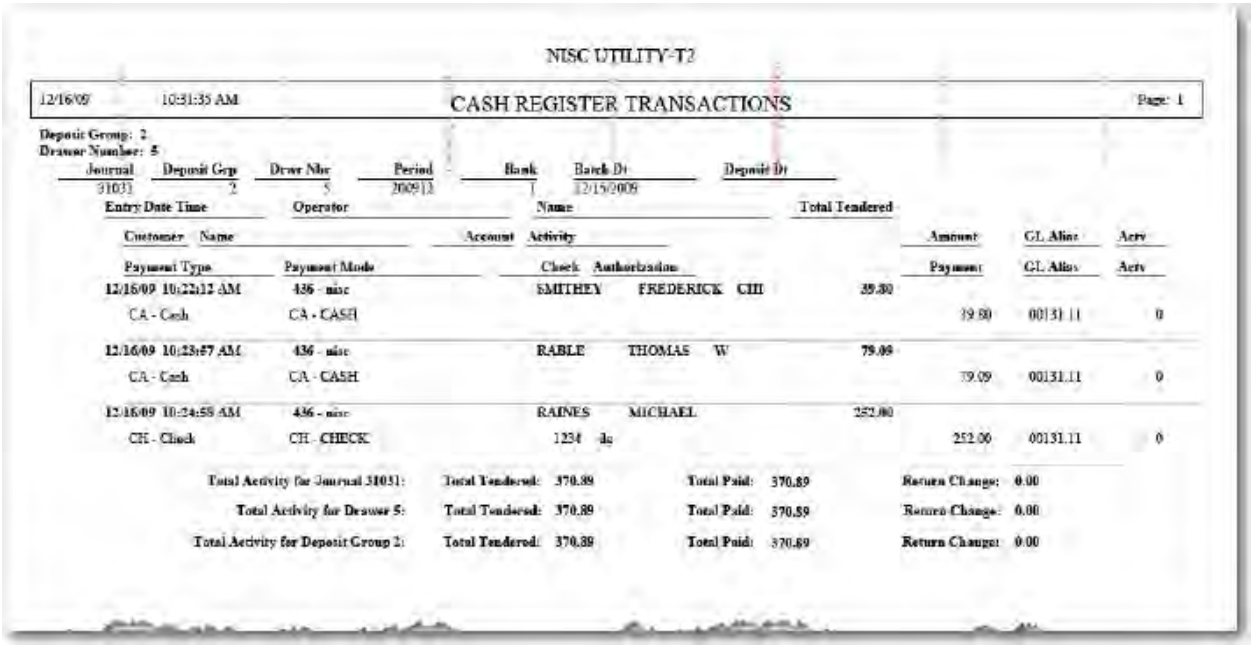
| GL ALIAS | GL DESCRIPTION | DIV | GL ACCOUNT NUMBER DEPT | ACCT | GL Activity | DEBIT | CREDIT | NET |
|---|---|---|---|---|---|---|---|---|
| 00131.11 | Cash - General Fund | 0 | 0 | 131.11000 | 0 | 1,381.19 | 0.00 | 1,381.19 |
| 00142.10 | Accts Rec. - Consumers | 0 | 0 | 142.10000 | 0 | 0.00 | 1,381.19 | 1,381.19 CR |
| | | | | JOURNAL NUMBER TOTAL: | | 1,381.19 | 1,381.19 | 0 |
| | | | | DRAWER NUMBER TOTAL: | | 1,381.19 | 1,381.19 | 0 |
| | | | | DEPOSIT GROUP TOTAL: | | 1,381.19 | 1,381.19 | 0.00 |
| TOTAL DEBITS: 1 | TOTAL CREDITS: 1 | | | GRAND TOTAL: | | 1,381.19 | 1,381.19 | 0 |

For this report to work, at least one of the fields, other than the Activity Type Totals/Grand Totals field, which is required, should be completed.

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**Transactions Report –** The Transactions report provides detailed information for each transaction, such as the period, bank, batch date, deposit date, journal number, total tendered amounts, check number, authorization code, and GL Aliases. You have the option of including activity and/or payment detail.



NISC UTILITY-T2

12/16/09 10:31:35 AM — CASH REGISTER TRANSACTIONS — Page: 1

Deposit Group: 2
Drawer Number: 5

| Journal | Deposit Grp | Drwr Nbr | Period | Bank | Batch Dt | Deposit Dt |
|---|---|---|---|---|---|---|
| 31031 | 2 | 5 | 200913 | 1 | 12/15/2009 | |

| Entry Date Time | Operator | Name | Total Tendered |
|---|---|---|---|
| Customer Name | Account | Activity | Amount / GL Alias / Acty |
| Payment Type | Payment Mode | Check Authorization | Payment / GL Alias / Acty |
| 12/16/09 10:22:12 AM | 436 - misc | SMITHEY FREDERICK CHI | 39.80 |
| CA - Cash | CA - CASH | | 39.80 00131.11 0 |
| 12/16/09 10:23:57 AM | 436 - misc | RABLE THOMAS W | 79.09 |
| CA - Cash | CA - CASH | | 79.09 00131.11 0 |
| 12/16/09 10:24:55 AM | 436 - misc | RAINES MICHAEL | 252.00 |
| CH - Check | CH - CHECK | 1234 dg | 252.00 00131.11 0 |

| | | | | | |
|---|---|---|---|---|---|
| Total Activity for Journal 31031: | Total Tendered: 370.89 | Total Paid: 370.89 | Return Change: 0.00 |
| Total Activity for Drawer 5: | Total Tendered: 370.89 | Total Paid: 370.89 | Return Change: 0.00 |
| Total Activity for Deposit Group 2: | Total Tendered: 370.89 | Total Paid: 370.89 | Return Change: 0.00 |

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# Cash Register Final Deposit Process

The Cash Register Final Deposit process is used to move payments made to the drawer to history. The deposit amounts, from this drawer, are stored in a history file with the deposit date and time.

This process is run after the drawer is closed out and in balance. The Drawer status will initially be F – Waiting for Final Deposit. Once the process is complete, the status will be changed to C – Closed. At this point, all totals will clear from the drawer, and if there was a starting balance, it will remain in place.

For balancing purposes, be sure to run the Cash Register Detail and Cash Register Deposit Summary before the Final Deposit is processed.

You can only run the process by Drawer Number of Deposit Group, but not by both selections.
If 1- Drawer Number is selected in the Selection field, the Drawer Number field is required.
If 2 – Deposit Group is selected, the Deposit Group field is required.

When the Interface to Bank Reconciliation field is selected on the Cash Register Company Control screen, the Final Deposit Process must be run by Deposit Group rather than Drawer number for the entries to be made to Bank Rec. The process will update General Ledger, and create a Bank Reconciliation Deposit transaction for the total amount for the bank in the journal.

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# EFT Bank Draft

## CIS > Processes > Payments > EFT Bank Draft

Electronic Fund Transfer enables customers to pay their electric bills directly from their checking account, savings account, or credit card each month.

This process creates the file for the bank and a file for the use of posting the payments, using the CIS > Processes > Payments > EFT Mark For Process Or Delete.

Before electronic fund transfer payments can be created the Funds Transfer Dt field must be populated using the Fuels & Dates hyperlink on the CIS Bill Calculation screen during the Bill Calculation process.

For the Report Only field, if you select Yes, a report will be generated without actually running the process. Running a process in "Report Only" mode is generally done as a test, to verify the proper information will be updated. If you select No, the process will run normally, updating the iVUE CIS database.

The Type Process field allows you to designate which process will be run. Options include: Electronic Funds and Prenotes, Electronic Funds Only, or Prenotes Only.

The Cycle Code field indicates the billing cycle for the accounts to be prenoted, and a two-digit cycle code may be entered.

The Effective Entry Date field contains the date you want to schedule the report/process to run. This field works in conjunction with the Funds Transfer Date field on the EFT screen in CIS > Customer Management > Payments/Readings > EFT, as well as with any bank draft inquiry made on the EFT screen. The date entered in the Effective Entry Date field cannot be earlier than the current date. All accounts with a draft record whose date in the Funds Transfer Date field is earlier than or equal to the date in the Effective Entry Date field will be included with the run.

The Compare Date field contains an alternate date to compare against the date in the Funds Transfer Date field on the EFT screen in CIS > Customer Management > Payments/Readings > EFT. The date entered cannot be earlier than the current date. All accounts with a draft record whose date in the Funds Transfer Date field is earlier than or equal to the date in the Effective Entry Date field will be included with the run.

The Batch Number field is the number to assign to the payment postings out of the EFT.

For the Combine Service Into One File field, if multiple types of services were billed in a given cycle, answering Yes will create a single file containing entries for each type of service. Answering No will create a different file for each type of service offered.

For the Separate Invoice Groups As Individual Accounts field, if the value in the Combine Service Into One File field is Yes, then No is automatically populated in the Separate Invoice Groups As Individual Accounts field. If the value in the Combine Service Into One File field is

No, then by selecting Yes in the Separate Invoice Groups As Individual Account field, each account is drafted as if it was not part of an invoice group.

The transaction type is B-ACH Bankdraft.  Submit

After the job is completed, print the report and run the job again using “No” in the Report Only field.

When the report is finished, go to tools>download file>ach and click download.  Then it is saved to your desktop.

Sign into the C&N Bank website and click on “collections”> browse and click on the file.  Verify the amount and click “approve”.

When Bank Draft Accounts are part of an invoice group, and there is a mixture of Personal Account (PPD) and Commercial Accounts (CCD), the accounts within the group will draft as individual accounts. To correct this and have them group by invoice group, update each Bank Draft account within the group with either (PPD) or (CCD) depending upon what the Master account is. If the accounts within the group cannot all be PPD or CCD, then create a new invoice group for those accounts.

With the release of 1.24 and the Release switch set to run the new version of the process, the service will always be included in the file name when Not Combining Services. You will no longer see this option on the screen. It is being replaced with "Combine SEC Code Into One File", which is also a new option with the release. When selecting No, the process will create individual files with the SEC code being part of the name of the file going to the bank. When selecting Yes, the process will create one file with each SEC code having a batch record (Header 5 and Header 8). This will be helpful for the banks that cannot accept more than one batch record within the file.

## Report/Process Screen Options

The report/process screen is a split screen. The top of the screen contains the report presentation option fields, and the bottom of the screen contains the parameters for the selected report or process.

The presentation option fields identify the choices for the output format. Based on the output format you select for the report/process, additional fields are available. The following link contains a list and explanation of the fields in the presentation option portion of the screen.

Presentation Options

The parameters available are based on the report/process you select. You can also change the values of the parameters from this screen.

## Process/Impact

Before electronic fund transfer payments can be posted, the bank draft file must be created and the file used by NISC to post the payments by using this screen.

