ice billing

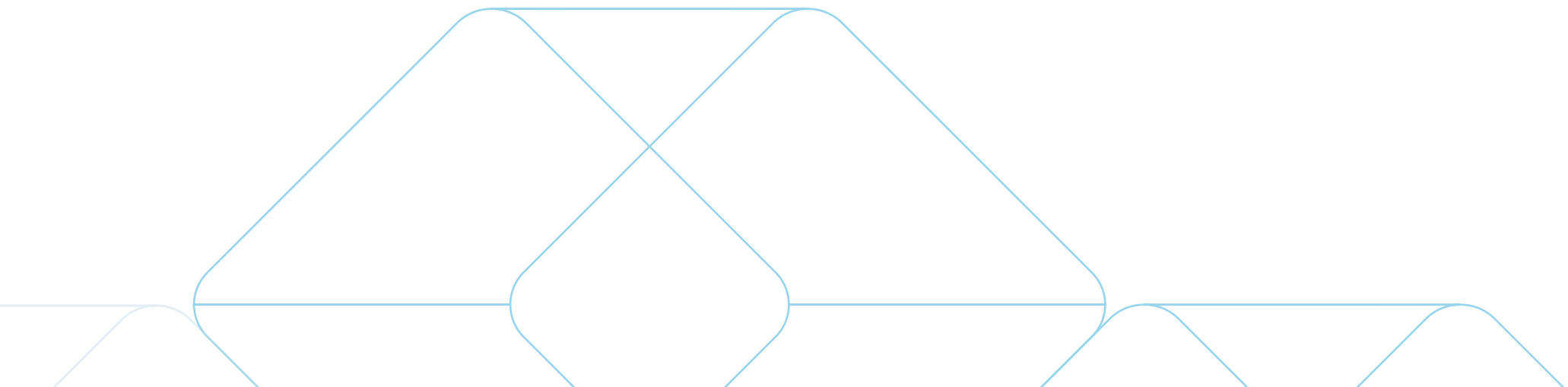## Streamline the billing lifecycle for customers and properties

› ICE Billing manages resources while facilitating reasonable tariff management and timeous, accurate billing. It is a high-volume integrated billing solution that streamlines the full billing lifecycle for customers and properties.

02

ICE Billing| Product Profile

› Key Features and Benefits

ICE Billing manages resources and facilitate tarrif management and timeous, accurate billiing. It is a high-volume integrated billing solution that manages and streamlines the full billing lifecycle for customers. It offers billing and payment collection solutions for landlords, tenants, management agents, municipalities and service providers.

