

WELCOME TO
CONNECT



U t i l i t y M a n a g e m e n t

Maximizing Reports



Steve Wheeler

UM/CD Supervisory
Team Lead

Goals

Device Management



For device inventory and work order needs

Meter type lists – active and inactive, recurring zero consumption meters, work order management

Billing Needs



To bill the maximum number of accounts

Broken & new accounts, unbilled consumption, unbilled accounts, service anomalies, cycle bill review

Delinquency Mgmt



For easier delinquent account administration

Work report and phone list, aging balances (2 ways), Payment plan status, penalty exempt, inactive accounts with balance

General Needs



For Information, Planning, or Agency-required reporting

Billing Register Summary, # of customers with a rate or service, vacant account list, account information

Device / Meter / Work Order Reporting

- **Device Listing vs. Meter Service Listing**

- **Zero Consumption Audit – consecutive zeroes**

- **Work Order reporting**

Device Listing

Load Saved Report
Override Report Title

Distribution Group
Email Group

Purchase Dates

Start Date
End Date

Device Type Device Size Manufacturer

Available Device Types: 175

Selected Device Types: 1

1 1/2" ELSTER - 1 1/2" ELSTER
1 1/2" NEPTUNE - 1 1/2" NEPTUNE



1 1/2" BADGER - 1 1/2" BADGER

Device Listing vs. Meter Service Listing

Meter Service Listing

Load Saved Report
Override Report Title

Distribution Group
Email Group

Reporting Date
Reporting Profile
Report Sequence

Available Meter Types: 175

Selected Meter Types: 1

1 1/2" ELSTER - 1 1/2" ELSTER
1 1/2" NEPTUNE - 1 1/2" NEPTUNE
1 1/2" ROCKWELL - 1 1/2" ROCKWELL



1 1/2" BADGER - 1 1/2" BADGER

Device Inventory PDF, not exportable

Device Listing									
Type	Description	Size	Manufacturer	Service Class	Measurement Type	Number of Digits	Decimal Places	Unit of Measure	Multiples
1 1/2" BADGER	1 1/2" BADGER	1 1/2"	BADGER	WATER & SEWER	Water Reading	6	0	CCF	1
	Device Number		Serial Number	In Service	Purchase Date			Cost	
	10295903		10295903	No				\$0.00	
	1170993			No				\$0.00	
	18614561		18614561	No	11/28/2000			\$0.00	
	18614562		18614562	No	11/28/2000			\$0.00	
	18614563		18614563	No	11/28/2000			\$0.00	
	18614564		18614564	No	11/28/2000			\$0.00	
	18614565		18614565	No	11/28/2000			\$0.00	
	18614566		18614566	No	11/28/2000			\$0.00	
	18614568		18614568	No	11/28/2000			\$0.00	
	18614569		18614569	No	11/28/2000			\$0.00	
	18614571		18614571	No	11/28/2000			\$0.00	
	18614572		18614572	No	11/28/2000			\$0.00	
	1790931		2312333	No				\$0.00	
	17369726		17369726	No	9/26/2001			\$0.00	
	17369727		17369727	No	9/26/2001			\$0.00	
	18818267		18818267	No	1/3/2003			\$0.00	
	18818268		18818268	No	1/3/2003			\$0.00	
	18818269		18818269	No	1/3/2003			\$0.00	
	18818270		18818270	No	1/3/2003			\$0.00	
	18818271		18818271	No	1/3/2003			\$0.00	
	18818272		18818272	No	1/3/2003			\$0.00	
	18818273		18818273	No	1/3/2003			\$0.00	
	18818274		18818274	No	1/3/2003			\$0.00	
	18818275		18818275	No	1/3/2003			\$0.00	
	19911274		19911274	No	10/13/1999			\$0.00	
	19911275		19911275	No	10/13/1999			\$0.00	
	19911277		19911277	No	10/13/1999			\$0.00	
	19911279		19911279	No	10/13/1999			\$0.00	
	20309697		20309697	No	5/5/2004			\$0.00	

New World ERP

Meter Service Listing

Reporting Date 05/10/24
All Reporting Profiles

Account Number	Address	Meter Type	Meter Number	No. of Units	Bilable	Rates
20711065-004	181 W Fall St, Troy, MI 48084	Part Type 27	0060077114	1	No	DR sewer, DR water
20730065-001	807 Wesley Ave, Troy, MI 48084	Part Type 27	60021347	1	Yes	DR sewer, DR water
21089015-002	346 Jennifer Blvd Apt 61947, Troy, MI 48084	Part Type 27	0060021335	36	Yes	DR sewer, DR water
22200592-002	169 W Saratoga PKWY Apt 54506, Troy, MI 48084	Part Type 27	0060126819	1	No	DR water
22200593-002	281 W Saratoga PKWY Apt 54505, Troy, MI 48084	Part Type 27	0060126814	1	No	DR water
30200295-002	938 W Springhouse St, Troy, MI 48084	Part Type 27	0060021329	8	Yes	DR water, DR sewer
Meter Services Grand Totals			Accounts	6	Meters	48

Run by NWS on 05/10/2024 13:27:28 PM Page 1 of 1

Account, Location, rates, exportable

Acct #	Address	MeterType	Meter #	# Units	Billed?	RateProfileCodes
401311038-003	1501 N HENRY ST	1 1/2" ELSTER	45059206	1	Yes	SWFL, 1.5" W & S1, PURCHASE ADJUST
401411183-001	3910 WILDER RD	1 1/2" ELSTER	44634326	1	Yes	1.5" SPRINKLER, 1.5" SPRINKLER, PURCHASE ADJUST
403310480-001	910 HARRY S TRUMAN PKW	1 1/2" ELSTER	46229488	1	Yes	1.5" W & S1, SWFL, PURCHASE ADJUST
403325000-000	500 MARQUETTE AVE	1 1/2" ELSTER	46229477	1	Yes	1.5" W & S1, SWFL, PURCHASE ADJUST



Zero Audits – Consecutive Zero Consumption (NEW)

myFavorites | Financial Management | Human Resources | Utility Management | Community

Billing - Meter Read Audit

Status: Bills scheduled for printing on 04/19/2023, scheduled for automatic posting on 04/19/2023

