Billing

1. Why would I need to do a billing hand-off?

If you have tried to create an invoice but for some reason there is an exception/error and you are unable to resolve it by (for example) billing to an earlier date; you should hand it off to the billing team via 8x8 handoff.

2. Do I need to delete previous invoices before creating a new bill for a customer?

No, unless the previous invoice is created to an Internal Supplier Estimation which is not in line with the customer reads around it. (Internal Supplier Estimations are created when an invoice is generated and billed to estimates; they are also deleted once the respective invoice is deleted).

3. How do I generate an invoice from scratch?

With the customer account up, check the meter readings are in ascending order and are in line. Confirm the dates the customer would like an invoice from and to, using the invoice creation tool create an invoice. Check the reads on the invoice match the reads on account plus. If billed to estimates make sure they are in line with the D0019 for Electricity and the AQ for Gas.

4. What is a validation? And when will I need to validate?

'Invalid' or 'No validation' would need to have the internal validation status changed to 'Validated' to enable the billing tool pick up the meter read. If a customer calls in and provides us with a meter read/s they would need to be validated in order to be picked up on the bill. Please see the below example.

Meter reading date	Valid from	Valid to	Creation date	MPAN/MRPN	Meter number	Register	Reading type	Meter reading	External validation status	Internal validation status
	28/11/2015	27/11/2016	06/11/2015	1714323022511	9834562		ESTIMATED ANNUAL CONSUMPTION	60000		Validated
	28/11/2015	27/11/2016	10/12/2015	1714323022511	9834562	01	D0019 EAD ESTIMATED ANNUAL CONSUMPTION	14745.7		Validated
	03/03/2016	02/03/2017	16/03/2016	1714323022511	9834562	01	D0019 EAD ESTIMATED ANNUAL CONSUMPTION	40727.4		Invalid
25/11/2015			01/12/2015	1714323022511	9834562	01	Customer own read	244004	No validation	No validation
25/11/2015			02/12/2015	1714323022511	9834562	01	Customer own read	244004	Validated	Validated
28/11/2015			10/12/2015	1714323022511	9834562	01	Customer own read	244004	Validated	Validated
28/11/2015			10/12/2015	1714323022511	9834562	01	Customer own read	244004	No validation	Invalid
16/01/2016			18/01/2016	1714323022511	9834562	01	Internal Supplier Estimation	246131.5	No validation	Validated
16/02/2016			16/02/2016	1714323022511	9834562	01	Internal Supplier Estimation	247593.8	No validation	Validated
03/03/2016			03/03/2016	1714323022511	9834562	01	Customer own read	261312	No validation	Validated
03/03/2016			07/03/2016	1714323022511	9834562	01	Customer own read	261312	Validated	Validated

5. How do I re-bill a customer if previous invoice is incorrect?

Delete previous invoice(s). Refresh both the meter reading pages to remove any Internal Supplier Estimations created and then create a new invoice using the billing tool to correctly re-bill the customer. (Refer to question 3)

6. How do I know which Time Pattern Regime (TPR) is for which register?

When the contract is open, go to the Master data section on the Account tab and look for the meter section (as below) and the 'Time-pattern' code.

Meter

Meter: Z12N041737
Meter type: Non-Half Hourly
Meterlocation: Indoors

Register 1
Timepattern 00043
Digits 5
Settlement Reg. Yes

Register 2
Timepattern 00210
Digits 5
Settlement Reg. Yes

Once this has been located go to the tariff section and on this page look for TPR, and the description section will tell you which is day or night:

Name	Description	Value	valid from	valid until	Price in	Payment Method	TPR
Unit Rate	Day	14.1010 pence	15/08/2014		Net	Direct Debit	00043
Unit Rate	Night	4.8090 pence	15/08/2014		Net	Direct Debit	00210

If the TPR in the meter section matches the TPR in the tariff section then they should be correct. If they do not match then this would need to be handed off to metering. If you receive the 'Tariff Config Error' then this would need to be handed off to Billing for an account fix.

7. How do I know the customer VAT charge is correct?

SME

Totals

Rate	Net	VAT	Percentage of usage
20%	1,672.60	334.52	100%

This is an example of a SME invoice that does not apply to the de-minimis rule, shows 20% VAT. SME customers need to provide a VAT declaration form for the 5% VAT rate to apply from SSD.