The file must be sent to the appropriate banks for processing. The bank draft file is processed (posted to AR) using CIS > Processes > Payments > EFT Mark For Process Or Delete

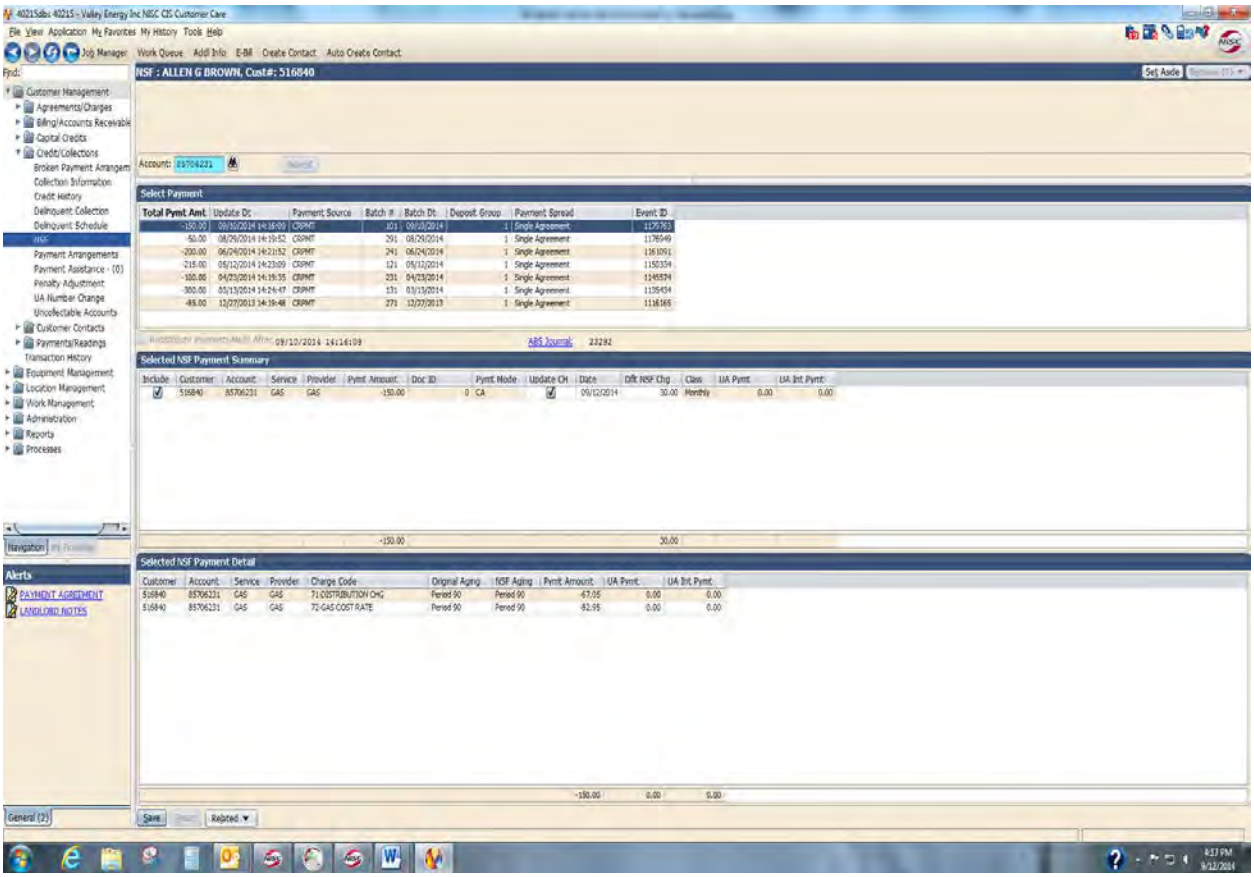
**EFT Mark for Process or Delete:**

1. To post payments generated from the "EFT Bankdraft" process, you have to use the "EFT Mark for Process or Delete" process.
2. First, select the Effective Date from the dropdown box to the left of the label "Select Effective Date".
3. "Mark for Process" – To post the payment file, place a check box here.
4. "Delete" – To delete the payment file, place a check box here.
5. Click <Save> to begin the act of posting the payments.
6. At this time, a dialog box will show in the upper left corner of your screen showing the progress of the job. When the "Job Status" shows as complete, the files are created.
7. Click <Close> on the dialog box when ready to proceed.
8. You have now posted the payments. You can go to the AR and Transaction History screens to double check a few.

# RETURNED CHECKS AND ACH PAYMENTS

All returned checks (NSF) or ACH payments must be debited from the customer's account. From the AR screen enter the customer's account.

In find type NS. Select NS [NSF] [Customer Management] CIS




Click on the amount of the check that was returned.
Hit Save

This removes the payment from the customer's account and charges a returned check fee. This also creates a letter to the customer explaining that their payment was returned due to ins. The letter is saved in the Returned Checks_ACH folder under the Customer Service file.

Next, open the Returned Checks_ACH folder under excel and record the check or ach information under the correct state.

**EFT Mark for Process or Delete:**

1. To post payments generated from the "EFT Bankdraft" process, you have to use the "EFT Mark for Process or Delete" process.
2. First, select the Effective Date from the dropdown box to the left of the label "Select Effective Date".
3. "Mark for Process" – To post the payment file, place a check box here.
4. "Delete" – To delete the payment file, place a check box here.
5. Click <Save> to begin the act of posting the payments.
6. At this time, a dialog box will show in the upper left corner of your screen showing the progress of the job. When the "Job Status" shows as complete, the files are created.
7. Click <Close> on the dialog box when ready to proceed.
8. You have now posted the payments. You can go to the AR and Transaction History screens to double check a few.



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# Section 6

## Delinquent Notices

- **Termination Notices**
- **30 Day Reminder Notices**

## 72 Hour Door Tags

## Payment Agreements

## Pennsylvania LIHEAP Program

## New York HEAP Program

## Dollar Energy Fund

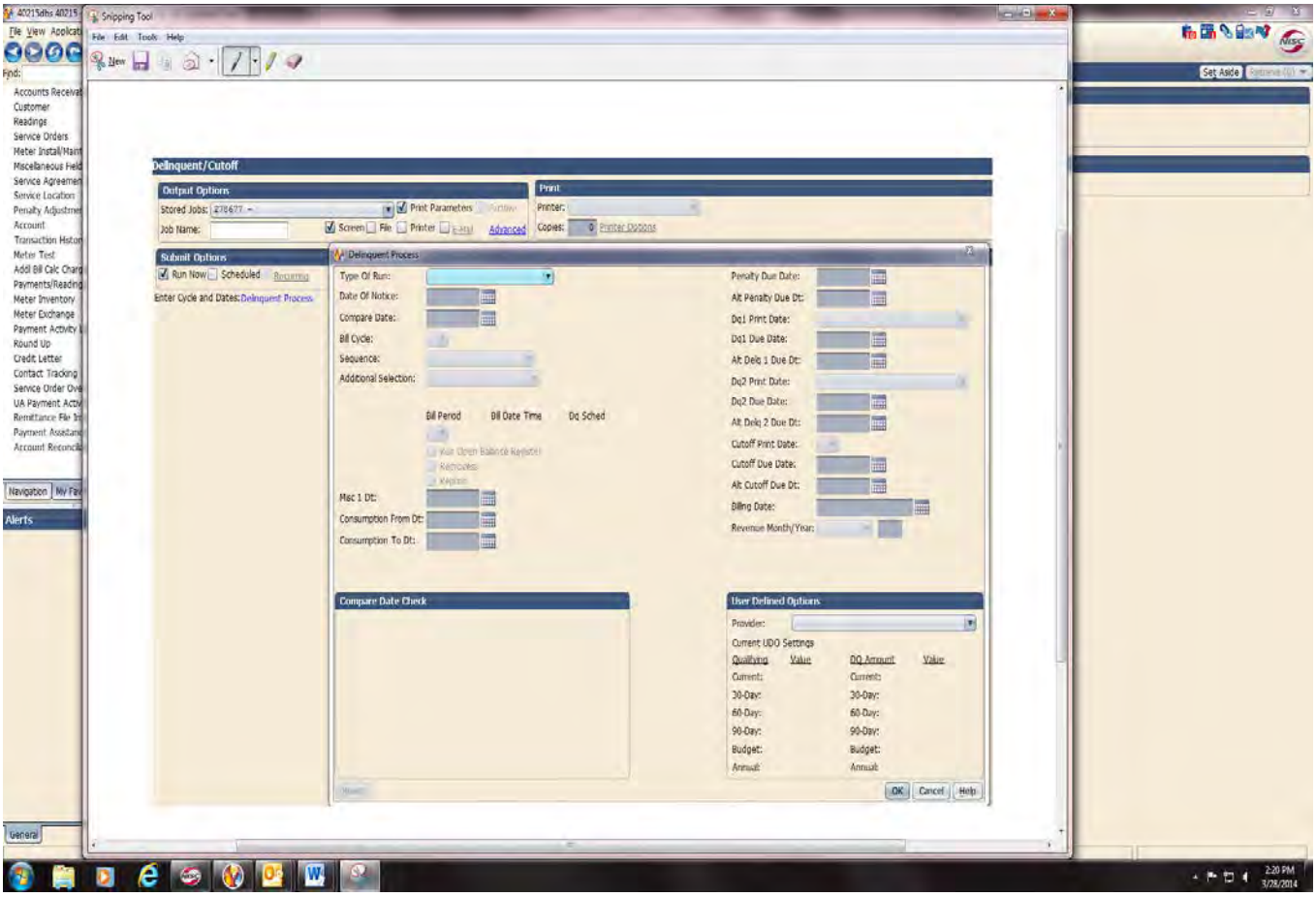
## Community Agencies Contact List

## Final Bills Letters & Write Process

# PREPARING TERMINATION NOTICES FOR PENNSYLVANIA AND NEW YORK

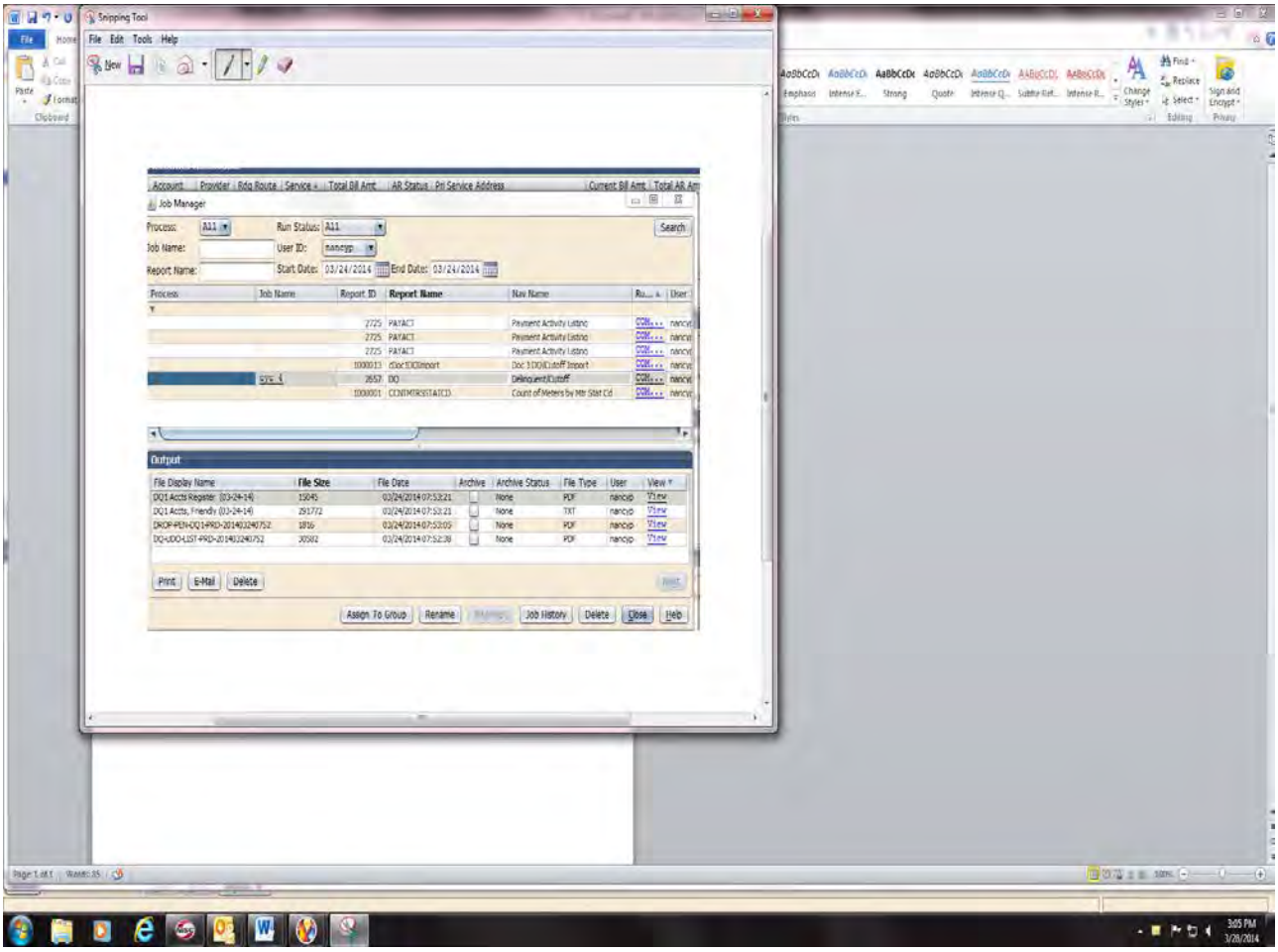
The day after a cycle bills, the termination notices (DQ1 Notices) can be created. The dates for DQ1 Notices and the Cut-off Date (Termination Date) are on the Billing Dates Schedule, which is created each quarter. The termination date will automatically print on the Pennsylvania termination notices. Pennsylvania terminations are mailed 10 days prior to this date. For New York State, terminations are mailed 15 days prior to the termination date and the termination date will need to be inputted manually. See sample of billings dates are attached at the end of this section. The billing dates are found under the Customer Service Drive under the file "Billing Dates".