Billing Cycle: Cycle 3 (15th - 14th) Monthly - 04/19/2023
Route: <List All>
Service Class: <All>
Meter Type: <All>
Audit Type: Zero Consumption

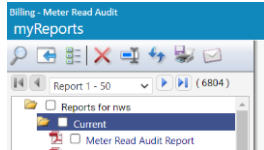
<input type="checkbox"/>	Route	Account No.	Meter No.	Seq	Audits
<input type="checkbox"/>	36	46075-001	PC37427666	1191	
<input type="checkbox"/>	36	41019-001	AD94888004	4571	
<input type="checkbox"/>	36	47281-001	ARB30518457	4711	
<input type="checkbox"/>	36	46306-001	ARB41350664	8211	
<input type="checkbox"/>	36	42495-003	V-ARB22972323	10031	
<input type="checkbox"/>	36	42529-001	ARB25915555	10431	
<input type="checkbox"/>	36	49226-003	V-ARB74060453	21011	
<input type="checkbox"/>	36	46844-001	AD90202932	22811	

1 - 22 of 22 records

Audit Report

Billing Cycle: Cycle 3 (15th - 14th) Monthly - 04/19/2023
Route: <List All>
Service Class: <All>
Meter Type: <All>
Audit Type: Zero Consumption
Sequence By: Route

Zero Consumption XX Consecutive Cycles



Meter Read Audit Report

Cycle 3 (15th - 14th) Monthly - 04/19/2023

Account Number	Account Status	Name / Address	Meter Type	Meter Number	Meter Billable	Route Sequence	Prev. Read	Current Read	Actual Consumption
36, ,									
46075-001	Active	ELIZABETH VANG 8513 STRATFORD LN N <i>Zero Consumption 21 Consecutive Cycles</i>	5/8" T10 T GAL	PC37427666	Y	1191	0.00	0.00	0.00
41019-001	Active	CATHERINE G CARROLL 1900 GLENHAVEN LN N <i>Zero Consumption 34 Consecutive Cycles</i>	5/8" T10 T GAL	AD94888004	Y	4571	53.00	53.00	0.00
47281-001	Active	DAVID G MCDONALD 9200 IRVING AVE N <i>Zero Consumption 24 Consecutive Cycles</i>	5/8" T10 T GAL	ARB30518457	Y	4711	1269.00	1269.00	0.00
46306-001	Active	ARDELL ROMULD 9134 WINDSOR LN N <i>Zero Consumption 22 Consecutive Cycles</i>	5/8" T10 T GAL	ARB41350664	Y	8211	479.00	479.00	0.00
42495-003	Active	RYAN A CHENG 8707 WEST RIVER RD N <i>Zero Consumption 20 Consecutive Cycles</i>	5/8" Unknown TGAL	V- ARB22972323	Y	10031	545	545	0

Work order list – exporting and sorting

Work Orders

Employee <All> Only Open

General | **Routes**

Work Order Number Account Number

Requested **Completed**

From Through

From Through

Scheduled **Title**

From Through

Type Priority

Search **Reset**

Work Order Num...	Account Number	Type	Printed	Request Date	Scheduled Date	Completed Date	Address	Priority	Route
2022-00009860	200500249-001	LS TAG METER		11/16/2022	11/17/2022		1006 FRASER ST	ANYTIME DURI...	Book 2005,
2022-00010528	101202001-024	LS TAG METER		12/06/2022	12/06/2022		217 N BIRNEY ST	1:00PM TO 5:0...	Book 1012,
2022-00010877	100301862-013	LS TAG METER		12/20/2022	12/20/2022		404 FITZHUGH ST	1:00PM TO 5:0...	Book 1003,
2023-00000959	102101785-011	ELEC CANCEL WO		02/06/2023	02/07/2023		920 N WATER ST	9:00AM TO 11:...	
2023-00001199	301613604-019	ELEC SHUT N/P		02/14/2023	02/14/2023		3124 W SHORE DR #13	9:00AM TO 11:...	Book 3016

1 - 50 of 132 records

Print **New** **Delete** **Assign**

Work order list – exporting and sorting

Export Options
✕

Export Type

All Pages Current Page

Export Format

Excel Workbook (*.xlsx) Excel 97-2003 Workbook (*.xls)

Export
Cancel

	Route
S...	Contains...
URI...	Book 2005,
5:0...	Book 1012,
5:0...	Book 1003,
11:...	

Work Order Number	Account Number	Type	Printed	Request Date	Scheduled Date	Completed Date	Address	Priority	Route
2022-00010877	100301862-013	LS TAG METER	Yes	12/20/2022	12/20/2022		404 FITZHUGH ST	1:00PM TO 5:00P	Book 1003,
2023-00001691	100302103-010	ELEC SHUT N/P	Yes	03/02/2023	03/02/2023		717 15TH ST UPR	9:00AM TO 11:00	Book 1003,
2023-00001692	100302118-010	ELEC SHUT N/P	Yes	03/02/2023	03/02/2023		717 15TH ST UPR	9:00AM TO 11:00	Book 1003,
2023-00001990	100401177-001	WATER SHUT N/P	Yes	03/13/2023	03/14/2023		401 S MONROE ST HOUSE	9:00AM TO 11:00	Book 1004,
2023-00002114	100401177-001	WATER T/ON NP OT	Yes	03/16/2023	03/16/2023		401 S MONROE ST HOUSE	OVER TIME	Book 1004,
2024-00000001	100400386-000	LS TAG METER	Yes	02/13/2024			710 COLUMBUS AVE		Book 1004,
2023-00001943	100501955-007	ELEC SHUT N/P	Yes	03/13/2023	03/13/2023		1016 14TH ST	9:00AM TO 11:00	Book 1005,
2023-00002093	100501955-007	WATER SHUT N/P	Yes	03/16/2023	03/20/2023		1016 14TH ST	9:00AM TO 11:00	Book 1005,
2023-00002067	100601152-028	ELEC SHUT N/P	Yes	03/15/2023	03/16/2023		413 1/2 S SHERMAN ST	9:00AM TO 11:00	Book 1006

Bill-related Reporting



Broken

Non-Billable Report



New

Non-Billable Report



Unbilled consumption

Billing Register (prelim)



