

## Billing System Functionalities Assessment Matrix

Instructions for all worksheets in this Spreadsheet:

Vendor should provide a response to each of the questions and/or possible functionalities outlined in the attached worksheet (in yellow) as follows. Not all functionalities are required: only those marked as "Mandatory" are required. Vendor will not be penalized for functionalities marked as "Optional" - but vendors who can satisfy the functionality should indicate so. **VENDORS MAY NOT UNLOCK THIS SPREADSHEET AND THE SPREADSHEET MUST BE RETURNED IN THE SAME FORMAT AS DELIVERED.** Vendors submitting proposals in response to this RFP are responsible for seeking clarification (before the appropriate deadline to submit questions as indicated in the RFP) of any ambiguity, confusion or perceived error in the Request for Proposal (including this Matrix) prior to submitting proposals. Any such ambiguity or error will be waived if clarification is not sought at the appropriate time prior to proposal submission, and any functionalities for which the vendor later indicates confusion of, or needs clarification on, in their submitted proposal will not be given credit for the respective functionality. Any positive response to a functionality implies that the proposed system can automatically perform such functions with little or no manual effort by LFUCG, unless otherwise noted by the vendor in the Comments section. (Note: the source of this spreadsheet is Utility Planning Network's C-SAT Database Copyright 2014 All Rights Reserved - Acton MA USA 01720)

Options for Vendor Responses to "Vendor Capabilities" Columns:	Description:	
BASE	The function is provided in the base product. No modification is required.	
FREE MOD	No, the function is not in the base product but we will modify it at no cost.	
ADD-ON	No, the function is not in the base but we can handle this functionality with another add-on product/module. <b><u>(In the appropriate comments box, please indicate details of the module and/or product, and indicate price.)</u></b>	
MOD AT COST	The function will require a modification. <b><u>(Provide the itemized cost in the appropriate Comments column, and include this itemized cost as a part of your Cost Quotation.)</u></b>	
NO	The function is not available and can not be modified.	

Billing System Functionalities	Vendor Capabilities. (Indicate one of the following: BASE; FREE; MOD; ADD-ON; MOD AT COST; NO or NOT APPLICABLE )	Comment(s)	Line Reference #
<b>General/Mandatory</b>			1
Ability to handle all of LFUCG's rates, adjustments and fees as list in this RFP and on LFUCG's web site.	BASE	Mandatory	2
Ability to charge late interest and penalties as referenced/described in the RFP, related attachments and on the LFUCG web site.	BASE	Mandatory	3
Vendor will convert all data from the current billing system.	BASE	Mandatory	4
Vendor will convert all data from the current legacy dumpster program (described in the RFP) so that dumpster fees may be billed from the new billing system as well.	BASE	Mandatory	5
The system can automatically generate a minimum bill when no meter reading is reported in data delivered by KAW via the MFT site. This minimum billing should occur without any manual intervention from LFUCG staff.	BASE	Mandatory	6
Ability to stop blaster calls on a particular account, or on a group of accounts. (Example: automatically stop blaster calls on all bankrupt accounts.) To select a group of accounts, this process must be able to be done easily to an entire group -- not by selecting one account at a time.	BASE	Mandatory	7
Ability to stop letters on a particular account, or on a group of accounts. (Example: automatically stop letters on all bankrupt customers.) To select a group of accounts, this process must be able to be done easily to an entire group -- not by selecting one account at a time.	BASE	Mandatory	8
If a customer has an active and an inactive account, the delinquent balance for each service type on the inactive account can be transferred to the customers' active account.	BASE	Mandatory	9
Vendor will create an semi or fully-automated method for which LFUCG can download usage data from American Water (see attached files for data layout) so that vendor's billing system loads such data and enables LFUCG to bill with that data provided by American Water.	FREE MOD	Mandatory	10
The system shall identify and exclude billing for all meter-reading exceptions that are outside high/low parameters established by LFUCG. A report indicating such exceptions is generated after each billing cycle.	BASE	Mandatory	11
System can automatically lock customers out of payment channels based on user defined scenarios. For example, the system can lock customers out of paying via IVR and online if the customer has had water shut off for nonpay of sewer.	BASE	Mandatory	12
Ability to designate meter reads as Actual, Estimated, or Special Read.	BASE	Mandatory	13
According to LFUCG rules, the billing system will not bill Sewer for Sprinkler, Fire Hydrant, or Fire Service only accounts. Indicators on these accounts will identify them for WQMF service billing only (as indicated by LFUCG), i.e., no regular water service is found on the parcel.	BASE	Mandatory	14
The system has the ability to bill consumption for sewer service in gallons and to display consumption on the billing statements as gallons and also as HGAL. Due to very large usage in a few exceptional cases, the consumption can display as CCF.	BASE	Mandatory	15
The system can express consumption rate steps in whole numbers of gallons.	BASE	Mandatory	16

The system can charge a minimum bill for Sewer consumption between zero and a designated amount of gallons.	BASE	Mandatory	17
The system has the ability to bill designated accounts for Landfill based on the number of Herbie containers at the premises. The system must accept a weekly flat file with landfill data, which contains the KAW Premise Number and number of units.	FREE MOD	Mandatory	18
The billing is based on the average water consumption for usage during the months of November through April, or any three months of winter usage. A residential customer's sewer bill is then calculated using the FWA or actual usage, whichever is lower, for the months of May through October. The system needs to automatically calculate and appropriately apply the FWA calculations to the bills without any user intervention.	BASE	Mandatory	19
The resulting 30-day Average is used to calculate Sewer consumption with billing dates on or after May 1 through October 31. No bill will be created on May 1 or November 1 to allow for this process.	BASE	Mandatory	20
During the spring and summer, the billing system can charge new accounts, without a billing history of at least 3 fall/winter months, 90% of their usage for the Sewer portion.	BASE	Mandatory	21
Exclude from the FWA calculation all consumptions of zero during the relevant usage period.	BASE	Mandatory	22
The system will allow for the granting of additional Fall/Winter Average credit and sewer adjustments.	BASE	Mandatory	23
Except during the period of the Fall/Winter Average, the Sewer is billed according to actual consumption of water.	BASE	Mandatory	24
The billing system allows correction / override of the current FWA and use of the corrected value in calculating summer consumption.	BASE	Mandatory	25
Ability to charge a flat fee charge (admin fee) to an account regardless if the account is a sewer customer or not and this charge is a separate line item on the bill.	BASE	Mandatory	26
Ability for LFUCG to make both monetary and consumption adjustments in the system.	BASE	Mandatory	27
System can charge taxes as follows: A state sales tax of 6% of the sewer fee should be calculated for accounts classified as commercial and industrial. The only exception to commercial accounts is for those who have submitted sales tax exemption certificates. OPA (Other Public Authority) accounts are accounts belonging to governmental, quasi-governmental or public schools and also exempt from state sales tax.	BASE	Mandatory	28
The system will bunch all government bills that are coded with a specific code.	BASE	Mandatory	29
Ability to code groups or individual accounts as penalty exempt and/or tax exempt.	BASE	Mandatory	30
When KAWC sends a final reading in their file, the system performs the necessary processing to move out/in a customer.	FREE MOD	Mandatory	31
After the final billing statement has been created, the billing system will generate no additional billing statement unless there is financial activity on the account.	BASE	Mandatory	32
For delinquency purposes, the system provides the ability for an LFUCG user to transfer charges from a closed to an active account, including retention of the due date of the original charge.	BASE	Mandatory	33
The system allows an authorized user to enter into the billing system Extra-Strength Commercial Charges and the corresponding taxes on these charges. The system processes such charges.	BASE	Mandatory	34

The billing system processes Sewer Exclusion Credits and the corresponding taxes on such credits; these may be manually entered into the billing system by account.	BASE	Mandatory	35
The billing system processes Water Quality Management Fee (WQMF) adjustments; these may be added manually into the billing system by account. Such adjustments appear as separate line items on relevant account bills.	BASE	Mandatory	36
The proposed billing system and IVR must provide, at a minimum, all of the current functionalities offered by LFUCG's current CustomerSuite billing system and current IVR.	N/A	Question removed per Addendum# 2	37
Changes for WQMF accounts will be made in the new billing system using a comma delimited file extracted from LFUCG's Stormwater database with a SQL query. The query only pulls premises that have been changed since the last monthly billing file was created. The file includes two columns – premise number and number of ERUs. The information should be uploaded to the billing system by matching up the premise with the new number of ERUs.	FREE MOD	Mandatory	38
If WQMF services have not yet been added to a new account, the system must be able to charge Sewer service without the Water Quality Management Fee (WQMF) and/or Landfill Services.	BASE	Mandatory	39
Transfer all data from the current billing system to the new billing system, including but not limited to data held in OnBase.	BASE	Mandatory. This will be driven by the SOW which will list all the data sources to be converted.	40
<b>Customer Service</b>			41
Ability to process credit card payments directly through the solution. For example, a credit card can be entered or swiped, approved or declined, and posted directly to the customers account with a batch total created for reconciliation at the end of the day.	BASE		42
Daily Payment Reconciliation. For each customer service representative that processes payments throughout the day, the ability to balance out and reconcile their daily batches including their drawer count within the software.	BASE		43
Defining Fields. Ability to change the name of at least ten (10) fields, and if necessary extend the length of these fields. Includes ability to define the type and format of data entered into each field.	BASE		44
Ability to query on User Defined Fields (that are mentioned in the "Defining Fields" functionality.)	BASE	assumes using the ad hoc reporting tool	45
Provide for contact and performance statistics (Number of calls, satisfied or completed calls, length of time for completion, call types, geographic area, response times, response needs, report by calls within dates / times.)	BASE	assumes using the ad hoc reporting tool. The length of the call will be stored in the IVR system and needs to be accessible to the CIS	46
Designate payments allocation by priority. Be able to have a customer payment allotted to different services in the order we designate in terms of priority. Example: pay sewer first, WQMF second, etc.	BASE		47
Ability to proportion payment allocation. Be able to have a customer payment allotted to different services based on user-designated percentages. For example, apply 1/3 of a payment to sewer, 1/3 of the payment to landfill and the remaining 1/3 to WQMF.	BASE		48
Ability to manually over-ride system payment allocation on an as-needed basis.	BASE		49

When a customer makes a payment when their water has been turned off for nonpay of sewer, the system enables the customer's payment (including any shutoff administrative fees) to be allocated to sewer first. This is possible even if the billing system is set up to allot payments in a different way (like even distribution of payments over all services.)	BASE		50
If full payment is not made, the system can automatically prorate the payment between the different services.	BASE		51
Have the ability to allow the users of the system to update account/premise information separate from the customer and meter tables.	BASE		52
Accommodate a variety of billing scenarios to include Summary Billing, Consolidated Billing, etc. to allow the utility to bill multiple sub-accounts from different meter reading cycles, premises and services into one summary type bill with supporting detail for each sub-account on the bill. Note: we are not identifying summary and consolidated billing as stuffing multiple bills into one envelope. Instead, <u>summary billing is ONE bill automatically generated by the billing system that can be provided to one payer for multiple locations (like Walmart headquarters paying one bill for multiple stores in the utility's service territory.)</u>	BASE		53
Have a field that tracks notes and a corresponding field that tracks the due date for payment arrangements. Be able to generate a report that indicates all payment arrangements that are coming up in a designated period of time, such as 'all payment arrangements due in the next 5 business days.'	BASE		54
Be able to automatically have a report on the previous scenario automatically generated on a periodic basis (ie weekly, monthly, etc).	BASE		55
Ability to create and update notes but not allow a user to delete previous notes.	BASE		56
System has the ability to create a report for adjustments entered by LFUCG users.	BASE		57
If an account is inactive with a zero balance, then the system should not allow a payment to be posted to it.	BASE	The system will show warnings but the user with proper security can override that	58
Track collection activity for active accounts and closed accounts including Bad Debt accounts. This is to include phone call records, letters sent, agreements made, etc. On-line view or report of contacts/notices made to accounts in the collection process. System will provide a mechanism to input collection contacts/notices and/or notes into the CIS.	BASE		59
Have a bill calculator that lets anyone talking to a customer run a quick and easy bill calculation to estimate a bill for customer.	BASE		60
Be able to reprint a bill easily from the billing system.	BASE		61
Once a bill is reprinted, be able to automatically email and fax it (without printing a hard copy) for a customer that has provided a fax number and/or email address.	BASE	The system will create a PDF and can be emailed. The faxing will require integration to the IVR system and the cost of this in not included in this proposal	62
Customers can view their current and previous LEXserv bills online, and opt out of paper billing. Bills are also available for downloading. (The service is currently provided by Blue Grass Mailing (BGM), and the vendor selected for this RFP will need to interface with BGM's system(s) or provide this functionality directly).	BASE	Mandatory	63

All customers currently set up as 'paperless' will be set up in the new system as 'paperless.'	BASE		64
Provide exception reporting of abnormal situations, such as consumption on an inactive account, or no consumption on an active account, etc.	BASE		65
Enable credit and debit card payments over the phone , and automatically add payment to working batch.	BASE		66
When a CSR takes a credit card over the phone, the credit card information only needs to be taken and entered once in order to properly process that payment.	BASE		67
Have viewable payment history to show type of payment such as if it was paid by cash, check, credit card, etc.	BASE		68
If a customer pays by check, have the system track what check number they used.	BASE		69
Ability to process credit card payments by swiping the card and not requiring to enter the card number directly. Therefore, a credit card can be entered or swiped, approved or declined, and posted directly to the customers account with a batch total created for reconciliation.	BASE		70
Scanning Documents. Ability to scan documents such as service orders, letters, etc. and link them to a specific customer. Ability to hyperlink files (scans) to customer accounts.	BASE		71
Capability of phone and internet payment, by check or credit card.	BASE		72
Accommodate interaction with the customer through the following methods: track and maintain history through all communications channels including but not limited to inbound and outbound calls, inbound and outbound e-mail, inbound and outbound correspondence, via web site access	BASE		73
Provide for the recording of a customer inquiry including the type of contact, who responded to the contact, the date/time the contact started, and the contact outcome.	BASE		74
Have the ability to search and view potential and existing customer contacts by any defined field, including a partial field. (Example, search for any customers with 'Jackson' in the street address.)	BASE		75
Ability to search for a customer without needing to identify the field on which the system should search. For example, if a user enters a last name, they do not need to also click 'last name' to identify the field that is being searched.	BASE		76
Customer contact features are fully integrated with the customer scripting process. Standard utility operating procedures can be displayed for call types.	BASE		77
Able to enter all new customer information without asking for, or rekeying, the same information twice.	BASE		78
System should be able to print customer information screen.	BASE		79
Easy access to payment history, and ability to print that screen/report.	BASE		80
<b>Correspondence</b>			81
Ability to automatically generate all LFUCG LEXserv letters in a nightly batch that is automatically sent in the correct format to LFUCG's chosen bill print vendor.	BASE		82
Provide for the generation of standardized form letters and responses to customer inquiries with information from the customer account imported automatically as required. For example: shutoff letters, delinquency letters, responses to EFT inquiries, etc	BASE		83
Ability to create correspondence templates including forms.	BASE		84
System can automatically generate correspondence upon a returned check, pre-authorized payment, or any user defined requirement. (Example: automatically generate a 'returned check letter'.)	BASE		85

<b>Customer Self Service - Internet Integration</b>			86
Allow customer to pay any bill online, either by check or credit card.	BASE	Mandatory	87
Provide for a security access number e.g. customer PIN that is either e-mailed to them after initial setup on the internet.	BASE		88
Allow view of consumption and payment history.	BASE		89
Allow customer to download history of usage (at least 12 months) into a spreadsheet.	BASE		90
Allow customer to download history of payments (at least 12 months) into a spreadsheet.	BASE		91
Allow for viewing and printing of current and previous bills.	BASE		92
Customer can change password/PIN.	BASE		93
Maintain consistency with LFUCG LEXserv web page.	BASE	Using the CSS	94
Track an approval number.	BASE	Assumes this is the ID for any online request received within the customer self service portal	95
<b>Customer Management</b>			96
<b>General</b>			97
The ability to establish a master account for a customer with a unique customer number, then be able to provide combined billing of all the customer's accounts. The combined billing must itemize each of the accounts separately and then total the Amount Due.	BASE		98
The system is customer centric whereas an individual has a customer number that never changes.	BASE		99
The system will have the ability to allow the users of the system to update customer information separate from the account/premise and meter tables.	BASE		100
The system can associate customers with a single or multiple accounts.	BASE		101
The system will provide for free-form comments about a customer. The system should be able to identify the author of a note/comment and the date/time created.	BASE		102
Using the data archived, generate reports that shows accurate consumption, revenue and billing history even if the customer has changed rates, rate codes. The report should be produced for any period or time range.	BASE		103
<b>Customer Identification and Access</b>			104
Provide a variety of ways to access customer information, including browsing and sort capabilities, partial keys.	BASE	Mandatory	105
System provides the following search capabilities:			106
Customer Name	BASE	Mandatory	107
Service Address	BASE	Mandatory	108
Account Number	BASE	Mandatory	109
Telephone number	BASE	Mandatory	110
Social Security Number	BASE	Mandatory	111
Tax ID Number (EIN)	BASE		112
Drivers License Number	BASE	Mandatory	113
Meter Number	BASE		114
Customer Number	BASE	Mandatory	115
Premise Number	BASE	Mandatory	116
KAW Premise Number	BASE	Mandatory	117
Complex/Subdivision Name	BASE		118
Email	BASE		119

GIS Coordinates	BASE		120
A history of what accounts an individual has recently visited is maintained (by individual user) so a user can quickly re-access an account they were previously looking at. (Example: user wants to look back at a customer account she/he looked at 4 accounts ago which is no longer open on a screen, and can click a drop down screen of the last 10 accounts she/he visited and click on the one she/he is looking for - and that account automatically opens.)	BASE	The last 10 accounts dropdown (bookmark)	121
The system provides a means for producing a random sample of customers for different actions.	BASE	Using the mass meter service work function	122
Able to view the history of all transactions (billing and receivables) related to the customers accounts (with current first) and the resulting balances with drill down capabilities for detail on each transaction. From this, it must be possible to view and re-print a previous bill.	BASE		123
Identify a life support/medical condition.	BASE		124
Track accounts receivable by the customer, master account, premise, service or sub-account or a bill.	BASE		125
Allow the user to view customer service history by premise and service.	BASE		126
Able to identify accounts and report accounts by rate classification. Example: residential, commercial, industrial, etc. or by independently identified and selected fields.	BASE		127
<b>Customer Setup and Link</b>			128
Provide for separate billing and service addresses as may be required.	BASE		129
Detect and handle duplicate customers in the system. For example, a new customer is entered but there is another customer in the system with some form of matching customer ID (social security number, driver's license, etc).	BASE		130
Provide for tax, penalty and disconnection exemptions at the customer level.	BASE		131
Record a variety of customer identification information such as Social Security number, tax ID number, drivers license, birth date, name of spouse, customer name, telephone number, bankruptcy type, bankruptcy case number, etc.	BASE		132
Ability to record and track people co-located at an account, such as roommates.	BASE		133
Allow for unlimited, free-form notes and/or comments related to the customer.	BASE		134
Standardize commonly used customer names so that they will always be spelled the same--for example, grocery chains, etc.	BASE		135
<b>Customer Based Information</b>			136
Have each customer information record at a minimum include the related data fields that are contained in the current billing system as follows: Billing History, Payment History, Consumption History, Product History, Credit Profile History, Alias Names, Soc. Sec No., Driver's License, Special Conditions, Spouse or Significant other Names, Roommates, DL#, Mailing Address, Deposit Information, Customer Complaints, Customer Correspondence (inbound and outbound), History of Service Addresses both Present and Past, Banking Information (for automatic drafting purposes), Date of Birth, Doing Business As Name (D.B.A.), Phone Number(s) (Cell phone, Unlisted phone, etc.), Email Address(es), Fax Number (s), Identify Dangerous Animals/People/Situation, Confidentiality requested, Headquarters and Branch Locations, Emergency Contact (Name & Method of Contact)	BASE		137
Convert and activate all current bank draft customers.	BASE	Mandatory	138
Able to search for co-residents by name, social security number or drivers license number	BASE		139



Provide the user the flexibility to display account/premise summaries of a customer on a single screen and drill-down capability.	BASE		140
Maintain historical information on dates and rates for rate code changes made for customer.	BASE		141
Provide ability to transfer all Customer Info listed above to new location.	BASE		142
<b>Customer Correspondence</b>			143
Maintain a history of all inbound and outbound correspondence, including but not limited to blaster calls and letters.	BASE		144
Document specific customer correspondence received, i.e.. date, specific comments, including date/time they called etc.	BASE		145
<b>Special Conditions and Special Needs</b>			146
Have the ability to Classify and Categorize customers with special needs or designations. (Example: board member, medical conditions, life support, elderly, disabled, etc)	BASE		147
Automatically generates notification of pending removal of a special condition status in a user specified number of days from the re-certification date.	BASE		148
<b>Account Management Functionalities</b>			149
<b>General</b>			150
Be able to view multiple accounts simultaneously without adversely affecting system speed.	BASE		151
Ability to scan documents such as service orders, letters, etc. and link them to a specific account.	BASE	The electronic copy will have to be available to enQuesta	152
System should have restrictions on individuals who can make certain changes. System should provide flexibility to easily assign restrictions down to a user level. (Example: User1 has access only to A, B and C; User2 has access only to C; etc.)	BASE		153
Be able to see a virtual signature next to any changes made in the system so that you can see who made the change, and what date they made the entry.	BASE	Through their user ID	154
Basic customer information should be entered one time and distributed as needed throughout the account. This functionality minimizes errors from entering the same information multiple times.	BASE		155
The system should not allow duplicate account numbers to be created. Unique account numbers.	BASE		156
The system provides for the unlimited entering and maintaining of misc. comments and information on customer accounts. Comments can be prioritized.	BASE		157
The system supports adjustments to service levels and will automatically calculate and apply associated billing adjustments in both dollars and consumption.	BASE		158
The system converts adjustments from the old system to appear as 'adjustments' in the current system - adjustments should not convert to the new CIS as just a reading.	BASE		159
Allow for the capability to maintain user-defined account information for classification of accounts for reporting purposes. Numerous user-definable fields will be required, all of which should be searchable in the system.	BASE	The scope of this could be limited due to the use of the word numerous	160
The system automatically updates accounts using Premise Change files from KAW on MFT site.	FREE MOD		161
If KAW notifies LFUCG that water is turned off for an account, Water Quality Management and Landfill Charges can be suspended.	BASE		162