First, you will need to create the DQ1 Register




- In the "find" section, type "dq" and choose "Delinquent/Cutoff Procedures."
- Name the job under Job Name (ex: Cyc 1).
- Click on the hyperlink "Delinquent Process".
- Under Type of Run select Print Delq Process DQ1.
- Enter Compare Date (today's date)
- Under Sequence select Alpha. Hit "ok" and submit.

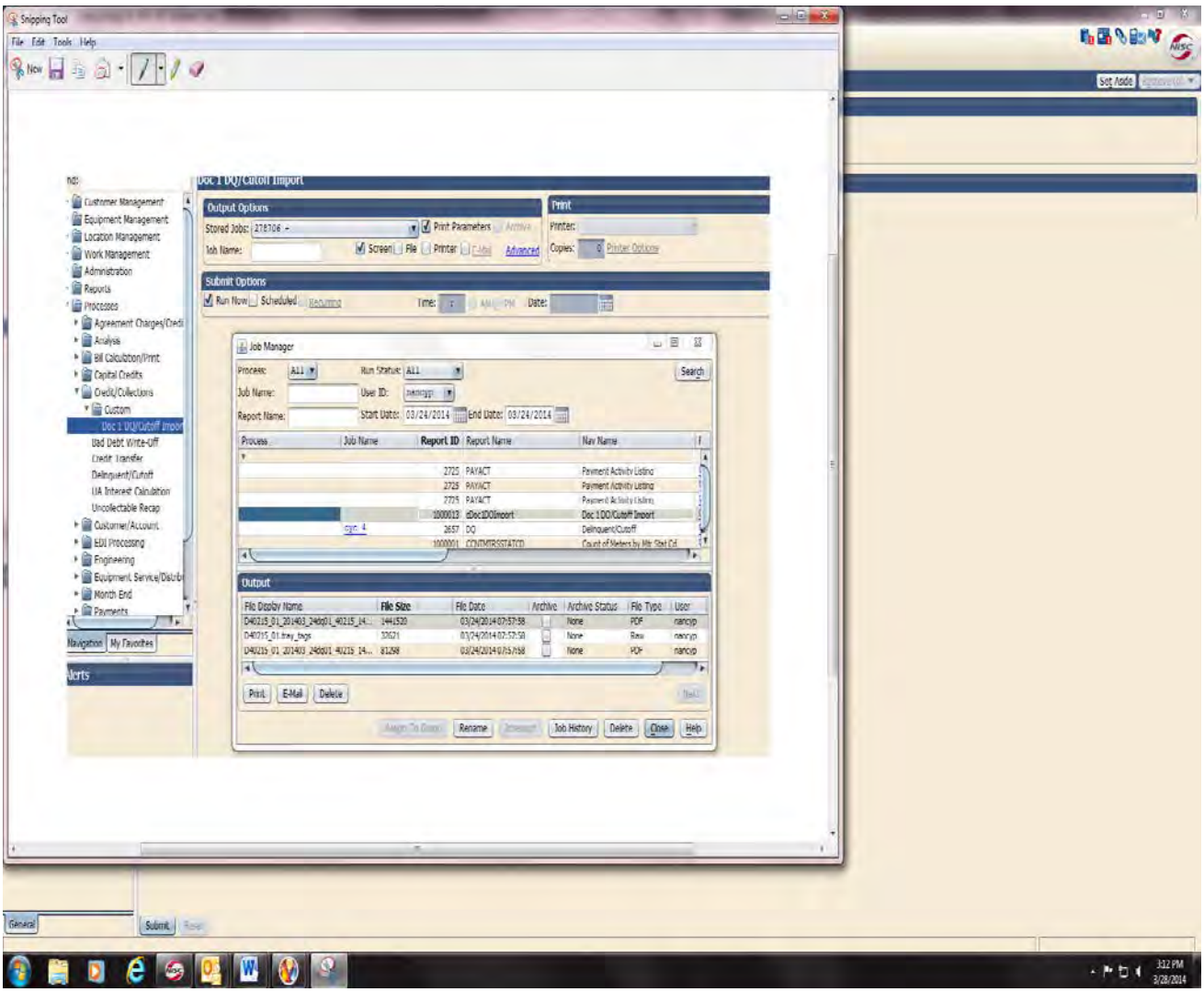
Next, you will need to go into Job Manager to see if the DQ1 report is completed.




- Once the job is complete, click on Report Name "DQ." This opens the Output section.
- In the Output screen, highlight "DQ1 Accts Register" and click "View" and print. The register gives all past due accounts that are scheduled to receive termination notices.
- This list is all accounts that are 60 days or more in arrears, including budget accounts and customers with a payment agreement. It also includes all commercial accounts that are 30 days or more in arrears.
- Excluding budget accounts highlight the accounts that are to receive termination notices. This would include the following:

    - ✓ Residential customers who do not have a payment agreement and have a past due balance not less than $25.
    - ✓ Residential customers who are past due on a payment agreement
    - ✓ All commercial customers

Next, the file has to be imported for the termination notices. You will get 3 emails from NISC. The 2nd email informs you that "The file is now ready for you to import." If you don't receive the emails within 15 minutes, call NISC, AMS Support (866)-999-6472 and let them know.




To import the termination notice file, go to:

- Processes > Credit/Collections >Custom>Doc 1 Dq /Cutoff and click submit.
- Check the Job Manager to see that the job is completed.
- Click on Report Name "cDoc1DQImport." This will open the Output screen.
- Highlight the largest file size and click view.
- Click file>Save As>Customer Service Drive (S)>Termination Notices folder.
- Open the Term Notices folder for the current year.
- Click on File Name and name it by the cycle and month (ex: Cyc 1 Mar). This file is saved as a PDF.

After the PDF file has been saved, open Adobe, click "file", then click "open".

Click on the “Customer Service Drive” and open the “Termination Notices” folder.
Click on the Termination Folder of the current year and open the cycle and month you just saved.

Using the DQ1 register, delete the termination notices for all non-highlighted accounts.
Print termination notices for all the highlighted accounts.
Using the copier you will have to copy the back to each notice. Pennsylvania and New York have different backs. See attached at the end of this section.

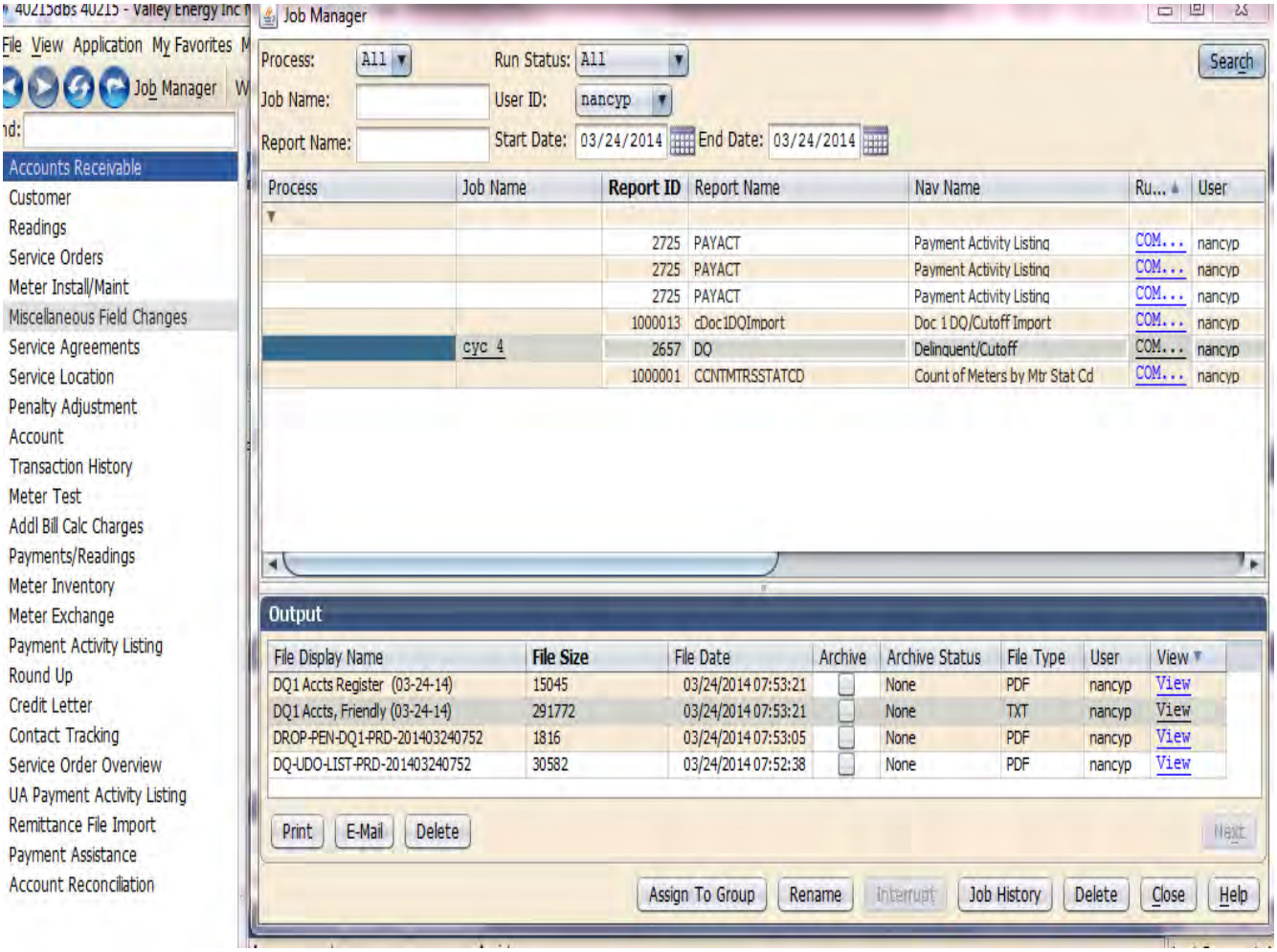
Find the backs of the terms by opening:

- Word>Open>Customer Service Drive S)>Collections>Collections>Letters>Terms.
- The back of each termination notice is labeled accordingly. The termination date will have to be inputted each time in the on the back of New York’s.
- Fold, insert and mail.