- Entity management
- Tariff management
- Meter management
- Product management
- Revenue procurement and management
- Linked services defined per property
- Maintain property hierarchy
- Property ownership and tenant linked
- Provides consumption calculation of unmetered areas
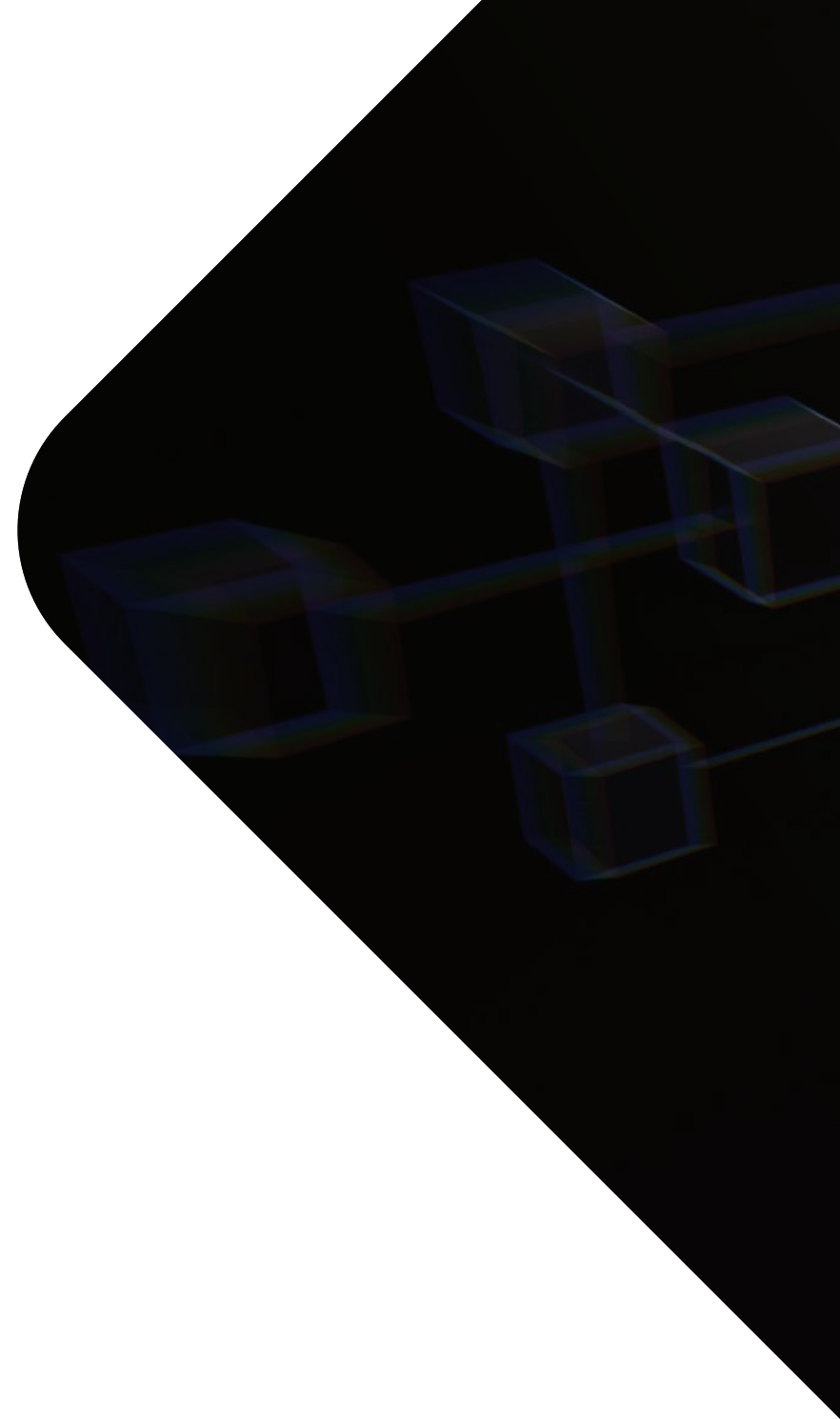- Maintains property records

› Software and System Architecture

ICE Billing is quick to deploy and easily scales from a standalone installation
to multi-tenanted installation, on-premise or in the cloud, with the choice of Oracle
or PostgreSQL database infrastructure. Utilising a web-based user interface,
the extensible benefits of a service-orientated application are realised.

The application can be:

○ Adapted rapidly to new system requirements

○ New business processes

○ Changing field labels, field logic etc.

○ Changing billing or legal requirements

○ Continual compliance with best practices

in software development

› The service-orientated architecture ensures integration flexibility for when external systems are either data-sharing sources or clients:

- ○ Exposes services and processes via SOAP and REST API
- ○ Exposes data to external systems securely
- ○ Financial records
- ○ Invoices
- ○ Payment history
- ○ Easy interface with payment gateways and financial institutions
- ○ Can consume external data for customer management

› Online security is imperative to protect the data, user and entities. ICE Billing security-orientated features include:

- ○ User management
- ○ Role-based organisational access
- ○ Limits users to authorised areas
- ○ Prevents access to sensitive or secure data that is not required by a specific role
- ○ The system maintains continual auditing on changes and the user responsible

› Meter Management

The utility meter is the base data source for ICE Billing.
It accommodates multiple models and types to ensure the system interacts
with the meter correctly and returns the data accurately, maintaining system
integrity and trustworthy billing.

○ Meters referenced by make, model, meter factor, service type, type of
meter (conventional, smart meters, token-base prepaid meter), etc.