Provides comment fields, which is available for unlimited, free-form comments about an account. The system should be able to identify the author of a note/comment and the date/time created.	BASE		163
The system has a detailed audit trail of changes made to customer accounts.	BASE		164
Maintain multiple contact/address information (third party) related to the account. The owner, manager, management company, etc. may be contacted to provide access to the premise, verification of tenant move in/out dates, handling of returned mail, etc.	BASE		165
Establish customer mailing address specific to each account.	BASE		166
System supports forced 'move-in' and 'move out'.	BASE		167
Provide temporary mailing address functionality specific to each account.	BASE		168
Provides a definable period of time that a temporary mailing address can be set, which starts automatically and the 'start date' and ends automatically on the 'end date'. (Example: customer goes to Florida for winter and wants bills mailed there for a few months.)	BASE		169
<b>Account Identification and Access</b>			170
Notification and status of the customers account and any "alarm" items associated with the account. Including but not limited to: pending shutoff, active, inactive, final, disconnected, write-off, and user defined statuses	BASE		171
Viewing of the history of all transactions (billing and receivables) related to the account with drill down capabilities	BASE		172
Ability to print previous bills	BASE		173
Permanent hold on accounts is an option.	BASE		174
Identify the dwelling type (or what's being served), i.e. e.g., house, workshop/garage, trailer, pump, irrigation, pool, etc.	BASE		175
<b>Account Transfer</b>			176
Provide the ability to transfer service from one customer account to another based on MFT data. This should be automated using Premise Change files from KAW MFT site.	BASE		177
Provide the ability to close an account with or without a transfer of service.	BASE		178
<b>Account Views</b>			180
Provide on screen access to account information from a consolidated view to a detailed view.	BASE		181
Provide consolidated view of a master account. All subaccounts will be included.	BASE		182
Provide consolidated view of a customer with multiple accounts. All accounts are billed separately.	BASE		183
Provide a service view including misc fees and charges	BASE		184
Provide a meter or multiple meter view.	BASE		185
Provide ability to reproduce the exact bill as it was produced and distributed to the customer. This capability should be able to show bill information for at least the past 12 months.	BASE	for old bills we need to depend on the images available in proper format.	186
Provide for access to a minimum of the past 4 years of history, read dates, reading, and bill amounts displaying the most recent information first.	BASE		187
Provide on screen view of account consumption/usage history by service/meter for a minimum of the past 4 years	BASE		188
Provide access to total combined consumption across multiple meters and multiple registers.	BASE		189

Provide on-screen access to a minimum of the past 4 years of customer account transactions (including bills, adjustments, payments) with drill down capabilities to view allocations, etc...	BASE		190
Ability to view a customer's account drilled down by fees and aging buckets. Aging to include standard buckets: 0-30 days; 31-60 days; 61-90 days; 91-120 days and 120+. User can see, and report on, aging by fee and/or service type (ie sewer, landfill, etc.)	BASE		191
Ability to view payment transactions including up-to-the-minute postings online and via the IVR.	BASE		192
Provide view of deposit information including an estimated refund date.	BASE		193
Provide view of an accounts credit history or credit score. Also provide the ability to determine how many times an account has been late over the past 2 years.	BASE		194
Provide view of an "Account at a glance". Information would include: A/R, deposit info, adjustments, payments, credit history, etc.	BASE		195
Provide access to historical and pending service orders for a premise.	BASE		196
Show charges and fees pending and not yet billed. Ex: move in fees, deposits, etc.	BASE		197
Print a formatted statement of account for example: billing / consumption / payment history for the customer displaying the most recent information first.	BASE		198
Ability to attach documents to an account, with easy one-click access to open the attached documents in multiple formats such as Word, Excel, etc. (Example: attach a scanned copy of a customers license and let a CSR click once to open the document with the scanned license.)	BASE		199
<b>Premise Management Functionalities</b>			200
System can keep track of accounts by current premise number received from KAWC system.	BASE	Mandatory	201
The system provides address validation features to avoid duplication of addresses and maintain data integrity.	BASE		202
Ability to allow the users of the system to update premise information.	BASE		203
System supports querying, sorting and reporting on property attributes.	BASE		205
Must be able to attach a graphic/photo/document to the service location, customer and meter screens	BASE	Assumes the electronic file is	206
Provide a method of identifying the premise by complex ID and unit ID (apartment complex name and apartment number, sub-division name and lot number, etc.)	BASE		207
The system maintains an audit trail that will track changes and/or corrections in premise addresses.	BASE		208
System maintains history of customers attached to this premise.	BASE		209
Check or select all street names against an established master file to ensure a proper match. The street names master file must uniquely identify each physical street in our service area even though a number of streets have identical street names. Street address searches must present addresses to the operator by a unique street identifier.	BASE	Using the enQuesta Street Range Master	210
Allow for unlimited, free-form notes and/or comments related to the premise	BASE		211
Allow the user to view premise service history by service and customer.	BASE		212
Display the status of the service at the premise, i.e., service is active; inactive; pending disconnect etc.	BASE		213
Provide capability to maintain user-defined premise information.	BASE		214
<b>Meter Management Functionalities</b>			215
General			216

The billing system can generate a meter inventory based on the data provided by KAWC in a the new account file.	FREE MOD		217
For every meter put into service, the following data should be maintained at a minimum (and searchable): meter number, meter size, current location, current customer, prior customers, active meter, inactive meter, discarded meter	BASE		218
Have the ability to print reports containing information about all or specific meters in the system. The user will be able to select / filter this information by meter number, meter size, meter status, premise, and customer.	BASE		219
System provides an on screen view of historical consumption by service address or location - history can show prior year consumption on same screen as current.	BASE		220
Allow for more than one meter at a premise and be able to assign a different rate to each meter.	BASE		221
<b>Rates Functionalities</b>			222
General			223
Ability to handle all rates. (See the appendix in the RFP for rates.) Handle flat rates, rates based on usage, and rates linked to other services.	BASE	Mandatory	224
For situations where an adjustment has to be made to a customer's bill during a time period that an older rate was in effect, the system can automatically calculate the adjustment based on the old and new rates. (Example: On Nov 14, Utility finds a meter reading mistake that was made Sept 3. Rates changed on Oct 1. The billing system needs to automatically recalculate the adjustment based on the older rate when the new correct meter reading is entered.)	BASE		225
Ability to handle rates (and estimations) where highest and/or lowest reads over a certain period of time are omitted for rate calculations.	BASE	Using the enQuesta criteria being set	226
Have the ability to allow the user of the system to easily maintain and update rate information.	BASE		227
Ability to handle rates for any possible future services like portable water, reclaimed water, etc.	BASE		228
Accommodate multiple billing rate structures that would be required to the different types of services. Support both fixed and variable rates.	BASE		229
Have the ability to log changes to rates with user, time, and date of change to track the customers historical rate assignments. Rate changes can only be done by authorized system users like the billing system supervisor or administrator.	BASE		230
Make rate changes effective by date (date driven). This way, the utility can enter the new rates before they become effective and the system will automatically change to those rates on the designated date.	BASE		231
Automatically prorate over any number of rate changes in a billing period while giving the utility the ability to manually override the pro-ration.	BASE		232
Ability to pro-rate final bills by days or consumption	BASE		233
Ability to calculate and bill rate changes on a per day basis for Landfill.	BASE		234
Allow for base charges by meter size	BASE		235
Provide for rates accommodating flat charges and allow for either minimum billing and/or consumption billing	BASE		236
Have sewer rates calculate based upon water consumption	BASE		237
Allow the user to implement rate changes quickly, to include the ability to establish new rates, where programming is not necessary	BASE		238

Retain all previous, expired rates and the linking of all rates (current or previous) to the accounts receivable entries calculated using that rate entry ex: for adjustments, credit billing, reporting etc....	BASE		239
Accommodate unlimited GL accounts for all rate components.	BASE		240
<b>Charges and Fees</b>			241
Provide for one-time charges, e.g.: Late Charge Penalty, Return Check Fee, etc.	BASE	Mandatory	242
The system will track and bill for all "SERVICE FEES" as outlined in this RFP. These fees will be automatically applied and billed by the system, where appropriate. Drop down choices of the fees will be available in the system to minimize the possibility of user input as well.	BASE		243
Provide for recurring charges.	BASE		244
Allow for establishing of a beginning and end date for these charges and uses these dates to determine if the charge or credit should be billed.	BASE	Using Rate algorithm tool	245
Automatically assign rates based upon user defined rate determinants such as customer class, special discounts, consumption caps, etc.	BASE		251
Ability to override rates which the system may automatically assign.	BASE		252
Provide the ability to override rate determinants at individual customer/premise.	BASE		253
<b>Reporting - Rate Information</b>			254
System's software will be modified in a timely manner to comply with any future local, state and/or federal regulations affecting rates or regulatory reporting.	BASE	In partnership w/ LFUCG.	255
Provides a reporting method for analysis of current rate structures to provide revenue and bill frequency analysis (number of bills and consumption).	BASE	May require ad hoc reports/dashboard	256
Have the ability to allow the users of the system to print rate reports. The user will be able to print reports by specific criteria and ranges of data. The rate report will list rates by premise, rates by customer, rates by billing code/cycle, rates by Service Types, rates by usage ranges, tax exempt, etc	BASE	May require ad hoc report	257
The system will generate an exception report for all meter-reading and/or usage exceptions because they are outside the established high/low parameters.	BASE		258
Provide for general rate reporting -- for example, allow reporting of consumption used and dollars received at the rate step block per individual customer and across the utility.	BASE		259
<b>Meter-Related Functionalities</b>			260
Ability to bill and continually update accounts using all MFT data. (See Appendix.)	BASE	Mandatory	261
Allow for flexibility while downloading meter and usage data from MFT. The software shall allow for easy synchronization while downloading / uploading, in addition recovery from incomplete synchronizations shall be easy as simply re-downloading until a correct and proper synchronization has occurred.	BASE		262
Include the download of meter information for inactive accounts.	BASE		263
Provide for the handling and storage of up to a 10 digit read	FREE MOD	Currently enQuesta uses 9 digit reads but that can be expanded to 10 digits easily	264
Reports should show any medical conditions that would prevent us from turning the water off at this address or any will pay actions or customers paying monthly on leaks.	BASE		265
Track, store and have the ability to view onscreen, specific information about each meter read, including premise id, meter serial number, time and date of the actual read.	BASE		266
System does not allow duplicate meters numbers.	BASE		267

System retains up to 3 digits after decimal of meter reading.	BASE	enQuesta stores readings as whole numbers but also uses multipliers to convert readings to usage	268
<b>Financial Management and Accounting Functionalities</b>			269
General			270
Provide end of day balance info to include and automatically generate a summary of total number of checks received, total cash, total stubs, total transactions and total dollar amount received. CIS system that provides an end of day report that summarizes multiple CSR payment batches. The report should include a total of the payment batches. For Example: Daily Summary Report Grand Total of all CSR payment batches. Subtotal #1: All Walk-in batches by Cash, Checks, Credit Card Payments, etc.. Subtotal #2: All Mail-in batches by Cash, Checks, Credit Card Payments, etc.. Repeat subtotals for EFT's etc.	BASE		271
Provide tools for the reconciliation of CIS revenue cycle with the General Ledger receivable cycle. The CIS will provide the tools in which to match the CIS Revenue Cycle with the appropriate period in the General Ledger.	BASE		272
The billing system establishes a different General Ledger code for each service, using fund account numbers supplied.	BASE		273
A separate General Ledger code can be created for converted open items, with a different rate for each service.	BASE		274
System enables user to run Aging Reports with aging broken down by fees (ie sewer, landfill, etc) within standard aging 'buckets' and other user-defined criteria.	BASE		275
For each customer service representative that processes payments throughout the day, the ability to balance out and reconcile their daily batches including their drawer count within the software. Currently the CSR's balance their payment batches and cash drawers manually on a daily cash drawer reconciliation sheet.	BASE		276
Quality Canned Reports Embedded - Monthly Revenue & Usage Reports: # of Gallons, \$'s, and # of Customers Billed - By Service & Type of Customer (Residential, Commercial, etc.) Top Customer Rankings (Top 20, Top 10, etc), Sales & Utility Tax Reporting - Sales Tax Exempt Customers (Sales Tax Exempt # field required), Utility Tax Reports	BASE	May require ad hoc reports/dashboard	277
For each fee, the system will show a running total of outstanding charges broken down by fees/transaction types. Examples: total running total of outstanding Interest Charge - Sewer, total running total of outstanding Penalty Charge - Sewer, etc.	BASE		278
Ability of utility to set a minimum that would prohibit a refund check from being processed if it does not meet the user-defined minimum	BASE		279
Able to generate a daily report for all payments collected during the previous day. This will help in the reconciliation & allocation for all payments received.	BASE		280
System can generate an invoice for a one-time charge.	BASE		281
Able to tie accounts together for the purpose of analyzing account activity (for example, an apartment complex that has many buildings, billed separately. We need to have their total consumption and billing info tied together.)	BASE	May require ad hoc report	282
Vendor will integrate and test all GL / AP export - and confirm it is working properly. All current GL codes will be transferred.	BASE		283
The billing system can fully integrate to the utility's current financial management system, so that billing & collection activity should post to the general ledger automatically.	BASE		284

Information flow should be easy to see from the Billing System to the GL Financial System - and the flow of information should be automated.	BASE	Assumes standard enQuesta GL Data format	285
Provide tools for the reconciliation of CIS revenue cycle with the G/L receivable cycle.	BASE	May require ad hoc report	286
Provide for an automated interface to G/L accounts payable for processing refunds.	BASE	Assumes standard file format	287
Provide the ability to download a revenue file for analysis that includes both monthly and cumulative information of the following: Account number, classification, service, meter number, taxes, usage, total billed amount, etc.	BASE	May require ad hoc report	288
Accommodate financial monthly (user defined time-frame) write-off for receivables	BASE		289
Provide for easy transition with end of year processes	BASE		290
Provide for file transfer capability of delinquency and charge offs	BASE		291
<b>Deposits</b>			292
The system has the ability to track deposits for each type of account	BASE		293
Receive a deposit for a single customer and across multiple accounts. A customer can apply a single deposit to cover multiple premises.	BASE		294
Transfer existing deposit(s) to a new account. At the point of termination, a customer has the option to have their deposit transferred to their new billing account or, if final bill ability to send a refund of deposit	BASE		295
Provide the capability of billing deposits in a single amount on the first bill.	BASE		296
Have a deposit check writer in the system.	BASE		297
Identify outstanding deposits which have been assessed and billed but not yet collected.	BASE		298
<b>Receivables</b>			299
Provide for viewing and reporting of the accounts receivable transactions by type by customer, account, service, etc	BASE		300
Provide a variety of user selected criteria for filtering of aging/financial reports	BASE		301
<b>Deposit Refunds</b>			302
Provide for reports of deposit refunds to active customers based upon: credit history and length of time the deposit has been on file.	BASE	May require ad hoc report	303
Automatically apply or refund a customer deposit when the account is terminated. Have the ability to have the deposit applied to the current charges prior to printing a bill AND have the ability/option to transfer this refund out as a payable file (ie print checks for the refund as an option).	BASE		304
Provide an audit trail of all deposits and application of the deposit.	BASE		305
Allow for the onscreen view or report of all deposits applied and refunded.	BASE		306
<b>Credit Refunds</b>			307
Validate the amount of the refund given to each customer against a predetermined parameter. System will check for any "large" refund payments.	BASE		308
Review the bad debt and charge-off ledger prior to rendering a refund check amount to the customer. Ability to specify search parameter to identify bad debt customer.	BASE		309
Track and provide adequate control over refund checks. System maintains checks and balances when printing refund checks.	BASE		310
<b>Cash Receipts Functionalities</b>			311
<b>General</b>			312

Provide an end of day report that summarizes multiple CSR batches, thus creating a report that reconciles all batch transactions and the daily bank deposit. The summary information should include (1) Summary by payment method. Such as: Walk-in, Night Deposit, Collections, Mail-in, Internet, or Bank Transfer. (2) Summary by payment type. Including the \$ amount and # of each payment type. Such as: Check, Cash, Credit Card or Electronic Fund Transfer.	BASE		313
Customer ID can be scanned off a bill and the customer's information will automatically appear on the screen.	BASE		314
Multi-field search capability. Example: we would like to be able to search a specific time frame to find a certain payment made (ex. Find all \$750 checks deposited between May 12th and September 4th)	BASE		315
Ability for cashier clerk to log in and out of the system multiple times throughout at day without closing the cash drawer	BASE		316
Credit card grouping. Be able to see how many \$'s were paid by different Credit cards (Visa/American Express/Discover/...) daily and monthly.	BASE	May require ad hoc report	317
Accept and track any form of standard payment. This is to include but not limited to cash, checks, electronic commerce (bank drafts, EFT, etc.), credit cards, money orders, lock boxes, internet. etc. Payment types to be shown in balance history.	BASE		318
The system will be populated with LFUCG's current data on all customers using electronic fund transfer (EFT) so that LFUCG can continue to have payments automatically withdrawn from EFT customers using electronic banking to automatically pay LFUCG.	BASE		319
The system enables customers to sign up for automatic electronic fund transfer (EFT) online, easily and conveniently.	BASE		320
Vendor will set up LFUCG as a payee for customers wanting to use their bank's online bill pay service, including but not limited to setting up LFUCG as a payee for local banks like Chase, Fifth Third Bank etc.	BASE	The scope of this is limited due to the open ended requirement. Assumes using our payment processing partner	321
When a partial payment is received, the system uses the LFUCG prorated distribution system; the oldest charges are paid first.	BASE	Based on how the configuration is set up	322
Have payment distribution rules to consider age of receivables and penalties.	BASE		323
Enter / apply payments to customer accounts manually (one customer at a time) or automatically in a batch (i.e. lockbox type payments).	BASE		324
Ability to distribute a single payment to a multitude of accounts at a multitude of premises belonging to a customer.	BASE		325
Can view payment distributions onscreen along with the ability to reverse a previous payment distribution and re-apply the payment differently to a single payment or batch. This is to include a complete audit trail of all payment distributions and changes.	BASE		326
Handle payments in batch mode while payments reflect 'pending' online on account immediately upon entry.	BASE		327
Post payments and/or adjustments to accounts which have been written off	BASE		328
Provide the generation of a payment receipt automatically after payment is received. (Walk-up window) Also have the ability to reprint a receipt.	BASE		329



For when a customer pays in the office, the system will produce a receipt that has the following information at a minimum: Utility Name, Date and Time of Payment, Customer/Account Number, Receipt Number, Customer Name, Service Address, Total Due (total amount owed by the customer prior to the bill being paid), Amount Paid, Type of Payment (ie check, credit card, cash, etc.), Check Number (if paid by check), Balance Due (balance due on the account after the payment is made), Change Due	BASE		330
Pre canned reports such as End of Day Receipts	BASE		331
Late penalties			332
Ability to apply late penalties based on LFUCG Ordinances.	BASE	Mandatory	333
Ability to adjust off a late penalty charge.	BASE		334
Automatic Payments			335
Ability to sign up a customer for automatic payments (ie from checking, savings, etc) and system automatically updates accounts receivable to reflect automatic payments.	BASE		336
Internet Options			337
Accept payments (credit cards, checks, debit cards, or other online payment / tender methods) via an internet based web page on the utility's web site and charge the customer a fee for the transaction.	BASE		338
When a customer pays online, have the system immediately update the balance on the system (with no delay)	BASE		339
<b>Collections Functionalities</b>			340
General			341
The system accommodates LFUCG's delinquency-processing rules, specifically: LFUCG applies both penalty and interest fees; the penalty fee is applied on Day 25 after the billing date; LFUCG applies interest on the following bill when there are at least 25 days between the current bill date and the previous one; a percentage is used to calculate both the penalty and interest fees; an ongoing charge, the interest fee is charged on the last business day of the month; and penalty & interest fees are tracked in appropriate funds.	BASE	Mandatory	342
Ability to see history on any new account set up in relation to the past. (If a customer had a bad debt write off a few years ago, and he is applying for new service, we'd like to be able to see the old activity)	BASE		343
Produce a detailed listing of each account's transaction history.	BASE		344
Delinquency history of the customer is shown.	BASE		345
Ability to reduce collection amount or stop collection efforts on any specific account.	BASE		346
Allow the user to flag selected accounts as exempt from receiving past due notices (bankruptcies, etc.) and/or exempt from collection.	BASE		347
Produce an accounts receivable aging and arrears analysis report by accounts receivable money category for active accounts and closed accounts. Aging categories (current entries, 1-30 days, 31-60 days, etc.) are to be defined by parameters based on users preference.	BASE		348
Track collection activity for active accounts and closed accounts including Bad Debt accounts. This is to include phone call records, letters sent, agreements made, etc. Onscreen view or report of contacts/notices made to accounts in the collection process. System will provide a mechanism to input collection contacts/notices and/or notes into the CIS.	BASE		349
<b>COLLECTION PROCESS</b>			350
Late Payment Penalty			351