***Note: Termination notices for Pennsylvania residential customer can be worked for up to 60 days. Termination notices for New York residential customer are work within 30 days.***

# PREPARING 30 DAY FRIENDLY REMINDER LETTERS

A day after a cycle bills, the 30 Day Friendly Reminders can be created.
These letters are created at the same time as the DQ1 Accts Register.




- Click on Job Manager and highlight Report Name "DQ: for the designated cycle. This opens the Output section. In the Output screen, highlight "DQ1 Accts Friendly" and click print and choose the "DQ" printer. The letters will print at the office printer.

- Once the letters are finished printing, run them through the copier so that our letterhead prints at the top of each one. Each letter is stamped with Nancy Pack's signature and mailed.

***See attached sample of 30 day reminder letter.***

# 72 HOUR NOTICE FOR PENNSYLVANIA AND NEW YORK

Approximately 5 days prior to the scheduled termination date of any given cycle, using the DQ1 Register review the highlighted accounts in which a termination was issued to see if payment has been received or if the customer has made contact with the office regarding the notice. It the customer has not made satisfactory payment arrangements or has not contacted the office and if a valid phone number is available personal contact is attempted.

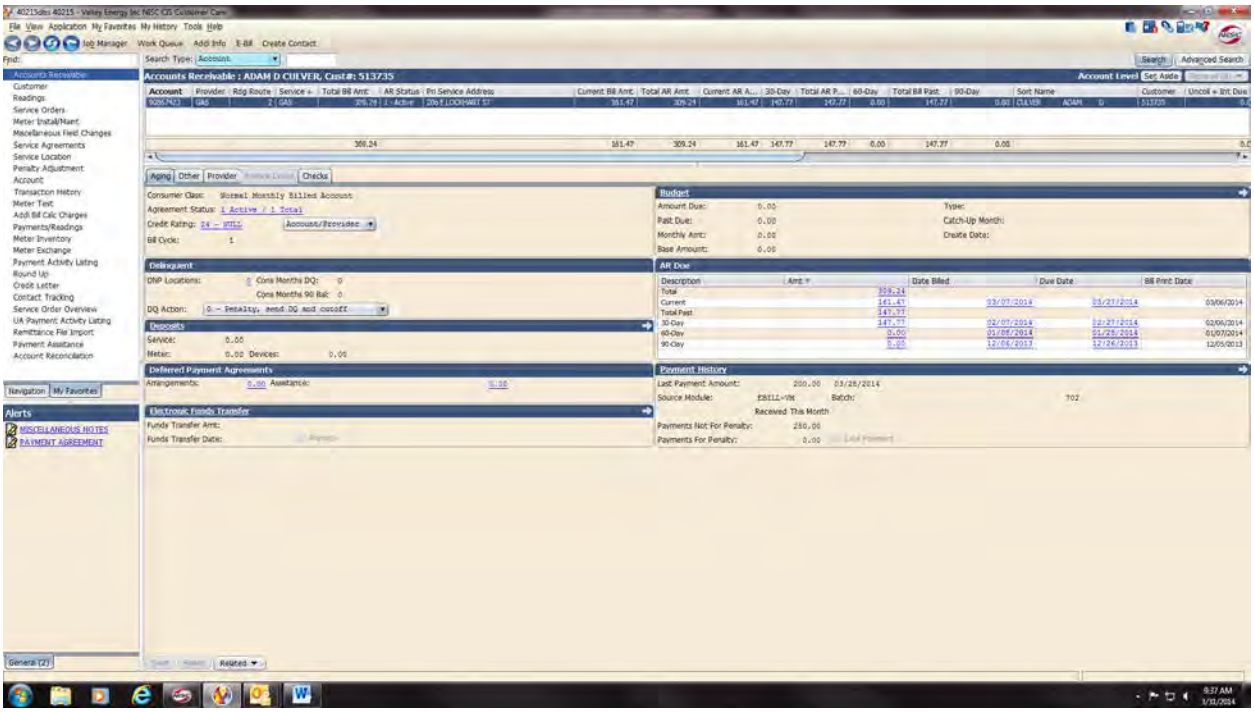
If unable to contact the customer by telephone a 72 hour door tag is prepared (see attached). Accounts that receive 72 hour tags are marked in pink on the DQ1 Register. The door tags then copied prior to giving them to the service department.

The service department personnel attempts to make personal contact at the service address. If no personal contact is made, the tag is left on the door.

## UTILITY PAYMENT ARRANGEMENTS FOR PENNSYLVANIA AND NEW YORK

Residential customers that receive a termination notice are entitled to make payment arrangements to pay their past due bill (see attached payment agreement). The amount of the payment agreement is based on income, account balance and ability to pay. Valley Energy uses the same methodology to set up payment arrangements for Pennsylvania and New York residential customers.

1. Find out the circumstances as to why the customer is at the point of termination.
2. Offer help through community organizations if they fall within the low income guidelines.
3. If the customer is unable to pay the full amount by the termination date, you will need to confirm income and expense information.
4. If the customer requests a payment arrangement, the arrangement is based on their income level per the Federal Poverty Income Guidelines.




Once the customer signs the agreement, the account is updated to waive late fees. File the agreement in the “Agreements” binder, located on the bookshelf in the Customer Service Manger’s office.

To change the penalty fee status:

- On the AR screen, under “Delinquent”>DQ Action, click the drop down arrow and choose #1, no penalty, send notices.
- If the customer fails to make the monthly agreement amount, change it to “0, penalty”, and send a termination notice.

- If the arrangement is broken, both Pennsylvania and New York customers are given the opportunity to pay the missed payments of the arrangement. If they are unable to do so because of a change of circumstance, they are given a new payment arrangement, unless the prior DPA is at the lowest payment possible.
- Payment arrangements are set up an average monthly bill plus $15.00 on the past due balance or more according to the balance due and income level.
- Customers can set up payment arrangements by phone, in person, regular mail or email.

## Pennsylvania Public Utility Arrangements

- Customers who are provided a PUC Arrangement are set up to have late fees waived.
- If the customer has broken a PUC Arrangement or has already been given multiple company arrangements that have been broken, they are sent a termination notice and are required to pay their full past due balance to avoid termination of their service.

## New York Public Service Commission Arrangements

- Upon receiving notice from the New York State Public Service Commission in regard to a customer termination notice, the company is required to make contact with the customer to attempt to make equitable arrangements with the customer.
- The company will offer the lowest arrangement with the customer which is current bill plus $10.00 or the average monthly bill plus $10.00.

**VALLEY ENERGY**
**RESIDENTIAL CUSTOMER PAYMENT AGREEMENT**
**Phone: 570-888-9664, Fax: 570-888-6199**

Name _____ Date _____

Address _____

Account # _____ Telephone # _____

**ABOUT THIS AGREEMENT**

This is an agreement by _____to make payments to Valley Energy for amounts owed. It is also an agreement by Valley Energy that it will not turn off your service to the address listed above as long as you make payments on time.

**PAYMENT AGREEMENT RULES**

This agreement must be fair and must be based on your ability to pay. Based on your ability to pay, you may have to make a down payment. This agreement can be changed if your ability to pay changes for reasons you cannot control. If a change is needed, or for questions please call Valley Energy at 570-888-9664 or 1-800-998-4427 or come to our office at 523 S. Keystone Ave, Sayre, PA. For questions and concerns: First call Valley Energy to try and resolve. To make a complaint to the NY PSC or PA PUC:

New York State Public Service Commission
Three Empire State Plaza
Albany, NY 12223-1350
www.ASKPSC.com or www.dps.state.ny.us
HELPLINE: 1-800-342-3377
HOTLINE: 1-800-342-3355

Pennsylvania Public Utility Commission
400 North Street, Keystone Bldg.
Harrisburg, PA 17120
www.puc.state.pa.us
PUC HOTLINE: 1-800-692-7380

**HOW MUCH IS TO BE PAID**

Total amount you owe Valley Energy as of _____is $_____.

**HOW PAYMENT IS TO BE MADE**

You are to pay the amount owed in the following way:

A down payment of $_____ is to be received by _____.

Installments of $ _____ are to be paid by the due date each month from _____until paid

Payment is due by the due date of any bill you receive after _____.

**WHAT HAPPENS IF PAYMENTS ARE NOT MADE**

If we do not receive these payments or your regular bill payments on time, we can require you pay the total amount owed on your account. The Company will send you a notice allowing you **10 days** in Pennsylvania and **15 days** in New York before service is turned off. If you have serious medical issues, you should contact Valley Energy **IMMEDIATELY** for residential service information for special procedures for medical emergencies.

**IF YOU ARE NOT SATISFIED WITH THIS AGREEMENT, DO NOT SIGN IT. YOU MAY FILE AN INFORMAL COMPLAINT BEFORE THE PUBLIC UTILITIES OR SERVICE COMMISSION WITHOUT MAKING YOURSELF SUBJECT TO RETALIATION BY THE UTILITY. IF YOU DO SIGN THIS AGREEMENT, YOU GIVE UP YOUR RIGHT TO A HEARING BEFORE THE COMMISSION ON ANY MATTER INVOLVED IN THE DISPUTE EXCEPT THE UILITY'S FAILURE TO FOLLOW THE TERMS OF THIS AGREEMENT.**

**THIS AGREEMENT IS SUBJECT TO REVIEW QUARTERLY.**

**ACCEPTANCE OF AGREEMENT**

CUSTOMER SIGNATURE_____ DATE _____

COMPANY SIGNATURE_____ DATE _____

# HEAP (Home Energy Assistance Program) for New York Customers

## HEAP Regular Benefit

The HEAP Regular Benefit Component assists low-income New York customers with the cost of heating their homes.

### HEAP Emergency Benefit

The HEAP Emergency Benefit Component assists low-income New York customers who are facing a heat or heat related energy emergency and who do not have available liquid resources that exceed the established limits. If a customer is facing an emergency, they must contact the Department of Social Services listed at the bottom of this page.

### Heating Equipment Repair or Replacement

The Heating Equipment Repair and Replacement Component of the Home Energy Assistance Program is available to help eligible low income home owners repair or replace furnaces, boilers and other direct heating components necessary to keep the home's primary heating source functional.

## How a Customer can apply:

When the HEAP application acceptance period is open, customers can apply for HEAP online by going to myBenefits.ny.gov. This application is for a regular HEAP benefit only. If a customer is scheduled to be shut off, or their primary heating equipment is inoperable or unsafe and is in need of repair or replacement, they must call their Local Department of Social Services Office listed at the bottom of this page for further assistance.

Customers with questions regarding the HEAP program should be directed to their local department of social services office or the NYS HEAP Hotline at 1-800-342-3009.