Unbilled accounts

Unbilled Account Report



Finding Anomalies

Service Status Report



Billing review

Transaction History Report

Non-Billable Report - Broken Accounts

Non-Billable Account Report

Load Saved Report

Override Report Title

Distribution Group

Email Group

Reporting Profile

Account Type

Account Class

As of Date

Conditions To Consider

New Account

No Active Account

No Service Assigned

No Meter for Service

No Non-Metered Unit for Service

No Rate Assigned to Meter

No Rate Assigned to Non-Metered Unit

Conditions To Consider

- New Account
- No Active Account
- No Service Assigned
- No Meter for Service
- No Non-Metered Unit for Service
- No Rate Assigned to Meter
- No Rate Assigned to Non-Metered Unit

Non-Billable Report - New Accounts

Non-Billable Account Report

Load Saved Report
Override Report Title

Distribution Group
Email Group

Reporting Profile
Account Type
Account Class
As of Date

Conditions To Consider

New Account
 No Active Account
 No Service Assigned
 No Meter for Service
 No Non-Metered Unit for Service
 No Rate Assigned to Meter
 No Rate Assigned to Non-Metered Unit

Conditions To Consider

- New Account
- No Active Account
- No Service Assigned
- No Meter for Service
- No Non-Metered Unit for Service
- No Rate Assigned to Meter
- No Rate Assigned to Non-Metered Unit

Finding Unbilled Consumption

Billing - Billing Register



Status: Bills scheduled for printing on 04/19/2023, sch

Billing Cycle

Billing Information

Total Billed **\$5,441,401.32** [Show Details](#)

Accounts Billed **2550** [Show Bills](#)

Submit

Refresh

Billing Register
Cycle: Cycle 3

Billing Register (Posted)



Finding Unbilled Consumption

	Safe WA Test Fee	1.59	SE Serv Charge	9.17	Storm Sewer								
	Irrigation Usage	38.50			Storm Sewer					85.38			
	Irri Ser Chg	8.82											
	Sales Tax	8.75											
Grand Total :	4900								\$36,950,242.07	\$6,465,771.63	\$43,416,013.70		
PP - Payment Plan	BB - Budget Billing				PA - Payment Assistance								
Unbilled Consumption Detail													
	<u>Meter Number</u>	<u>Meter Type</u>	<u>Prev. Read</u>	<u>Curr. Read</u>	<u>Days</u>	<u>Read Type</u>	<u>Prev. Read</u>	<u>Curr. Read</u>	<u>Multiplier</u>	<u>Actual Cons.</u>	<u>Billed Cons.</u>	<u>Unit</u>	<u>Audit Ac</u>
Acct.	52475-002	10114 FLORIDA CIR N, Troy, MI 48085											
	AD79410864	5/8" T10 TGAL	12/30/22	01/31/23	32	Manual Read	1716	1718	1	2.00	2.00	HTGL	
Acct.	52525-004	10013 GEORGIA AVE N, Troy, MI 48084											
	AD79410776	5/8" T10 TGAL	12/30/22	01/31/23	32	Manual Read	2757	2758	1	1.00	1.00	HTGL	

Unbilled Account Report

UM Unbilled Account Report

Cycle: Cycle 1 (1st - 31st) Monthly - 02/06/2023

Account Number	Customer Name	Address	Unbilled Reason
10535-002	Cheney, Ben	9596 REGENT AVE N, Troy, MI 48085	Missing Meter reads for one or more meters
	Cheney, Ben	9596 REGENT AVE N, Troy, MI 48085	Missing Service Unit reads for one or more Service Units
51994-001	CUB FOODS 031684-SUPERVALU INC	9655 COLORADO LN N, Troy, MI 48085	Missing Meter reads for one or more meters

Total Accounts: 2

Service Status Report - Setup

Service Status Report

Load Saved Report
Override Report Title

Distribution Group
Email Group

Accounts to Consider

Reporting Profile
Account Type
Account Class

Services to Consider

Service Scenario

Missing Services Selection

Available Service(s): 15
Selected Service(s): 1

AES CO-LO - AES Co-Location Service
AES DATA - AES Data Service

IRRIGATION - Irrigation

Transaction History Report – Reviewing Cycle Bills

Transaction History Report

Load Saved Report

Override Report Title

Distribution Group

Email Group

Account Number

Reporting Profile

From Date

Through Date

Date Type

Include Pending Transactions

Transaction Types

- Bill
 - Standard
 - Move Out
 - Billing Items
 - Out of Cycle
 - Penalty
- Payment
 - Revenue Collections
 - Bank Draft
 - Deposit Refunds
 - Payment Assistance
- Adjustment
 - Payment Adjustment
 - Billing Adjustment
 - Refund
 - Bad Debt Adjustment
 - Transfer

Transaction History Report – Reviewing Cycle Bills

	A	B	C	D	E	F	G
1	Acct#	Seq#	Name	Address	Beg Bal	Total Due	New Charges
2	55258	002	DECK CREATIONS AND HOME REMODELING INC	10513 FLORIDA AVE N, Troy, MI 48084	942.95	1,053.59	110.64
3	34025	001	WELLS FARGO BANK N A	8041 BROOKLYN BLVD N, Troy, MI 48084	2,703.12	3,400.05	696.93
4	23513	005	1ST HOUSING LLC, MAMADEE SEAMA	7625 MAPLEBROOK PKWY N, Troy, MI 48084	259.80	318.67	58.87
5	46273	005	210-53 HOMES LLC, CHANG	9037 NEVADA CIR N, Troy, MI 48084	995.80	1,091.25	95.45
6	24066	002	216 ON THE PARK LLC DAN	8001 67TH AVE N, Troy, MI 48084	214.22	281.71	67.20

Delinquencies

Work Report



Cutoff lists, phone call software.