Provide the flexibility for the late payment penalty to be applied based on a percentage of the balance due.	BASE	Mandatory	352
Ability to, upon receipt of a partial late payment, automatically indicate the payment amount on the delinquency notice and reduce the balance due.	BASE		353
Notification and Disconnect for Non-Payment			354
Support an automated notice and collection activity for all customers based upon specific processing date schedules by customer class. Automated late notice by letter and/or phone call.	BASE		355
Automatically produce past due notices based on parameter-controlled business rules.	BASE		356
Ability to combine the printing of past due notices and the printing of the customer's bill (the past due notice is on the bill) when parameter-controlled business rules apply. System must also have the ability to print past due notices independently of the bill	BASE		357
Provide the ability to generate past-due notices with a varying degree of severity based upon customer credit history. System allows notices to be tailored to customers with better or worse credit history where a sequence of delinquent and non-pay disconnect notices can be identified. The system will support any number of notices with variable contents and format.	BASE		358
Provide the ability to generate notices for delinquent payment arrangements; System will automatically generate the notice the evening (or morning) after the payment arrangement defaults.	BASE		359
Provide the ability to generate blaster call for delinquent payment arrangements; System will automatically generate the blaster the next day (or a user defined # of days) after the payment is not received.	BASE		360
Disconnect processing will include automatic generation of MFT disconnect service orders.	FREE MOD		361
System can automate bill messages for customers regarding their payment arrangement details.	BASE		362
Have MFT disconnect orders automatically removed if payment is received and approved.	BASE		363
If a disconnect order is automatically removed by the system due to payment, have the system update the appropriate fields and systems automatically and immediately.	BASE		364
Ability to track and report number of service orders not worked over "x" days (where user defines x by service order type)	BASE	Through a work queue	365
Allow for preventing turn-off of service (by service) due to delinquency for various reasons including Payment Arrangements (automatic), Bankruptcy Proceedings, Life Support (automatic), High Bill Investigation/Bill Disputes, Re-Read Order Pending, Payment Extensions, Other User Defined Circumstances	BASE		366
Allows for circumvention of the final disconnect notices and non-pay disconnect orders either individually, in groups, or by area.	BASE	May require ad hoc report and some steps in this process may be manual	367
Allow for identification and reporting of non-pay disconnect customers for subsequent follow-up placed in the work queue	BASE		368
Notice calls will be made to customers except for those identified as special handling (like those keyed as pre-petition bankrupt).	BASE		369
Notices can be directed not only to the current paying customer but also to a third party.	BASE		370
Provide for the printing/reporting of disconnect orders by customer and status	BASE		371

Real-time onscreen identification or reporting (in the billing system) of accounts which are scheduled for disconnect or that have been disconnected for non-pay.	BASE	Using work queue	372
<b>NSF/Returned Checks</b>			373
Ability to debit returned checks back to the customer's account and create appropriate returned check charge.	BASE		374
Automatically place customers with returned checks into the delinquency process if the charge is past due.	BASE		375
Adjust the appropriate associated G/L accounts accordingly without any manual intervention.	BASE		376
Automatically apply a returned check fee upon entry of the reversal of the payment.	BASE		377
Ability to waive the returned check fee pending approval. System will provide the ability to override the fee without an adjustment to the account.	BASE	Using a workflow	378
Ability to adjust off a NSF fee.	BASE		379
Produce automated past due notices on returned checks.	BASE		380
Accommodate billing system rules that allow a customer two returned checks and/or AutoPay payments within a one-year period, following which Pay by Check is restricted for one year. At the end of the year, these accounts are identified on a report.	BASE		381
<b>ACCOUNT</b>			382
<b>Outstanding Account Balance</b>			383
For customers with multiple accounts, ability to report on their combined total past due amount for all of their accounts.	BASE	May require ad hoc report and some steps in this process may be manual	384
Provide a summary or report of all amounts owed by an entity having multiple service locations, both active, closed and pending.	BASE		385
<b>Transfer Account Balance</b>			386
Have new service requests automatically cross referenced against all types of accounts including active, inactive, disconnected, transferred, write off, etc.. with outstanding balances.	BASE	The user can search on accounts with balances/write off	387
Provide the ability to automatically transfer delinquent balances between a customer's accounts.	BASE		388
In the event of an error, allow for transfer of charges from customer whose account was terminated after the requested date to the customer (including apartment complexes) who actually used the service.	BASE	Some of the steps could be manual	389
The system allows the transfer of Accounts Receivable from an inactive account to another active account, including detailed notes.	BASE		390
<b>Freezing an Account</b>			391
Allow for accounts to be "frozen" so that no action is taken during any delinquent review process.	BASE	Using account alerts	392
<b>Payment Arrangements</b>			393
Establish and maintain customer payment arrangements based upon an installment arrangement. Total balance owing can be divided into multiple user-defined installments.	BASE	Mandatory	394
Vendor will convert all customers currently on payment arrangements so they can continue on the same arrangement, where applicable.	BASE		395
Automate the setup of payment arrangements based on LFUCG payment arrangement policies. The system will automatically calculate payment amounts, dates due, etc based on initial basic user input.	BASE	Within system limitations	396

Ability to assign a different automatic payment allocation process to Payment Arrangements. (Example: for a disconnect fee of \$70, apply that to sewer; and make the payment allocation for the payment arrangement go to sewer first even though the system's payment allocation process allocates payments evenly among sewer, landfill and water quality management fees.)	BASE	Assumes manual override	397
Allow LFUCG to create bill extension agreements allowing for special payment arrangements on delinquent accounts and tracking of the progress.	BASE		398
Track the number of payment arrangements granted to an account in a running twelve month period.	BASE		399
Track the number of payment arrangements not met. For each arrangement that is made, provide the ability to track default.	BASE		400
System shows the initial payment schedules and amounts.	BASE		401
Print the arrangement agreement as it is established with the customer.	BASE		402
Allow LFUCG to adjust the arrangement amount and due date for each payment.	BASE		403
Have arrangement dates user defined.	BASE		404
Automatically generate installment payment letters. System will provide the ability to automatically send "reminder" notices to customers with payment installments.	BASE		405
Allow the payment arrangements to preclude account from entering write-off processing. Arrangements are made to assist a customer in preventing delinquency or disconnect notices.	BASE		406
Ability to charge interest and/or compound interest on a payment plan.	BASE	Simple Interest only. Compound interest will be a MOD at COST	407
Payment plan amounts must show on bill as a separate line item.	BASE		408
Payment Plan amount due should be reflected on screen and shown in transaction details.	BASE		409
Payment Plan should be set up as a balance separate from total balance. The pay plan charges a portion of the pay plan agreement to the account each cycle and that balance is due with the regular service charges.	BASE		410
Provide on-screen view and report of payment arrangements made with a customer for an account. Report can be segmented by class, status of arrangement, or amount.	BASE	May require ad hoc report	411
Provide outbound mailing to notify or warn the customer of pending collection activity	BASE		412
Ability to generate and attach a Promissory Note to a payment plan, when and if required.	BASE		413
Ability to set up a Payment Arrangement by service type. Example: set up a Payment Arrangement for only past due sewer amount.	BASE		414
Billing system automates outbound call process of notifying and/or warning the customer of pending default of payment plan and/or payment plan default.	BASE		415
Inactive Account Collections			416
Facilitate the identification of inactive accounts with outstanding balances and bad debts by previous credit and collection actions taken on the account	BASE		417
LFUCG can transfer balance owing to the new customer account	BASE		418
When an account is designated as inactive, the system can automatically search for an appropriate active account to which the charges can be transferred. And the system automatically does this.	BASE	Based on the same customer number	419
Track and resend returned collection letters	BASE		420
Refer the account to collection agency.	BASE		421

Record bankruptcy and have system take appropriate actions on bankrupt accounts	BASE		422
Have relevant GL data on bankrupt accounts appropriately and automatically flow to the financial system.	BASE		423
Collection Agency			424
Produce an export file for collection agency	BASE	Mandatory	425
Track collection agency activities, collections and fees by account	BASE		426
System can create a report showing all accounts referred to the collection agency and indicate each account's current status with the agency	BASE		427
System accepts a flat import file from a collection agency and automatically updates account data accordingly	FREE MOD		428
Once the system accepts the import file from a collection agency and updates accounts, it also accounts for (and can report on) the fee(s) paid to the collection agency for recovering the funds by account.	FREE MOD		429
Bad Debts/Write Offs			430
Provide for automatic write-off of accounts based upon user defined parameter by service. Allow for override of this automated process (secured by user).	BASE		431
Produce reports to report credit information to credit bureaus on active and closed accounts.	BASE	May require ad hoc report	432
Move accounts out of the main stream to an Inactive/Bad Debt status based on business rules and/or parameters. Must retain the ability to recognize the Inactive/Bad Debt status on a later application for service by the same customer. Must also have the ability to bring them back from an Inactive/Bad Debt status.	BASE		433
Provide for manual write-off capability. User has the option to select specific charges that are past due and perform write-off. This would include active accounts.	BASE		434
Provide a mechanism for easily tracking, identifying and reporting on inactive accounts with outstanding balances due.	BASE		435
Recall accounts assigned to a collection agency. Once an account has been turned over to an agency, the Utility can manually override an individual account or a mass of accounts.	BASE		436
Provide an on-screen view or report of the write-off processing affected accounts, include review of the write-off customer information	BASE		437
Can view onscreen and create a report of customers who have made payments and are currently being collected through an outside agency.	BASE	Either by a work queue or ad hoc reporting	438
On-screen view or report of contacts/notices made to accounts in the collection process. System will provide a mechanism to input collection contacts into the CIS.	BASE	Using work queue or canned report	439
Periodic open account balance report detailed or summarized based upon user defined criteria	BASE	May require ad hoc report	440
Produce upon request a delinquency listing of all accounts with unpaid amounts greater than x days old since date the bill was mailed based upon user defined criteria	BASE	May require a work queue	441
The billing system creates a report of all LFUCG customers whose accounts are delinquent and qualify for service denial and/or shut off as per delinquency rules.	BASE		442
Automatically generate multiple notification collection letters on final billed accounts with user-defined minimum balances after "x" number of days after inactivation. (Where user defines 'x')	BASE		443

Process a bad debt report at specified intervals to indicate the starting balance and number of accounts (total receivables), the addition of accounts referred (dollar and number), additions and reductions due to adjustments, the number of payments received and the dollar total of those payments, the totals for the end of the report period (total receivables)	BASE	May require ad hoc report	444
Provide a means for automatically archiving and purging bad debt history information.	FREE MOD	We don't suggest deleting bad debt history since the system automatically reverses them when a payment is received.	445
Provide for the transfer of records from the accounts receivable when collection activity has been completed. Appropriate G/L interface transactions will occur automatically.	BASE		446
<b>Bankruptcy</b>			447
Identify and maintain bankruptcy information on the customer account.	BASE		448
System can tag customer as 'bankrupt'	BASE		449
System identifies different types of bankruptcy, and has different processes appropriate for different types of bankruptcy.	BASE		450
System can tag customer as 'pre-petition bankrupt'	BASE		451
When the utility is informed that the bankruptcy is discharged, the system can remove the amount that was owed at the time they filed bankruptcy.	BASE	Using a workflow	452
System can generate a report of the amount owed by customers who have filed for bankruptcy.	BASE	May require ad hoc report	453
Indicate on the new account that the customer has filed for bankruptcy on an old account.	BASE	Using account alerts	454
<b>CREDIT</b>			455
<b>Credit Bureau Interface</b>			459
Process payments received by credit bureaus/collection agencies	BASE		461
<b>Credit Scoring</b>			462
Provide a flexible credit scoring capability; the user can vary weights associated with various user defined credit offenses. Collection points for credit scoring purposes are applicable to all types of accounts.	BASE		463
Have the credit score take into consideration the number of years connected and the past credit events, applying a weighted value to the customer's most recent history. (date driven)	BASE		464
Manually adjust or override a customer's credit score. (Security will be configurable)	BASE		465
Transfer the credit score from the old account to the new account.	BASE	The credit score is by customer so stays with the new account	466
Maintain a credit history for each customer, which must include all accounts for that customer.	BASE		467
<b>Cash Only Account</b>			468
Allow for the automatic identification and pop up alert of a 'cash only' account based on a specific credit rating or a user defined criteria.	BASE		469
Where a 'cash only' customer is flagged, the system can 'lock' the account until the CSR acknowledges that he/she understands this customer is cash only.	BASE	Using account alerts	470
System can lock 'cash only' customers out of non-cash payment channels. (Example: lock a cash only customer out of online payment by credit card.)	BASE		471

MISC			472
Allow for inactive accounts with usage to revert to landlord /owner for the account. (Currently for landfill only accounts.)	FREE MOD		473
<b>Billing and Account Receivables Functionalities</b>			474
Ability to bill all rates, and handle all rules associated with those rates - as shown in the RFP, and on all documentation (including but not limited to rates and Ordinances) shown on LFUCG's website.	BASE	Mandatory	475
Ability to pro-rate fees automatically when necessary.	BASE		476
Ability to set a parameter where a customer must have a minimum of 'x' gallons of usage for the system to send a minimum bill. (Where the utility defines 'x' and can change that 'x' at any time.)	BASE		477
The system can download information shown on the screen into Microsoft Excel and other programs instead of to text first then excel.	BASE	From the enQuesta Inquiry portal or reporting	478
Billing capabilities should include all billing required including but not limited to: flat rates; installment charges for past due balances; interest; penalties; service orders; misc charges; disconnect/reconnect fees; tap fees; new account and setup charges; charges related to past due balances; estimated bills; meter/consumption-based bills; seasonal rates; time based rates; average consumption with reconciliation billing periods for actual consumption; etc.	BASE		479
The system generates bills monthly, using requested due date parameters.	BASE		480
The system alerts LFUCG if any account is suspected to be 'missing' based on prior activity. (Example: an account is missing in the KAW data which normally had been billing, and just had a meter swap out.)	FREE MOD		481
Ability to backbill a customer over a period of time, including periods during which rates had changed.	BASE		482
Ability to review bills before they are printed or updated to the database.	BASE		483
Ability to adjust a bill. Once the adjustment is made, the bill prints again correctly and a history of this change is maintained in the system.	BASE		484
Able to print bar-code account numbers for payment scanning.	BASE		485
Ability to provide an electronic bill via email. This 'ebill' option let's the customer click a link in the email to pay.	BASE		486
If customer opts for ebill option, allow customer to have choices to: (a) still get a paper bill and ebill; (b)stop getting a paper bill and just get an ebill (which the system generates and emails).	BASE		487
The vendor will set up all current 'ebill' customers in the new system so these customers remain ebill customers.	BASE		488
Ability to bill in cycles.	BASE		489
Ability to make adjustment and corrections before bills are processed.	BASE		490
As needed, the system has the ability to provide fractional billing for the Fall/Winter Average value.	BASE		491
Ability to select criteria from manual estimating.	BASE		492
<b>General Billing</b>			493
Customer accounts are assigned a date driven primary billing cycle; all accounts within a cycle will bill on a scheduled day of the month. The billing schedule is easily changed with the ability to combine multiple cycles or to delay billing of a cycle.	BASE		494

The billing schedule is easily changed with the ability to separate multiple cycles and the ability to change the numbers of days the utility bills.	BASE		495
Ability to easily change the number of days customers have to pay their bill, without technical support.	BASE		496
Able to manually bill selected accounts at any time.	BASE		497
Provide for billing of an account based upon a specified date. Account will be billed the same date each period, regardless of billing / meter read date	BASE		498
Provide for billing of flat rate (unmetered) services	BASE		499
Provide for the billing of miscellaneous items either in one payment or over a definable number of bills.	BASE		500
Accommodate billing for customers of various rate classes, usage volumes, rate schedules, meter sizes, etc. Ex: Residential Single Dwelling vs Residential Multiple Dwelling.	BASE		501
Combine usage for multiple metered and non-metered service points into a single consolidated account bill. System can combine an unlimited number of user-chosen meters on a single bill.	BASE		502
Bill as a separate line item various fees, charges, taxes, and surcharges. For example: Service order fees - meter tampering, NSF fees, etc...	BASE		503
Different fees can have different line items on the bill related to each fee.	BASE		504
Able to easily customize and edit, without IT intervention, what various line items will say on the bill.	BASE	Using the enQuesta Document Designer	505
The system will identify the accounts for which Pay by Check is restricted so that there is a No-Check indicator embedded in the scan line and printed on the invoice for these customers. System will identify these accounts for Lockbox processor who will return these payments to LFUCG.	BASE		506
The system bills a sump-pump fee to designated accounts, as identified by LFUCG, per the provisions of Rate 2600	BASE		507
The billing system bills miscellaneous charges to specific accounts, as entered by LFUCG staff.	BASE		508
The system has the functionality to provide duplicate bills	BASE		509
For LFUCG accounts eligible for the payment assistance program, the system can bill these accounts at 100% of the regular rate and then applies a 30% discount.	BASE		510
The system links any discount or payment assistance to the customer and not to the premise. (A qualified recipient who moves must reapply to LFUCG's Division for Adult Services for a discount or payment assistance at a new premises.)	BASE		511
If a due bill due date hits a weekend or a holiday, the system is able to automatically set the due date as the next business day.	BASE		512
If a new customer is created but has already occupied the premise for a period of time prior to creating the new account, the system can backdate the service date for billing purposes.	BASE		513
A blaster call can be automatically made from the system via the proposed IVR a set number days after the due date.	BASE	May require a custom process	514
The system can 'hold' blaster calls from going out until the next business day (skipping holidays and weekends, if the utility desires)	BASE	Depends on the configuration	515
Sewer Exclusion Credits and Extra Strength Charges and corresponding taxes appear as separate line items on relevant account bills	BASE		516



Late penalties			517
Supports automatic calculating and billing of late payment charges (penalties) including the ability to identify to the system which customers and/or services are subject to late charges based on partial payments, payment arrangements, etc... Business rules and/or parameters will define how those late charges are to be calculated.	BASE		518
The system enables the utility to set a 'grace period' from the due date before applying penalties and/or interest.	BASE		519
System gives user the option to choose whether taxes should or should not be considered as part of a late charge calculation.	BASE		520
First/Final Bills			521
Allow the user to re-bill a customer after final bill has been rendered.	BASE		522
Estimating			523
System can automatically bill estimations provided by KAW.	BASE		524
Capability of excluding customers from estimation	BASE		525
One-Time or Miscellaneous Bill			526
Able to produce a one-time miscellaneous bill to a current customer. One-time bill is produced in addition to a normal cycle bill.	BASE		527
Bill for waste water, refuse/trash, dumpster, special pickups, sewer only	BASE		528
Adjustments			529
Support an unlimited number of user defined adjustment types, e.g. refunds, final bill, leaks, etc.	BASE		530
System can automatically calculate and apply a leak adjustment.	BASE	Assumes algorithm supported by enQuesta	531
System can adjust and apply a pool adjustment as needed	BASE	Some of the steps could be manual	532
System can automatically calculate an over-read adjustment by entering the corrected new reading.	BASE		533
Cancel/rebill process may be applied to an entire bill, line item, or to a specific service (in other words only those services selected by the user) and then rebill the selected service(s) only. The rebill includes all other unchanged items that were on the original bill and in the same format as the original bill.	BASE		534
Cancel and re-bill to the same or a different customer. Re-bill may be based on the same or corrected readings using rates in effect at the time of the original billing. Corrected readings must automatically trigger correction of the usage history as well as the re-calculated billing amount. Correction of billing for a prior period must trigger re-billing for subsequent billing periods subject to user approval and acknowledgement for each period.	BASE	Assumes meter swap between two premises	535
Generate appropriate G/L entries when the cancel/rebill process is performed.	BASE		536
Adjust write-off accounts	BASE		537
System allows entry of a sewer credit for qualified builders for 12 consecutive months only, following account connect date.	BASE		538
The system provides for users to enter sewer credits into the billing system, based on the Fall/Winter Average.	BASE		539
The billing system only allows designated users to enter adjustments.	BASE		540
Ability to see pending adjustments before application to customer accounts.	BASE		541

When KAWC sends a billed Sewer consumption adjustment, the billing system calculates the monetary adjustments. Such adjustments appear as separate line items on relevant account bills.	BASE		542
<b>Bill Messaging</b>			543
Global custom messages. All bills produced can have messages that are easily entered by LFUCG.	BASE	Mandatory	544
Custom messages by individual customer.	BASE		545
Custom messages by service or other user defined group (like customer class, payment plan customers, ebill customers, EFT customers, service type, account status, etc.)	BASE	Within system limitations	546
Customer messages by cycle or route.	BASE		547
Customer message by geographic area.	BASE		548
Message about sign-up for Autopayment program using the bill with a signature blank.	BASE		549
<b>Bill Formatting</b>			550
Provide the flexibility in combining line item charges or separating item charges for bill printing.	BASE		551
Make sure bill is printed with an identifier of the type of bill including if it is corrected, initial, closing, regular, delinquent, estimated, bank draft, or any other identifier the utility desires.	BASE		552
Show the total amount due plus amount of penalty and interest if not paid by due date. The penalty and interest amounts can be viewed as separate line items.	BASE		553
Provide a graph or table showing consumption/usage for current and prior 12 months for each service.	BASE		554
Generate an on screen preview of created bills at any time (even after posted to account)	BASE		555
Provide 12 month averages on the bill.	BASE		556
Unbundle rate components (base charge, consumption, etc.).	BASE	Within system limitations	557
Separate line item for payment arrangements.	BASE		558
Provide bar coding of postal information	BASE		559
<b>Bill Printing</b>			560
For the design, print, and mailing of all bills, notices, correspondence, and inserts, the billing system generates extract data files as well as the print file layout and any corresponding technical specification documents. These are sent to Blue Grass Mailing, or any bill print vendor LFUCG chooses.	BASE	Mandatory	561
The specifications include scan line, bill / letter paper weight, and envelope specifications.	BASE		562
The system provides all files and specifications essential for Electronic Billing (eBill).	BASE		563
The billing vendor will work with LFUCG's bill print vendor on day-to-day billing operations as needed, at no extra charge to LFUCG.	BASE	Within system limitations	564
The system provides multiple capabilities for sorting bills. (e.g. Zip code, cycle, customer number)	BASE		565
The system provide sorted output in accordance with U.S. Postal Service standards. For example: sort bills based on zip plus four plus two.	BASE		566
Ability to input a range of bills to be produced. For example, the entire bill run does not need to be printed all at one time.	BASE	Some of the steps could be manual	567
The system displays the number of bills to be printed. (By bill type)	FREE MOD		568
The system displays the number of bills remaining to be printed	NO		569
The system displays the number of total bills printed.	BASE		570

