



DATA SHEET

Infor CIS Utility Billing

Empowering efficiency from meter to cash

What is CIS Utility Billing

Utility billing refers to the process of calculating, generating, and managing charges for the usage of various utility services provided to customers, such as water, electricity, gas, sewer, and waste management. It involves accurately measuring the consumption of these services through meters, applying relevant rates or tariffs, and generating invoices or bills for customers based on their usage. Utility billing systems often encompass various functionalities, including meter reading management, rate calculations, invoice generation, payment processing, delinquency management, and customer communication. The goal of utility billing is to accurately bill customers for the services they have used, ensure timely payment collection, and manage the overall financial operations of utility service providers.

Challenges agencies face

Utility companies grapple with infrastructure renewal, cybersecurity, renewable energy integration, climate impact, customer demands, and must innovate to thrive in this dynamic landscape. Utility companies today face several key challenges:

Aging infrastructure: Outdated pipelines, power grids, and water systems require costly upgrades and maintenance.

Cybersecurity: The digital shift exposes utilities to cyberattacks, demanding robust protection of critical infrastructure and customer data.

Workforce transition: The utility industry is experiencing a workforce transition as older employees retire and younger generations with different skill sets enter the field.

Innovation & technology: Utility agencies grapple with choosing between solutions that provide control but demand higher upfront investments and maintenance, and cloud SaaS options that offer scalability, flexibility, and lower initial costs.

Consumer expectations: Real-time information, self-service options, and sustainable energy solutions must meet customer demands.

Empowering utility billing operations

The Infor Public Sector Suite (IPS) plays a pivotal role in empowering utility billing operations through its comprehensive digital cloud platform. By harnessing a range of advanced features, IPS transforms utility management processes, resulting in enhanced efficiency, accuracy, and customer satisfaction.

Automation is a cornerstone of IPS, streamlining the entire utility billing workflow, from meter reading to invoicing. This minimizes the potential for manual errors and significantly accelerates operational speed, ensuring bills are accurate and promptly delivered.

The suite's real-time data access capability ensures that billing information is up-to-date and readily available. This not only facilitates timely billing but also provides customers with current consumption insights, enhancing their engagement and fostering transparency.

Furthermore, IPS's versatile nature enables seamless integration with existing systems, facilitating data flow across departments. This integration promotes collaboration and optimizes decision-making based on comprehensive and accurate information.

An enterprise solution for all Public Sector needs

The Infor Public Sector (UB) Utility Sector (UB) Utility Billing Solution is designed to comprehensively address the challenges that utilities face in managing their meter-to-cash procedures. This solution streamlines and optimizes the entire billing process, ensuring accuracy, efficiency, and customer satisfaction.

- **Accuracy in billing:** The system incorporates advanced algorithms to accurately calculate charges based on meter readings and rate structures. This minimizes errors, disputes, and ensures fair billing for customers.

Billing key features

- **Account page:** Gain a comprehensive understanding of customers with a configurable account view, enhancing usability and customer service.
 - **Meter-to-cash management:** Manage the entire billing process seamlessly, from inception to completion, ensuring accurate and timely invoices.
 - **Coordinated task lists:** Foster collaboration by coordinating task lists across teams and departments, promoting efficiency in customer service.
 - **Intuitive user interface:** Enjoy an intuitive user interface that simplifies navigation and boosts user adoption, enhancing operational effectiveness.
 - **Robust billing engine:** Benefit from a robust rating and billing engine that ensures precise calculation of charges, optimizing revenue collection.
 - **Complete customer lifecycle:** Cover the complete customer lifecycle, from onboarding to account management, enhancing customer engagement and satisfaction.
 - **Agency applicability:** Designed to support water & sewer utilities and service providers of all sizes, the solution ensures adaptability to diverse operational needs.
 - **Digital document management:** Storing and managing all documents related to permits, licenses, and inspections digitally eliminates the need for paper-based records.
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- **Timely invoicing:** The solution automates the invoicing process, generating bills promptly based on consumption data. This eliminates delays and improves customer satisfaction by providing timely and predictable invoices.
 - **Automated workflows:** The UB Solution automates various workflows, from meter reading to payment collection. This reduces manual interventions, enhances data accuracy, and speeds up the entire process.