Aging Balances



NEW - 2 ways to run

Payment Plan Status Report



Plan status, extension management

Penalty Exempt Report



Payment plans, special cases

Inactive Accounts with Balances



Collection agency, reverting to owner

Delinquent Work Report

Delinquent Event List > Delinquent Event

Delinquent Event Action

Event Name **Delinquent Work Report**

Action Type

Description

Applies to Delinquent Group

Termination Action

[Save](#) [Save/New](#) [Delete](#) [Reset](#)

Delinquent Work Report

new world ERP 2020.1

Work Report - Verify
Shut Off Warning Notice - 04/08/2020
Cycle 3 - 03/23/2020

Account Number	Customer Name	Service Address	Phone Numbers	Balances Due
39				
38371-001	RIVERVIEW APT PTSH	8160 WEST RIVER RD N Troy, MI, 48084	Home (292) 942-1455	Delinquent \$1,499.22
			Work N/A	Total Past Due \$1,975.16
			Cell N/A	Total Due \$1,975.16
32788-002	ESCOM PROPERTIES	3700 74TH AVE N Troy, MI, 48084	Home (343) 394-7608	Delinquent \$1,585.14
			Work N/A	Total Past Due \$1,868.90
			Cell (612) 708-5062	Total Due \$1,868.90
	<i>Meter Number</i>	<i>Meter Type</i>	<i>Meter Notes</i>	
	AD81336433	5/8" T10 TGAL	N/A	
	AD42615619	5/8" T10 TGAL	N/A	
33194-001	MITSUBISHI	7235 BROOKLYN BLVD N Troy, MI, 48085	Home (275) 537-7655	Delinquent \$2,519.70
			Work N/A	Total Past Due \$2,952.12
			Cell N/A	Total Due \$2,952.12
	<i>Meter Number</i>	<i>Meter Type</i>	<i>Meter Notes</i>	
	ARB60062759	1 1/2" T10 TTGL	N/A	
	ARB39375676	1" T10 TGAL	N/A	
33191-001	MN CLN SERVICES, INC	7240 BROOKLYN BLVD N Troy, MI, 48085	Home (428) 662-6753	Delinquent \$1,520.81
			Work N/A	Total Past Due \$1,850.63
			Cell N/A	Total Due \$1,850.63
	<i>Meter Number</i>	<i>Meter Type</i>	<i>Meter Notes</i>	
	ARB33127128	1" T10 TGAL	N/A	

Route	FullAccountNumber1	CustomerName1	CustomerName2	CustomerName3	FullAccountNumber16	FullAcco	FullAccountNum1	FullAccount%	FullAccountNu	FullAccountNu	FullAccountNum1	FullAccount	Meter%
39	38371-001	RIVERVIEW APT PTSH	8160 WEST RIVER RD N	Troy, MI, 48084	(292) 942-1455	N/A	N/A	\$1,499.22	\$1,975.16	\$1,975.16			N/A
39	32788-002	ESCOM PROPERTIES	3700 74TH AVE N	Troy, MI, 48084	(343) 394-7608	N/A	(612) 708-5062	\$1,585.14	\$1,868.90	\$1,868.90	AD81336433	5/8" T10	N/A
39	32788-002	ESCOM PROPERTIES	3700 74TH AVE N	Troy, MI, 48084	(343) 394-7608	N/A	(612) 708-5062	\$1,585.14	\$1,868.90	\$1,868.90	AD42615619	5/8" T10	N/A
39	33194-001	MITSUBISHI	7235 BROOKLYN BLVD N	Troy, MI, 48085	(275) 537-7655	N/A	N/A	\$2,519.70	\$2,952.12	\$2,952.12	ARB60062759	1 1/2" T10	N/A
39	33194-001	MITSUBISHI	7235 BROOKLYN BLVD N	Troy, MI, 48085	(275) 537-7655	N/A	N/A	\$2,519.70	\$2,952.12	\$2,952.12	ARB39375676	1" T10	TGI N/A
39	33191-001	MN CLN SERVICES, INC	7240 BROOKLYN BLVD N	Troy, MI, 48085	(428) 662-6753	N/A	N/A	\$1,520.81	\$1,850.63	\$1,850.63	ARB33127128	1" T10	TGI N/A
39	46975-003	LUTHER COMPANY LIMITED	7417 BROOKLYN BLVD N	Troy, MI, 48084	(428) 334-3258	N/A	N/A	\$5,589.82	\$6,494.93	\$6,494.93	ARB3187399	1 1/2" T10	N/A



Aging Balances, With or Without Credits

Age of Balance ▼

Account Status ▼

Include Credit Only Accounts



New World ERP

Aging Balances Report

Through Date: 5/10/2024

Charge Category	0-30	31-60	61-90	91-120	Over 120	Overpay	Overall
WA OVERPAYMENT	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	(\$402.45)	(\$402.45)
Water	\$0.00	\$0.00	\$0.00	\$0.00	\$54.49	\$0.00	\$54.49
SWR OVERPAYMENT	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	(\$1,817.41)	(\$1,817.41)
Sewer	\$0.00	\$0.00	\$0.00	\$0.00	\$107,946.26	\$0.00	\$107,946.26
Sewer Penalty	\$0.00	\$0.00	\$0.00	\$0.00	\$24.64	\$0.00	\$24.64
Trash	\$0.00	\$0.00	\$0.00	\$0.00	\$1,282.17	\$0.00	\$1,282.17
Trash Penalty	\$0.00	\$0.00	\$0.00	\$0.00	\$21.04	\$0.00	\$21.04
Stormwater	\$0.00	\$0.00	\$0.00	\$0.00	\$898.27	\$0.00	\$898.27
Stormwtr Penalty	\$0.00	\$0.00	\$0.00	\$0.00	\$22.58	\$0.00	\$22.58
Grand Totals:	\$0.00	\$0.00	\$0.00	\$0.00	\$110,249.45	(\$2,219.86)	\$108,029.59

Expand/collapse account detail

Account Number	Customer Name	Address	0-30	31-60	61-90	91-120	Over 120	Overpay	Overall
<input checked="" type="checkbox"/> 21234071-001	Olgvin, Amir	593 E Carter ST, Troy, MI 48084	\$0.00	\$0.00	\$0.00	\$0.00	\$14.90	\$0.00	\$14.90
<input checked="" type="checkbox"/> 24222222-001	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00



Tracking Payment Plans

1 of 3 Find | Next

New World ERP

Payment Plan Status Report
Plan Established Date Range 01/01/24 - 02/01/24
As of 02/01/24
All Plan Status