Allow restarting of a bill run from any point within the bill run	BASE		571
Allow a bill run to be paused and restarted.	BASE		572
Be capable of creating a text only version of any bill for email attachment purposes.	FREE MOD		573
Bills must be able to be printed in specified format. This includes the ability to add customized messages to the bills printed. This message can change based on customer aging status.	BASE		574
Ability to re-print the current bill after adjustments have been made.	BASE		575
Generate customer bills to a digital media such as tape or disk (for storage)	BASE		576
Ability to provide output file for bill print outsource company	BASE		577
Billing cross-checks are available to ensure that all reads were input, all charges calculated correctly, and all bills printed for the scheduled cycles and off-cycle account.	BASE		578
System has the capability of producing preliminary billing register listing all accounts to be billed including line item detail and total amount billed.	BASE		579
System enables user to choose whether to round billing calculations up to 2 decimals, or truncate after the second decimal. (Examples: if a bill calculation results in \$14.24634, the system can let the utility decide if the resulting calculation is \$14.24 (truncated) or \$14.25 (rounded).)	BASE	enQuesta uses its own rounding logic	580
<b>The Solution Provides the Following Payment Channels</b>			581
IVR	BASE	Mandatory	582
ACH	BASE	Mandatory	583
Lockbox and retail payment locations	BASE	Mandatory	584
Credit and debit card third party vendors	BASE	Mandatory	585
Online web payment portal (for credit card, debit card and echeck payments)	BASE	Mandatory	586
Other			587
Customers can sign up online for recurring payments.	BASE		588
Product processes all payments in real time, and the system reflects those payments in real time.	BASE		589
Ability to exclude accounts from going into the collection process if the accounts are in a user-defined customer class (like 'bankruptcy').	BASE	Within system limitations	590
System enables utility to define, set up, and edit (as needed) security access parameters. (Related to who gets access to what in the billing system, whether it be individuals, predefined groups, etc.)	BASE	Within system limitations	591
<b>Service Orders Functionalities</b>			592
<b>General</b>			593
Able to generate a service order for turn on and turn off in the system	BASE	Mandatory	594
System can automatically create a weekly 'shut off list' based on criteria assigned by the utility. (Example: customers past due greater than 60 days and greater than \$50 past due sewer, sorted by 'past due 60 days' amount from highest to lowest)	BASE	Mandatory	595
System can automatically create disconnect service orders of the top x number of accounts that meet LFUCG-assigned criteria.	BASE		596
When a disconnect order is created, the billing system can submit a disconnect file automatically on the MFT site. (See attachments for file layout. Disconnect/reconnect files on the MFT site are currently submitted manually. LFUCG does not require the selected vendor to automate this process, but any automation or semi-automation of this manual process will be preferred.)	BASE		597

When a disconnect order is created in the system, the system can automatically apply a 'disconnect fee' of \$x to the account (if needed).	BASE		598
When a customer pays in full after being turned off for nonpayment, the system can automatically generate a Turn On Service Order and can automatically include a 'Re Establish Service Fee' to be added to the account immediately.	BASE		599
When a customer pays in full after being turned off for nonpayment, the system can automatically submit a reconnect file on the MFT site. (See attachments for file layout. Disconnect/reconnect files on the MFT site are currently submitted manually. LFUCG does not require the selected vendor to automate this process, but any automation or semi-automation of this manual process will be preferred.)	BASE		600
Service order statuses are tracked in real time, with a minimum of the following statuses: scheduled, pending, complete, deleted, etc.	BASE	If the utility does not use enQuestallnk then the completion or any status change out of enQuesta will deoend on the user entering that information into enQuesta for paper orders	601
Have date fields in customer update upon completion of service orders	BASE		602
Have the ability to generate a service order electronically and by paper	BASE		603
Ability to allow the users of the system to maintain (add/change/delete) services orders	BASE		604
Customer contact information such as phone number prints on service orders. Such customer information will automatically populate from billing system onto the service/service order from customers general info screen instead of manually entering it.	BASE		605
Any authorized viewer is able to see the status of a service/service order (would cut back on calls & also see exactly when and what was done)	BASE		606
When making a large # of service orders, make the s/o generate from the report without having to go into each account	BASE		607
Ability to sort and view on screen, print service orders, or browse pending, scheduled and complete orders on any field within service order	BASE		608
System can automatically assign a unique non-significant Service Order Number at original order creation time.	BASE		609
Provide ability to maintain an audit trail for the entry and maintenance of all service orders. This is to include a user ID, date and time stamp. Audit trail also must include changes to the date wanted or order status.	BASE		610
Provide ability for automatic letter generation as the result of processing a service order. This will include a parameter-defined letter for particular service order type.	BASE		611
Allow for unlimited user defined service order status	BASE		612
Allow for unlimited user defined service order types	BASE		613
The system automatically verifies the customer and the premise exists within the system prior to allowing the order to post to the pending file.	BASE		615
The system automatically verifies the pending service order file prior to initiating an order. The system will not let two of the exact same service order types be placed for the same premise for the same customer.	BASE		616
Ability to easily reverse a turn-on/turn-off/transfer made in error.	BASE		617

Upon creation of a service order, the system can automatically lock out the customer from making payments via IVR and online, and make the customer ineligible for online AutoDebit registration until adequate payment is received.	BASE		618
The system can automatically track the MFT site for customers who have been successfully shut off, and automatically trigger a service order action to add a \$70 fee to customer accounts.	MOD AT COST	Since custom coding will be required the cost of this is not included in the proposal and will require more information on the interface and data requirements	619
Once a service order is initiated, system has ability to place it automatically into a schedule queue for scheduling	BASE		620
<b>Pending Order Modification</b>			621
Provide for on-screen access, viewing and modification of a pending order.	BASE		622
Provide for the cancellation of the pending disconnect order that will automatically cancel the transfer connect, the landlord connect or other associated orders, with override capabilities.	BASE	Some of the steps could be manual	623
Provide for incomplete orders to be carried over to the next day.	BASE		624
Automatically have disconnect orders cancelled if payments and/or payment arrangements are made.	BASE		625
When disconnect orders are cancelled if payments and/or payment arrangements are made, the system is updated immediately.	BASE		626
Allow for input of the actual date service order is worked/completed including weekend and holidays.	BASE		627
Upon completion of the order, the system will change the status of the pending order and identify it as a completed historical order (on-line)	BASE		628
<b>Service Charges</b>			629
Ability to initiate service charges as the result of processing a service order. This will include a parameter-defined standard charge with operator override capabilities.	BASE		630
Posting of completed service orders automatically triggers posting of the applicable service charges with the ability to trace the charges back to the service order.	BASE		631
<b>Order History</b>			632
System provides for on-line historical review of completed orders for the customer account or service address (newest to oldest).	BASE		633
<b>Service Order Reports</b>			634
Ability to print reports that allow the user to view listings of the services that are in the system. The report is available by specific criteria / ranges of data	BASE	May require ad hoc report	635
Ability to print reports that will show the status of Service Orders using utility-assigned status codes. This should include current and future status code the utility wants, such as: unassigned, assigned, in progress, completed service requests / service orders, etc.	BASE		636
Maintain historical information on all service orders and be able to produce reports from the service history	BASE		637
<b>Interfaces Functionalities</b>			638
<b>Interfaces</b>			639

LFUCG financial systems. LFUCG uses PeopleSoft version 8.9 for our Enterprise Resources Program. Currently, LFUCG uploads a weekly interface file (CSV format, from CustomerSuite) into PeopleSoft which creates the journals in order to update the appropriate general ledger accounts. We also use a remittance machine to update all payments made to/from our legacy dumpster billings files. A file is produced as payments are run on remittance machine which then updates the legacy system payment history and this file is then interfaced into PeopleSoft General Ledger in the same format as mentioned above. All revenue and expenditures are recording in the general ledger on a totals level; all customer balance and customer information is currently maintained within CustomerSuite and the legacy dumpster billing programs. The new billing system will maintain all customer balance and customer information for all LFUCG fees discussed in this RFP, and all such data will similarly upload to and interface with PeopleSoft.	FREE MOD	Mandatory	640
American Water's MFT site (for billing and shutoff/reconnect processes)	FREE MOD		641
Bill print/mail vendors and banking institutions as described in the RFP	FREE MOD		642
Changes for WQMF accounts will be made in the new billing system using a comma delimited file extracted from and integrated to LFUCG's Stormwater database. This automated integration will only pull premises that have been changed since the last monthly billing file was created. (Currently, the file being used includes two columns – premise number and number of ERUs.) The information should be uploaded to the billing system by matching up the premise with the new number of ERUs. Vendors must either automate this interface with the LFUCG Stormwater Database OR enable LFUCG to eliminate the LFUCG Stormwater Database by providing the functionality within the proposed billing solution. Either option is acceptable to LFUCG, but eliminating the Stormwater Database is preferred.	FREE MOD		643
LFUCG's GIS (ESRI)	BASE	Assumes using enQuesta standard interfaces	644
<b>Reporting Functionalities</b>			645
Produce reports as indicated in the RFP, including but not limited to Aging Files Reports, Shutoff Reports, Transaction Summary by Class, Consumption Levels by Class, etc	BASE	Mandatory	646
Produce a variety of reports that will allow the users of the system to easily glean data from the systems' databases without requiring the help / assistance from the IT Department resources. Reports should be menu driven (accessible from the menu) and have a variety of pertinent ranges for filtering data, as well as a variety of sorting and output options.	BASE	May require ad hoc report	647
System is able to store, edit and reuse queries and reports.	BASE	May require ad hoc report	648
The system allows individual users to easily create and store their own user-created queries and reports.	BASE	May require ad hoc report	649
System gives users a time estimate for how long a report will take to generate, and allows users to cancel the report prior to running.	BASE	May require ad hoc report	650
Able to cancel reports while they are running without adversely affecting system performance.	BASE	May require ad hoc report	651
Reports that will break down billing by certain billing items ( Sewer Only, Sign Up Fees, etc...)	BASE	May require ad hoc report	652
Users can schedule reports to be run at a later time.	BASE	May require ad hoc report	653
Individuals can run reports and simultaneously work in other windows of the system.	BASE	May require ad hoc report	654

In terms of reports that are 'pre canned' in the system, allow changing of field names on reports to meet client's terminology.	BASE	May require ad hoc report	655
Reports can be directly downloaded to Microsoft Excel.	BASE	May require ad hoc report	656
Reports can be directly downloaded to Microsoft Word.	BASE	May require ad hoc report	657
Report queries can access multiple tables in the billing system.	BASE	May require ad hoc report	658
Report queries can access multiple tables in the billing system and external databases interfaced with the billing system.	BASE	May require ad hoc report	659
Reports can be run in real-time on the production system.	BASE	May require ad hoc report	660
Report queries can be sorted multiple ways after the query has been run. (Example: an ad hoc report is run on all tax exempt customers that shows customer name, customer number, service address, tax exempt number. The system can sort the resulting query on any of those 4 fields.)	BASE	May require ad hoc report	661
Ability to produce consumption reports for all customers, by service type - and any combination of user defined factors. Also have the ability to print consumption reports based on the top x consumers based on rate type and or service type, base rates, and flow rates. (Where x is defined by the user.)	BASE	May require ad hoc report	662
Allow a user to print any screen in the system.	BASE	May require ad hoc report	663
Allow for standard and utility specific reports to be scheduled to automatically print on a user-define predefined period (ie daily, nightly, weekly, monthly, etc.) using standard system functionality.	BASE	May require ad hoc report	664
Allow the user to easily scroll or page through an unlimited number of records displayed on a screen. System must allow scrolling or paging in either a forward or backward direction.	BASE	May require ad hoc report	665
Closed Customer Aging - This function prints a report that shows the accounts receivable aging for customers that have closed accounts and still have balances outstanding.	BASE	May require ad hoc report	666
Consumption History Report - This function prints a report that shows consumption by month by service type for the preceding 12 months.	BASE	May require ad hoc report	667
Consumption Stats Report - This function prints a report by service type, number of services by consumption range, with average and standard deviation. Carrier presort with OMR for inserter.	BASE	May require ad hoc report	668
Current Bills - This function prints the current bills / statements. Can print this in a variety of sorted orders (by zip code, geographic area, billing cycle, etc...).	BASE	May require ad hoc report	669
Customer Balance Reports - This report is basically a Customer Aging without any aged totals, it simple shows beginning balance, and ending balance for a customer.	BASE	May require ad hoc report	670
Customer Listing - This function prints out a list of all customers, or customers based on user-defined attributes.	BASE	May require ad hoc report	671
Customer Refund Listing - This function prints a listing of customers that are due a refund.	BASE	May require ad hoc report	672
Customer Service Type Report - This function prints a report that shows service orders by service type by customer showing number of dwellings, consumption.	BASE	May require ad hoc report	673
Easily compile information on a specific group of customers (ie the top 10 customers) usage in our system. For example, we need to combine all accounts that have the same customer name and treat those as 1 customer.	BASE	May require ad hoc report	674
Generate mailing labels based on user-defined criteria.	BASE	May require ad hoc report	675
Have all reports available to be output to either a dot matrix printer, laser printer, or to the PC display.	BASE	May require ad hoc report	676
Have letter creation and printing capability.	BASE	May require ad hoc report	677

Have reports generated and viewed on-screen before printing.	BASE	May require ad hoc report	678
Have reports to contain multiple select and sort parameters to support various standard utility reporting requirements.	BASE	May require ad hoc report	679
Ability to produce a 2 year history report by service area that will show revenue history, consumption history, for any and all services and rates that the utility uses. The report can be filtered and or sorted by service area, service type, date, customer id, premise id,etc	BASE	May require ad hoc report	680
Ability to produce a variety of financial based reports, including revenue reports, cash receipts, accounts receivable aging, top 10 customers based on revenue	BASE	May require ad hoc report	681
Ability to produce a variety of reports based on the Customers and premises, as well as account histories, service call histories, and payment history and geographic areas	BASE	May require ad hoc report	682
Have the system contain a full array of standard reports. The system has quality Canned Reports embedded. Examples include: Monthly Revenue & Usage Reports: # of Gallons, \$'s, and # of Customer Billed - By Type of Customer (Residential, Commercial, Agricultural, etc), Top Customer Rankings (Top 20, Top 10, etc.), Sales & Utility Tax Reporting - Sales Tax Exempt Customers (Sales Tax Exempt # field required), Utility Tax Reports. (Please provide list of your standard reports in your RFP response.)	BASE	May require ad hoc report	683
Have the system force all reports to contain company name, report title, processing date, a unique report ID, column headings, subtotals and totals (where applicable), sequentially numbered pages and dates for which the report is produced.	BASE	May require ad hoc report	684
System has ability to create a billing system report that indicates customers who receive discount programs.	BASE	May require ad hoc report	685
Provide a way to print to someone else's workstation or print to a remote printer.	BASE	May require ad hoc report	686
Ability to create and define an unlimited number of user defined reports. The effect on online response times when running the ad hoc reports must be minimal.	BASE	May require ad hoc report	687
Service Listing - This function prints out a list of each customer premise combination along with the associated services.	BASE	May require ad hoc report	688
Service Type Report - This function prints a report that shows number of services by service type.	BASE	May require ad hoc report	689
Special Rate Listing - This function prints out customer that have special rates for instances like the Sewer Only Customers.	BASE	May require ad hoc report	690
The system can search on any field, or combination of fields, to create a report. (Note if there is any external 3rd party software required to complete this task using your system, and note the version of that software that is required.)	BASE	May require ad hoc report	691
A report to reconcile the adjustments, exclusion, and extra strength charges issued for each month.	BASE	May require ad hoc report	692
Report and data export capability. Ability to export data and reports generated by the software to Excel, Word, pdf formant, text format, etc.	BASE	May require ad hoc report	693
System can generate, at a minimum, all current reports used by LFUCG.	BASE	May require ad hoc report	694
System can memorize reports so that they do not need to be recreated.	BASE	May require ad hoc report	695
<b>Other</b>			696
System user is able to search on any combination of any field in the system.	BASE	Within system limitations	697
Assign user access or deny user access. Ability to assign access to defined areas and field in the software by user role. Examples include defined access specifically for a customer service representative, after hours operator, billing supervisor, accounting supervisor, etc. Ability to assign user access to specific fields, tabs, screens, and data type.	BASE		698



Traceability or user log. Ability to easily and clearly trace all user activity in the software, including any changes to the software's programming and database.	BASE		699
Uniformity of Data. The software should allow data only in specific formats. For example, social security numbers must be 9 digits with or without dashes, or not accepted with the user not allowed to complete transaction or set-up until data is keyed correctly. Applies to any data that is missing or not keyed, for example if a field is left blank, an error message is displayed and the transaction not completed until all fields are properly populated.	BASE	Within system limitations	700
No limit on characters for note fields.	BASE	The database does have limitations on the size of the length of the data fields	701
Provide a consistent and visible audit trail for all transactions. This audit trail should be easily traceable from resultant transaction back to source entry.	BASE		702
System administrator has complete control of security and is able to tell who is accessing any part of the system at any time.	BASE		703
Have the ability to provide security at the system, business function, event, screen, and field level. Restriction is by user, user group, office, or region access to customer account and service address information and related processing. Violations of security should be reported and logged.	BASE		704
Support secure access to the database, so only authorized clients are allowed to access the database and should report attempts by unauthorized users to use the system.	BASE		705
Support remote secure access to the database via internet.	BASE		706
Provide the ability to support wild card searches on any number of fields. These searches should be able to work in all software modules including ad hoc reporting.	BASE	Within system limitations	707
The system has the capability to audit inserts / updates / deletions to fields that indicate the user and date of the change.	BASE		708
Ability to create billing cycles based on meter-reading routing information provided.	BASE		709
Ability to handle landlord tenant relationships where the account reverts back to the landlord when tenant moves out	BASE		710
Able to aggregate parcels together to combine impervious area for two or more parcels. There is a parent parcel (usually the main parcel or the parcel with the premise) and the child parcel(s) are "attached" to the parent.	BASE	Some of the steps could be manual	711
Ability to track parcel information, ERUs, parcel impervious area and associated premises.	BASE		712
System has a field for owner and one for tenant for the non-mutual WQMF rental properties.	BASE		713
System enables LFUCG to bill for other municipalities with different rate structures and fees, if LFUCG chooses to do so in the future. The system should enable LFUCG to generate and send separate customized invoices for other municipalities, and track all aspects of third party billing separate from the current LFUCG billing operations.	BASE	May require charges for data conversion	714
System can obscure particularly sensitive fields from view without appropriate security clearances. (Example: blocking out all but the last 4 of a social security number.)	BASE	Within system limitations	715
Ability to utilize a browser based interface.	BASE		716
Ability to cut and paste from emails or other Microsoft Office products and place the text into Notes fields in the billing system.	BASE		717

System should be able to generate a notification letter to customers who have checks returned for non-sufficient funds stating that a returned check fee will be placed on their account and that after two times when this occurs, they will no longer be able to pay their account by check for a period of one year from the date of the last returned check.	BASE		718
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## Worksheet 2 of 2: IVR Matrix

<u>IVR Functionalities</u>	<u>Vendor Capabilities.</u> <u>(Indicate one of the following: BASE; FREE MOD; ADD-ON; MOD AT COST; NO or NOT APPLICABLE.)</u>	<u>Comment(s)</u>
The proposed IVR provides, at a minimum, all the functionalities of LFUCG's current IVR.	Base	Mandatory
IVR is speech-enabled (ie the customer can speak their choices rather than punching numbers on the phone keypad)	Mod at Cost	TBD- more data needed regarding payment volumes and bill assumptions
Outbound calling functionalities where the utility can program a recording with specific messages for specific customer groupings (or all customers)	Base	
IVR logs the type of outbound situations that were encountered (ie busy signal, human answered, answering machine answered.)	Base	
With outbound calling the IVR can distinguish between a busy signal, person or answering machine (and make appropriate next steps according to what the IVR detects). Example: IVR calls to warn a customer of a pending disconnection and detects a busy signal; tries again 2 more times and gets busy signal; logs it in system as busy signal obtained every time.	Base	
Ability for customers to get balance and payment information	Base	
Ability for customers to request payment extensions w/o talking to a CSR	Mod at No Cost	
Ability for customer to pay over the phone with check or credit card	Base	
Ability for customer to pay over the phone through a 3rd party	Base	
Ability of IVR to notify customers of past due accounts and cut off notifications	Base	
IVR can be used for Frequently Asked Questions	Base	
IVR interfaces with the proposed Customer Information System (CIS) to provide Account Information and Accept Credit Card payments via phone	Base	
IVR can enable an automatic pop-up of customer information on PC associated with phone set based on incoming phone number	Mod at Cost	TBD- more data needed regarding payment volumes and bill assumptions