Contact for Tioga County Customers is:

Tioga County Department of Social Services
1062 Rte 38N, PO Box 240
Owego, NY 13827
(607) 687-8300 or
(877) 882-8313

Contact for Chemung County Customer is:

Chemung County Department of Social Services
Human Resource Center
PO Box 588
425 Pennsylvania Ave.
Elmira, NY 14902
(607) 737-5302

# LIHEAP (Low Income Heating Assistance Program) for Pennsylvania Customers

The Low-Income Home Energy Assistance Program, also known as LIHEAP, helps low-income families pay their heating bills. LIHEAP is a grant that offers assistance in the form of a cash grant, sent directly to the utility company, or a crisis grant for households in immediate danger of being without heat**.** The program is open during the heating season.

**How a Customer can apply:** There are several different ways customers can apply for LIHEAP; online, on paper, or in person at the office. LIHEAP applications are usually located at the front counter.

1. Customers can also apply for the LIHEAP benefits online by using COMPASS. COMPASS is the name of the website where customers can apply for LIHEAP and many other services that can help them financially.

2. They can download an application for LIHEAP benefits and return it to the Bradford County Assistance office located in Towanda.

3. File an application at the Bradford County Assistance office in Towanda.

For more information, customers can contact the Bradford County Assistance Office or contact the LIHEAP hotline at **1-866-857-7095**, Monday through Friday (individuals with hearing impairments may call the TDD number at 1-800-451-5886).

**Crisis Grants:**

In addition to the LIHEAP cash program, households experiencing a heating crisis may be eligible for additional benefits through one of the two components of the LIHEAP crisis program.

**Crisis Exception Program:**

Customers without heat may qualify for additional help. To be considered "without heat" the main heating source or second heating source (a source that is used to operate the main heating source or used if the main heating source is not working) has been completely shut-off.

Households in need of a Crisis Exception grant should contact the assistance office.

**Regular Crisis Program:**

If a customer is facing an emergency situation and is in jeopardy of losing their heat they may be able to receive money under the Regular Crisis Program.

Emergency situations include:

- Broken heating equipment or leaking lines that must be fixed or replaced
- Termination of utility service
- Having received a notice that service will be shut off within the next 60 days

# Dollar Energy Fund (for Pennsylvania Customers ONLY)

## About the Dollar Energy Fund

The Dollar Energy Fund Grant Program is a non-profit organization made up of Pennsylvania utilities to provide energy assistance to low-income people. The organization accepts applications for grants from their Hardship Program on a first come, first serve basis during the set program dates and while funding is available.

Valley Energy matches every dollar donated up to a maximum of $5,000 and 100 percent of the contributions are used to provide grants to low-income residential customers for gas bills. For more information on Dollar Energy visit their website ***www.dollarenergy.org.***

## To qualify for assistance, a customer must meet certain guidelines.

- ✓ Customers must apply for all available energy assistance grants (*LIHEAP, CRISIS FUNDS*) before applying to the Dollar Energy Fund.
- ✓ Applicants must meet the grant program guidelines, including making a sincere effort of payment.
- ✓ Applicants must have a balance on their utility bill of at least $100.00.

Applications for aid through the Dollar Energy Fund are completed by the Customer Service Manager at the Valley Energy office by appointment for customers in the Sayre/Athens area. For Towanda area customers, applications can be also be taken at the Trehab Center in Towanda. Applicants are required to bring the following information:

- Names of everyone in their household
- Birthdates of everyone in their household
- Social Security Numbers for everyone in their household
- Proof of income of everyone in their household
- A copy of their most recent utility bill
- Their utility account number
- Proof of all payments made in the last 90 days

The Dollar Energy Fund makes all decisions on who receives help and how much. They review the family's or individual's needs based on specific criteria, directing help where it's needed most.

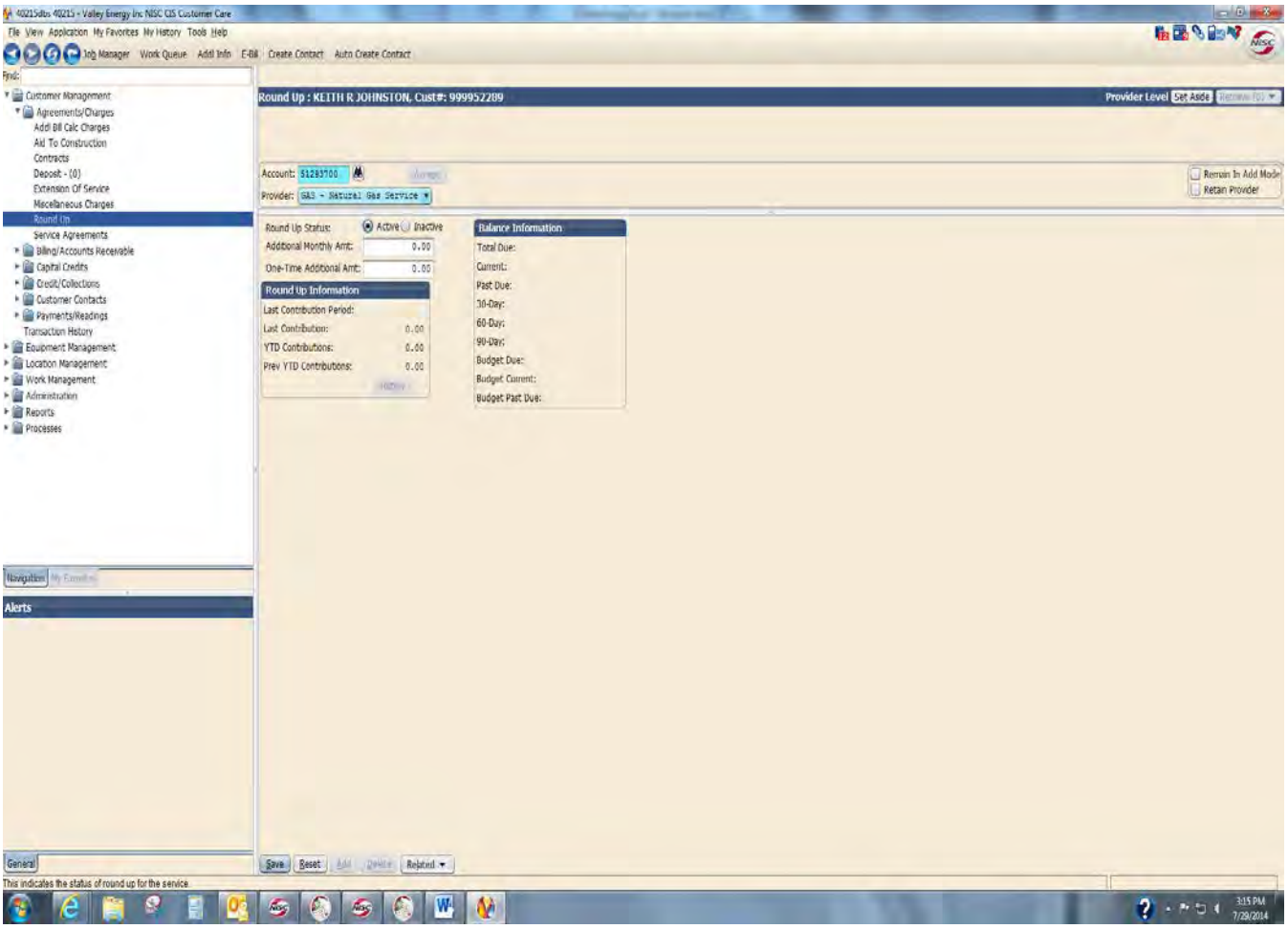
## How to handle Customers who wish to donate.

If a customer wishes to participate in the Dollar Energy Fund, they can designate the amount they would like to donate each month by checking the box on the payment stub portion of their bill. Customers can also send a check for a one time donation to the Dollar Energy Fund. If a customer donates money to the Dollar Energy Fund for the first time which has not been set up to be billed to them or a makes one time donation, a cashier stub is made out and recorded on the Daily Cash Sheet and the Monthly Cash Receipts Journal for the day.

When mail payments are processed, any returned stubs that are designated for Dollar Energy are copied. These copies are noted with the date they were received and later used to set up into the

NISC system after the daily cash has been balanced and processed for the day. After the Dollar Energy requests are entered into the system, these stubs are then kept and later scanned into the Paperclip System.

To set up a customer account for participation in the Dollar Energy Fund under "FIND" tab enter *roundup* to access the following screen.




## Add Round Up *(Dollar Energy)* For An Account

1. Click **Add** to replace the summary table at the top of the screen with the associated Add panel.

   **Note:** *The application will populate the Account and Provider fields with the information currently in focus.*

2. Enter the account number in the Account field and click **Accept**, or click the **Binocular** button to search for the appropriate one that you want to participate in Round Up.

**Note:** *The Provider field will be populated. You can change the prefilled information for the provider by selecting an option from the drop-down list. You can select Remain In Add Mode if you have several Round Ups to set up, because this prevents the summary table from displaying in between adds, allowing for quick data entry. You can also select Retain Provider if you want the same provider to be used for the next add. When you successfully save a transaction, the Add panel will remain on the screen so that another's key field can easily be entered.*

3. Select **Active** or **Inactive** to indicate the status of the round up for the account.
4. Optionally, enter the additional monthly amount to be added to the round up in the Additional Monthly Amt field.
5. Optionally, enter the amount that will be added just one time to the round up in the One-Time Additional Amt field.
6. Click **Save** to save the information entered in the current window or click **Reset** to clear any fields that were changed and return them to their original values.

   **Note:** *If you selected Remain In Add Mode, the screen will clear, and you will remain in Add mode. Enter or search for the next account. Continue to enter the information in steps 3 through 6. When you are finished entering information, clear (No) the* ***Remain In Add Mode*** *field.*

## Adjust Round Up *(Dollar Energy)* Billed To An Account In Error And Discontinue The Round Up Program For This Customer's Account

1. Go to CIS > Customer Management > Billing/Accounts Receivable > Billing History Adjust.
2. Enter the account number in the Account field and click **Accept**, or click the **Binocular** button to search for the appropriate one.
3. Make the appropriate selection from the Billing Period field or click the **Binocular** button to activate the Billing History Lookup dialog box. On the Billing History Lookup dialog box, click on the billing period and click **OK** to activate the billing information.
4. Click the **All Charges/Credits** tab.
5. Under the Charge Type column, click the round up record that corresponds to the adjustment you want to make.
6. Under the Adjustment column, click on the field that corresponds to the round up record you want to adjust.

   **Note:** *The Adjustment field displays in Edit mode.*

7. Enter the amount of the adjustment in the Adjustment field and press **Enter**.

   **Note:** *The appropriate charge amount displays in the Charge Amt column. An adjustment can also be made by entering the new charge amount in the Charge Amt column, and the amount in the Adjustment column will automatically be calculated.*

8. Click **Save** on the Billing History Adjust screen.
9. Go to Customer Management > Agreements/Charges > Round Up and select the **Inactive** button.
10. Click **Save** on the Round Up screen.

## Delete An Existing Round Up *(Dollar Energy)* Account Record

1. Go to CIS > Customer Management > Agreements/Charges > Round Up.
2. Search for the customer/account.
3. Select the record from the summary table that you want to delete.
4. Click **Delete** to remove the round up master record.

   **Note:** *A message displays asking if you really want to delete the Round Up record. Click **OK** to complete the deletion process. Deletion of the Round Up record will not be allowed if the Round Up Status field is set to Active or if the values are not zero in the YTD Contributions or Prev YTD Contributions fields.*

## Modify An Existing Round Up *(Dollar Energy)* Account

1. Go to CIS > Customer Management > Agreements/Charges > Round Up.
2. Search for the customer/account.
3. Select the record from the summary table that you want to update.
4. Any of the fields listed below can be updated. Select the field of choice and enter the new information if applicable:
   - Round Up Status
   - Additional Monthly Amt
   - One-Time Additional Amt

     **Note:** *The Additional Monthly Amt and One-Time Additional Amt fields can only be updated when the Round Up Status field is Active.*

5. Click **Save** to save the information entered in the current window or click **Reset** to clear any fields that were changed and return them to their original values.