○ Provides multiple reading quantities per meter, e.g. an electricity meter can
have two registers, kWh and kVA, or peak, standard or off-peak kWh.

○ Displays property associations and previous meter readings (per register).

› Meter Reading

ICE Billing verifies that the periodic meter reading is captured efficiently and accurately.
The process is auditable via reporting created during the data capture process.

○ Facilitates meter reading groups, reading by specified route
and meter reading lists for one or multiple properties

○ Multiple meter reading methodologies supported

  ○ Reading list

  ○ Individual meter readings

  ○ Smart meter readings

○ Capture on a mobile device

○ Checks and balances when capturing a reading – validate
meter digits, consumption deviation, meter turnover

○ Provide for take-on meter readings and adjustments

○ Meter readings estimations, based on predefined values such as:

  ○ Average by month's reading

  ○ Average of last three months, etc.

○ Meter reading reconciliation reports

› User Billing

ICE Billing facilitates an effective billing cycle by providing consumers with a comprehensive statement, which is easy to settle:

○ Provides multiple billing configurations – per building, service/product group, etc.

○ Electronic export of billing data to different formats (Excel, CSV).

○ Creates invoices that can be printed or exported.

○ Provides checks and balances, consumption and monetary value deviations, consumers without addresses, etc.

○ Allows billing adjustments – debit and credit notes.

○ Allows users to verify and approve billing before the invoice is issued.

› Revenue Collections

ICE Billing mitigates traditional challenges encountered with Accounts Receivable. It produces management account documentation to help maintain a healthy and management inbound revenue stream.

○ Account balances
○ Dunning runs for outstanding payments
○ Consumer statements
○ Payment transaction
○ Facilitates debt collection for other municipal services
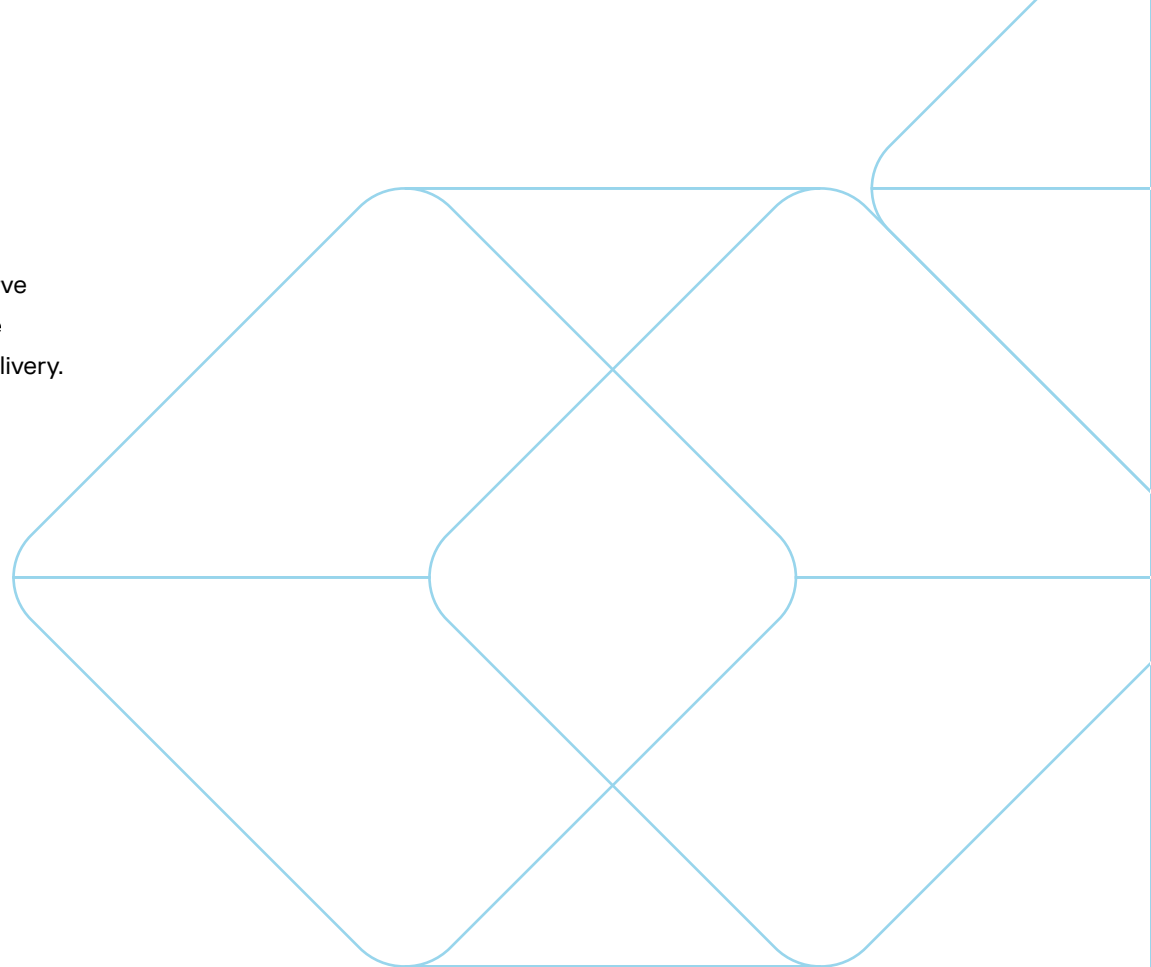
Product Management

