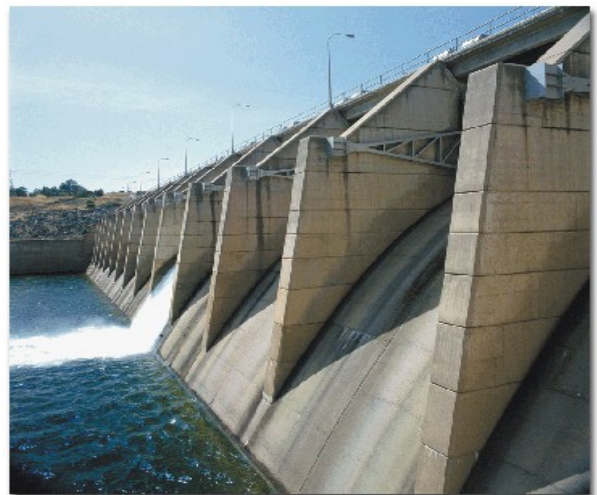


# Enterprise Billing

Revenue management system



## Web Based Billing System

Today's increasingly sophisticated customers expect their utility companies to service their diverse needs via multiple channels, including the Internet. To present and pay their bills, enter meter readings, or record a vacancy status, more and more of these Web savvy customers are relying on their utility's Web-supported services for direct access to the information and services they need. For this reason, support for secure, Web-enabled, value-added e-services is fast becoming a necessity for success in the industry. The more Web-enabled services you offer, the more costs go down and customer satisfaction goes up. That's why Prasanna specifically designed the Enterprise Billing™ web based solution for utility companies and their customers.

In growing numbers in all countries, customers are using online technologies to carry out transactions electronically, from paying their bills via the Internet to ordering products and a host of other interactive online services. Customers expect the same flexibility and convenience in communicating with their utility companies:

- They want direct access to their personal account data to pay bills or change or add master data whenever necessary.
- They want to navigate their account on the Web to view all relevant information so they can answer questions without speaking to a customer service representative.
- They want to be able to contact the utility 24 hours a day, seven days a week – and only at their convenience.
- More and more customers live in a connected world, and they want to be connected to you. With the Enterprise

Billing application, you can make sure they are.

## Billing System

- Generation of bills based on actual meter reading, average consumption or flat rates
- Billing frequency - Daily, weekly, monthly, bimonthly, quarterly etc
- Defining multiple tariffs, rates, slabs, rebates etc
- Option to generate multiple bills for a customer in a month
- Multiple field in bills such as Fixed charges, Water charges, Demand charges, penalties etc
- Taxes, interest on late payments. Disconnection and reconnection charges
- Provision for back billing charges for unauthorised usage, audit short claims
- Rebates assignable to consumer based on consumption patterns, early payments
- Enterprise billing provides functions for complex billing, such as real-time pricing or time-of-day tariff pricing that enable utilities to bill time series (from interval customers, for example). This billing is compatible with all tariffs that refer to time series



Billing applications support the change of all master and billing data during a billing period. They ensure that any billing-relevant changes that occur in a billing period are included in the procedure. If a price changes, for example, the total period is automatically divided into partial periods, and each partial period is allocated the relevant price for that time. At the same time, the software divides total consumption, allowing each partial amount to be calculated.

The billing system also supports unplanned interim billing – for example, at the customer’s request. Users can execute final billing upon temporary disconnections or when a connection is permanently disconnected

GSM/GPRS modems connected to water meter, RF, LPR etc

- Spot billing of meters using handheld billing machines, PDAs (with or without GSM/GPRS modems) to exchange data with the system

- Generation of bills by manually entering meter readings at the back office, Importing billing data from text files



### Meter Reading system

- Capability to read meter data transferred from the water meter through various sources such as



### Collection System

- Collection of payments at cash counter, website, Any time payment (ATP) kiosks, Third party collection systems such as banks or integrated utility payment centres
- Enterprise billing provides sophisticated credit-rating capabilities that enable you to make a solid risk-based segmentation of your customers. You can use credit rating to ascertain the right terms and conditions to offer a given customer, confident in the information backing up your decisions and driving your collections activities. This is crucial to differentiating your approach in dealing with customers throughout your relationship.
- Bank reconciliations



### Payment recovery from defaulters

With Enterprise billing, you can perform a range of automated, semi automated and manual tasks, such as

- Issuing payment reminders to customers
- Sending e-mails, short message service (SMS) messages or telephone (dialer) calls to consumers
- Triggering workflows and disconnection orders
- Blocking accounts for collections
- Loading of disconnection/reconnection data onto hand held machines/ personal digital assistants (PDAs) that can be carried by field staff
- Remote exchange of day with the system through GSM/GPRS based hand held machines or PDAs

### Auditing

Applications support requirements from Tax authorities enabling a company to make all tax-relevant data available to the tax auditor or the tax office. This can be handled directly, indirectly in an online system, via reports or via data carriers.

### Audit trails

Internal audit departments can carry out physical auditing of all transactions. Audit trails are maintained for all modifications. Details of changed parameter including previous value, modified value, modifier's name, date and time of change etc are saved for future reference.

### AquaSys™ online services

Online-Services to support a complete menu of value-added, Internet enabled services and features to consumers

- Online bill presentation and payment
- Bills sent as SMS on consumers cell phone
- Support for automatic payments, so all future bills are paid on time
- Payment histories, so customers can easily view their previous payments
- Online account management, so customers can change master data, such as password, address, or banking and credit card information
- Request for change in tariff, billing address, owner's name etc
- Request for temporary or permanent disconnection
- Online registration of grievances, complaints etc



## The increasing benefits of a fully integrated Water billing system

When utilities offer customer self-services, they typically need to transfer various scenarios to an integrated Web platform. Because Enterprise Billing™ online-Services is directly linked to the customer master database, and works management modules it can initiate workflows, eliminating the need for manual data entry and ensuring that only the correct data is transferred. It guarantees a considerable reduction of errors, while also delivering significant time and cost savings for your company.

The applications submitted by consumer will be followed up by the technical department for spot inspection, Feasibility reports, Preparation of estimates etc which may be handled by other modules of AquaSys™, the data from the other modules flows into the billing database after the connection has been sanctioned to the consumer. Similarly the demand and collection details, deposits paid by consumers, bank remittance etc are updated to the Enterprise Accounts module for further financial analysis.



## Why Enterprise Billing™?

Enterprise Billing for Utilities is designed to help your utility meet the challenges of change head-on with solutions that are tailored to the specific standards, processes, and needs of the utilities industry. The solutions are built not only to fit the way you do business but also to improve it. They deliver rich functionality and productivity building tools throughout your enterprise. Enterprise Billing gives you the flexibility to deploy innovative applications and drive business-process standardization and because they offer easy integration and virtually unlimited scalability.



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