Send to myReports

Account Number	Name	Start Date	Status	Total Due	Number of Installments	Installment Amount	Amount Paid	Remaining Balance	Remaining Installments
10410340-007	Fidler, Alayna	01/01/2024	Past Due	994.47	10	99.45	.00	994.47	10
10410345-005	Saven, Grayson A	01/01/2024	Past Due	442.60	4	110.65	.00	442.60	4
10420510-004	Runswick, Philip	01/01/2024	Past Due	303.77	4	75.94	.00	303.77	4
10430020-003	Bonnes, Ricky N	02/01/2024	Current	318.66	4	79.67	.00	318.66	4
10430070-002	Copney, Maranda Y	01/01/2024	Past Due	838.30	10	83.83	.00	838.30	10
10461360-009	Farm, Jamari	01/01/2024	Past Due	328.50	4	82.13	.00	328.50	4

Tracking Penalty Exempt Accounts

1 of 2 Find | Next Send to myReports

New World ERP

Penalty Exempt Report

Friday, May 10, 2024

Account Number	Service Address	Customer Name	Account Type/ Account Class	Billing Profile	Exempt Count	Total Exempt Amount
10400815-001	821 E Cardinal ST Troy, MI 48084-2731	Siwicki, Jessie	Commercial	Monthly	0	\$0.00
10490425-001	699 Dogwood AVE Apt 65007 Troy, MI 48084-27	Diggins, Vincenzo	Government	Monthly	33	\$379.12
10639195-001	490 Bristol RD Apt 53201 Troy, MI 48084-105	Diggins, Vincenzo	Government	Monthly	29	\$45.60
11110190-001	158 Woodall Troy, MI 48084-3984	Luecke, Avery	Industrial	Monthly	0	\$0.00
11110310-002	798 Mostellers PLZ Troy, MI 48084-1665	Sumers, Ruth	Commercial	Monthly	9	\$10.80
20330174-001	8 W Plute AVE Troy, MI 48084-67	Dominy, Kenya	Government	Monthly	7	\$109.08
20700115-001	275 Wesley AVE Troy, MI 48084-915	Diggins, Vincenzo	Government	Monthly	33	\$602.62
20880797-001	188 Billies RD Troy, MI 48084-466	Kampe, Mireya	Government	Monthly	7	\$17.05
20900165-001	686 Weems AVE Troy, MI 48085-316	Diggins, Vincenzo	Government	Monthly	33	\$72.36
20920575-002	668 W Middle ST Troy, MI 48084-88	Dunnum, Breonna WAREHOUSE	Commercial	Monthly	0	\$0.00
20950195-001	531 W Murphy DR Troy, MI 48084-70	Dolezal, Tabitha	Government	Monthly	26	\$346.68
20950235-002	926 W Murphy DR Troy, MI 48084-70	Kampe, Mireya	Government	Monthly	17	\$50.13
20950237-002	817 W Murphy DR Troy, MI 48084-70	Kampe, Mireya	Government	Monthly	11	\$65.31
20960532-003	584 Melhana RD Apt 64900 Troy, MI 48084-62	Diggins, Vincenzo	Government	Monthly	0	\$0.00
20960533-001	222 Melhana RD Apt 64901 Troy, MI 48084-62	Diggins, Vincenzo	Government	Monthly	33	\$100.43

Inactive Accounts with Balances

Inactive Accounts with Balance Report

Load Saved Report

Override Report Title

Move Out Date After

New World ERP

Inactive Accounts with Balance Report

Move Out Date After 01/01/2024

Account Number	Service Address	Primary Customer	Rental	Phone Number	Forwarding Address	Move Out Date	Due Date	Final Bill Balance	Current Transferred To Due
Accounts With Debt									
10410455-011	224 E Leila ST Troy, MI 48084	Counter, Eliza	No	Home (248) 555-0171		1/2/2024	1/15/2024	\$0.00	\$203.49
		SSN 127-00-8580		Work N/A					
		DL		Cell N/A					
		DOB		Fax N/A					
10430230-001	905 E Johnson ST Troy, MI 48084	Saperstein, Jakayla	No	Home (248) 555-0186		1/10/2024	1/22/2024	\$0.00	\$87.22
		SSN 977-00-1911		Work N/A					
		DL		Cell N/A					
		DOB		Fax N/A					
10480425-001	792 E Dogwood ST Troy, MI 48084	Huprich, Cynthia	No	Home (248) 555-0162		1/2/2024	1/16/2024	\$12.24	\$69.03
		SSN 324-00-6225		Work N/A					
		DL		Cell N/A					
		DOB		Fax N/A					
10570965-002	44 Kitchen AVE Troy, MI 48084	Stough, Nyasia	No	Home (248) 555-0182		1/8/2024	1/22/2024	\$36.72	\$100.42
		SSN 351-00-3075		Work N/A					
		DL		Cell N/A					
		DOB		Fax N/A					
10620680-003	976 Echota RD Troy, MI 48084	Luetmer, Kelsey	No	Home (248) 555-0109	2290a Sullins Rd	1/9/2024	1/22/2024	\$48.96	\$142.47
		SSN 542-00-0137		Work N/A	Troy, MI, 48084				
		DL		Cell N/A					
		DOB		Fax N/A					

Acct #	ServiceAddress	Name	Rental?	Textbox190	Fwd Address	Move date	Due Date	FinalBillBalance	Current Due	Transferred to	Textbox239	SSN
10410455-011	224 E Leila ST	Counter, Eliza	No	(248) 555-0171		1/2/2024	1/15/2024	\$0.00	\$203.49	Troy, MI 48084	127-00-8580	
10430230-001	905 E Johnson ST	Saperstein, Jakayla	No	(248) 555-0186		1/10/2024	1/22/2024	\$0.00	\$87.22	Troy, MI 48084	977-00-1911	
10480425-001	792 E Dogwood ST	Huprich, Cynthia	No	(248) 555-0162		1/2/2024	1/16/2024	\$12.24	\$69.03	Troy, MI 48084	324-00-6225	
10570965-002	44 Kitchen AVE	Stough, Nyasia	No	(248) 555-0182		1/8/2024	1/22/2024	\$36.72	\$100.42	Troy, MI 48084	351-00-3075	
10620680-003	976 Echota RD	Luetmer, Kelsey	No	(248) 555-0109	2290a Sullins Rd	1/9/2024	1/22/2024	\$48.96	\$142.47	Troy, MI 48084	542-00-0137	

General reporting needs



- Billing Register Summary
- Rate Code and Service counts
- Vacant accounts
- Account Information Report (NEW)