**Below is a list of various community organizations that may be able to provide assistance to trouble payment customers.**

## For Pennsylvania Customers:

| Organization Name | Telephone # |
|---|---|
| Bradford County Assistance Office | (800)-542-3938 |
| The Bridge | (570) 888-8826 |
| Salvation Army -Valley | (570) 888-2153 |
| Salvation Army -Towanda | (570) 265-5932 |
| Children and Youth Services | (570) 265-1760 |
| Grace Connection | (570) 268-0431 |
| TREHAB | (570) 265-6179 |
| Futures | (570) 265-3800 |

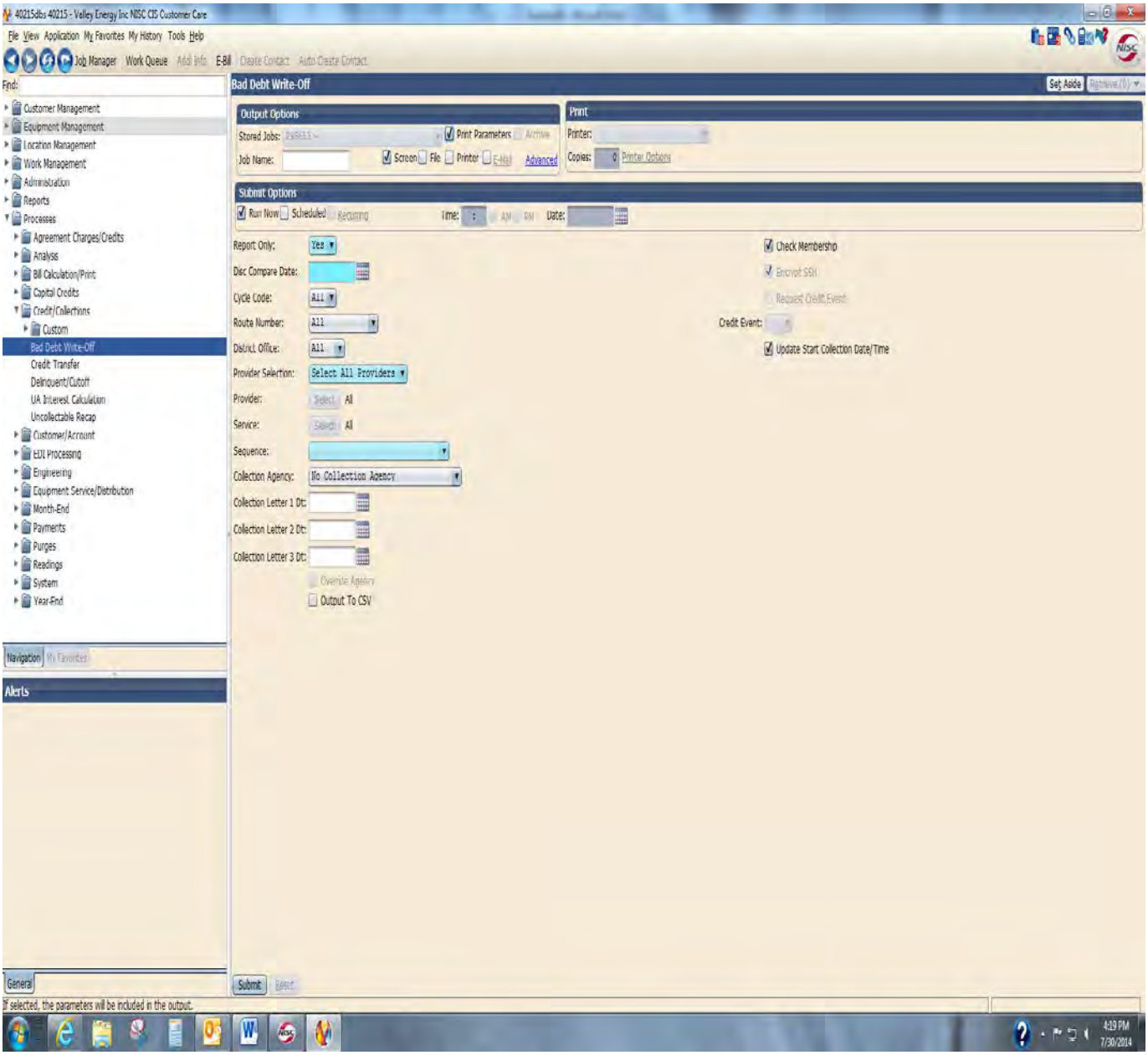
## For New York Customers:

| Organization Name | Telephone # |
|---|---|
| Tioga County Dept. of Social Services | (607) 687-8300 |
| Tioga Opportunities | (607) 687-4222 |
| The Bridge | (570) 888-8826 |
| Catholic Charities | (607) 414-1023 |
| Rural Ministries | (607) 687-3021 |
| Open Door Mission | (607) 687-1121 |

# Bad Debt Write-Off Process

At the beginning of every month this process is used to write off customer accounts from the accounts receivable and create an uncollectable account and receivable amount. This process is usually done by the customer service manager.

First, in "FIND" type "write off" and click on "Write Offs (Bad Debt Writ-Offs) (*Processes*) in CIS.
CIS > Processes > Credit/Collections > Bad Debt Write-Off




Next, run the Bad Debt Write-Off process in **Report only mode**. Report only mode will provide the listing but will not update records. This allows corrections and review to be completed prior to running the process in update mode. The report output from this process displays two sections: the write-off account section and the accounts ineligible for write-off section.

To Generate the Bad Debt Write-Off Report make the following selections:

- Report only – Yes, this doesn't write off the accounts.
- Disc Compare Date – this is the disconnect date. Enter the last day of the month you want to write off. Example July write off s date would be enter 07/31/XXXX.
- Cycle Code – Select All
- Route – Select All
- District Office – Select All
- Provider Selection - Select All Providers
- Sequence – select the option 2 – Name within Cycle. This will list the customer alphabetically within each cycle. ***Note:*** Cycle 1through 5 is Pennsylvania customers with Cycles 6 and 7 being New York customers.
- Collection Agency – select No Collection Agency
- Enter the Collection Letter Dt 1, 2, 3 this is not used
- Click **Submit** to run the process. A processing dialog box displays momentarily while the report is being processed. After the report has been processed, the dialog box displays Complete in the Run Status field.
- Click **View** to view the report.
- Highlight the report "Writeoff" and print the report.

After the report has printed review each account and write the service address on the report if it is not listed. Sometimes there is a forwarding address on the report, and when you create the final letters (see attached); you will need to list the address where service was rendered. If the account has a small balance, you can perform a small balance write off or penalty adjustment.

Next mail the final letters. If during the month the mail is returned with a new mailing address the account is updated and the letter is re-mail using the latest address.

At the end of the month run the Bad Debt Write-Off process report again using the same selections as above, only this time choose **"No"** under the "Report Only." This process is used to write off a customer's financial account (account/provider) from the accounts receivable and create an uncollectable account and receivable amount. Once the report has been generated, print the report. This report is use to prepare the charge off list for the next Board of Director meeting.

Approximately a month prior to the Board of Directors meeting the complete charge off list is prepare for Board approval at the meeting. Using the reports generated from NISC enter the customer information into an excel spreadsheet which can be found under the Customer Service Drive>Charge-Offs_Original folder. There are three spreadsheets: PA Gas, NY Gas and Jobbing Charge Offs. When all of these spreadsheets are completed, the files are then forwarded to the VP/Treasurer.

Upon receiving Board of Director approval the written off accounts are then sent to the collection agency.

# DISCONNECT SERVICE ORDER

One day prior to the disconnect date, using the DQ1 Register, review all highlighted accounts for payments or satisfactory payment arrangements of the past due balance. A disconnect service order is created for all non-pay accounts and accounts without an arrangement.  To generate a disconnect see “Service Orders”.

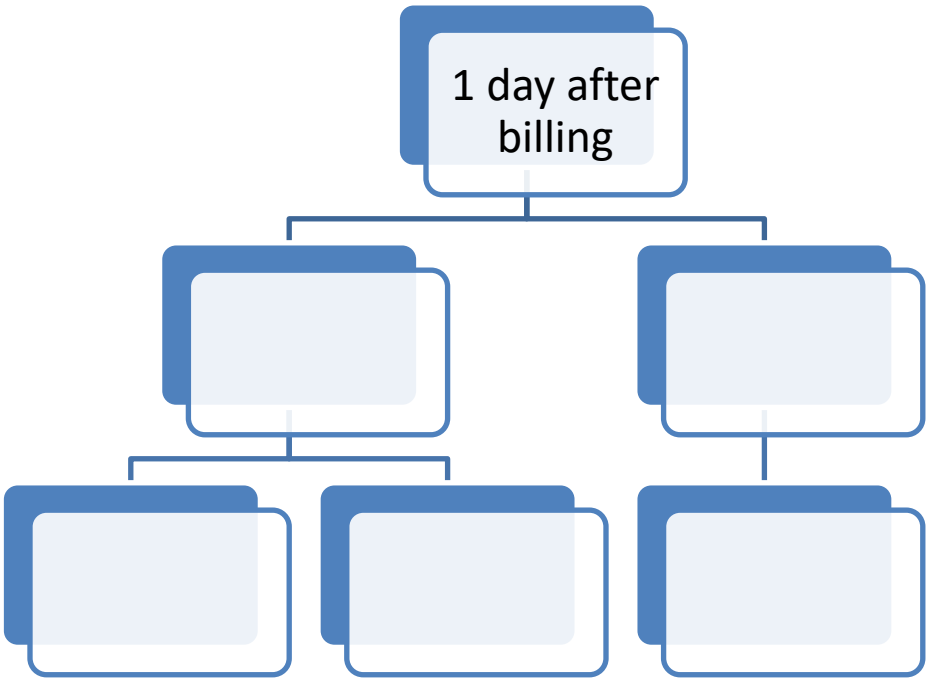
# RECONNECTION OF SERVICE

If a customer's service is shut off for non-pay and calls for reconnection, they must either pay the balance in full or make a payment agreement for the balance. Pennsylvania and New York customers are required to pay a $25.00 reconnect fee during normal business hours and a $30.00 reconnect fee outside of normal business hours. A deposit may also be required.

If the final bill is past due, the customer now becomes a new applicant and will need to apply for service again. They will not be charged a reconnect fee.

To generate a service order for reconnection, see "Service Orders".

