



Financial Services Procedure

SUBJECT: Metered Waste Credits Procedure

NO: UBO P1.19

APPROVED: *Constance P. Sanchez*

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EFFECTIVE: August 10, 2015

- The Utility Billing Office (UBO) division of Financial Services bills all accounts in “off cycle” as outlined in the UBO monthly billing calendar.
- Customers who have metered waste accounts will send in the reads monthly via email to our UBO division inbox. These readings are used to calculate their metered waste “deduct” for the specific billing period. If billing section of UBO does not receive a metered waste email, then the customer will not receive an adjustment to their metered waste for the month.

Step 1 Receive the email from the customers. Two dedicated employees in billing section take reads from the emails and update the metered waste spreadsheets in Excel.

Step 2 Enter the metered waste reads from the spreadsheet into the metered waste reads in H.T.E.

- a. Off cycle billing process> enter customer account #>right click>reading entry>right click>enter reading date or upload billing date> enter reading from spreadsheet>enter
- b. Go back to off cycle billing process> right click> enable/disable processing>
- c. Print out 305L(C) and 420L (\$) reports to verify the consumption and dollar amounts are in alignment with customer are billing history.

Step 3 Once all values are verified, the billing representative will make sure one of the following reflects on the hold flag, must be a 1 or a 3. A “1” will appear after calculation if no exception codes show; otherwise if it aligns, the billing representative will need to force the bill which changes the hold flag to a “3”. All accounts with a hold flag of “2” will remain in the system until the process above is completed to all accounts.

Step 4 The evaporation sheets are updated each time the customer sends the reads and those reads are tracked in the file below:

K:\UBO\EVAPORATION READS\listed by cycles

- Retention policy is three years.