The IVR system can provide a wide range of real-time and historical reporting capabilities including total call summary statistics, group call summary statistics and Agent statistics.	Base	
IVR report data can be exported to easily accessible formats like Microsoft Word, pdf, Microsoft Excel, etc.	Base	
Supervisors can retrieve both real-time and stored statistics from the IVR system.	Base	
The IVR/CIS interface enables some IVR functions to be automated through the CIS. (Example: the utility can program the CIS so that the IVR automatically makes outbound notices - on a user defined basis - of pending cut-offs without any user intervention on behalf of the utility.)	Base	
The IVR has a hidden "Back Door" menu available to administrator to dial in and record a custom emergency message on the fly and turn on or off the message. Accessible from a different number.	Base	
IVR enables customers to make a credit or debit card payment.	Base	
IVR provides options to repeat messages.	Base	
IVR tells the customer the address that matches the account, and asks the customer to confirm that it is the correct account. It also can ask the customer if they would like to make a payment at a different address.	Base	
Prior to payment processing, the IVR can inform the customer that "A non-refundable processing fee of \$x.xx will be added to your card for this transaction."	Base	
The IVR enables the customer to pay the total balance of XXX dollars and XX cents, and also lets the customer pay a different amount.	Base	
The IVR provides the option to speak to a Service Representative and can transfer the call to a designated call center.	Base	
The customer can enter the amount they would like to pay, and the IVR confirms the amount entered by saying "You entered XXX dollars and XX cents. If this is correct, press x"	Base	
The IVR can inform a customer that their account is past due and eligible for disconnection. The IVR can then guide the customer through paying the past due balance of XXX dollars and XX cents or pay the total balance of XXX dollars and XX cents. The IVR also allows the customer to pay a different amount.	Base	

<p>The IVR tells the customer that the system will charge their card XXX dollars and XX cents and ask the customer to confirm this is correct by pressing x.</p>	Base	
<p>The IVR will tell the customer if the chosen amount will pay the past due balance or pay the total balance due, based on the amount chosen by the customer.</p>	Base	
<p>If the customer enters an amount that is less than the amount due, the system tells the customer that the amount entered is less than the amount due -- and can also tell the customer 'if the total amount due is not paid by [the due date], their water service will be eligible for disconnection'.</p>	Base	
<p>The IVR can tell a customer that a disconnection order is pending for their account. It enables the customer to pay the correct amounts to avoid disconnection.</p>	Base	
<p>If a customer is pending disconnection and pays a sufficient amount to avoid disconnection, the IVR can automatically cancel the disconnection via the billing system and MFT site.</p>	Base	
<p>The IVR is able to tell a customer that they currently have a payment plan and is able to let the customer pay the next payment plan installment of XXX dollars and XX cents. The IVR will tell the customer that the system will charge their card XXX dollars and XX cents, and inform the customer that this will pay the next payment plan installment due on their account.</p>	Base	
<p>The IVR can inform the customer that an amount entered is less than their next scheduled payment and that failure to pay the full amount by the due date will result in the cancelation of the payment plan and disconnection of water service. After this warning, the IVR provides the option for the customer to pay the amount indicated or choose another amount.</p>	Base	

<u>Line</u> <u>Reference</u> <u>#</u>
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## Billing System Functionalities Assessment Matrix

Instructions for all worksheets in this Spreadsheet:

Vendor should provide a response to each of the questions and/or possible functionalities outlined in the attached worksheet (in yellow) as follows. Not all functionalities are required: only those marked as "Mandatory" are required. Vendor will not be penalized for functionalities marked as "Optional" - but vendors who can satisfy the functionality should indicate so. **VENDORS MAY NOT UNLOCK THIS SPREADSHEET AND THE SPREADSHEET MUST BE RETURNED IN THE SAME FORMAT AS DELIVERED.** Vendors submitting proposals in response to this RFP are responsible for seeking clarification (before the appropriate deadline to submit questions as indicated in the RFP) of any ambiguity, confusion or perceived error in the Request for Proposal (including this Matrix) prior to submitting proposals. Any such ambiguity or error will be waived if clarification is not sought at the appropriate time prior to proposal submission, and any functionalities for which the vendor later indicates confusion of, or needs clarification on, in their submitted proposal will not be given credit for the respective functionality. Any positive response to a functionality implies that the proposed system can automatically perform such functions with little or no manual effort by LFUCG, unless otherwise noted by the vendor in the Comments section. (Note: the source of this spreadsheet is Utility Planning Network's C-SAT Database Copyright 2014 All Rights Reserved - Acton MA USA 01720)

Options for Vendor Responses to "Vendor Capabilities" Columns:
BASE
FREE MOD
ADD-ON
MOD AT COST
NO

## Billing System Functionalities

### General/Mandatory

Ability to handle all of LFUCG's rates, adjustments and fees as list in this RFP and on LFUCG's web site.

Ability to charge late interest and penalties as referenced/described in the RFP, related attachments and on the LFUCG web site.

Vendor will convert all data from the current billing system.

Vendor will convert all data from the current legacy dumpster program (described in the RFP) so that dumpster fees may be billed from the new billing system as well.

The system can automatically generate a minimum bill when no meter reading is reported in data delivered by KAW via the MFT site. This minimum billing should occur without any manual intervention from LFUCG staff.

Ability to stop blaster calls on a particular account, or on a group of accounts. (Example: automatically stop blaster calls on all bankrupt accounts.) To select a group of accounts, this process must be able to be done easily to an entire group -- not by selecting one account at a time.

Ability to stop letters on a particular account, or on a group of accounts. (Example: automatically stop letters on all bankrupt customers.) To select a group of accounts, this process must be able to be done easily to an entire group -- not by selecting one account at a time.

If a customer has an active and an inactive account, the delinquent balance for each service type on the inactive account can be transferred to the customers' active account.

Vendor will create an semi or fully-automated method for which LFUCG can download usage data from American Water (see attached files for data layout) so that vendor's billing system loads such data and enables LFUCG to bill with that data provided by American Water.

The system shall identify and exclude billing for all meter-reading exceptions that are outside high/low parameters established by LFUCG. A report indicating such exceptions is generated after each billing cycle.

System can automatically lock customers out of payment channels based on user defined scenarios. For example, the system can lock customers out of paying via IVR and online if the customer has had water shut off for nonpay of sewer.

Ability to designate meter reads as Actual, Estimated, or Special Read.

According to LFUCG rules, the billing system will not bill Sewer for Sprinkler, Fire Hydrant, or Fire Service only accounts. Indicators on these accounts will identify them for WQMF service billing only (as indicated by LFUCG), i.e., no regular water service is found on the parcel.

The system has the ability to bill consumption for sewer service in gallons and to display consumption on the billing statements as gallons and also as HGAL. Due to very large usage in a few exceptional cases, the consumption can display as CCF.

The system can express consumption rate steps in whole numbers of gallons.

The system can charge a minimum bill for Sewer consumption between zero and a designated amount of gallons.

The system has the ability to bill designated accounts for Landfill based on the number of Herbie containers at the premises. The system must accept a weekly flat file with landfill data, which contains the KAW Premise Number and number of units.

Ability to automatically calculate and apply the fall/winter average (or FWA) for residential customers. The FWA is based on the average water consumption for usage during the months of November through April, or any three months of winter usage. A residential customer's sewer bill is then calculated using the FWA or actual usage, whichever is lower, for the months of May through October. The system needs to automatically calculate and appropriately apply the FWA calculations to the bills without any user intervention.

The resulting 30-day Average is used to calculate Sewer consumption with billing dates on or after May 1 through October 31. No bill will be created on May 1 or November 1 to allow for this process.

During the spring and summer, the billing system can charge new accounts, without a billing history of at least 3 fall/winter months, 90% of their usage for the Sewer portion.

Exclude from the FWA calculation all consumptions of zero during the relevant usage period.

The system will allow for the granting of additional Fall/Winter Average credit and sewer adjustments.

Except during the period of the Fall/Winter Average, the Sewer is billed according to actual consumption of water.

The billing system allows correction / override of the current FWA and use of the corrected value in calculating summer consumption.

Ability to charge a flat fee charge (admin fee) to an account regardless if the account is a sewer customer or not and this charge is a separate line item on the bill.

Ability for LFUCG to make both monetary and consumption adjustments in the system.

System can charge taxes as follows: A state sales tax of 6% of the sewer fee should be calculated for accounts classified as commercial and industrial. The only exception to commercial accounts is for those who have submitted sales tax exemption certificates. OPA (Other Public Authority) accounts are accounts belonging to governmental, quasi-governmental or public schools and also exempt from state sales tax.

The system will bunch all government bills that are coded with a specific code.

Ability to code groups or individual accounts as penalty exempt and/or tax exempt.

When KAWC sends a final reading in their file, the system performs the necessary processing to move out/in a customer.

After the final billing statement has been created, the billing system will generate no additional billing statement unless there is financial activity on the account.

For delinquency purposes, the system provides the ability for an LFUCG user to transfer charges from a closed to an active account, including retention of the due date of the original charge.

The system allows an authorized user to enter into the billing system Extra-Strength Commercial Charges and the corresponding taxes on these charges. The system processes such charges.

The billing system processes Sewer Exclusion Credits and the corresponding taxes on such credits; these may be manually entered into the billing system by account.

The billing system processes Water Quality Management Fee (WQMF) adjustments; these may be added manually into the billing system by account. Such adjustments appear as separate line items on relevant account bills.

The proposed billing system and IVR must provide, at a minimum, all of the current functionalities offered by LFUCG's current CustomerSuite billing system and current IVR.

Changes for WQMF accounts will be made in the new billing system using a comma delimited file extracted from LFUCG's Stormwater database with a SQL query. The query only pulls premises that have been changed since the last monthly billing file was created. The file includes two columns – premise number and number of ERUs. The information should be uploaded to the billing system by matching up the premise with the new number of ERUs.

If WQMF services have not yet been added to a new account, the system must be able to charge Sewer service without the Water Quality Management Fee (WQMF) and/or Landfill Services.

Transfer all data from the current billing system to the new billing system, including but not limited to data held in OnBase.

### **Customer Service**

Ability to process credit card payments directly through the solution. For example, a credit card can be entered or swiped, approved or declined, and posted directly to the customer's account with a batch total created for reconciliation at the end of the day.

Daily Payment Reconciliation. For each customer service representative that processes payments throughout the day, the ability to balance out and reconcile their daily batches including their drawer count within the software.

Defining Fields. Ability to change the name of at least ten (10) fields, and if necessary extend the length of these fields. Includes ability to define the type and format of data entered into each field.

Ability to query on User Defined Fields (that are mentioned in the "Defining Fields" functionality.)

Provide for contact and performance statistics (Number of calls, satisfied or completed calls, length of time for completion, call types, geographic area, response times, response needs, report by calls within dates / times.)

Designate payments allocation by priority. Be able to have a customer payment allotted to different services in the order we designate in terms of priority. Example: pay sewer first, WQMF second, etc.

Ability to proportion payment allocation. Be able to have a customer payment allotted to different services based on user-designated percentages. For example, apply 1/3 of a payment to sewer, 1/3 of the payment to landfill and the remaining 1/3 to WQMF.

Ability to manually over-ride system payment allocation on an as-needed basis.

When a customer makes a payment when their water has been turned off for nonpay of sewer, the system enables the customer's payment (including any shutoff administrative fees) to be allocated to sewer first. This is possible even if the billing system is set up to allot payments in a different way (like even distribution of payments over all services.)

If full payment is not made, the system can automatically prorate the payment between the different services.

Have the ability to allow the users of the system to update account/premise information separate from the customer and meter tables.

Accommodate a variety of billing scenarios to include Summary Billing, Consolidated Billing, Master Satellite to allow the utility to bill multiple sub-accounts from different meter reading cycles, premises and services into one summary type bill with supporting detail for each sub-account on the bill. Note: we are not identifying summary and consolidated billing as stuffing multiple bills into one envelope. Instead, summary billing is ONE bill automatically generated by the billing system that can be provided to one payer for multiple locations (like Walmart headquarters paying one bill for multiple stores in the utility's service territory.)

Have a field that tracks notes and a corresponding field that tracks the due date for payment arrangements. Be able to generate a report that indicates all payment arrangements that are coming up in a designated period of time, such as 'all payment arrangements due in the next 5 business days.'

Based on data that is created post go live, the system must be able to automatically have a report on the previous scenario automatically generated on a periodic basis (ie weekly, monthly, etc).

Ability to create and update notes but not allow a user to delete previous notes.

System has the ability to create a report for adjustments entered by LFUCG users.

If an account is inactive with a zero balance, then the system should not allow a payment to be posted to it.

Track collection activity for active accounts and closed accounts including Bad Debt accounts. This is to include phone call records, letters sent, agreements made, etc. On-line view or report of contacts/notices made to accounts in the collection process. System will provide a mechanism to input collection contacts/notices and/or notes into the CIS.

Have a bill calculator that lets anyone talking to a customer run a quick and easy bill calculation to estimate a bill for customer.

Be able to reprint a bill easily from the billing system.

Once a bill is reprinted, be able to automatically email and fax it (without printing a hard copy) for a customer that has provided a fax number and/or email address.

Customers can view their current and previous LEXserv bills online, and opt out of paper billing. Bills are also available for downloading. (The service is currently provided by Blue Grass Mailing (BGM), and the vendor selected for this RFP will need to interface with BGM's system(s) or provide this functionality directly).

All customers currently set up as 'paperless' will be set up in the new system as 'paperless.'

Provide exception reporting of abnormal situations, such as consumption on an inactive account, or no consumption on an active account.

Enable credit and debit card payments over the phone , and automatically add payment to working batch.

When a CSR takes a credit card over the phone, the credit card information only needs to be taken and entered once in order to properly process that payment.

Have viewable payment history to show type of payment such as if it was paid by cash, check, credit card, etc.

If a customer pays by check, have the system track what check number they used.

Ability to process credit card payments by swiping the card and not requiring to enter the card number directly. Therefore, a credit card can be entered or swiped, approved or declined, and posted directly to the customers account with a batch total created for reconciliation.

Scanning Documents. Ability to scan documents such as service orders, letters, etc. and link them to a specific customer. Ability to hyperlink files (scans) to customer accounts.

Capability of phone and internet payment, by check or credit card.

Accommodate interaction with the customer through the following methods: track and maintain history through all communications channels including but not limited to inbound and outbound calls, inbound and outbound e-mail, inbound and outbound correspondence, via web site access

Provide for the recording of a customer inquiry including the type of contact, who responded to the contact, the date/time the contact started, and the contact outcome.

Have the ability to search and view potential and existing customer contacts by any defined field, including a partial field. (Example, search for any customers with 'Jackson' in the street address.)

Ability to search for a customer without needing to identify the field on which the system should search. For example, if a user enters a last name, they do not need to also click 'last name' to identify the field that is being searched.

Customer contact features are fully integrated with the customer scripting process. Standard utility operating procedures can be displayed for call types.

Able to enter all new customer information without asking for, or rekeying, the same information twice.

System should be able to print customer information screen.

Easy access to payment history, and ability to print that screen/report.

### **Correspondence**

Ability to automatically generate all LFUCG LEXserv letters in a nightly batch that is automatically sent in the correct format to LFUCG's chosen bill print vendor.

Provide for the generation of standardized form letters and responses to customer inquiries with information from the customer account imported automatically as required. For example: shutoff letters, delinquency letters, responses to EFT inquiries, etc

Ability to create correspondence templates including forms.

System can automatically generate correspondence upon a returned check, pre-authorized payment, or any user defined requirement. (Example: automatically generate a 'returned check letter'.)

### **Customer Self Service - Internet Integration**

Allow customer to pay any bill online, either by check or credit card.

Provide for a security access number e.g. customer PIN that is either e-mailed to them after initial setup on the internet.

Allow view of consumption and payment history.

Allow customer to download history of usage (at least 12 months) into a spreadsheet.

Allow customer to download history of payments (at least 12 months) into a spreadsheet.

Allow for viewing and printing of current and previous bills.

Customer can change password/PIN.

Maintain consistency with LFUCG LEXserv web page.

Track an approval number. **DELETED-NOT REQUIRED FOR PROJECT**

### **Customer Management**

## **General**

The ability to establish a master account for a customer with a unique customer number, then be able to provide combined billing of all the customer's accounts. The combined billing must itemize each of the accounts separately and then total the Amount Due.

The system is customer centric whereas an individual has a customer number that never changes.

The system will have the ability to allow the users of the system to update customer information separate from the account/premise and meter tables.

The system can associate customers with a single or multiple accounts.

The system will provide for free-form comments about a customer. The system should be able to identify the author of a note/comment and the date/time created.

Using the data archived, generate reports that shows accurate consumption, revenue and billing history even if the customer has changed rates, rate codes. The report should be produced for any period or time range.

## **Customer Identification and Access**

Provide a variety of ways to access customer information, including browsing and sort capabilities, partial keys.

System provides the following search capabilities:

Customer Name

Service Address

Account Number

Telephone number

Social Security Number

Tax ID Number (EIN)

Drivers License Number

Meter Number

Customer Number

Premise Number

KAW Premise Number

Complex/Subdivision Name

Email

GIS Coordinates

A history of what accounts an individual has recently visited is maintained (by individual user) so a user can quickly re-access an account they were previously looking at. (Example: user wants to look back at a customer account she/he looked at 4 accounts ago which is no longer open on a screen, and can click a drop down screen of the last 10 accounts she/he visited and click on the one she/he is looking for - and that account automatically opens.)

The system provides a means for producing a random sample of customers for different actions.

Able to view the history of all transactions (billing and receivables) related to the customers accounts (with current first) and the resulting balances with drill down capabilities for detail on each transaction. From this, it must be possible to view and re-print a previous bill.

Identify a life support/medical condition.

Track accounts receivable by the customer, master account, premise, service or sub-account or a bill.

Allow the user to view customer service history by premise and service.

Able to identify accounts and report accounts by rate classification. Example: residential, commercial, industrial, OPA. or by independently identified and selected fields.

### **Customer Setup and Link**

Provide for separate billing and service addresses as may be required.

Detect and handle duplicate customers in the system. For example, a new customer is entered but there is another customer in the system with some form of matching customer ID (social security number, driver's license).

Provide for tax, penalty and disconnection exemptions at the customer level.

Record a variety of customer identification information such as Social Security number, tax ID number, drivers license, birth date, name of spouse, customer name, telephone number, bankruptcy type, bankruptcy case number.

Ability to record and track people co-located at an account, such as roommates.

Allow for unlimited, free-form notes and/or comments related to the customer.

Standardize commonly used customer names so that they will always be spelled the same.

### **Customer Based Information**

Have each customer information record at a minimum include the related data fields that are contained in the current billing system as follows: Billing History, Payment History, Consumption History, Product History, Credit Profile History, Alias Names, Soc. Sec No., Driver's License, Special Conditions, Spouse or Significant other Names, Roommates, DL#, Mailing Address, Deposit Information, Customer Complaints, Customer Correspondence (inbound and outbound), History of Service Addresses both Present and Past, Banking Information (for automatic drafting purposes), Date of Birth, Doing Business As Name (D.B.A.), Phone Number(s) (Cell phone, Unlisted phone, etc.), Email Address(es), Fax Number (s), Identify Dangerous Animals/People/Situation, Confidentiality requested, Headquarters and Branch Locations, Emergency Contact (Name & Method of Contact)

Convert and activate all current bank draft customers.

Able to search for co-residents by name, social security number or drivers license number

Provide the user the flexibility to display account/premise summaries of a customer on a single screen and drill-down capability.

Maintain historical information on dates and rates for rate code changes made for customer.

Provide ability to transfer all Customer Info listed above to new location.

### **Customer Correspondence**

Maintain a history of all inbound and outbound correspondence, including but not limited to blaster calls and letters.

Document specific customer correspondence received, i.e.. date, specific comments, including date/time they called.

### **Special Conditions and Special Needs**

Have the ability to Classify and Categorize customers with special needs or designations. (Example: board member, medical conditions, life support, elderly, disabled).

Automatically generates notification of pending removal of a special condition status in a user specified number of days from the re-certification date.

### **Account Management Functionalities**

#### **General**

Be able to view multiple accounts simultaneously without adversely affecting system speed.

Ability to scan documents such as service orders and letters, and link them to a specific account.



System should have restrictions on individuals who can make certain changes. System should provide flexibility to easily assign restrictions down to a user level. (Example: User1 has access only to A, B and C; User2 has access only to C).

Be able to see a virtual signature next to any changes made in the system so that you can see who made the change, and what date they made the entry.

Basic customer information should be entered one time and distributed as needed throughout the account. This functionality minimizes errors from entering the same information multiple times.

The system should not allow duplicate account numbers to be created. Unique account numbers.

The system provides for the unlimited entering and maintaining of misc. comments and information on customer accounts. Comments can be prioritized.

The system supports adjustments to service levels and will automatically calculate and apply associated billing adjustments in both dollars and consumption.

The system converts adjustments from the old system to appear as 'adjustments' in the current system - adjustments should not convert to the new CIS as just a reading.

Allow for the capability to maintain user-defined account information for classification of accounts for reporting purposes. Numerous user-definable fields will be required, all of which should be searchable in the system.

The system automatically updates accounts using Premise Change files from KAW on MFT site.

If KAW notifies LFUCG that water is turned off for an account, Water Quality Management and Landfill Charges can be suspended.

Provides comment fields, which is available for unlimited, free-form comments about an account. The system should be able to identify the author of a note/comment and the date/time created.

The system has a detailed audit trail of changes made to customer accounts.

Maintain multiple contact/address information (third party) related to the account. The owner, manager, management company may be contacted to provide access to the premise, verification of tenant move in/out dates.

Establish customer mailing address specific to each account.

System supports forced 'move-in' and 'move out'.

Provide temporary mailing address functionality specific to each account.

Provides a definable period of time that a temporary mailing address can be set, which starts automatically and the 'start date' and ends automatically on the 'end date'. (Example: customer goes to Florida for winter and wants bills mailed there for a few months.)

### **Account Identification and Access**

Notification and status of the customers account and any "alarm" items associated with the account. Including but not limited to: pending shutoff, active, inactive, final, disconnected, write-off, and user defined statuses

Viewing of the history of all transactions (billing and receivables) related to the account with drill down capabilities

Ability to print previous bills

Permanent hold on accounts is an option.

Identify the dwelling type (or what's being served), e.g., house, workshop/garage, trailer, pump, irrigation, pool, etc.

### **Account Transfer**

Provide the ability to transfer service from one customer account to another based on MFT data. This should be automated using Premise Change files from KAW MFT site.