ICE Billing caters for market competitiveness or purchase options created to serve different demographics within the client base. The Product Management feature is a powerful mechanism to serve the needs of the citizen and ensure service delivery.

○ Maintain tenant/consumer records, data describing a tenant/consumer, multiple addresses, contacts, etc.

○ Maintain product groups/categories, i.e., electricity, water, sanitation, refuse and other services.

○ Maintain product particulars (electricity kWh, maximum demand kVA), define it as stocked, non-stocked, metered, purchased, etc.

Advance Payment Method (Prepaid)

The advance payment methods and account management options assist consumers on tight budgets or those who prefer to set a budget.
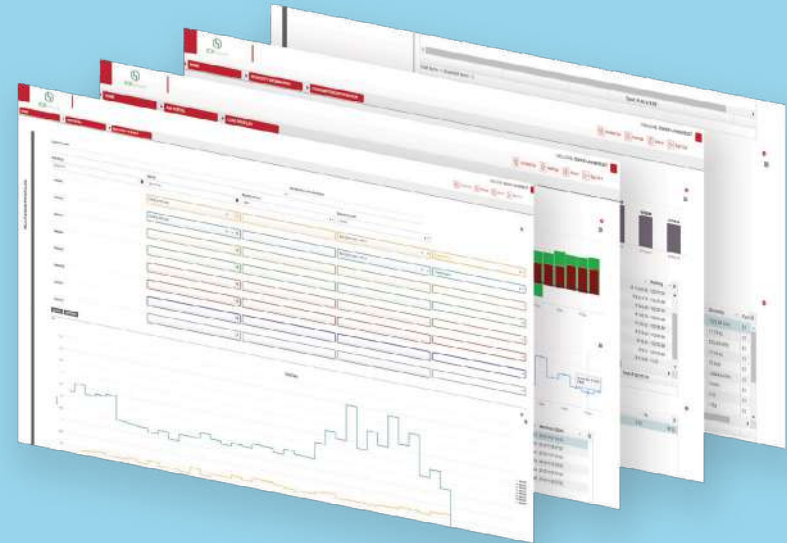
○ Top-up payment for a consumer account

○ Readings are retrieved from smart meters

○ Auto-billing run and creation of invoices

○ Auto-allocation of invoices depending on funds available in the consumer's account