If the customer uses more than 33kWh in one day in a billing period, then the customer will be charged at 20% VAT for that period. (The CCL charge is attached to the 20% VAT.)

DOMESTIC

Totals

Rate	Net	VAT
0%	£-12.00	£0.00
5%	£575.50	£28.78

This is an example of a domestic invoice shows 5% VAT. The de-minimus rule does not apply to domestic customers.

8. Do SME have duel fuel?

SME – do not have duel fuel. This is indicated on the home page.

Contracts

Contract 272536 | Contract 272537 | Contract 272538 | Contract 272539

Brief information

Payment	01/02/2015 Sum: no installment plan
Account 279677	MPAN 1200036402299
	Status: Account has been deleted
	Tariff: Business Electricity Fixed Term Contract
	Flow status: Loss completed
Delivery period	from 02/03/2015 until 02/03/2016

Domestic – do have dual fuel, which is indicated on home page with chain icon on each contract tab, as per the below screenshot.

ontracts

Contract 220860 | Contract 220861

Brief information

Payment	29/12/2015 Sum: 45.00 GBP / Month
Account 227974	MPRN 3214114507
	Status: Account is flagged for deletion
	Tariff: SaverPlus Collective Jan 2016 - valid from 21/11/2014 to 31/01/2016 Variable Price - valid from 01/02/2016
	Flow status: Ceased Responsebility A/W Final Read
Delivery period	from 01/01/2015 until 07/01/2016

9. How do I know the payment is correct on the invoice?

On the final page of the invoice there is a list of payments made by the customer and any fees applied or credited to the customer's account (Misc. credit/debits):

Account activity

Payments

Date	Electricity	Total
02/02/2015	£151.00	£151.00
02/03/2015	£151.00	£151.00
01/04/2015	£151.00	£151.00
01/05/2015	£151.00	£151.00
01/06/2015	£166.00	£166.00
01/07/2015	£166.00	£166.00
		£936.00

Misc. credits/debits

Date	Description	Total
31/07/2015	Exit Fees	£23.81 DR
		£23.81 DR

This can be compared with the Payments Status page in account plus:

Contract 246680 | Account 253803 | Application 275174

Addresses | Documents | Followups | Contacts | ↔ | History | Contract Confirmation | Payment Status

t History

Filter

No	Date	Doc-No	Doc-Type	Doc-Date	Action/Payment	Amount	Balance
1	29/01/2015	00553795	Payment Request	29/01/2015	payment request	151.00	151.00
2	02/02/2015	00553795	Payment Request	29/01/2015	direct debit	-151.00	0.00
3	26/02/2015	00740447	Payment Request	26/02/2015	payment request	151.00	151.00
4	02/03/2015	00740447	Payment Request	26/02/2015	direct debit	-151.00	0.00
5	30/03/2015	00990599	Payment Request	30/03/2015	payment request	151.00	151.00
6	01/04/2015	00990599	Payment Request	30/03/2015	direct debit	-151.00	0.00
7	29/04/2015	01242032	Payment Request	29/04/2015	payment request	151.00	151.00
8	01/05/2015	01242032	Payment Request	29/04/2015	direct debit	-151.00	0.00
9	28/05/2015	01583612	Payment Request	28/05/2015	payment request	166.00	166.00
10	01/06/2015	01583612	Payment Request	28/05/2015	direct debit	-166.00	0.00
11	29/06/2015	01934910	Payment Request	29/06/2015	payment request	166.00	166.00
12	01/07/2015	01934910	Payment Request	29/06/2015	direct debit	-166.00	0.00
13	21/10/2015	00553795	Payment Request	29/01/2015	payment request	-151.00	-151.00
14	21/10/2015	00740447	Payment Request	26/02/2015	payment request	-151.00	-302.00
15	21/10/2015	00990599	Payment Request	30/03/2015	payment request	-151.00	-453.00
16	21/10/2015	01242032	Payment Request	29/04/2015	payment request	-151.00	-604.00
17	21/10/2015	01583612	Payment Request	28/05/2015	payment request	-166.00	-770.00
18	21/10/2015	01934910	Payment Request	29/06/2015	payment request	-166.00	-936.00

12/2015

ld not be determined

If not all payments are showing use the Filter 'down arrow' in the top left hand corner of the payments tab and tick the box to expand to see all payments.