Provide the ability to close an account with or without a transfer of service.
Provide a mechanism to open all or multiple services for the account. These services can be connected via a single conversation with the customer.
<b>Account Views</b>
Provide on screen access to account information from a consolidated view to a detailed view.
Provide consolidated view of a master account. All subaccounts will be included.
Provide consolidated view of a customer with multiple accounts. All accounts are billed separately.
Provide a service view including misc fees and charges
Provide a meter or multiple meter view.
For bills generated after go live, enQuesta will Provide the ability to reproduce the exact bill as it was produced and distributed to the customer. This capability should be able to show bill information for at least the past 12 months starting at enQuesta go-live forward..
Provide for access to a minimum of the past 4 years of history, read dates, reading, and bill amounts displaying the most recent information first.
Provide on screen view of account consumption/usage history by service/meter for a minimum of the past 4 years
Provide access to total combined consumption across multiple meters and multiple registers.
Provide on-screen access to a minimum of the past 4 years of customer account transactions (including bills, adjustments, payments) with drill down capabilities to view allocations.
Ability to view a customer's account drilled down by fees and aging buckets. Aging to include standard buckets: 0-30 days; 31-60 days; 61-90 days; 91-120 days and 120+. User can see, and report on, aging by fee and/or service type (ie sewer, landfill, etc.)
Ability to view payment transactions including up-to-the-minute postings online and via the IVR.
Provide view of deposit information including an estimated refund date.
Provide view of an accounts credit history or credit score. Also provide the ability to determine how many times an account has been late over the past 2 years.
Provide view of an "Account at a glance". Information would include: A/R, deposit info, HBC, adjustments, payments, and credit history.
Provide access to historical and pending service orders for a premise.
Show charges and fees pending and not yet billed. Ex: move in fees, deposits, etc.
Print a formatted statement of account for example: billing / consumption / payment history for the customer displaying the most recent information first.
Ability to attach documents to an account, with easy one-click access to open the attached documents in multiple formats within reason (Example: attach a scanned copy of a customers license and let a CSR click once to open the document with the scanned license.)
<b>Premise Management Functionalities</b>
System can keep track of accounts by current premise number received from KAWC system.
The system provides address validation features to avoid duplication of addresses and maintain data integrity.
Ability to allow the users of the system to update premise information.
System supports querying, sorting and reporting on property attributes.
Must be able to attach a graphic/photo/document to the service location, customer and meter screens
Provide a method of identifying the premise by complex ID and unit ID (apartment complex name and apartment number, sub-division name and lot number).

The system maintains an audit trail that will track changes and/or corrections in premise addresses.

System maintains history of customers attached to this premise.

Check or select all street names against an established master file to ensure a proper match. The street names master file must uniquely identify each physical street in our service area even though a number of streets have identical street names. Street address searches must present addresses to the operator by a unique street identifier.

Allow for unlimited, free-form notes and/or comments related to the premise

Allow the user to view premise service history by service and customer.

Display the status of the service at the premise, i.e., service is active; inactive; pending disconnect etc.

Provide capability to maintain user-defined premise information.

### **Meter Management Functionalities**

#### **General**

The billing system can generate a meter inventory based on the data provided by KAWC in a the new account file.

For every meter put into service, the following data should be maintained at a minimum (and searchable): meter number, meter size, current location, current customer, prior customers, active meter, inactive meter, discarded meter

Have the ability to print reports containing information about all or specific meters in the system. The user will be able to select / filter this information by meter number, meter size, meter status, premise, and customer.

System provides an on screen view of historical consumption by service address or location - history can show prior year consumption on same screen as current.

Allow for more than one meter at a premise and be able to assign a different rate to each meter.

### **Rates Functionalities**

#### **General**

Ability to handle all rates. (See the appendix in the RFP for rates.) Handle flat rates, rates based on usage, and rates linked to other services.

For situations where an adjustment has to be made to a customer's bill during a time period that an older rate was in effect, the system can automatically calculate the adjustment based on the old and new rates.

(Example: On Nov 14, Utility finds a meter reading mistake that was made Sept 3. Rates changed on Oct 1.

The billing system needs to automatically recalculate the adjustment based on the older rate when the new correct meter reading is entered.)

Ability to handle rates (and estimations) where highest and/or lowest reads over a certain period of time are omitted for rate calculations.

Have the ability to allow the user of the system to easily maintain and update rate information.

Ability to handle rates for any possible future services like portable water, rosies, lennies, mollies, herbie replacements, extra-dumpster-fee, sump pump redirection and reclaimed water.

Accommodate multiple billing rate structures that would be required to the different types of services. Support both fixed and variable rates.

Have the ability to log changes to rates with user, time, and date of change to track the customers historical rate assignments. Rate changes can only be done by authorized system users like the billing system supervisor or administrator.

Make rate changes effective by date (date driven). This way, the utility can enter the new rates before they become effective and the system will automatically change to those rates on the designated date.

Automatically prorate over any number of rate changes in a billing period while giving the utility the ability to manually override the pro-ration.

Ability to pro-rate final bills by days or consumption

Ability to calculate and bill rate changes on a per day basis for Landfill.

Allow for base charges by meter size

Provide for rates accommodating flat charges and allow for either minimum billing and/or consumption billing

Have sewer rates calculate based upon water consumption

Allow the user to implement rate changes quickly, to include the ability to establish new rates, where programming is not necessary

Retain all previous, expired rates and the linking of all rates (current or previous) to the accounts receivable entries calculated using that rate entry ex: for adjustments, credit billing, and reporting.

Accommodate unlimited GL accounts for all rate components.

### Charges and Fees

Provide for one-time charges, e.g.: Late Charge Penalty, Return Check Fee, etc.

The system will track and bill for all "SERVICE FEES" as outlined in this RFP. These fees will be automatically applied and billed by the system, where appropriate. Drop down choices of the fees will be available in the system to minimize the possibility of user input as well.

Provide for recurring charges.

Allow for establishing of a beginning and end date for these charges and uses these dates to determine if the charge or credit should be billed.

Provide for the creation of user-defined one-time miscellaneous charges.

### Surcharges

Assess surcharges to specific account(s) where applicable or desired.

Calculate a surcharge applicability based on user defined criteria

### Automatic Rate Assignment

Automatically assign rates based upon user defined rate determinants such as customer class, special discounts, and consumption caps.

Ability to override rates which the system may automatically assign.

Provide the ability to override rate determinants at individual customer/premise.

### Reporting - Rate Information

LFUCG and S&S will mutually work together in a timely manner to comply with any future local, state and/or federal regulations affecting rates or regulatory reporting.

Provides a reporting method for analysis of current rate structures to provide revenue and bill frequency analysis (number of bills and consumption).

Have the ability to allow the users of the system to print rate reports. The user will be able to print reports by specific criteria and ranges of data. The rate report will list rates by premise, rates by customer, rates by billing code/cycle, rates by Service Types, rates by usage ranges, tax exempt, etc

The system will generate an exception report for all meter-reading and/or usage exceptions because they are outside the established high/low parameters.

Provide for general rate reporting -- for example, allow reporting of consumption used and dollars received at the rate step block per individual customer and across the utility.

### **Meter-Related Functionalities**

Ability to bill and continually update accounts using all MFT data. (See Appendix.)

Allow for flexibility while downloading meter and usage data from MFT. The software shall allow for easy synchronization while downloading / uploading, in addition recovery from incomplete synchronizations shall be easy as simply re-downloading until a correct and proper synchronization has occurred.

Include the download of meter information for inactive accounts.

Provide for the handling and storage of up to a 10 digit read

Reports should show any medical conditions that would prevent us from turning the water off at this address or any will pay actions or customers paying monthly on leaks.

Track, store and have the ability to view onscreen, specific information about each meter read, including premise id, meter serial number, time and date of the actual read.

System does not allow duplicate meters numbers.

System retains up to 3 digits after decimal of meter reading.

### **Financial Management and Accounting Functionalities**

#### **General**

Provide end of day balance info to include and automatically generate a summary of total number of checks received, total cash, total stubs, total transactions and total dollar amount received. CIS system that provides an end of day report that summarizes multiple CSR payment batches. The report should include a total of the payment batches. For Example: Daily Summary Report Grand Total of all CSR payment batches. Subtotal #1: All Walk-in batches by Cash, Checks, Credit Card Payments. Subtotal #2: All Mail-in batches by Cash, Checks, Credit Card Payments. Repeat subtotals for EFT's.

Provide tools for the reconciliation of CIS revenue cycle with the General Ledger receivable cycle. The CIS will provide the tools in which to match the CIS Revenue Cycle with the appropriate period in the General Ledger.

The billing system establishes a different General Ledger code for each service, using fund account numbers supplied.

A separate General Ledger code can be created for converted open items, with a different rate for each service.

System enables user to run Aging Reports with aging broken down by fees (ie sewer, landfill, etc) within standard aging 'buckets' and other user-defined criteria.

For each customer service representative that processes payments throughout the day, the ability to balance out and reconcile their daily batches including their drawer count within the software. Currently the CSR's balance their payment batches and cash drawers manually on a daily cash drawer reconciliation sheet.

Quality Canned Reports Embedded - Monthly Revenue & Usage Reports: # of Gallons, \$'s, and # of Customers Billed - By Service & Type of Customer (Residential, Commercial, etc.) Top Customer Rankings (Top 20, Top 10, etc), Sales & Utility Tax Reporting - Sales Tax Exempt Customers (Sales Tax Exempt # field required), Utility Tax Reports

For each fee, the system will show a running total of outstanding charges broken down by fees/transaction types. Examples: total running total of outstanding Interest Charge - Sewer, total running total of outstanding Penalty Charge - Sewer, etc.

Ability of utility to set a minimum that would prohibit a refund check from being processed if it does not meet the user-defined minimum

Able to generate a daily report for all payments collected during the previous day. This will help in the reconciliation & allocation for all payments received.

System can generate an invoice for a one-time charge.

Able to tie accounts together for the purpose of analyzing account activity (for example, an apartment complex that has many buildings, billed separately. We need to have their total consumption and billing info tied together.)

Vendor will integrate and test all GL / AP export - and confirm it is working properly. All current GL codes will be transferred.

The billing system can fully integrate to the utility's current financial management system, so that billing & collection activity should post to the general ledger automatically.

Information flow should be easy to see from the Billing System to the GL Financial System - and the flow of information should be automated.

Provide tools for the reconciliation of CIS revenue cycle with the G/L receivable cycle.

Provide for an automated interface to G/L accounts payable for processing refunds.

Provide the ability to download a revenue file for analysis that includes both monthly and cumulative information of the following: Account number, classification, service, meter number, taxes, usage, total billed amount, etc.

Accommodate financial monthly (user defined time-frame) write-off for receivables

Provide for easy transition with end of year processes

Provide for file transfer capability of delinquency and charge offs

### Deposits

The system has the ability to track deposits for each type of account

Receive a deposit for a single customer and across multiple accounts. A customer can apply a single deposit to cover multiple premises.

Transfer existing deposit(s) to a new account. At the point of termination, a customer has the option to have their deposit transferred to their new billing account or, if final bill ability to send a refund of deposit

Provide the capability of billing deposits in a single amount on the first bill.

Have a deposit check writer in the system.

Identify outstanding deposits which have been assessed and billed but not yet collected.

### Receivables

Provide for viewing and reporting of the accounts receivable transactions by type by customer, account, service, and other methods provided by enQuesta.

Provide a variety of user selected criteria for filtering of aging/financial reports

### Deposit Refunds

Provide for reports of deposit refunds to active customers based upon: credit history and length of time the deposit has been on file.

Automatically apply or refund a customer deposit when the account is terminated. Have the ability to have the deposit applied to the current charges prior to printing a bill AND have the ability/option to transfer this refund out as a payable file (ie print checks for the refund as an option).

Provide an audit trail of all deposits and application of the deposit.

Allow for the onscreen view or report of all deposits applied and refunded.

#### Credit Refunds

Validate the amount of the refund given to each customer against a predetermined parameter. System will check for any "large" refund payments.

Review the bad debt and charge-off ledger prior to rendering a refund check amount to the customer. Ability to specify search parameter to identify bad debt customer.

Track and provide adequate control over refund checks. System maintains checks and balances when printing refund checks.

#### Cash Receipts Functionalities

##### General

Provide an end of day report that summarizes multiple CSR batches, thus creating a report that reconciles all batch transactions and the daily bank deposit. The summary information should include (1) Summary by payment method. Such as: Walk-in, Night Deposit, Collections, Mail-in, Internet, or Bank Transfer. (2) Summary by payment type. Including the \$ amount and # of each payment type. Such as: Check, Cash, Credit Card or Electronic Fund Transfer.

Customer ID can be scanned off a bill and the customer's information will automatically appear on the screen.

Multi-field search capability. Example: we would like to be able to search a specific time frame to find a certain payment made (ex. Find all \$750 checks deposited between May 12th and September 4th)

Ability for cashier clerk to log in and out of the system multiple times throughout at day without closing the cash drawer

Credit card grouping. Be able to see how many \$'s were paid by different Credit cards (Visa/American Express/Discover/...) daily and monthly.

Accept and track any form of standard payment. This is to include but not limited to cash, checks, electronic commerce (bank drafts, EFT, etc.), credit cards, money orders, lock boxes, internet. etc. Payment types to be shown in balance history.

The system will be populated with LFUCG's current data on all customers using electronic fund transfer (EFT) so that LFUCG can continue to have payments automatically withdrawn from EFT customers using electronic banking to automatically pay LFUCG.

The system enables customers to sign up for automatic electronic fund transfer (EFT) online, easily and conveniently.

Vendor will set up LFUCG as a payee for customers wanting to use their bank's online bill pay service, including but not limited to setting up LFUCG as a payee for local banks like Chase, Fifth Third Bank and other commercially acceptable formats.

When a partial payment is received, the system uses the LFUCG prorated distribution system; the oldest charges are paid first.

Have payment distribution rules to consider age of receivables and penalties.

Enter / apply payments to customer accounts manually (one customer at a time) or automatically in a batch (i.e. lockbox type payments).

Ability to distribute a single payment to a multitude of accounts at a multitude of premises belonging to a customer.

Can view payment distributions onscreen along with the ability to reverse a previous payment distribution and re-apply the payment differently to a single payment or batch. This is to include a complete audit trail of all payment distributions and changes.



Handle payments in batch mode while payments reflect 'pending' online on account immediately upon entry.

Post payments and/or adjustments to accounts which have been written off

Provide the generation of a payment receipt automatically after payment is received. (Walk-up window) Also have the ability to reprint a receipt.

For when a customer pays in the office, the system will produce a receipt that has the following information at a minimum: Utility Name, Date and Time of Payment, Customer/Account Number, Receipt Number, Customer Name, Service Address, Total Due (total amount owed by the customer prior to the bill being paid), Amount Paid, Type of Payment (ie check, credit card, cash, etc.), Check Number (if paid by check), Balance Due (balance due on the account after the payment is made), Change Due

Pre canned reports such as End of Day Receipts

#### Late penalties

Ability to apply late penalties based on LFUCG Ordinances.

Ability to adjust off a late penalty charge.

#### Automatic Payments

Ability to sign up a customer for automatic payments (ie from checking, savings, etc) and system automatically updates accounts receivable to reflect automatic payments.

#### Internet Options

Accept payments (credit cards, checks, debit cards, or other online payment / tender methods) via an internet based web page on the utility's web site and charge the customer a fee for the transaction.

When a customer pays online, have the system immediately update the balance on the system (with no delay)

### **Collections Functionalities**

#### General

The system accommodates LFUCG's delinquency-processing rules, specifically: LFUCG applies both penalty and interest fees; the penalty fee is applied on Day 25 after the billing date; LFUCG applies interest on the following bill when there are at least 25 days between the current bill date and the previous one; a percentage is used to calculate both the penalty and interest fees; an ongoing charge, the interest fee is charged on the last business day of the month; and penalty & interest fees are tracked in appropriate funds.

Ability to see history on any new account set up in relation to the past. (If a customer had a bad debt write off a few years ago, and he is applying for new service, we'd like to be able to see the old activity)

Produce a detailed listing of each account's transaction history.

Delinquency history of the customer is shown.

Ability to reduce collection amount or stop collection efforts on any specific account.

Allow the user to flag selected accounts as exempt from receiving past due notices (bankruptcies, etc.) and/or exempt from collection.

Produce an accounts receivable aging and arrears analysis report by accounts receivable money category for active accounts and closed accounts. Aging categories (current entries, 1-30 days, 31-60 days, etc.) are to be defined by parameters based on users preference.

Track collection activity for active accounts and closed accounts including Bad Debt accounts. This is to include phone call records, letters sent, agreements made, etc. Onscreen view or report of contacts/notices made to accounts in the collection process. System will provide a mechanism to input collection contacts/notices and/or notes into the CIS.



## COLLECTION PROCESS

### Late Payment Penalty

Provide the flexibility for the late payment penalty to be applied based on a percentage of the balance due.

Ability to, upon receipt of a partial late payment, automatically indicate the payment amount on the delinquency notice and reduce the balance due.

### Notification and Disconnect for Non-Payment

Support an automated notice and collection activity for all customers based upon specific processing date schedules by customer class. Automated late notice by letter and/or phone call.

Automatically produce past due notices based on parameter-controlled business rules.

Ability to combine the printing of past due notices and the printing of the customer's bill (the past due notice is on the bill) when parameter-controlled business rules apply. System must also have the ability to print past due notices independently of the bill

Provide the ability to generate past-due notices with a varying degree of severity based upon customer credit history. System allows notices to be tailored to customers with better or worse credit history where a sequence of delinquent and non-pay disconnect notices can be identified. The system will support any number of notices with variable contents and format.

Provide the ability to generate notices for delinquent payment arrangements; System will automatically generate the notice the evening (or morning) after the payment arrangement defaults.

Provide the ability to generate blaster call for delinquent payment arrangements; System will automatically generate the blaster the next day (or a user defined # of days) after the payment is not received.

Disconnect processing will include automatic generation of MFT disconnect service orders.

System can automate bill messages for customers regarding their payment arrangement details.

Have MFT disconnect orders automatically removed if payment is received and approved.

If a disconnect order is automatically removed by the system due to payment, have the system update the appropriate fields and systems automatically and immediately.

Ability to track and report number of service orders not worked over "x" days (where user defines x by service order type)

Allow for preventing turn-off of service (by service) due to delinquency for various reasons including Payment Arrangements (automatic), Bankruptcy Proceedings, Life Support (automatic), High Bill Investigation/Bill Disputes, Re-Read Order Pending, Payment Extensions, Other User Defined Circumstances

Allows for circumvention of the final disconnect notices and non-pay disconnect orders either individually, in groups, or by area.

Allow for identification and reporting of non-pay disconnect customers for subsequent follow-up placed in the work queue

Notice calls will be made to customers except for those identified as special handling (like those keyed as pre-petition bankrupt).

Notices can be directed not only to the current paying customer but also to a third party.

Provide for the printing/reporting of disconnect orders by customer and status

Real-time onscreen identification or reporting (in the billing system) of accounts which are scheduled for disconnect or that have been disconnected for non-pay.

#### NSF/Returned Checks

Ability to debit returned checks back to the customer's account and create appropriate returned check charge.

Automatically place customers with returned checks into the delinquency process if the charge is past due.

Adjust the appropriate associated G/L accounts accordingly without any manual intervention.

Automatically apply a returned check fee upon entry of the reversal of the payment.

Ability to waive the returned check fee pending approval. System will provide the ability to override the fee without an adjustment to the account.

Ability to adjust off a NSF fee.

Produce automated past due notices on returned checks.

Accommodate billing system rules that allow a customer two returned checks and/or AutoPay payments within a one-year period, following which Pay by Check is restricted for one year. At the end of the year, these accounts are identified on a report.

#### ACCOUNT

##### Outstanding Account Balance

For customers with multiple accounts, ability to report on their combined total past due amount for all of their accounts.

Provide a summary or report of all amounts owed by an entity having multiple service locations, both active, closed and pending.

##### Transfer Account Balance

Have new service requests automatically cross referenced against all types of accounts including active, inactive, disconnected, transferred, write off, etc.. with outstanding balances.

Provide the ability to automatically transfer delinquent balances between a customer's accounts.

In the event of an error, allow for transfer of charges from customer whose account was terminated after the requested date to the customer (including apartment complexes) who actually used the service.

The system allows the transfer of Accounts Receivable from an inactive account to another active account, including detailed notes.

##### Freezing an Account

Allow for accounts to be "frozen" so that no action is taken during any delinquent review process.

##### Payment Arrangements

Establish and maintain customer payment arrangements based upon an installment arrangement. Total balance owing can be divided into multiple user-defined installments.

Vendor will convert all customers currently on payment arrangements so they can continue on the same arrangement, where applicable.

Automate the setup of payment arrangements based on LFUCG payment arrangement policies. The system will automatically calculate payment amounts and dates due based on initial basic user input.

Ability to assign a different automatic payment allocation process to Payment Arrangements. (Example: for a disconnect fee of \$70, apply that to sewer; and make the payment allocation for the payment arrangement go to sewer first even though the system's payment allocation process allocates payments evenly among sewer, landfill and water quality management fees.)

Allow LFUCG to create bill extension agreements allowing for special payment arrangements on delinquent accounts and tracking of the progress.

Track the number of payment arrangements granted to an account in a running twelve month period.

Track the number of payment arrangements not met. For each arrangement that is made, provide the ability to track default.

System shows the initial payment schedules and amounts.

Print the arrangement agreement as it is established with the customer.

Allow LFUCG to adjust the arrangement amount and due date for each payment.

Have arrangement dates user defined.

Automatically generate installment payment letters. System will provide the ability to automatically send "reminder" notices to customers with payment installments.

Allow the payment arrangements to preclude account from entering write-off processing. Arrangements are made to assist a customer in preventing delinquency or disconnect notices.

Ability to charge interest on a payment plan.