○ Disconnection of meter due to non-payment

○ Connection of meter after top-up

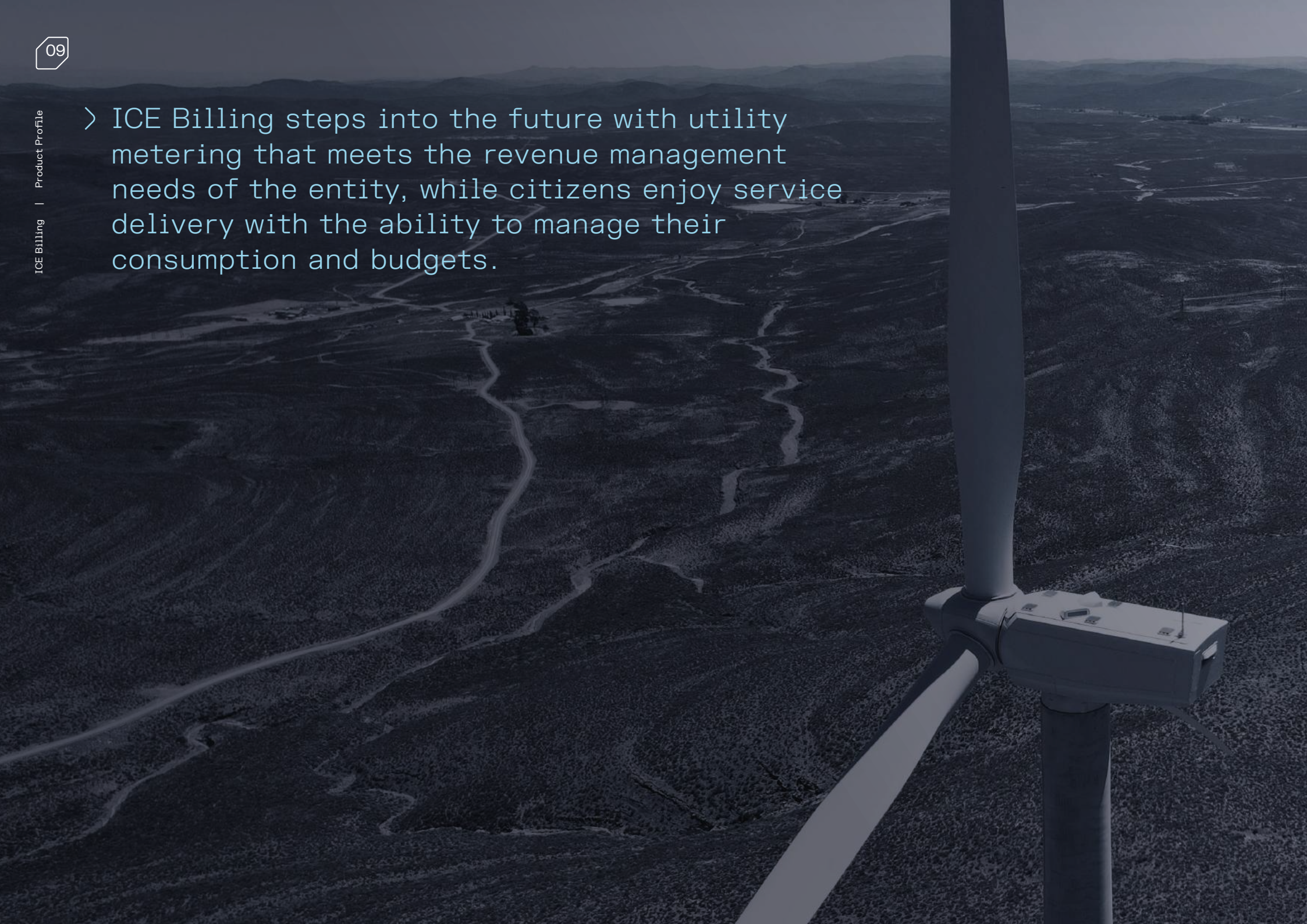○ Provides configuration to determine disconnection/funds allocation priority

> Reporting

Advanced reporting features allow queries to be performed on system data
for statistical and analytical purposes.

- ⬡ Consumption deviation
- ⬡ Service consumption per meter supply type
- ⬡ Meter estimations
- ⬡ Provides user definable/configurable
  queries and reports from any window/data set

> ICE Billing steps into the future with utility metering that meets the revenue management needs of the entity, while citizens enjoy service delivery with the ability to manage their consumption and budgets.

> www.icetech.io