Billing - Billing Register

[Show Preferences](#) [Show Full Detail](#)

 Billing Register

Status: Bills scheduled for printing on 04/19/2023, scheduled for automatic posting on 04/19/2023 

Billing Cycle

Billing Information

Total Billed **\$5,441,401.32** [Show Details](#)

Accounts Billed **2550** [Show Bills](#)

[Show Preferences](#)

[Submit](#)

[Refresh](#)

Billing Register Summary Report (Totals)

- | | | | |
|----------------------|-------------------------------------|-------------------------|-------------------------------------|
| Print Summary Report | <input checked="" type="checkbox"/> | Rate Code Summary | <input checked="" type="checkbox"/> |
| Charges Summary | <input checked="" type="checkbox"/> | Services Summary | <input checked="" type="checkbox"/> |
| Consumption Summary | <input checked="" type="checkbox"/> | Meter Breakdown Summary | <input checked="" type="checkbox"/> |
| Account Type Summary | <input checked="" type="checkbox"/> | | |

Billing Register Summary

Billing Register Summary (Posted)

Cycle: Cycle 1
 Bill From: 1/1/2023 Billing Date: 2/6/2023 Penalty Date: 2/20/2023

Accounts : 4900 Balance At Billing : \$36,950,242.07 Current Charges : \$6,465,771.63 Total Due : \$43,416,013.70

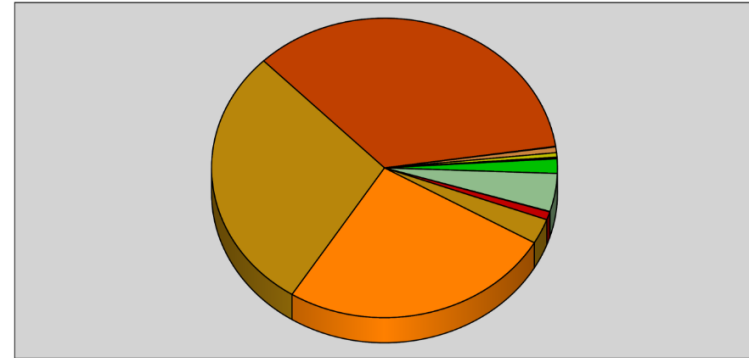
CHARGES SUMMARY

Total Accounts 4900

Charge Category	Amount	Charge Category	Amount	Charge Category	Amount	Charge Category	Amount
Water		Sewer		Recycle		Franchise Fee	
Water Usage	\$1,658,228.79	Sewer Usage	\$1,855,701.41	Recycling	\$2,264,000.00	Franchise Fee	\$0.00
WA Serv Charge	\$4,013.82	SE Serv Charge	\$39,756.35	Recy Penalties	\$0.00	Opt in for Kids	
WA/Fire Protect	\$31,405.25	Sewer Flat Rate	\$1,718.08	Street Light		Opt in for Kids	\$70.00
WA Trunk Charges	\$518.28	Sewer Fixture	\$923.00	Street Light	\$101,440.22		
Safe WA Test Fee	\$7,692.79	Deduct Credit	\$0.00	Street Penalties	\$0.00		
Irrigation Usage	\$265,654.37	SE Trunk Charges	\$113.00	Security light	\$0.00		
Irri Ser Chg	\$2,749.30	Sewer Penalties	\$0.00	DAY ELEC USAGE	\$0.00		
Sales Tax	\$56,424.31	Internet		NIGHT ELEC	\$0.00		
Bad Check Charge	\$0.00	Internet	\$0.00	USAGE	\$0.00		
Disconnect Chg	\$0.00			PEAK ELEC	\$0.00		
Reconnect Chg	\$0.00			USAGE	\$0.00		
Sump Pump	\$300.00	Storm Sewer		Storm Sewer			
Shop Fees	\$0.00	Storm Sewer	\$175,062.66	Storm Sewer	\$175,062.66		
Meter Test Chg	\$0.00	Storm Penalties	\$0.00	Storm Penalties	\$0.00		
WAC LOAN	\$0.00	TRASH SERVICES		TRASH SERVICES			
Water Penalties	\$0.00	TRASH PICKUP	\$0.00	TRASH PICKUP	\$0.00		
COVID No Penalty	\$0.00	Water		Water			
Water Credit	\$0.00	Test WATER	\$0.00	Test WATER	\$0.00		

Billing Register Summary (Posted)

Cycle: Cycle 1
 Bill From: 1/1/2023 Billing Date: 2/6/2023 Penalty Date: 2/20/2023



Water Usage - \$1,658,228.79	Sewer Flat Rate - \$1,718.08	Irrigation Usage - \$265,654.37
Sewer Usage - \$1,855,701.41	WA Trunk Charges - \$518.28	SE Trunk Charges - \$113.00
Recycling - \$2,264,000.00	Sewer Fixture - \$923.00	Irri Ser Chg - \$2,749.30
WA Serv Charge - \$4,013.82	Opt in for Kids - \$70.00	Sales Tax - \$56,424.31
SE Serv Charge - \$39,756.35	Safe WA Test Fee - \$7,692.79	Sump Pump - \$300.00

Rate Code Reporting

New World ERP

Billing Register Summary (Posted)

Cycle: Monthly

Bill From: 11/1/2023

Billing Date: 12/1/2023

Penalty Date: 12/19/2023

RATE CODE SUMMARY

NOTE : "Total Accounts" in this section may not match the grand total of accounts because an account might have multiple rate codes.

<u>Charge Category</u>	<u>Amount</u>	
WATER SUMMARY		
Water	\$28,497.08	
WTR RTS SUMMARY		
Water RTS	\$6,570.00	
1 1/2" inside city		Total Accounts 140
<u>Charge Category</u>	<u>Amount</u>	
SEWER SUMMARY		
Sewer	\$32,140.80	
SWR EPA SUMMARY		
Sewer EPA CC	\$6,300.00	
1 1/2" outside city-120%		Total Accounts 1
<u>Charge Category</u>	<u>Amount</u>	
SEWER SUMMARY		
Sewer	\$44.70	
1" inside city		Total Accounts 505
<u>Charge Category</u>	<u>Amount</u>	
WATER SUMMARY		
Water	\$52,588.30	
WTR RTS SUMMARY		
Water RTS	\$11,362.50	

Using
Billing
Register
Summary

Using Mass Form Letter process

Rate Code Reporting

Form Letters - Mass

Load Saved Report

Override Report Title



Identify Letter

Select the form letter that will be sent.