Pennsylvania Collection Flow Chart



# Section 7

## Reports

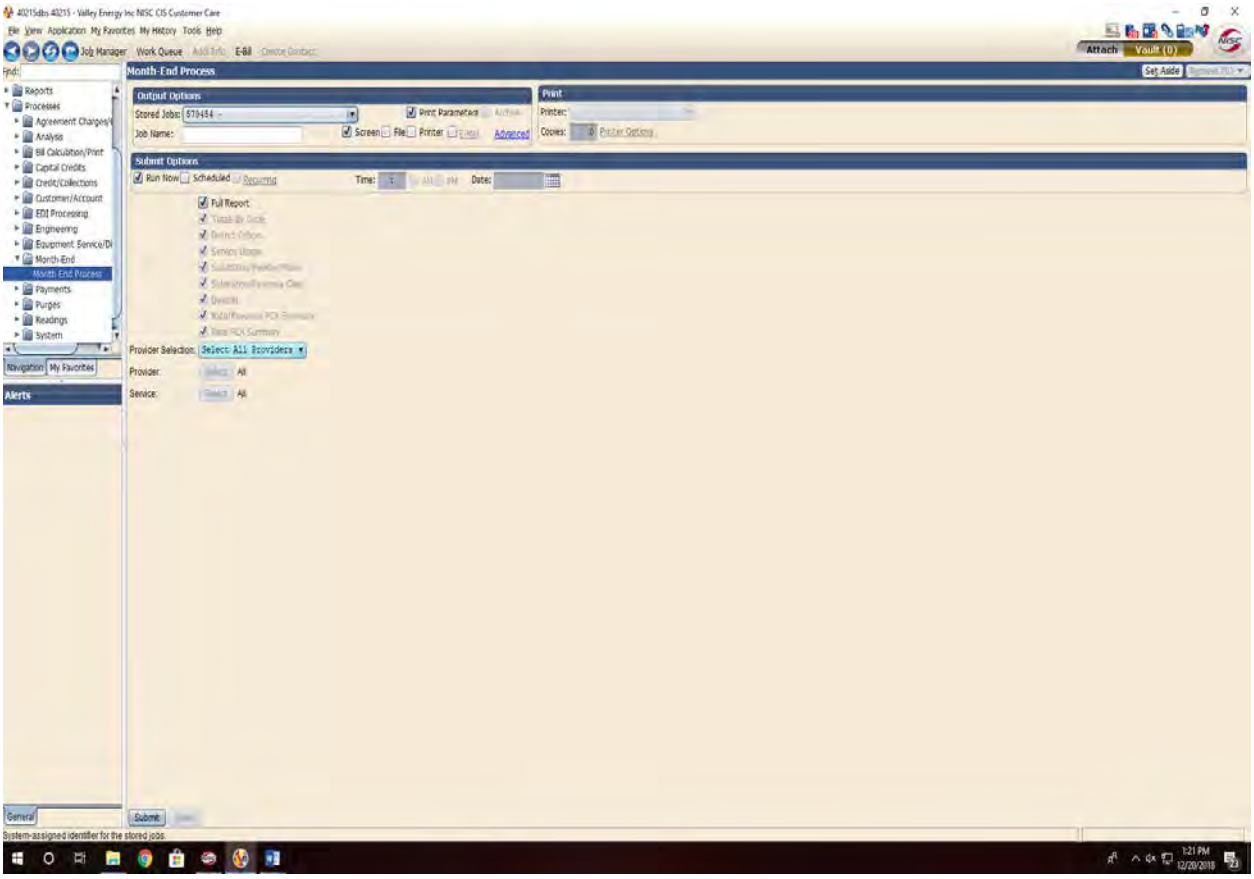
- **Month End**
- **Year End**

## Custom Reports

# MONTH END PROCEDURES

After the Transportation accounts are billed the first of each month, we process month end. When the month end process is completed it creates a list of reports that are printed and given to the Vice President/Treasurer.

Select “Processes”, Month End, Month End Process. Give the job a name. The reports are pre-selected. Hit “Submit” to run the report immediately or under Submit Options you can click “scheduled” and input the date and time you want the report to run.



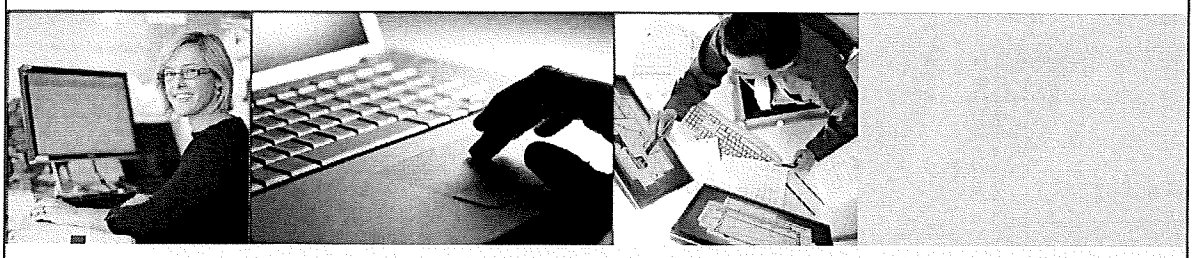
National Information Solutions Cooperative®

This process is on the NISC Community Page each year.

BRIAN WOLF® NATIONAL LEARNING CENTER

# CIS Year-End Process

# 2018 iVUE 2.43



# EMERGENCY ADDRESS REPORT

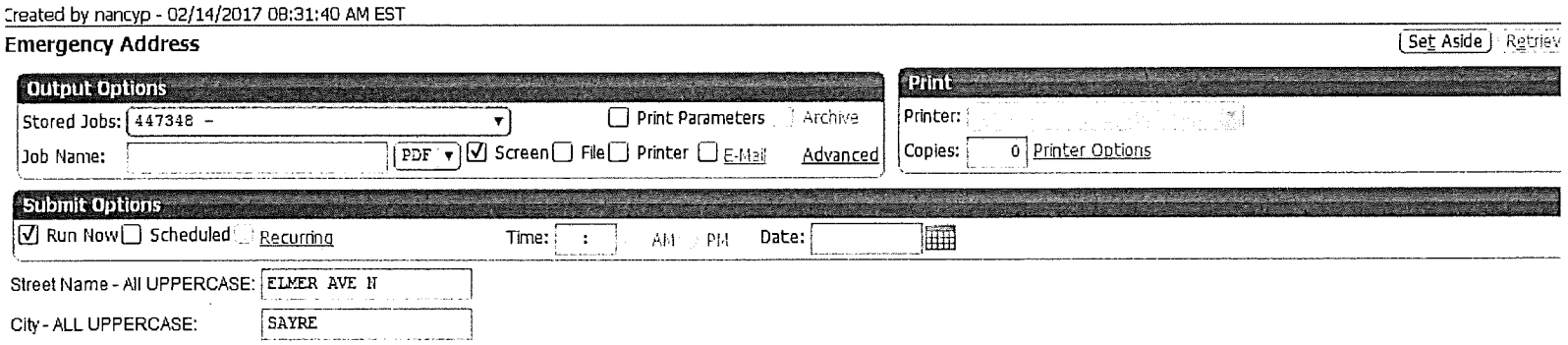
When there is an emergency involving a certain street, you can pull all the customers on that street by using this report:

- Go to Reports
- Customer Management
- Custom
- Emergency Address

Enter the Street Name (Ex: for N. Elmer Ave., put in Elmer Ave N) in Uppercase **and** the Town/City in Uppercase. Hit submit

You can also search by town only. This will give you all the streets in a certain town.

Screen shot is attached.



# EMERGENCY ADDRESS REPORT

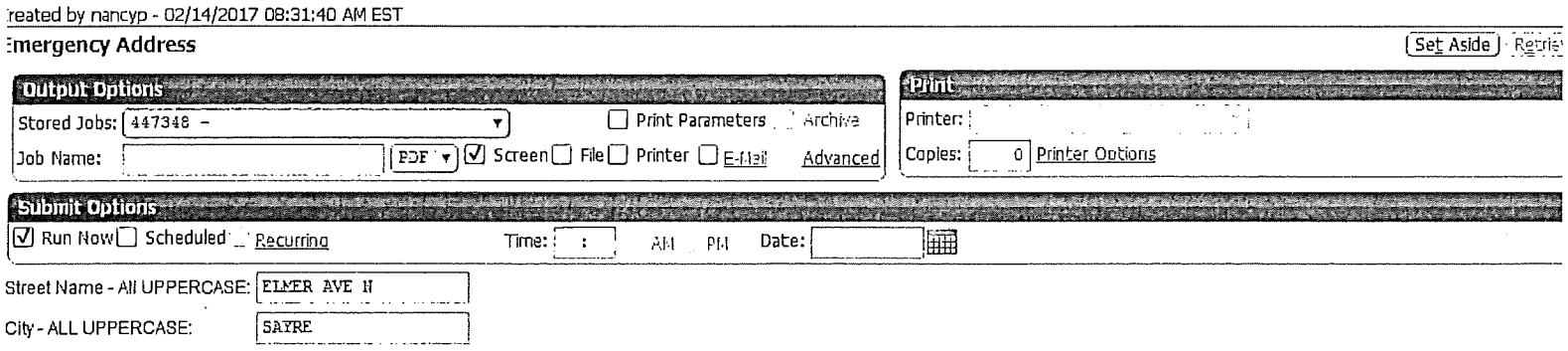
When there is an emergency involving a certain street, you can pull all the customers on that street by using this report:

- Go to Reports
- Customer Management
- Custom
- Emergency Address

Enter the Street Name (Ex: for N. Elmer Ave., put in Elmer Ave N) in Uppercase **and** the Town/City in Uppercase. Hit submit

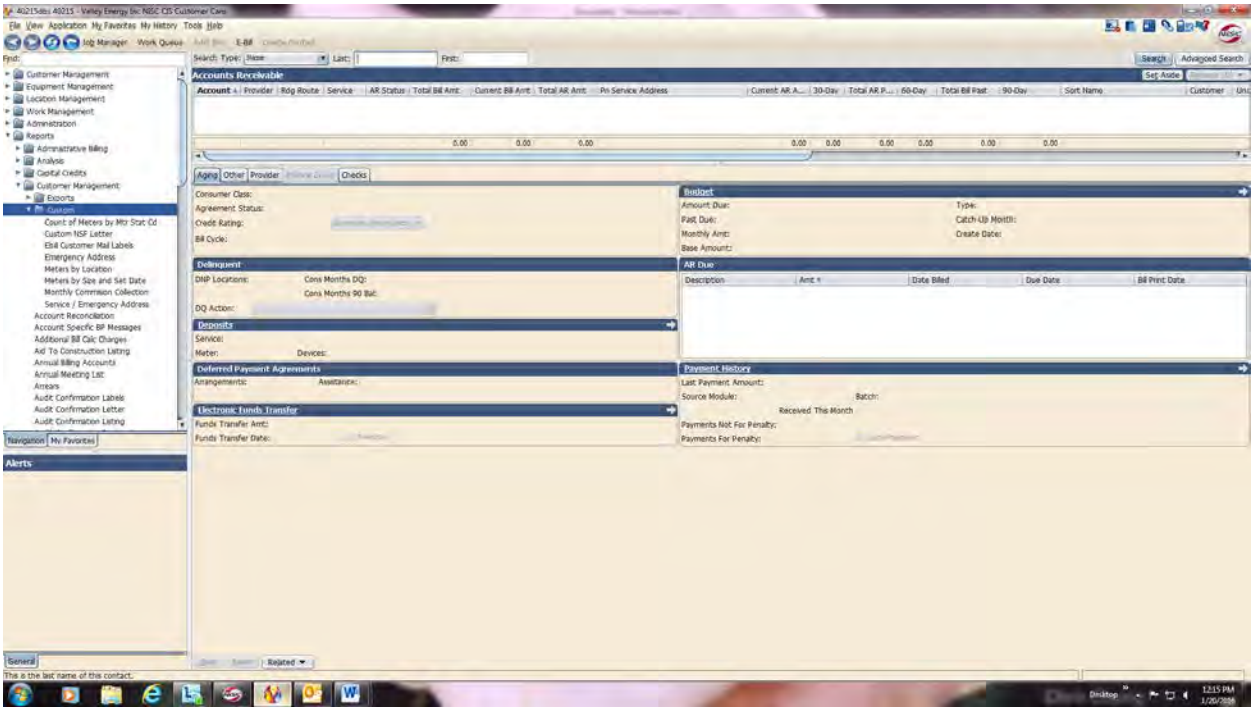
You can also search by town only. This will give you all the streets in a certain town.

