



Expect as much from us as your community expects from you

## UTILITY BILLING

- Support **multiple types of metered services**: water, sewer, gas, electricity (including demand), and steam, including compound meters
- Support **all types of flat rate services** including garbage, solid waste, fees, surcharges, and others
- Handle **any type of rate structure** including flat, single-step, multiple-step, percentages, and more
- Easily manage **cycle or section billing for a large customer base** by breaking it into sections to control billing cycles and smooth workflow
- Easily manage all processes related to applying and **collecting penalties** for delinquent accounts
- **Maintain service address & names/ addresses of customers, owners, and residents**
- Maintain **legal information** related to each account consisting of subdivision, block, lot, township, range, section, and more
- **Search and access record** by account number, route sequence, service address, customer, owner or resident name or address, legal information, meter ID, phone numbers, social security number, bank account number, and others (all with incremental search)
- **Automate meter processes** including meter changeouts, roll-overs, estimation, averages, re-reads, and more
- Optimize processing of the most common types of activities (billing, creating and finalizing accounts, applying penalties, estimating meter readings, meter change outs and more)
- Prints groups of reports simultaneously using **wizards and special functions**
- Integrate internal **access to the mail-merge features of Microsoft Word** for seamless production of past due notices, disconnection notices, and more
- Print **laser postcards or full-page bills** in sorted order
- Process **security deposits**, interest and apply to final bills
- **Supports Budget Billing - rolling averages** updated monthly on the fly

Fully integrated with these Black Mountain products:

**DATA ARCHIVING**  
**AUTOMATED METER READING INTERFACE**  
**AUTOMATED TELEPHONING**  
**REFUSE MANAGEMENT**  
**SERVICE ORDERS**  
**SERVICE APPLICATIONS**  
**INVENTORY CONTROL**  
**CASH RECEIPTING**

# REPORTS

**UTILITY BILLING** enables you to choose from a large selection of built-in reports

- **Summary, History, and Balance Reports**

- Accounts Receivable Summary
- Summary Billings
- Receipts
- Adjustments
- Security Deposits
- Deferral Journals
- Usage and Billing Summaries
- Current Balance Summaries
- Collections
- Adjustments
- Billings
- Deferral Histories
- Water Loss

- **Detail Reports**

- Accounting
- Special/Fixed Charges
- Accounts Receivable
- Billings
- Collections
- Adjustments
- Penalties
- More

- **Meter Reports**

- Water
- Gas
- Electric
- Steam
- Multi-Meters
- Exceptions
- Detailed Readings and Usages
- Worksheets
- Stopped Meters
- Averages
- More

- **Customer Reports**

- Names and Addresses
- Telephone Numbers
- Financial Transactions
- Tenant Waiting Lists
- Security Deposits
- More

**Region and Sub-Region Reports**, segregated by user-defined regions and sub-regions

**Past Due Reports, Notices and Shut-Off Lists** (detailed and selective)

- **Code Listings**

- Services
- Rate Codes
- User Types
- Meter Sizes
- More

- **Standard Forms and Notices**

- Billing
- Past Due
- Disconnection
- Balance Remaining
- Meter Book Labels and Pages
- More

- **Microsoft Word Merge** and User-Designed **Form Letters**

- Past Due Notices
- Disconnection Notices
- Balance Remaining Letters
- More

**Microsoft Excel Graphing** of usage and charges

**Review and Reprint Reports, Preview on Screen, Send to Printer, to a File, to Email, to Laser Fiche, and more**



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