



**incode**  
a tyler erp solution

## Incode Utility Billing

Tyler's Incode Utility Billing is designed to facilitate metered and non-metered billing. This system offers billing for electricity, gas, and water-metered services as well as non-metered services and one-time charges.

Utility Billing increases account review efficiency and eliminates data entry duplication. Additionally, as the Incode Service Orders module is included in the Utilities application, information is automatically updated within the Utility Billing system thus eliminating duplicate data entry. Utility Billing interfaces with Tyler's Incode Financial suite, including General Ledger, Accounts Payable, Automated Meter Reading, Contacts and Property Management, and Centralized Cash Collections.

### Information & Reports

- Supports multiple billing cycles per month.
- Allows for user-specified and maintained rate tables, including support for tiered billing, demand ratchets, KVAR metering, master/slave combinations, and much more.
- Offers a broad range of standard reports including detailed information on customer statistics, service revenue and consumption, taxes, aging analysis, usage analysis, service order statistics, and bad debt.
- Supports bad debt processing and write-offs, including support for tax lien processing.
- Includes extensive features for billing pro-ration, penalties, cutoff, and payment arrangement processing.
- Provides single billing updates for missing service periods and support for billing adjustments due to incorrect readings, missing services, and more.

- Supports intra-cycle billing of stepped, graduated, and demand metered services. Intra-cycle billing for metered services allows you to enter differing rates at the same time on a schedule in anticipation of rate changes. Intra-cycle billing also allows rates to be changed during a billing cycle rather than waiting for a new cycle to start.
- Provides extensive support for bill presentation and support for third-party bill printing.
- Integrates with Microsoft® Office for letter generation and data analysis.

### Transaction Efficiency

- Processes full, partial, and pre-payments.
- Prevents duplicate entries for a person and/or properties using built-in system checks.
- Allows turning on/off individual metered and non-metered services at specified intervals with pro-ration.

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### Transaction Efficiency (cont.)

- Produces statement bills for customers with multiple utility accounts.
- Transfers account information and balance to new account when appropriate.
- Offers extended functionality including accounting for payment arrangements, tracking account deposits, issuance of installment type contracts, flagging of bad debts, search for existing balances, and analysis of credit worthiness.

### User Friendly

- Provides flexible security options to allow access by individual authorization.
- Supports multi-year unlimited transaction and consumption history.
- Captures multiple user-defined data elements through the use of comment codes.
- Provides multiple search paths for easy location of premise, customer, meter, and devices.
- Facilitates quick setup of new accounts, transfers of existing accounts, connects, disconnects, meter swaps, service changes, and more.
- Provides multiple levels of data extraction for use in analysis of service and meter information.
- Integrates with multiple handheld and AMR companies.