Payment plan amounts must show on bill as a separate line item.

Payment Plan amount due should be reflected on screen and shown in transaction details.

Payment Plan should be set up as a balance separate from total balance. The pay plan charges a portion of the pay plan agreement to the account each cycle and that balance is due with the regular service charges.

Provide on-screen view and report of payment arrangements made with a customer for an account. Report can be segmented by class, status of arrangement, or amount.

Provide outbound mailing to notify or warn the customer of pending collection activity

Ability to generate and attach a Promissory Note to a payment plan, when and if required.

Ability to set up a Payment Arrangement by service type. Example: set up a Payment Arrangement for only past due sewer amount.

Billing system automates outbound call process of notifying and/or warning the customer of pending default of payment plan and/or payment plan default.

### Inactive Account Collections

Facilitate the identification of inactive accounts with outstanding balances and bad debts by previous credit and collection actions taken on the account

LFUCG can transfer balance owing to the new customer account

When an account is designated as inactive, the system can automatically search for an appropriate active account to which the charges can be transferred. And the system automatically does this.

Track and resend returned collection letters

Refer the account to collection agency.

Record bankruptcy and have system take appropriate actions on bankrupt accounts

Have relevant GL data on bankrupt accounts appropriately and automatically flow to the financial system.

### Collection Agency

Produce an export file for collection agency

Track collection agency activities, collections and fees by account

System can create a report showing all accounts referred to the collection agency and indicate each account's current status with the agency

System accepts a flat import file from a collection agency and automatically updates account data accordingly

Once the system accepts the import file from a collection agency and updates accounts, it also accounts for (and can report on) the fee(s) paid to the collection agency for recovering the funds by account.

#### Bad Debts/Write Offs

Provide for automatic write-off of accounts based upon user defined parameter by service. Allow for override of this automated process (secured by user).

Produce reports to report credit information to credit bureaus on active and closed accounts.

Move accounts out of the main stream to an Inactive/Bad Debt status based on business rules and/or parameters. Must retain the ability to recognize the Inactive/Bad Debt status on a later application for service by the same customer. Must also have the ability to bring them back from an Inactive/Bad Debt status.

Provide for manual write-off capability. User has the option to select specific charges that are past due and perform write-off. This would include active accounts.

Provide a mechanism for easily tracking, identifying and reporting on inactive accounts with outstanding balances due.

Recall accounts assigned to a collection agency. Once an account has been turned over to an agency, the Utility can manually override an individual account or a mass of accounts.

Provide an on-screen view or report of the write-off processing affected accounts, include review of the write-off customer information

Can view onscreen and create a report of customers who have made payments and are currently being collected through an outside agency.

On-screen view or report of contacts/notices made to accounts in the collection process. System will provide a mechanism to input collection contacts into the CIS.

Periodic open account balance report detailed or summarized based upon user defined criteria

Produce upon request a delinquency listing of all accounts with unpaid amounts greater than x days old since date the bill was mailed based upon user defined criteria

The billing system creates a report of all LFUCG customers whose accounts are delinquent and qualify for service denial and/or shut off as per delinquency rules.

Automatically generate multiple notification collection letters on final billed accounts with user-defined minimum balances after "x" number of days after inactivation. (Where user defines 'x')

Process a bad debt report at specified intervals to indicate the starting balance and number of accounts (total receivables), the addition of accounts referred (dollar and number), additions and reductions due to adjustments, the number of payments received and the dollar total of those payments, the totals for the end of the report period (total receivables)

Provide a means for automatically archiving and purging bad debt history information. **DELETED REQUIREMENT AS NOT REQUIRED.**

Provide for the transfer of records from the accounts receivable when collection activity has been completed. Appropriate G/L interface transactions will occur automatically.

### Bankruptcy

Identify and maintain bankruptcy information on the customer account.

System can tag customer as 'bankrupt'

System identifies different types of bankruptcy, and has different processes appropriate for different types of bankruptcy.

System can tag customer as 'pre-petition bankrupt'

When the utility is informed that the bankruptcy is discharged, the system can remove the amount that was owed at the time they filed bankruptcy.

System can generate a report of the amount owed by customers who have filed for bankruptcy.

Indicate on the new account that the customer has filed for bankruptcy on an old account.

### CREDIT

#### Credit References

Provide a letter of reference to a former customer in order to establish credit with a new utility company. The letter will include specific information about the customer's history such as the number of late payments.

Summarize and print the customer's credit history for the past 12 months on the closing bill for use as a credit reference with another utility based upon specified criteria.

#### Credit Bureau Interface

Provide an automated interface with various credit bureaus and a mechanism for transferring and receiving various information pertaining to customers.

Process payments received by credit bureaus/collection agencies

#### Credit Scoring

Provide a flexible credit scoring capability; the user can vary weights associated with various user defined credit offenses. Collection points for credit scoring purposes are applicable to all types of accounts.

Have the credit score take into consideration the number of years connected and the past credit events, applying a weighted value to the customer's most recent history. (date driven)

Manually adjust or override a customer's credit score. (Security will be configurable)

Transfer the credit score from the old account to the new account.

Maintain a credit history for each customer, which must include all accounts for that customer.

#### Cash Only Account

Allow for the automatic identification and pop up alert of a 'cash only' account based on a specific credit rating or a user defined criteria.

Where a 'cash only' customer is flagged, the system can 'lock' the account until the CSR acknowledges that he/she understands this customer is cash only.

System can lock 'cash only' customers out of non-cash payment channels. (Example: lock a cash only customer out of online payment by credit card.)

#### MISC

Allow for inactive accounts with usage to revert to landlord /owner for the account. (Currently for landfill only accounts.)

## Billing and Account Receivables Functionalities

Ability to bill all rates, and handle all rules associated with those rates - as shown in the RFP, and on all documentation (including but not limited to rates and Ordinances) shown on LFUCG's website.

Ability to pro-rate fees automatically when necessary.

Ability to set a parameter where a customer must have a minimum of 'x' gallons of usage for the system to send a minimum bill. (Where the utility defines 'x' and can change that 'x' at any time.)

The system can download information shown on the screen into Microsoft Excel and other programs instead of to text first then excel.

Billing capabilities should include all billing required including but not limited to: flat rates; installment charges for past due balances; interest; penalties; service orders; misc charges; disconnect/reconnect fees; tap fees; new account and setup charges; charges related to past due balances; estimated bills; meter/consumption-based bills; seasonal rates; time based rates; average consumption with reconciliation billing periods for actual consumption.

The system generates bills monthly, using requested due date parameters.

The system alerts LFUCG if any account is suspected to be 'missing' based on prior activity. (Example: an account is missing in the KAW data which normally had been billing, and just had a meter swap out.)

Ability to backbill a customer over a period of time, including periods during which rates had changed.

Ability to review bills before they are printed or updated to the database.

Ability to adjust a bill. Once the adjustment is made, the bill prints again correctly and a history of this change is maintained in the system.

Able to print bar-code account numbers for payment scanning.

Ability to provide an electronic bill via email. This 'ebill' option let's the customer click a link in the email to pay.

If customer opts for ebill option, allow customer to have choices to: (a) still get a paper bill and ebill; (b) stop getting a paper bill and just get an ebill (which the system generates and emails).

The vendor will set up all current 'ebill' customers in the new system so these customers remain ebill customers.

Ability to bill in cycles.

Ability to make adjustment and corrections before bills are processed.

As needed, the system has the ability to provide fractional billing for the Fall/Winter Average value.

Ability to select criteria from manual estimating.

### General Billing

Customer accounts are assigned a date driven primary billing cycle; all accounts within a cycle will bill on a scheduled day of the month. The billing schedule is easily changed with the ability to combine multiple cycles or to delay billing of a cycle.

The billing schedule is easily changed with the ability to separate multiple cycles and the ability to change the numbers of days the utility bills.

Ability to easily change the number of days customers have to pay their bill, without technical support.

Able to manually bill selected accounts at any time.

Provide for billing of an account based upon a specified date. Account will be billed the same date each period, regardless of billing / meter read date

Provide for billing of flat rate (unmetered) services

Provide for the billing of miscellaneous items either in one payment or over a definable number of bills.

Accommodate billing for customers of various rate classes, usage volumes, rate schedules, meter sizes, etc. Ex: Residential Single Dwelling vs Residential Multiple Dwelling.

Combine usage for multiple metered and non-metered service points into a single consolidated account bill. System can combine an unlimited number of user-chosen meters on a single bill.

Bill as a separate line item various fees, charges, taxes, and surcharges.

Different fees can have different line items on the bill related to each fee.

Able to easily customize and edit, without IT intervention, what various line items will say on the bill.

The system will identify the accounts for which Pay by Check is restricted so that there is a No-Check indicator embedded in the scan line and printed on the invoice for these customers. System will identify these accounts for Lockbox processor who will return these payments to LFUCG.

The system bills a sump-pump fee to designated accounts, as identified by LFUCG, per the provisions of Rate 2600

The billing system bills miscellaneous charges to specific accounts, as entered by LFUCG staff.

The system has the functionality to provide duplicate bills

For LFUCG accounts eligible for the payment assistance program, the system can bill these accounts at 100% of the regular rate and then applies a 30% discount.

The system links any discount or payment assistance to the customer and not to the premise. (A qualified recipient who moves must reapply to LFUCG's Division for Adult Services for a discount or payment assistance at a new premises.)

If a due bill due date hits a weekend or a holiday, the system is able to automatically set the due date as the next business day.

If a new customer is created but has already occupied the premise for a period of time prior to creating the new account, the system can backdate the service date for billing purposes.

A blaster call can be automatically made from the system via the proposed IVR a set number days after the due date.

The system can 'hold' blaster calls from going out until the next business day (skipping holidays and weekends, if the utility desires)

Sewer Exclusion Credits and Extra Strength Charges and corresponding taxes appear as separate line items on relevant account bills

#### Late penalties

Supports automatic calculating and billing of late payment charges (penalties) including the ability to identify to the system which customers and/or services are subject to late charges based on partial payments, payment arrangements, etc... Business rules and/or parameters will define how those late charges are to be calculated.

The system enables the utility to set a 'grace period' from the due date before applying penalties and/or interest.

System gives user the option to choose whether taxes should or should not be considered as part of a late charge calculation.

#### First/Final Bills

Allow the user to re-bill a customer after final bill has been rendered.

#### Estimating

System can automatically bill estimations provided by KAW.
Capability of excluding customers from estimation
<b>One-Time or Miscellaneous Bill</b>
Able to produce a one-time miscellaneous bill to a current customer. One-time bill is produced in addition to a normal cycle bill.
Bill for waste water, refuse/trash, dumpster, special pickups, sewer only
<b>Adjustments</b>
Support an unlimited number of user defined adjustment types, e.g. refunds, final bill, leaks, etc.
System can automatically calculate and apply a leak adjustment.
System can adjust and apply a pool adjustment as needed
System can automatically calculate an over-read adjustment by entering the corrected new reading.
Cancel/rebill process may be applied to an entire bill, line item, or to a specific service (in other words only those services selected by the user) and then rebill the selected service(s) only. The rebill includes all other unchanged items that were on the original bill and in the same format as the original bill.
Cancel and re-bill to the same or a different customer. Re-bill may be based on the same or corrected readings using rates in effect at the time of the original billing. Corrected readings must automatically trigger correction of the usage history as well as the re-calculated billing amount. Correction of billing for a prior period must trigger re-billing for subsequent billing periods subject to user approval and acknowledgement for each period.
Generate appropriate G/L entries when the cancel/rebill process is performed.
<b>Adjust write-off accounts</b>
System allows entry of a sewer credit for qualified builders for 12 consecutive months only, following account connect date.
The system provides for users to enter sewer credits into the billing system, based on the Fall/Winter Average.
The billing system only allows designated users to enter adjustments.
Ability to see pending adjustments before application to customer accounts.
When KAWC sends a billed Sewer consumption adjustment, the billing system calculates the monetary adjustments. Such adjustments appear as separate line items on relevant account bills.
<b>Bill Messaging</b>
Global custom messages. All bills produced can have messages that are easily entered by LFUCG.
Custom messages by individual customer.
Custom messages by service or other user defined group (like customer class, payment plan customers, ebill customers, EFT customers, service type, and account status)-
Customer messages by cycle or route.
Customer message by geographic area.
Message about sign-up for Autopayment program using the bill with a signature blank.
<b>Bill Formatting</b>
Provide the flexibility in combining line item charges or separating item charges for bill printing.
Make sure bill is printed with an identifier of the type of bill including if it is corrected, initial, closing, regular, delinquent, estimated, bank draft, or any other identifier the utility desires.
Show the total amount due plus amount of penalty and interest if not paid by due date. The penalty and interest amounts can be viewed as separate line items.



Provide a graph or table showing consumption/usage for current and prior 12 months for each service.

Generate an on screen preview of created bills at any time (even after posted to account)

Provide 12 month averages on the bill.

Unbundle rate components (example base charge and consumption charge).

Separate line item for payment arrangements.

Provide bar coding of postal information

### Bill Printing

For the design, print, and mailing of all bills, notices, correspondence, and inserts, the billing system generates extract data files as well as the print file layout and any corresponding technical specification documents. These are sent to Blue Grass Mailing, or any bill print vendor LFUCG chooses.

The specifications include scan line, bill / letter paper weight, and envelope specifications.

The system provides all files and specifications essential for Electronic Billing (eBill).

The billing vendor will work with LFUCG's bill print vendor on day-to-day billing operations as needed, at no extra charge to LFUCG.

The system provides multiple capabilities for sorting bills. (e.g. Zip code, cycle, customer number)

The system provide sorted output in accordance with U.S. Postal Service standards. For example: sort bills based on zip plus four plus two.

Ability to input a range of bills to be produced. For example, the entire bill run does not need to be printed all at one time.

The system displays the number of bills to be printed. (By bill type)

The system displays the number of bills remaining to be printed

The system displays the number of total bills printed.

Allow restarting of a bill run from any point within the bill run

Allow a bill run to be paused and restarted.

Be capable of creating a text only version of any bill for email attachment purposes.

Bills must be able to be printed in specified format. This includes the ability to add customized messages to the bills printed. This message can change based on customer aging status.

Ability to re-print the current bill after adjustments have been made.

Generate customer bills to a digital media such as tape or disk (for storage)

Ability to provide output file for bill print outsource company

Billing cross-checks are available to ensure that all reads were input, all charges calculated correctly, and all bills printed for the scheduled cycles and off-cycle account.

System has the capability of producing preliminary billing register listing all accounts to be billed including line item detail and total amount billed.

System enables user to choose whether to round billing calculations up to 2 decimals, or truncate after the second decimal. (Examples: if a bill calculation results in \$14.24634, the system can let the utility decide if the resulting calculation is \$14.24 (truncated) or \$14.25 (rounded).)

### The Solution Provides the Following Payment Channels

IVR

ACH

Lockbox and retail payment locations

Credit and debit card third party vendors

Online web payment portal (for credit card, debit card and echeck payments)

<b>Other</b>
Customers can sign up online for recurring payments.
Product processes all payments in real time, and the system reflects those payments in real time.
Ability to exclude accounts from going into the collection process if the accounts are in a user-defined customer class (like 'bankruptcy').
System enables utility to define, set up, and edit (as needed) security access parameters. (Related to who gets access to what in the billing system, whether it be individuals, predefined groups)

<b>Service Orders Functionalities</b>
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<b>General</b>
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Able to generate a service order for turn on and turn off in the system
System can automatically create a weekly 'shut off list' based on criteria assigned by the utility. (Example: customers past due greater than 60 days and greater than \$50 past due sewer, sorted by 'past due 60 days' amount from highest to lowest)
System can automatically create disconnect service orders of the top x number of accounts that meet LFUCG-assigned criteria.
When a disconnect order is created, the billing system can submit a disconnect file automatically on the MFT site and automatically track the MFT response, and act appropriately on every MFT response (including but not limited to rejected shutoff requests). For example, the new billing system will automatically receive a reconnect response and automatically log that reconnect and make the appropriate account changes. (See attachments for file layout. Disconnect/reconnect files on the MFT site are currently submitted manually.
When a disconnect order is created in the system, the system can automatically apply a 'disconnect fee' of \$x to the account (if needed).
When a customer pays in full after being turned off for nonpayment, the system can automatically generate a Turn On Service Order and can automatically include a 'Re Establish Service Fee' to be added to the account immediately.
When a customer pays in full after being turned off for nonpayment, the system can automatically submit a reconnect file on the MFT site. (See attachments for file layout).
Service order statuses are tracked in real time, with a minimum of the following statuses: scheduled, pending, complete, deleted, etc.
Have date fields in customer update upon completion of service orders
Have the ability to generate a service order electronically and by paper

Ability to allow the users of the system to maintain (add/change/delete) services orders
Customer contact information such as phone number prints on service orders. Such customer information will automatically populate from billing system onto the service/service order from customers general info screen instead of manually entering it.
Any authorized viewer is able to see the status of a service/service order (would cut back on calls & also see exactly when and what was done)
When making a large # of service orders, make the s/o generate from the report without having to go into each account
Ability to sort and view on screen, print service orders, or browse pending, scheduled and complete orders on any field within service order
System can automatically assign a unique non-significant Service Order Number at original order creation time.
Provide ability to maintain an audit trail for the entry and maintenance of all service orders. This is to include a user ID, date and time stamp. Audit trail also must include changes to the date wanted or order status.
Provide ability for automatic letter generation as the result of processing a service order. This will include a parameter-defined letter for particular service order type.
Allow for unlimited user defined service order status
Allow for unlimited user defined service order types
Ability to assign a priority to the working of an order.
The system automatically verifies the customer and the premise exists within the system prior to allowing the order to post to the pending file.
The system automatically verifies the pending service order file prior to initiating an order. The system will not let two of the exact same service order types be placed for the same premise for the same customer.
Ability to easily reverse a turn-on/turn-off/transfer made in error.
Upon creation of a service order, the system can automatically lock out the customer from making payments via IVR and online, and make the customer ineligible for online AutoDebit registration until adequate payment is received.
The system can automatically track the MFT site for customers who have been successfully shut off, and automatically trigger a service order action to add a \$70 fee to customer accounts.
Once a service order is initiated, system has ability to place it automatically into a schedule queue for scheduling
<b>Pending Order Modification</b>
Provide for on-screen access, viewing and modification of a pending order.
Provide for the cancellation of the pending disconnect order that will automatically cancel the transfer connect, the landlord connect or other associated orders, with override capabilities.
Provide for incomplete orders to be carried over to the next day.
Automatically have disconnect orders cancelled if payments and/or payment arrangements are made.

When disconnect orders are cancelled if payments and/or payment arrangements are made, the system is updated immediately.

Allow for input of the actual date service order is worked/completed including weekend and holidays.

Upon completion of the order, the system will change the status of the pending order and identify it as a completed historical order (on-line)

#### Service Charges

Ability to initiate service charges as the result of processing a service order. This will include a parameter-defined standard charge with operator override capabilities.

Posting of completed service orders automatically triggers posting of the applicable service charges with the ability to trace the charges back to the service order.

#### Order History

System provides for on-line historical review of completed orders for the customer account or service address (newest to oldest).

#### Service Order Reports

Ability to print reports that allow the user to view listings of the services that are in the system. The report is available by specific criteria / ranges of data

Ability to print reports that will show the status of Service Orders using utility-assigned status codes. This should include current and future status code the utility wants, such as: unassigned, assigned, in progress, completed service requests / service orders, etc.

Maintain historical information on all service orders and be able to produce reports from the service history

### **Interfaces Functionalities**

#### Interfaces

LFUCG financial systems. LFUCG uses PeopleSoft version 8.9 for our Enterprise Resources Program. Currently, LFUCG uploads a weekly interface file (CSV format, from CustomerSuite) into PeopleSoft which creates the journals in order to update the appropriate general ledger accounts. We also use a remittance machine to update all payments made to/from our legacy dumpster billings files. A file is produced as payments are run on remittance machine which then updates the legacy system payment history and this file is then interfaced into PeopleSoft General Ledger in the same format as mentioned above. All revenue and expenditures are recording in the general ledger on a totals level; all customer balance and customer information is currently maintained within CustomerSuite and the legacy dumpster billing programs. The new billing system will maintain all customer balance and customer information for all LFUCG fees discussed in this RFP, and all such data will similarly upload to and interface with PeopleSoft.

American Water's MFT site (for billing and shutoff/reconnect processes)

Bill print/mail vendors and banking institutions as described in the RFP

Changes for WQMF accounts will be made in the new billing system using a comma delimited file extracted from and integrated to LFUCG's Stormwater database. This automated integration will only pull premises that have been changed since the last monthly billing file was created. (Currently, the file being used includes two columns – premise number and number of ERUs.) The information should be uploaded to the billing system by matching up the premise with the new number of ERUs. Vendors must either automate this interface with the LFUCG Stormwater Database OR enable LFUCG to eliminate the LFUCG Stormwater Database by providing the functionality within the proposed billing solution. Either option is acceptable to LFUCG, but eliminating the Stormwater Database is preferred.

LFUCG's GIS (ESRI)

### **Reporting Functionalities**

Produce reports as indicated in the RFP, including but not limited to Aging Files Reports, Shutoff Reports, Transaction Summary by Class, Consumption Levels by Class, etc

Produce a variety of reports that will allow the users of the system to easily glean data from the systems' databases without requiring the help / assistance from the IT Department resources. Reports should be menu driven (accessible from the menu) and have a variety of pertinent ranges for filtering data, as well as a variety of sorting and output options.

System is able to store, edit and reuse queries and reports.

The system allows individual users to easily create and store their own user-created queries and reports.

System gives users a time estimate for how long a report will take to generate, and allows users to cancel the report prior to running.

Able to cancel reports while they are running without adversely affecting system performance.

Reports that will break down billing by certain billing items ( Sewer Only, Sign Up Fees, etc...)

Users can schedule reports to be run at a later time.

Individuals can run reports and simultaneously work in other windows of the system.

