



Alliance[®] Application Suite

Utility Management System

The ALLIANCE™ Utility Management System (UMS) is a customer information system (CIS) designed for management of customer accounts, utility billing & receivables along with meters. UMS is fully integrated and designed to ease the processes of daily utility operations while improving decision-making with enhanced information and reporting.

Utility Billing Management- Streamline utility billing procedures including initial customer set-up, meter reading entry or interface, editing, and bill printing.

Accounts Receivables Management- Improve the task of managing customer receivables and payments. Information is furnished that assists in cash-flow forecasting, delinquent account management, and financial reporting.

Meter Inventory Tracking- Maintain meter inventory and monitor meter information with efficiency. This application tracks individual meter data, meter test records, and historical information.

Overview

- The Alliance G5 application suite is Windows-based enterprise application software (EAS) designed for investment protection
- Design based on a client-server system model
- Alliance G5 is a Windows Presentation Foundation (WPF) application suite leveraging the latest Microsoft .NET framework
- Utilizes C# for business logic and database considerations are exclusive to Microsoft's robust SQL Server platform
- Offers a logical, intuitive and efficient user interface adhering to strict Model-View-ViewModel (MVVM) design





Alliance[®] Application Suite—Utility Management System

Features and Benefits

- Accommodates billing for water, sewer, sanitation, gas, electric, taxes, and other defined charges
- Maintains unlimited transaction history for each customer account
- Manages customer deposits, memberships and connection fees
- Fast “smart” searches for account look-up’s on virtually every data field plus look-up’s based on multiple data elements for more powerful parsing of data
- Interfaces available for all major meter reading systems & backflow device management application
- Consumption/usage analysis tools available with special processes for billing rate analysis & rates studies
- Utility bills available in postcards, full-page statements & billing export for outsourced bill production via fulfillment services
- Highly efficient payment entry processing with options available for payment scanning, ACH payment processing, lockbox, IVR, credit & debit card processing and full point-of-sale (POS)
- Flexible procedures for penalties, secondary penalties, penalty adjustments & general delinquent account management

- Automatic CIS integration with the ALLIANCE General Ledger application

General & Billing Overview-

- User-maintainable/user-defined rates, taxes and service charges
- Automated meter “changeout” processing
- Customer account “attachments” allow for appending photo ID’s, contracts, service photos, etc.

Receivables Management-

- AR transactions tracked by user-defined types (e.g. check, cash, money order, credit card)
- Handles partial-, over-, and pre-payments with efficiency
- Tracks AR transaction entry by batch number & operator for internal control

Meters-

- Maintains complete meter information including test & purchase data
- Maintains complete history for each meter including customers associated

- Produces meter test service orders on-demand or upon the appropriate “dated” meter test cycle
- Accommodates “Periodic”, “Complaint”, or “Request” meter test service orders

Reports-

- Robust reporting functionality with built-in report suite offering user-defined report parameters for tailoring
- Reports allow the user to simply view the reports on screen, print on demand and save in standard, Word, Excel and PDF formats



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Functionality

- Accommodates billing for water, sewer, sanitation, gas, electric, taxes, and other defined charges
- Maintains unlimited transaction history for each customer account
- Manages customer deposits, memberships and connection fees
- Fast "smart" searches for account look-up's on virtually every data field plus look-up's based on multiple data elements for more powerful parsing of data
- Interfaces available for all major meter reading systems & backflow device management application
- Consumption/usage analysis tools available with special processes for billing rate analysis & rates studies
- Utility bills available in postcards, full-page statements & billing export for outsourced bill production via fulfillment services
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- Flexible procedures for penalties, secondary penalties, penalty adjustments & general delinquent account management
- Automatic CIS integration with the ALLIANCE General Ledger application
- Automatic CIS integration with the ALLIANCE General Ledger application
- Fully integrated system with control file enabling flexible set-up of system parameters
- Accommodates billing for water, sewer, sanitation, gas, electric, taxes, and other defined charges
- User-maintainable/user-defined rates, taxes and service charges
- Maintains extensive history for each customer account
- Accommodates regular, cycle, estimate, final, budget, contract and ACH electronic billings
- Automated meter "changeout" processing available
- Accommodates compound meters & services deduction billing arrangements
- Manages customer deposits & membership fees
- Account look-up's for virtually every data field
- Enhanced search routines provide quasi-report generator functions
- On-line "bill calculator" provided for computing charges
- Rate analysis routine available for rates studies
- Utility bills available in postcard & full-page statement styles
- AR transactions tracked by type (e.g. check, cash, money order, credit card)
- Produces meter test service orders on-demand or upon the appropriate "dated" meter test cycle
- Handles partial-, over-, and pre-payments with efficiency
- Tracks AR transaction entry by batch number & operator for internal control
- Barcode scanners supported for quick AR entry -couter or batch mode (128-B)
- Flexible procedures for penalties & delinquent account management
- Bad debt processing includes collection letters, collection agency report, bad debt write-off and recovery routines
- Maintains extensive meter information including test & purchase data
- Maintains extensive history for each meter including customers associated
- Produces meter test service orders upon command or upon the appropriate meter test cycle
- Accommodates "Periodic", "Complaint", or "Request" meter test service orders



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