- **Enhanced customer engagement:** The integrated customer portal allows customers to access their consumption data, view bills, make online payments, and submit service requests. This self-service feature reduces the load on customer support, enhancing customer engagement.
- **Workflow optimization:** The system optimizes workflows related to account management, move-ins, move-outs, and exemptions. This streamlines administrative tasks, minimizes errors, and enhances overall operational efficiency.
- **Delinquency management:** The billing solution includes delinquency management features that streamline the process of handling past-due accounts. It automates notifications, shut-off notices, and payment arrangements, improving debt collection efficiency.

By addressing accuracy, automation, customer engagement, and workflow optimization, the Infor Public Sector (IPS) Utility Billing Solution effectively tackles the challenges utilities encounter in managing their meter-to-cash procedures. This integrated approach enhances efficiency, customer satisfaction, and revenue management while ensuring compliance with regulatory requirements.

Integrating GIS into Utility Billing

- Geographic Information System (GIS) significantly enhances the Utility Billing ecosystem through:
 - Asset management: Precisely mapping and managing infrastructure assets, ensuring accurate billing calculations, and reducing errors.
 - Meter location and reading: Accurate mapping of meters, optimizing routes for meter reading, and improving overall efficiency.
 - Service area management: Defining and managing service areas geographically for accurate billing rates.
 - Integration: Integrating GIS with the Utility Billing system ensures that both spatial and billing data are synchronized, providing a comprehensive view of utility operations.

Key Business Benefits

- **Integrated payment processing:** The system supports online and in-person payment processing, cashiering, reconciling, and reporting functions. This integration streamlines fee collection, reduces complexities, and ensures accurate financial records.
- **Enhanced customer experience:** The IPS Utility Billing Solution offers real-time data access, enabling transparent and timely billing. This empowers customers to access consumption data, invoices, and service requests through an intuitive portal, fostering engagement and satisfaction.
- **Mobile access and real-time updates:** With true mobile applications, inspectors receive real-time updates on their devices, enabling efficient field inspections. This feature reduces delays, enhances data accuracy, and increases overall productivity.
- **Integrated meter management:** Comprehensive administration of water meters, encompassing tasks such as installation, maintenance, readings, and replacements/exchanges. This ensures accurate consumption data collection, optimal billing accuracy, and efficient operational processes.

Mobile field works

Infor Field Works is a mobile application designed to revolutionize how government agencies manage their field operations. This dynamic tool empowers field workers to seamlessly execute various tasks while on the move, ultimately enhancing productivity, accuracy, and collaboration.

With an intuitive interface, Infor Field Works provides instant access to critical information, enabling field workers to efficiently manage tasks such as citizen inquiries, maintenance requests, service orders, inspections, and more. The application ensures tasks are tracked, assigned, and executed promptly, contributing to smoother coordination.

Utility Billing Customer Portal

The Infor Public Sector (IPS) Customer Portal for Billing is a dynamic web-based platform tailored to revolutionize the interaction between citizens and local government entities regarding billing services. Designed with an emphasis on user experience, the portal provides a seamless and intuitive interface where users can effortlessly access billing information, submit service orders, and make payments. This user-centric approach ensures citizens can conveniently manage their utility billing needs from the comfort of their homes, promoting engagement and satisfaction.

The portal's responsive design guarantees a consistent and optimal experience across various devices, including desktops, tablets, and smartphones. Citizens can initiate and track service orders, such as meter installations or repairs, enhancing the efficiency of utility operations. Payments are simplified through diverse options, including secure online transactions, enabling users to settle bills conveniently and promptly. With its interactive features and accessibility, the IPS Customer Portal for Billing fosters a stronger connection between citizens and their local government, ultimately enhancing transparency, efficiency, and citizen empowerment.

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