In terms of reports that are 'pre canned' in the system, allow changing of field names on reports to meet client's terminology.

Reports can be directly downloaded to Microsoft Excel.

Reports can be directly downloaded to Microsoft Word.

Report queries can access multiple tables in the billing system.

Report queries can access multiple tables in the billing system and external databases interfaced with the billing system.

Reports can be run in real-time on the production system.

Report queries can be sorted multiple ways after the query has been run. (Example: an ad hoc report is run on all tax exempt customers that shows customer name, customer number, service address, tax exempt number. The system can sort the resulting query on any of those 4 fields.)

Ability to produce consumption reports for all customers, by service type - and any combination of user defined factors. Also have the ability to print consumption reports based on the top x consumers based on rate type and or service type, base rates, and flow rates. (Where x is defined by the user.)

Allow a user to print any screen in the system.

Allow for standard and utility specific reports to be scheduled to automatically print on a user-define predefined period (ie daily, nightly, weekly, monthly, etc.) using standard system functionality.

Allow the user to easily scroll or page through an unlimited number of records displayed on a screen. System must allow scrolling or paging in either a forward or backward direction.

Closed Customer Aging - This function prints a report that shows the accounts receivable aging for customers that have closed accounts and still have balances outstanding.

Consumption History Report - This function prints a report that shows consumption by month by service type for the preceding 12 months.

Consumption Stats Report - This function prints a report by service type, number of services by consumption range, with average and standard deviation. Carrier presort with OMR for inserter.

Current Bills - This function prints the current bills / statements. Can print this in a variety of sorted orders (by zip code, geographic area, billing cycle, etc...).

Customer Balance Reports - This report is basically a Customer Aging without any aged totals, it simple shows beginning balance, and ending balance for a customer.

Customer Listing - This function prints out a list of all customers, or customers based on user-defined attributes.

Customer Refund Listing - This function prints a listing of customers that are due a refund.

Customer Service Type Report - This function prints a report that shows service orders by service type by customer showing number of dwellings, consumption.

Easily compile information on a specific group of customers (ie the top 10 customers) usage in our system. For example, we need to combine all accounts that have the same customer name and treat those as 1 customer.

Generate mailing labels based on user-defined criteria.

Have all reports available to be output to either a dot matrix printer, laser printer, or to the PC display.

Have letter creation and printing capability.

Have reports generated and viewed on-screen before printing.

Have reports to contain multiple select and sort parameters to support various standard utility reporting requirements.

Ability to produce a 2 year history report by service area that will show revenue history, consumption history, for any and all services and rates that the utility uses. The report can be filtered and or sorted by service area, service type, date, customer id, premise id,etc

Ability to produce a variety of financial based reports, including revenue reports, cash receipts, accounts receivable aging, top 10 customers based on revenue

Ability to produce a variety of reports based on the Customers and premises, as well as account histories, service call histories, and payment history and geographic areas

Have the system contain a full array of standard reports. The system has quality Canned Reports embedded. Examples include: Monthly Revenue & Usage Reports: # of Gallons, \$'s, and # of Customer Billed - By Type of Customer (Residential, Commercial, Agricultural, etc), Top Customer Rankings (Top 20, Top 10, etc.), Sales & Utility Tax Reporting - Sales Tax Exempt Customers (Sales Tax Exempt # field required), Utility Tax Reports. (Please provide list of your standard reports in your RFP response.)

Have the system force all reports to contain company name, report title, processing date, a unique report ID, column headings, subtotals and totals (where applicable), sequentially numbered pages and dates for which the report is produced.

System has ability to create a billing system report that indicates customers who receive discount programs.

Provide a way to print to someone else's workstation or print to a remote printer.

Ability to create and define an unlimited number of user defined reports. The effect on online response times when running the ad hoc reports must be minimal.

Service Listing - This function prints out a list of each customer premise combination along with the associated services.

Service Type Report - This function prints a report that shows number of services by service type.

Special Rate Listing - This function prints out customer that have special rates for instances like the Sewer Only Customers.

The system can search on any field, or combination of fields, to create a report. (Note if there is any external 3rd party software required to complete this task using your system, and note the version of that software that is required.)

A report to reconcile the adjustments, exclusion, and extra strength charges issued for each month.

Report and data export capability. Ability to export data and reports generated by the software to Excel, Word, pdf format, text format, etc.

System can generate, at a minimum, all current reports used by LFUCG.

System can memorize reports so that they do not need to be recreated.

#### Other

System user is able to search on any combination of any field in the system (using the existing Advanced Search capability in enQuesta and/or ad hoc Cognos reporting).

Assign user access or deny user access. Ability to assign access to defined areas and field in the software by user role. Examples include defined access specifically for a customer service representative, after hours operator, billing supervisor, accounting supervisor, etc. Ability to assign user access to specific fields, tabs, screens, and data type.

Traceability or user log. Ability to easily and clearly trace all user activity in the software, including any changes to the software's programming and database.

Uniformity of Data. The software should allow data only in specific formats. For example, social security numbers must be 9 digits with or without dashes, or not accepted with the user not allowed to complete transaction or set-up until data is keyed correctly. Applies to any data that is missing or not keyed, for example if a field is left blank, an error message is displayed and the transaction not completed until all fields are properly populated.

No limit on characters for note fields.

Provide a consistent and visible audit trail for all transactions. This audit trail should be easily traceable from resultant transaction back to source entry.

System administrator has complete control of security and is able to tell who is accessing any part of the system at any time.

Have the ability to provide security at the system, business function, event, screen, and field level. Restriction is by user, user group, office, or region access to customer account and service address information and related processing. Violations of security should be reported and logged.

Support secure access to the database, so only authorized clients are allowed to access the database and should report attempts by unauthorized users to use the system.

Support remote secure access to the database via internet.

Using the Advanced Search functionality or Cognos as hoc reporting, the system will provide the ability to support wild card searches on a number of fields.

The system has the capability to audit inserts / updates / deletions to fields that indicate the user and date of the change.

Ability to create billing cycles based on meter-reading routing information provided.

Ability to handle landlord tenant relationships where the account reverts back to the landlord when tenant moves out

Able to aggregate parcels together to combine impervious area for two or more parcels. There is a parent parcel (usually the main parcel or the parcel with the premise) and the child parcel(s) are "attached" to the parent.

Ability to track parcel information, ERUs, parcel impervious area and associated premises.

System has a field for owner and one for tenant for the non-mutual WQMF rental properties.

System enables LFUCG to bill for other municipalities with different rate structures and fees, if LFUCG chooses to do so in the future. The system should enable LFUCG to generate and send separate customized invoices for other municipalities, and track all aspects of third party billing separate from the current LFUCG billing operations.

System can obscure particularly sensitive fields from view without appropriate security clearances. (Example: blocking out all but the last 4 of a social security number.)

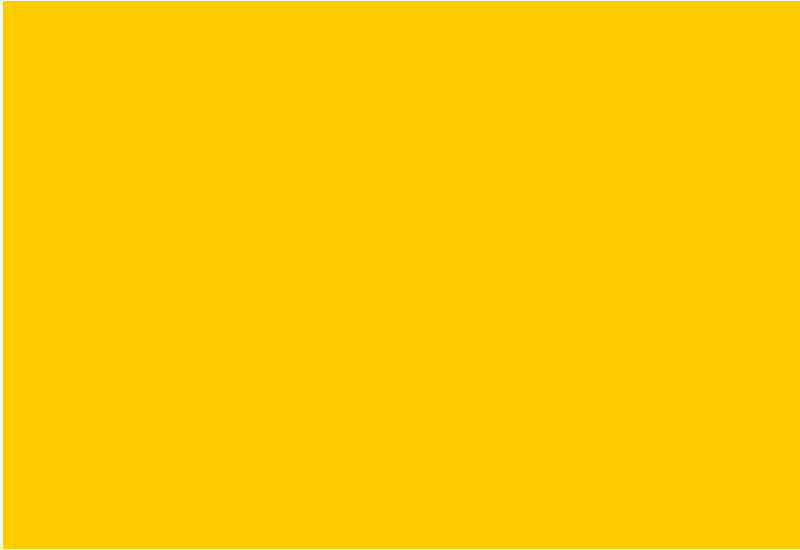
Ability to utilize a browser based interface.

Ability to cut and paste from emails or other Microsoft Office products and place the text into Notes fields in the billing system.

System should be able to generate a notification letter to customers who have checks returned for non-sufficient funds stating that a returned check fee will be placed on their account and that after two times when this occurs, they will no longer be able to pay their account by check for a period of one year from the date of the last returned check.







<b>Description:</b>	
The function is provided in the base product. No modification is required.	
No, the function is not in the base product but we will modify it at no cost.	
No, the function is not in the base but we can handle this functionality with another add-on product/module. <b><u>(In the appropriate comments box, please indicate details of the module and/or product, and indicate price.)</u></b>	
The function will require a modification. <b><u>(Provide the itemized cost in the appropriate Comments column, and include this itemized cost as a part of your Cost Quotation.)</u></b>	
The function is not available and can not be modified.	

<u>Vendor Capabilities.</u> (Indicate one of the following: BASE; FREE MOD; ADD-ON; MOD AT COST; NO or NOT APPLICABLE.)	<u>Comment(s)</u>	<u>Line Reference</u> #
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BASE	Mandatory	4
BASE	Mandatory	5
BASE	Mandatory	6
BASE	Mandatory	7
BASE	Mandatory	8
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FREE MOD	Mandatory	10
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	Question removed per Addendum# 2	37
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FREE MOD	Mandatory	
BASE	Mandatory	39
BASE	Mandatory. This will be driven by the SOW which will list all the data sources to be converted.	40
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BASE	assumes using the ad hoc reporting tool	45
BASE	assumes using the ad hoc reporting tool. The length of the call will be stored in the IVR system and needs to be accessible to the CIS	46
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BASE	The system will show warnings but the user with proper security can override that	58
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BASE	The system will create a PDF and can be emailed. The faxing will require integration to the IVR system and the cost of this is not included in this proposal	62
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BASE	Mandatory	87
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BASE	Using the CSS	94
BASE	Assumes this is the ID for any online request received within the customer self service portal	95
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BASE	The last 10 accounts dropdown (bookmark)	121
BASE	Using the mass meter service work function	122
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BASE	Mandatory	201
		202
BASE		203
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BASE		205
BASE	Assumes the electronic file is available to enQuesta	206
BASE		207

BASE		208
BASE		209
BASE	Using the enQuesta Street Range Master	210
BASE		211
BASE		212
BASE		213
BASE		214
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FREE MOD		217
BASE		218
BASE		219
BASE		220
BASE		221
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BASE	Mandatory	224
BASE		225
BASE	Using the enQuesta criteria being set	226
BASE		227
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BASE		238
BASE		239
BASE		240
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BASE	Mandatory	242
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BASE		244
BASE		244
BASE	Using Rate algorithm tool	245
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BASE		251
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BASE		253
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BASE		255
BASE	May require ad hoc reports/dashboard	256
BASE	May require ad hoc report	257
BASE		258
BASE		259
		260
BASE	Mandatory	261

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BASE		
BASE		263
FREE MOD	Currently enQuesta uses 9 digit reads but that can be expanded to 10 digits easily	264
BASE		265
BASE		266
BASE		267
BASE	enQuesta stores readings as whole numbers but also uses multipliers to convert readings to usage	268
		269
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BASE		
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BASE	May require ad hoc reports/dashboard	277
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BASE		280
BASE		281
BASE	May require ad hoc report	282
BASE		283
BASE		284
BASE	Assumes standard enQuesta GL Data format	285
BASE	May require ad hoc report	286
BASE	Assumes standard file format	287
BASE	May require ad hoc report	288
BASE		289
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BASE	May require ad hoc report	303
BASE		304
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BASE		316
BASE	May require ad hoc report	317
BASE		318
BASE		319
BASE		320
BASE		321
BASE	Based on how the configuration is set up	322
BASE		323
BASE		324
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BASE		326



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BASE		328
BASE		329
BASE		330
BASE		331
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BASE	Mandatory	333
BASE		334
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BASE	Mandatory	342
BASE		343
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BASE	Mandatory	352
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BASE		360
FREE MOD	Need to further analyze and understand KAWC system abilities in order to finalize scope.	361
BASE		362
BASE		363
BASE		364
BASE	Through a work queue	365
BASE		366
BASE	May require ad hoc report and some steps in this process may be manual	367
BASE		368
BASE		369

BASE		370
BASE		371
BASE	Using work queue	372
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BASE		374
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BASE		376
BASE		377
BASE	Using a workflow	378
BASE		379
BASE		380
BASE		381
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		383
BASE	May require ad hoc report and some steps in this process may be manual	384
BASE		385
		386
BASE	The user can search on accounts with balances/write off	387
BASE		388
BASE	Some of the steps could be manual	389
BASE		390
		391
BASE	Using account alerts	392
		393
BASE	Mandatory	394
BASE		395
BASE		396

	Assumes manual override	397
BASE		
BASE		398
BASE		399
BASE		400
BASE		401
BASE		402
BASE		403
BASE		404
BASE		405
BASE		406
BASE	Simple Interest only.	407
BASE		408
BASE		409
BASE		410
BASE	May require ad hoc report	411
BASE		412
BASE		413
BASE		414
BASE		415
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BASE		417
BASE		418
BASE	Based on the same customer number	419
BASE		420
BASE		421
BASE		422
BASE		423
		424
BASE	Mandatory	425
BASE		426

BASE		427
FREE MOD		428
FREE MOD		429
		430
BASE		431
BASE	May require ad hoc report	432
BASE		433
BASE		434
BASE		435
BASE		436
BASE		437
BASE	Either by a work queue or ad hoc reporting	438
BASE	Using work queue or canned report	439
BASE	May require ad hoc report	440
BASE	May require a work queue	441
BASE		442
BASE		443
BASE	May require ad hoc report	444
FREE MOD	We don't suggest deleting bad debt history since the system automatically reverses them when a payment is received.	445

BASE		446
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BASE		448
BASE		449
BASE		450
BASE		451
BASE	Using a workflow	452
BASE	May require ad hoc report	453
BASE	Using account alerts	454
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BASE		461
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BASE		463
BASE		464
BASE		465
BASE	The credit score is by customer so stays with the new account	466
BASE		467
		468
BASE		469
BASE	Using account alerts	470
BASE		471
		472
FREE MOD		473
		474

	Mandatory	475
BASE		
BASE		476
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BASE		
BASE	From the enQuesta Inquiry portal or reporting	478
		479
BASE		
BASE		480
		481
FREE MOD		
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BASE	Using the enQuesta Document Designer	505
BASE		506
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BASE		513
BASE	May require a custom process	514
BASE	Depends on the configuration	515
BASE		516
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BASE		528
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BASE		530
BASE	Assumes algorithm supported by enQuesta	531
BASE	Some of the steps could be manual	532
		533
BASE		
BASE		534
BASE	Assumes meter swap between two premises	535
BASE		536
BASE		537
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BASE		540
BASE		541
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		543
BASE	Mandatory	544
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BASE		558
BASE		559
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BASE	Mandatory	561
BASE		562
BASE		563
BASE	The scope of this is limited due to the open ended requirement.	564
BASE		565
BASE		566
BASE	Some of the steps could be manual	567
FREE MOD		568
NO		569
BASE		570
BASE		571
BASE		572
FREE MOD		573
BASE		574
BASE		575
BASE		576
BASE		577
BASE		578
BASE		579
BASE	enQuesta uses its own rounding logic	580
		581
BASE	Mandatory	582
BASE	Mandatory	583
BASE	Mandatory	584
BASE	Mandatory	585
BASE	Mandatory	586

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BASE		588
BASE		589
BASE	The scope of this is limited due to the open ended requirement.	590
BASE		591
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BASE	Mandatory	594
	Mandatory	595
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BASE	If the utility does not use enQuestalnk then the completion or any status change out of enQuesta will deoend on the user entering that information into enQuesta for paper orders	601
BASE		602
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BASE		619
4-28-15: Included in MFT Interface	Need to further analyze and understand KAWC system abilities in order to finalize scope.	619
BASE		620
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BASE		622
BASE	Some of the steps could be manual	623
BASE		624
BASE		625

BASE		626
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BASE		631
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BASE		633
		634
BASE	May require ad hoc report	635
BASE		636
BASE		637
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FREE MOD	Mandatory	640
FREE MOD	Need to further analyze and understand KAWC system abilities in order to finalize scope.	641
FREE MOD		642

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FREE MOD		
BASE	Assumes using enQuesta standard interfaces	644
		645
BASE	Mandatory	646
BASE	May require ad hoc report	647
BASE	May require ad hoc report	648
BASE	May require ad hoc report	649
BASE	May require ad hoc report	650
BASE	May require ad hoc report	651
BASE	May require ad hoc report	652
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BASE	May require ad hoc report	695
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BASE	The scope of this is limited due to the open ended requirement.	700
BASE	Diary notepad allows for unlimited entry, however the database does have limitations on the size of the length of the data fields	701
BASE		702
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BASE		710
BASE	Some of the steps could be manual	711
BASE		712
BASE		713
BASE	May require charges for data conversion	714
BASE	The scope of this is limited due to the open ended requirement.	715
BASE		716
BASE		717
BASE		718





S&S Comments Based on 4/16/15  
Meeting. Updated 6/7/2015





Added Master Sattelite, removed etc

Added the following text "Based on data that is created post go live, the system must be"

5-6-2015: Assumes integration to scanner.

Per the 4/16 meeting - OK to delete this requirement



Removed "etc", added OPA

Removed "etc"

Removed "etc"

Removed "for example, grocery chains,  
etc."

Removed "etc"

Removed "etc"

Removed "etc"

Removed "etc"

Removed "etc" and handling of returned mail.

Added comment that this is for bills  
produced after go live

Removed "etc"

Removed "etc" and added HBC.

Added "within reason" and removed "  
such as Word, Excel, etc."

Removed "etc"

Removed "etc".

Removed "etc"

Removed "etc"

Added the mutual work together language.

S&S- we repsonded as included in base so reports will be included. SDD-6/7

S&S- we repsonded as included in base so reports will be included. SDD-6/8

Removed "etc"

S&S- we repsonded as included in base  
so reports will be included. SDD-6/8

S&S- we repsonded as included in base so reports will be included. SDD-6/8

S&S- we repsonded as included in base so reports will be included. SDD-6/8

S&S- we repsonded as included in base so reports will be included. SDD-6/8

Removed "etc", added "and other methods provided by enQuesta"

S&S- we repsonded as included in base so reports will be included. SDD-6/8



S&S- we repsonded as included in base  
so reports will be included. SDD-6/8

Added "other commercially acceptable  
formats" and removed comment.



As per discussions with KAWC, since they cannot handle real-time web services at this point, we will proceed with a secure FTP transfer using a polling process. Updated on 6/7-Please refer to SOW language on the KAWC MFT integration. SDD.

S&S- we repsonded as included in base so reports will be included if needed.  
SDD-6/8

S&S- we repsonded as included in base  
so reports will be included if needed.  
SDD-6/8

Removed "etc"

Simple interest only is ok.

S&S- we repsonded as included in base  
so reports will be included if needed.  
SDD-6/8

S&S- we repsonded as included in base  
so reports will be included if needed.  
SDD-6/8

S&S- we repsonded as included in base  
so reports will be included if needed.  
SDD-6/8

Per the 4/16 meeting - OK to delete this  
requirement

S&S- we repsonded as included in base  
so reports will be included if needed.  
SDD-6/8

Removed "etc"



Removed "For example: Service order fees - meter tampering, NSF fees, etc..."

Removed "etc"

removed etc.

removed etc.

As per discussions with KAWC, since they cannot handle real-time web services at this point, we will proceed with a secure FTP transfer using a polling process. Updated 6/7-Please refer to SOW language around KAWC MFT integration. SDD.

As per discussions with KAWC, since they cannot handle real-time web services at this point, we will proceed with a secure FTP transfer using a polling process. Updated 6/7-Please refer to SOW language around KAWC MFT integration. SDD.

As per discussions with KAWC, since they cannot handle real-time web services at this point, we will proceed with a secure FTP transfer using a polling process. Updated 6/7-Please refer to SOW language around KAWC MFT integration. SDD.

S&S- we responded as included in base  
so reports will be included if needed.  
SDD-6/8

As per discussions with KAWC, since  
they cannot handle real-time web  
services at this point, we will proceed  
with a secure FTP transfer using a  
polling process. Updated 6/7-Please  
refer to SOW language around KAWC  
MFT integration. SDD.



S&S- we repsonded as included in base  
so reports will be included if needed.

SDD-6/7

S&S- we repsonded as included in base  
so reports will be included if needed.

SDD-6/7

S&S- we repsonded as included in base  
so reports will be included if needed.

SDD-6/7

S&S- we repsonded as included in base  
so reports will be included if needed.

SDD-6/7

S&S- we repsonded as included in base  
so reports will be included if needed.

SDD-6/7

S&S- we repsonded as included in base  
so reports will be included if needed.

SDD-6/7

S&S- we repsonded as included in base  
so reports will be included if needed.

SDD-6/7

S&S- we repsonded as included in base  
so reports will be included if needed.

SDD-6/7

S&S- we repsonded as included in base  
so reports will be included if needed.

SDD-6/7



S&S- we repsonded as included in base  
so reports will be included if needed.  
SDD-6/7

S&S- we repsonded as included in base  
so reports will be included if needed.  
SDD-6/7

S&S- we repsonded as included in base  
so reports will be included if needed.  
SDD-6/7

S&S- we repsonded as included in base  
so reports will be included if needed.  
SDD-6/7

S&S- we repsonded as included in base  
so reports will be included if needed.  
SDD-6/7

5-6-2015: Within commercially  
reasonable standards.

Added the following test " (using the  
existing Advanced Search capability in  
enQuesta and/or ad hoc Cognos  
reporting)"

Added note into comment about diary notepad.

Clarified the requirements