

Town of Century priority process.

Training:

Pre-billing system check:

Customers

- Overview training
 - Full screen review

Location

- Overview training
 - Full screen review

Meters

- Meter overview Training
 - Full screen review
- Group meters
 - Make sure meters are in the correct groups

Meter models

- Overview training
- Make certain the meters are in the correct models
- Make sure meter models are set up correctly
 - Size
 - Rollover
 - UOM
 - High / Low
 - Reading Multiplier
 - Meter Type
 - Asset Distribution – if applicable

Estimates

- Training
- Make sure estimates are setup correctly

MID

- Review MIDs if any

Groups and Income Centers

- Overview training
- Review Groups and Income Centers
 - GL distribution for all Groups and Incomes
 - Decide if a group is needed or not
 - Decide if each income center is needed or not
 - Review rate codes in each income center
 - Overview training
 - Make sure each rate code is needed
 - Make sure each needed rate code is charging correctly

- Ensure the effective date being used is correct
 - Review UOMs
 - Review Methods
 - Multiply unit bys
 - Prorate frequency
 - Unit per step
 - Minimum step
 - Tiers
 - Penalty
 - Criteria
- Review each adjustment code
 - Overview training
 - Default Amount needed?
 - Due date Default needed?
 - Penalty
 - Active
 - Show on bill
 - Need more?
- Deposit Codes – If Applicable
 - Overview training
 - Customer or Location?
 - Default Amount
 - Penalty?
 - Refunds
 - Interest
- Penalty Codes
 - Overview training
 - Entire screen for each Penalty Code
- Review if Reading Groups are preferred
- Review Payment Plan defaults– If Applicable
 - Full screen training and review
- Payment Information
 - Overview training
 - Redistribute Credits training
- Configurations

Billing

- Exporting reads
 - Review configuration
- Importing Reads
 - Review configuration
- Reading Maintenance
 - Overview training

- Finding obvious problems
 - Verify Apply
 - Review and train on all reports
 - Correct Verify problems
 - Close books
 - Apply
 - Review all reports
 - Unread Meter Report
- Periodic
 - Overview Training
 - Charge non-Metered
 - Process Payment plans
 - Redistribute Credits
 - Print Bills/Notices
- Technical Services
 - Overview Training
 - Work Orders
 - Action Queue
 - Job types
 - Labor
 - Inventory – if applicable