Form Letter

Common Text

Output Type

Print

Reset

Save

Save As


Delete

< Prev

Next >


Using Mass Form Letter process

Rate Code Reporting

 Select Accounts by Service Characteristics
Use this page to select which accounts should receive a letter based on the services they receive. The defaults:

Services ▾ Meter Types ▾ Non Metered Units ▾ Rates ▾ Billing Items ▾

Rate on Account Currently


Rate on Account As Of 


Service Class


Rate Category


Available Rates: 105

Selected Rates: 1

AG sewer - 5'8" inside GA sewer 

AG water - 5/8" inside Golden Ager 



JR water - 10" inside city (Industrial) 

Rate Code Reporting

Using
Mass
Form
Letter
process

New World ERP Form Letter - Listing

Form Type: Description D9V00GZQ
Date: 05/10/2024

Account Number	Account Name	Contact Name	Account Address
22200780-001	Delvalle, Aubrey	Delvalle, Aubrey	154 E Ridgeview ST, Troy, MI 48084
22200781-001	Delvalle, Aubrey	Delvalle, Aubrey	97 E Ridgeview ST Apt 62406, Troy, MI 48084
22200782-001	Delvalle, Aubrey	Delvalle, Aubrey	585 E Ridgeview ST Apt 62405, Troy, MI 48084
22201080-002	Karpe, Kari	Karpe, Kari	149 W Plantation RD W, Troy, MI 48084
Total: 4			

Non-Billable Report - Vacant Accounts

Non-Billable Account Report

Load Saved Report
Override Report Title

Distribution Group
Email Group

Reporting Profile
Account Type
Account Class
As of Date

Conditions To Consider

New Account
 No Active Account
 No Service Assigned
 No Meter for Service
 No Non-Metered Unit for Service
 No Rate Assigned to Meter
 No Rate Assigned to Non-Metered Unit

Conditions To Consider

- New Account
- No Active Account
- No Service Assigned
- No Meter for Service
- No Non-Metered Unit for Service
- No Rate Assigned to Meter
- No Rate Assigned to Non-Metered Unit

Non-Billable Report - Vacant Accounts

New World ERP

Non-Billable Account Report

As of 05/10/24
All Reporting Profiles
All Account Types

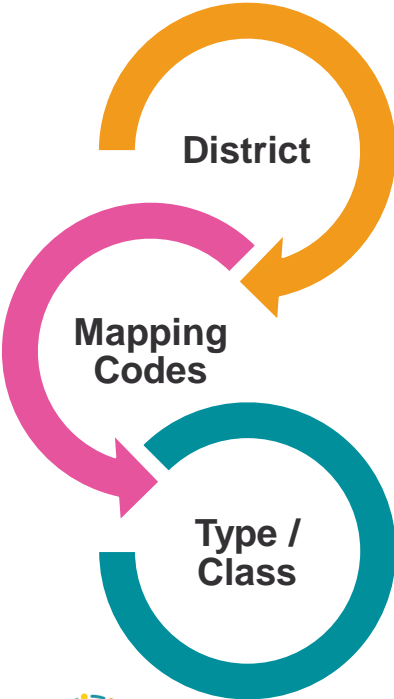
Account Number	Address	Account Name	Reason
1040 0445-004	932 E Ridgeview ST, Troy, MI 48084	Deblauw, Joselyn	No Active Account
10400001-008	217 Arapaho DR, Troy, MI 48084	Pantle, Jill	No Active Account
10400002-001	648 Stephens, Troy, MI 48084	Cirioni, Carl	No Active Account
10400005-002	96 E Ridgeview ST, Troy, MI 48084	Ostrem, Emmett	No Active Account
10400030-001	874 E Ridgeview ST, Troy, MI 48084	Cully, Kory	No Active Account
10400035-001	149 E Ridgeview ST, Troy, MI 48084	Buonaiuto, Princess	No Active Account
10400050-004	473 E Ridgeview ST, Troy, MI 48084	Marchal, Maiya D	No Active Account
10400075-002	746 E Ridgeview ST, Troy, MI 48084	Marchal, Maiya D	No Active Account
10400110-001	954 E Friendly ST, Troy, MI 48084	Balladares, Tabitha	No Active Account
10400180-002	399 E Ridgeview ST, Troy, MI 48084	Zheng, Myles	No Active Account
10400205-004	542 E Ridgeview ST, Troy, MI 48084	Clanin, Ingrid	No Active Account
10400350-002	330 E Ridgeview ST, Troy, MI 48084	Westberg, Kurtis R	No Active Account

Account Information Report (NEW)

Account Number	Status	Contact Name	Service Address	Home Phone	E-Mail Address	Sp
21140555-005	Active	Marc Siniscalchi	106 Mountain DR		MorganDayal@aol.foo	No
21140265-009	Active	Jackson Sahler	136 Corbitt DR		KristinaVue@aol.foo	No
21140055-005	Active	Marcel Ginsky	144 Mountain LN	(248) 555-0112	MaxwellMaletta@aol.foo	No
21141000-001	Active	Leonard Kronemeyer	168 Howell DR	(248) 555-0181	BarryPal@aol.foo	No
21140810-003	Active	Jenny Sabala	19 Madden DR	(248) 555-0127	UlyssesBarros@aol.foo	No

A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	BACADAE	AFAGAH	AI	AJ	AKALAMANACAPAQARAS	ATAUAVAWAXAY	AZBABB	BCBD	BE	BF																	
Ac	St	Co	Se	Cit	St	Zip	Mi	Mi	Mi	Mi	Mi	Ho	Ce	Wi	Fa	E-I	Sp	Pri	Ov	Pri	Nc	Pu	Bil	Se	Cy	Ro	Ur	Ac	Ac	GL	Nc	Ta	Ta	Se	Pe	eS	Ba	So	En	Pa	Int	De	Mi	Mi	Pri	Ag	Ag	Bil	eB	Ch	Pa	Jui	Jui
21	Ac	Ab	10	Trc	MI	48	101	Corb	Trc	MI	48	(248)	555-0171	Nc	Ye	Ye	Ye	Ye	Ye	No	#	Hic	20	Me	Re	Nc	Cit	1	Nc	Nc	Ex	Nc	Nc	Nc	Nc	Nc	Nc	Nc	Nc	Nc	Se	Ut	#	2114C	N/	Pa	N/	#	0500058000143				

