Hardy – Final User Requirements

As a customer, I would like to have a contract with the service activation date, address, meter number, initial reading, and billing rate so that I can establish service and pay for it.

As a company, I would like to be able to charge customers a rate based on their entity type and incurred costs, so that I am able to get paid for the service.

As a company, I would like to bill my customers based on their consumption (based on meter) and bill rate (based on contract).

As a reader, I would like to get a list of meters to read on a specific date with the address, so that I am able to measure their current usage.

As a reader, I would like to be able to note my reading and any notes?

As a company, I need to calculate the usage based on the previous read of a meter and the latest, so that I can bill the customer by multiplying the usage by the contracted bill rate

As a customer, I would like to receive a bill that I can pay for my usage within 30 days

       I can have more than one contract, with one address per contract per meter

       Each contract is billed separately

As a customer, I would like to activate or deactivate service and have the dates I do so recorded

       Each meter can be associated with a single customer at one time

As a customer, I would like the option to pay my bill singularly or multiplicity

       Each payment will contain the amount paid, date, method and the bill