Screen shot is attached.



# CUSTOM REPORTS

To find a list of custom reports, go to Navigation>Reports>Customer Management>Custom. This gives you a list of all the reports created for us by NISC.



# Section 8

## PUC Reports

- **Monthly**
  - **56.231**
- **Annually**
  - **56.231**
  - **Customer Service Survey**
  - **Cold Weather Survey**
  - **Hardship Fund**
  - **Accounts with $10,000. Balance**
  - **Medical Certificates**

# PUC COLLECTIONS REPORT (MONTHLY)

On the 15th of each month the PUC Collection Report is due for the prior month. This report is completed online.

To sign in go to your browser and type http://pucksi.state.pa.us:40800/login.aspx

Log in using 122200 as both the Access Code and Password.

Click on the section in red “Enter Residential 56.231 Monthly Data"

First, select the correct year and month you are reporting. Click **Find.** The message that displays says “There is no data for this month. You may enter your data now”.

Enter your name, email address and phone number in the space provided.

Next, enter the information on each line.

# HOW TO RETRIEVE REPORTS FOR PUC REPORTING

- Click on Navigation>Reports>Customer Management>Custom
- Click Count of Meters by Mtr Stat Cd. Run report under Summary and select All for Rev Code.
- Print 2 Copies of the Report. Give one to VP/Treasurer.
- Click on Monthly Commission Collection and submit. This will report numbers for PA and NY on separate reports.

- Run an Open Balance Register for inactive accounts. See parameters below:

**PARAMETERS ENTERED:**

| | |
|---|---|
| **Debit Balance:** | <>0 |
| **Aging:** | Total |
| **Include Payment Arrg Accounts:** | Y |
| **Include Payment Assistance Accounts:** | Y |
| **Provider Detail:** | Y |
| **Format:** | Summary |
| **Primary Group:** | Cycle |
| **Sort:** | AcctNbr |
| **A/R Status Code:** | 41, 42 |
| **Service:** | All |
| **Provider:** | All |
| **Billing Cycle:** | 1, 2, 3, 4 |
| **AR Hold Switch:** | ALL |
| **Rev Class Cd:** | 1, 18 |
| **District Office Cd:** | All |
| **Consumer Class:** | All |

*THESE ARE SENT VIA EMAIL EACH YEAR BY PUC

# Additional Annual Reports
# Accounts with Arrearages in Excess of $10,000.
# Medical Certificates

As a reminder, the attached reports must be completed for the calendar year 2015, per the new reporting requirements found in Sections 1410.1(3) and 1410.1(4). These annual reports are due to the Commission by April 1, 2016. Please see the email below for additional information. If these reports have already been submitted, please disregard this reminder. Thank you.

Per the new reporting requirements found in Sections 1410.1(3) and 1410.1(4), please complete the attached reports for the calendar year 2015. These annual reports are due to the Commission by April 1, 2016, and must be filed at Docket No. M-2014-2448824, with an electronic copy sent to the Director of the Commission's Bureau of Consumer Services (abechtel@pa.gov), copying Lisa Jenkins (lisjenkins@pa.gov) and Kathy Solence (ksolence@pa.gov). We are pursuing automation (vs. email) so that when the automation is in place, the emails to BCS will likely be a courtesy confirmation that all of your data has been completed and accurately entered into our system. If you have any questions, please contact Lisa Jenkins and Kathy Solence. Thank you.

Pennsylvania Public Utility Commission

**PUC Collections Reporting System**

| Enter Residential 56.231 Monthly Data | Enter Residential 56.231 Annual Data
| Log out

## > Enter Residential 56.231 Monthly Data

Bottom

**Your Utility Code:** 12 | 2200

Find | Clear

**Name, Email Address, and Phone Number:**

**Year:** 2015

**Month:** Jan

**Status:**

| Line# | Description | Number of Customer Accounts |
|---|---|---|
| | **(a) Within 15 days after the end of each month, each electric distribution utility, natural gas distribution utility, and class A water distribution utility shall file with the Commission a report containing the following information concerning residential accounts for that month:** | |
| 1. | The total number of residential heating customers. | found on count of meters rpt |
| 2. | The total number of residential non-heating customers. | 0 |
| 3. | The total number of active residential accounts in arrears and not on a payment agreement. | found on monthly commission rpt |
| 4. | The total dollar amount in arrears for active residential accounts in arrears and not on a payment agreement. | 0 |
| 5. | The total number of active residential accounts in arrears and on a payment agreement. | found in cust serv file -collections |
| 6. | The total dollar amount in arrears for active residential accounts in arrears and on a payment agreement. | 0 |
| 7. | The total number of inactive residential accounts in arrears. | found on open bal - select inactive accts |
| 8. | The total dollar amount of inactive residential accounts in arrears. | 0 |
| 9. | The total number of ten-day termination notices sent out by company. | found on dq1 registers - cyc 1-4 |
| 10. | The total number of dwellings receiving termination notices sent to occupants other than the customer. | 0 |
| 11. | The total number of 3-day termination notices completed by personal contact in person. | number of tags |
| 12. | The total number of 3-day termination notices completed by personal contact by telephone. | 0 |
| 13. | The total number of 48-hour termination notices posted. | 0 |
| 14. | The total number of terminations for non-payment. | found on nonpay turn offs report |
| 15. | The total number of terminations for reasons other than non-payment. | 0 |
| 16. | The total number of terminations for non-payment and reasons other than non-payment categorized by the first three digits of each accounts postal code. Line 16 must equal the sum of lines 14 and 15. Line 16 must equal the sum of lines 24 through 73. | 0 |

| | | |
|---|---|---|
| 17. | The total number of reconnections for full customer payment, partial customer payment or payment agreement. | 0 |
| 18. | The total number of reconnections for customer submission of medical certification. | 0 |
| 19. | The total number of reconnections for reasons other than customer payment or medical certification. | 0 |
| 20. | The total number of applicants that are requested to pay or are billed a security deposit. | found on deposit listing reprt |
| 21. | The total dollar amount in security deposits that are requested of or billed to applicants. | 0 |
| 22. | The total number of customers that are requested to pay or are billed a security deposit. | 0 |
| 23. | The total dollar amount in security deposits that are requested of or billed to customers. | 0 |

**Total Terminations by Zip Code**

| Line# | Zip | Count | Line# | Zip | Count | Line# | Zip | Count |
|---|---|---|---|---|---|---|---|---|
| 24. | 150XX | 0 | 25. | 151XX | 0 | 26. | 152XX | 0 |
| 27. | 153XX | 0 | 28. | 154XX | 0 | 29. | 155XX | 0 |
| 30. | 156XX | 0 | 31. | 157XX | 0 | 32. | 158XX | 0 |
| 33. | 159XX | 0 | 34. | 160XX | 0 | 35. | 161XX | 0 |
| 36. | 162XX | 0 | 37. | 163XX | 0 | 38. | 164XX | 0 |
| 39. | 165XX | 0 | 40. | 166XX | 0 | 41. | 167XX | 0 |
| 42. | 168XX | 0 | 43. | 169XX | 0 | 44. | 170XX | 0 |
| 45. | 171XX | 0 | 46. | 172XX | 0 | 47. | 173XX | 0 |
| 48. | 174XX | 0 | 49. | 175XX | 0 | 50. | 176XX | 0 |
| 51. | 177XX | 0 | 52. | 178XX | 0 | 53. | 179XX | 0 |
| 54. | 180XX | 0 | 55. | 181XX | 0 | 56. | 182XX | 0 |
| 57. | 183XX | 0 | 58. | 184XX | 0 | 59. | 185XX | 0 |
| 60. | 186XX | 0 | 61. | 187XX | 0 | 62. | 188XX | 0 |
| 63. | 189XX | 0 | 64. | 190XX | 0 | 65. | 191XX | 0 |
| 66. | 192XX | 0 | 67. | 193XX | 0 | 68. | 194XX | 0 |
| 69. | 195XX | 0 | 70. | 196XX | 0 | 71. | 197XX | 0 |
| 72. | 198XX | 0 | 73. | 199XX | 0 | | | |

Save

Top

You are presently accessing the PUC Collections Reporting System Web Application

Pennsylvania Public Utility Commission

**PUC Collections Reporting System**

| Enter Residential 56.231 Monthly Data | Enter Residential 56.231 Annual Data
| Log out

## > Enter Residential 56.231 Annual Data

Bottom

**Your Utility Code:** 12 2200 Find Clear

**Name, Email Address, and Phone Number:**

**Year:** 2016

**Status:**

| Line# | Description | Number of Customer Accounts |
|---|---|---|
| | **(b) Within 90 days after the end of each year, each electric distribution utility, natural gas distribution utility, and class A water distribution utility shall file with the Commission a report containing the following information concerning residential accounts for the previous year:** | |
| 1. | The total number of security deposits on hand. | 0 Deposit Listing Report |
| 2. | The total dollar amount in security deposits on hand. | 0 |
| 3. | The total dollar amount of annual collection operating expenses. | 0 Collection Report found in Excel |
| 4. | The total dollar amount of annual residential billings. | 0 Director's Report in General Leger |
| 5. | The total dollar amount of annual gross residential write-offs. | 0 GL acct 144.00 Trans Detail |
| 6. | The total dollar amount of annual net residential write-offs. | Subtract pmts from gross w/o |
| 7. | The average monthly bill for the previous year for a heating customer. | .00 Summary of Cust Volumes - Jamie |
| 8. | The average monthly bill for the previous year for a non-heating customer. | .00 |
| 9. | The average monthly usage for a heating customer. Each industry uses its own unit of usage. Electric = kWhs; Gas = MCF's; Water = Gallons. | .00 |
| 10. | The average monthly usage for a non-heating customer. Each industry uses its own unit of usage. Electric = kWhs; Gas = MCF's; Water = Gallons. | .00 |

Save Top

You are presently accessing the PUC Collections Reporting System Web Application

- Run a Deposit Listing using these parameters:

**PARAMETERS ENTERED:**

| | |
|---|---|
| **Format:** | Detail |
| **Primary Group:** | BillCycle |
| **Secondary Group:** | None |
| **Sort:** | Account |
| **Include Deposit Paid:** | N |
| **Deposit Amount:** | 1.00 TO 999,999,999,999.00 |
| **Service:** | All |
| **Provider:** | All |
| **District Office:** | All |
| **Deposit Type:** | 1 |
| **Bill Cycle:** | All |
| **Deposit Date:** | 04/01/2018 To 04/19/2018 |
| **Service Status:** | 1, 7 |
| **Hold Deposit Sw:** | All |

# Section 9

**Valley Energy's Policies and Procedures**

**The manual is in the Vice President/Treasurer's Office**

**Pennsylvania Public Utilities Commission**

- **Chapter 56 can be found online at:**

  www.pacode.com/secure/data/052/chapter56/chap56toc.html

- **Chapter 14 can be found online at:**

  **www.legis.state.pa.us**/WU01/LI/LI/CT/HTM/66/00.014..HTM

**New York Public Service Commission**

**New York Energy Fair Practice can be found online at http://www.dps.ny.gov/HEFPA_Brochure_12-08.pdf**