Account Information Report – Mandatory Setup



Account Information Report

Load Saved Report Distribution Group
Override Report Title Email Group

Associated Contacts | Billing Profile | Service Characteristics | **Address Location** | Balance | Account Characteristics

Districts | Mapping Codes | Parcels

Available Items: 10
Ward 1 - Description 1
Mod - Description 10

Selected Items: 1
No Districts Associated

Account Information Report

Load Saved Report Distribution Group
Override Report Title Email Group

Associated Contacts | Billing Profile | Service Characteristics | **Address Location** | Balance | Account Characteristics

Districts | **Mapping Codes** | Parcels

Available Items: 1
MappingCode 1 - J1-MappingCodeDesc 1

Selected Items: 1
No Mapping Codes Associated

Account Information Report

Load Saved Report Distribution Group
Override Report Title Email Group

Associated Contacts | Billing Profile | Service Characteristics | Address Location | Balance | **Account Characteristics**

General | **Type/Class**

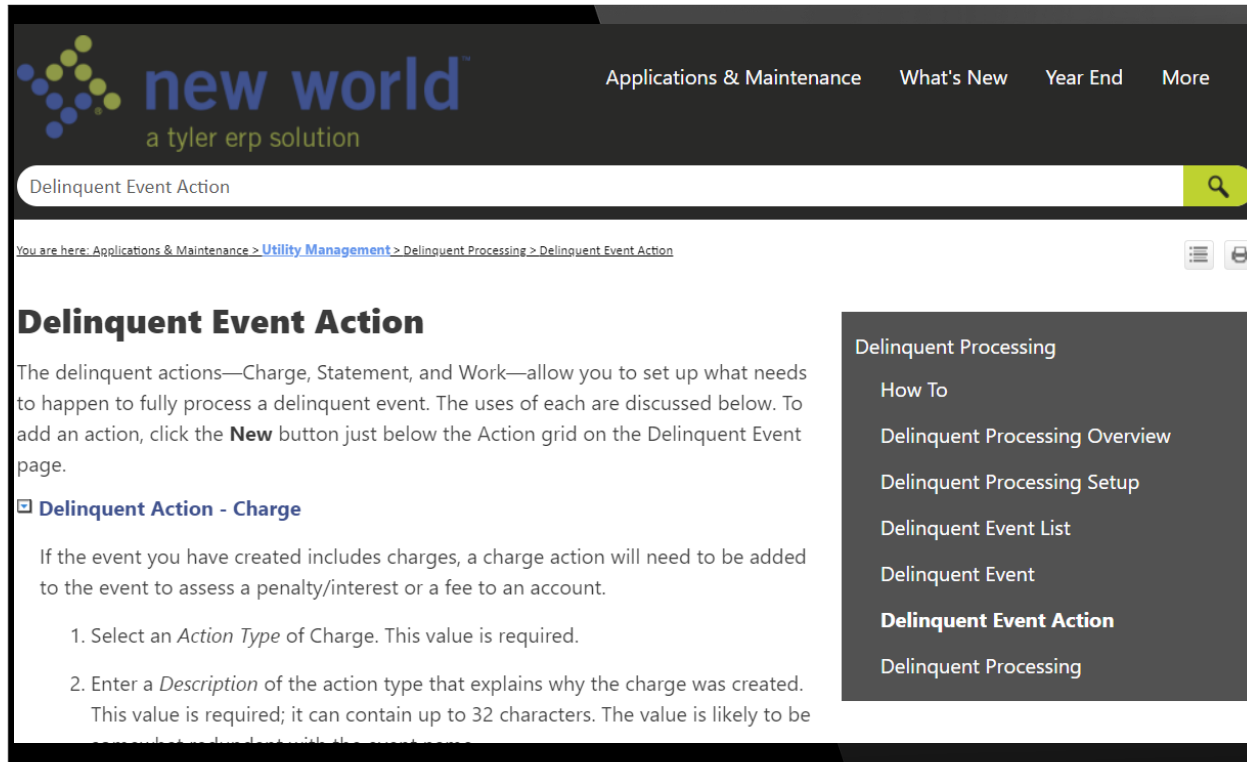
Available Items: 0

Selected Items: 6
Commercial
Commercial - Housing Authority
Industrial

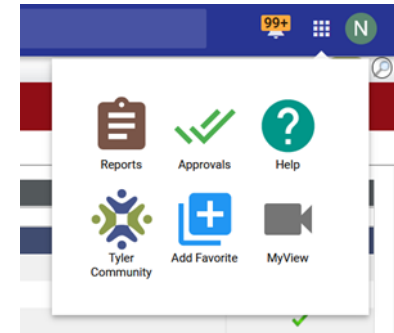
Questions?



Additional resources – Help Central



The screenshot shows the 'new world a tyler erp solution' interface. The search bar contains 'Delinquent Event Action'. The breadcrumb trail is 'Applications & Maintenance > Utility Management > Delinquent Processing > Delinquent Event Action'. The main heading is 'Delinquent Event Action'. The text explains that delinquent actions (Charge, Statement, Work) allow users to set up what needs to happen to fully process a delinquent event. It instructs users to click the 'New' button below the Action grid. A section titled 'Delinquent Action - Charge' provides instructions: 1. Select an Action Type of Charge. 2. Enter a Description of the action type that explains why the charge was created. A right-hand sidebar lists navigation options: Delinquent Processing, How To, Delinquent Processing Overview, Delinquent Processing Setup, Delinquent Event List, Delinquent Event, **Delinquent Event Action**, and Delinquent Processing.



The screenshot shows a Windows taskbar with a search overlay. The overlay contains icons for Reports, Approvals, Help, Tyler Community, Add Favorite, and MyView. The taskbar also shows a notification area with '99+' and a search icon.

Search terms:

- Utility Report
- Billing Register
- Etc.



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We read every submission

We use your input to guide content for future sessions and
to improve our presentations

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CONNECT