

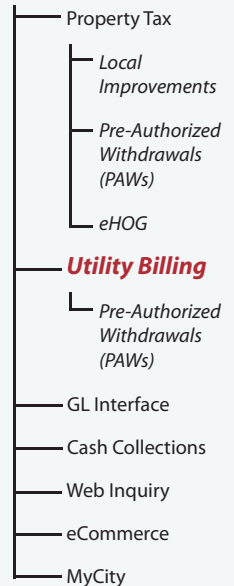
Utility Billing



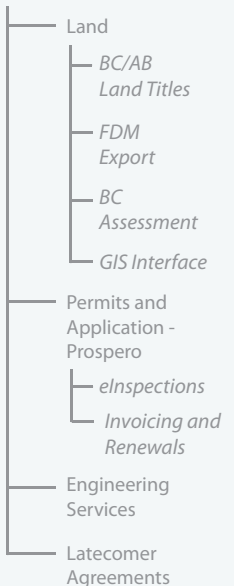
Tempest's Utility Billing module addresses the complex requirements of rate related billing for Local Government in regards to functionality for the tracking, billing and collection of utilities such as water, sewer, garbage and recycling. As a result of bylaw diversity, utility systems have historically been difficult to set up and maintain without expensive and ongoing custom configuration. Tempest's system allows for fully configurable rate structures, billing cycles and the bill itself, this results in faster implementation and cheaper maintainance than historical billing systems could offer. It is fully integrated with Tempest's Land, Property Tax, Pre-Authorized Withdrawals and Cash Collections systems as well as meter reading software and mobile data gathering devices.



Revenue Systems Management



Community Development



Bylaws & Ticketing



Benefits

- Increase forecasting accuracy - historical data is maintained online, allowing for trend analysis
- Improve business processes with flexible end-user created reporting
- Improve accuracy and reduce time through integration with mobile meter reading software and devices
- Save time with the ability to estimate both automatically and manually
- Save even more time with automated adjustments for reversals, voids and reading errors
- Improve constituent service by providing accurate billing and full integration to Tempest's eCommerce and MyCity systems which allow for convenient bill inquiry and payment



"We converted to the Tempest Property Tax and Utility software in 2008 and haven't looked back since. Their program is by far the best I've seen and used. Support staff is knowledgeable, not only in software design but also in the actual workings of taxation and utilities and related legislation. Changes in legislation are handled proactively rather than reactively and appropriate program updates are ready well in advance. The system is user-friendly to the point where even an old dinosaur like me feels comfortable navigating it. Help desk staff is available when we need them and respond to requests for help very quickly getting back to us in a timely manner when necessary. Since our original conversion in 2008 we have added several other modules including Dog Licensing and are glad to have done so. Even after 3 years it is rare that a week goes by where I don't say 'I love Tempest!'"

Thank you Tempest Team, you are the best."

~Silvia Rutledge
 Manager, Revenue & Collections
 District of Maple Ridge

Features



- Follows the complete utility cycle from meter reading entry through to billing
- Provides for scaled metered, fixed metered and flat rate billing methods
- Offers multiple billing cycles and routes
- Offers final billing and amended billing procedures
- Allows for both manual and automatic estimates
- Operator prompted workflow management ensures accuracy for shut off, turn off and meter replacement functionality
- Maintains meter locations including footnoting and multiple meters per property
- Maintains consumption, meter reading and billing history information for as many years as you wish to keep online
- Can be integrated with Tempest's powerful IntelliSearch Module for simple, user-friendly, ad-hoc querying and detailed data analysis
- Provides tenant billing as well as special billing notes requested by owners or tenants
- Allows for minimum charges
- Allows for discounting or penalty calculations
- Provides online, real-time inquiry for immediate access to account information
- Allows for calculations to be based on discount situations
- Supports garbage container management
- Supports all file formats as attachments to a utility account (documents, images, etc.)
- Prints utility bills on pre-printed forms/laser stock with bar codes for interface with Cash Collections and MICR codes for interface with the banks
- Offers user-configurable bill layout
- Archives all historical bills, reminders and NSF letters for future reference
- Interfaces to Pre-Authorized Withdrawals facilitating a wide variety of payment types such as equalized payments or auto debit Interface to hand-held meter reading devices by export of accounts in route/sequence order and import of readings for consumption calculation
- Updates automatically when Title transfers in the Land system are updated
- Tightly integrated with:
 - Tempest Property Taxes for year-end rollover
 - Land for property and owner information
 - GIS systems
 - Cash Collections for payment entry and bank imports
 - Tempest's web applications for online payments and account inquiry through eCommerce and MyCity
- Full range of reporting, including:
 - fund and trial balancing reports
 - approval registers
 - edit lists
 - revenue accrual reports
 - reminder letters

DEVEL Utility Account Details - Account: 1000006 Property: 186 VICTORIA ST W, KAMLOOPS BC

Application Edit Account Meter Tools Reports Imports/Exports

Record # 4 Account 1000006 Service Civic Address
Route Category METERED 186 VICTORIA ST W
Route 10 KAMLOOPS BC
Account Type COMM STORE

Main Options Properties People Meters Containers Attributes Comments Attachments Activities Workflow

Sequence 1815 Units 1 Start Date Jan 1, 1997 Stop Date
Description TEMPEST DEVELOPMENT GROUP
Bill Note

Meter Group(s)	Service Charge	Units	Billing Started	Billing Stopped	Service Started	Service Stopped	Referer
	METERED WATER: BASE CHARGE - 20 MM	1	Jan 1, 2004				
A	METERED WATER: CONSUMPTION	1	Jan 1, 1997				
	METERED SEWER: BASE CHARGE - 20 MM	1	Jan 1, 2004				
A	SEWER: METERED - 80%	1	Oct 1, 1998				
	WATER: BASE CHARGE - 20 MM	1	Jan 1, 1997	Dec 31, 2003			
	SEWER: BASE CHARGE - 20 MM	1	Jan 1, 1997	Dec 31, 2003			
A	SEWER: METERED - 100%	1	Jan 1, 1997	Sep 30, 1998			

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