(As a last resource) If still not sure, please contact the Payments Team for clarification.

10. What is the process of producing a final invoice?

Meter read page need to show the final Gas (URN, URS, and MBR) or final Electric (D0086) from the new supplier. Please see the highlighted examples below:

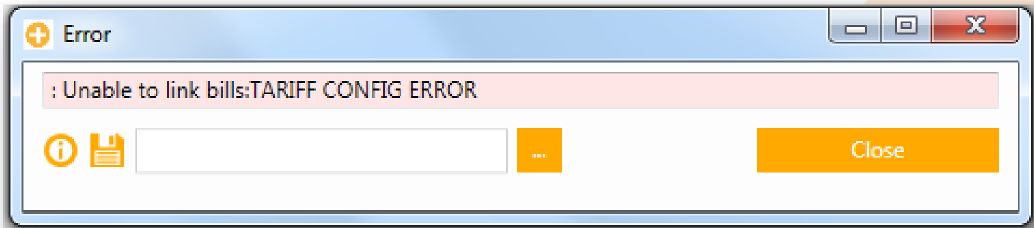
leter reading date	Valid from	Valid to	Creation date	MPAN/MRPN	Meter number	Reading type	Meter reading	External validation status	Internal validation status	Message type	Source
	01/10/2015	30/09/2016	12/12/2015	3084520401	4031285		15661		Invalid	NRL	
	01/10/2014	30/09/2015	18/03/2016	3084520401	4031285		15661		Invalid	CREGI_GAS	
	01/10/2014	30/09/2015	27/02/2015	3084520401	4031285		15539		Invalid	CREGI_GAS	
	01/10/2014	01/10/2015	30/01/2015	3084520401			15539		Validated	UT004	
	01/10/2014	30/09/2015	23/01/2015	3084520401	4031285	ANNUAL QUANTITY XOSERVE	42000		Validated		
/02/2014			13/12/2015	3084520401	4031285		3921	No validation	Validated	NRL	NRL
/02/2015			27/02/2015	3084520401	4031285	Customer own read	4430	No validation	Validated		AGENT_MAN
/02/2015			13/12/2015	3084520401	4031285		4430	No validation	Validated	NRL	NRL
/02/2015			27/02/2015	3084520401	4031285		4430	No validation	Validated	URN	URN
/02/2015			27/02/2015	3084520401	4031285		4430	No validation	Validated	URS	URS
/02/2015			27/02/2015	3084520401	4031285	Old Supplier's Estimated CoS Reading	4430	No validation	Validated	CREGI_GAS	CREGI_GAS
/05/2015			07/05/2015	3084520401	4031285	MAR	4518	No validation	Invalid	URS	URS
/07/2015			23/07/2015	3084520401	4031285	Customer own read	4549	No validation	Invalid		CUST_WEB
/07/2015			24/07/2015	3084520401	4031285		4549	No validation	Invalid	URS	URS
/09/2015			30/09/2015	3084520401	4031285	Customer own read	4573	No validation	Invalid		CUST_WEB
/11/2015			04/11/2015	3084520401	4031285	MAR	4609	No validation	Invalid	URS	URS
/12/2015			02/12/2015	3084520401	4031285	Customer own read	4659	No validation	No validation		CUST_WEB
/12/2015			03/12/2015	3084520401	4031285		4659	No validation	Validated	URS	URS
/02/2016			01/03/2016	3084520401	4031285		5030	No validation	Invalid	URS	URS
/02/2016			27/02/2016	3084520401	4031285	Customer own read	5030	No validation	No validation		CUST_WEB
/02/2016			18/03/2016	3084520401	4031285		5032	No validation	Validated	MBR	MBR
/02/2016			18/03/2016	3084520401	4031285		5032	No validation	Validated	CREGI_GAS	CREGI_GAS

GAS

Meter reading date	Valid from	Valid to	Creation date	MPAN/MRPN	Meter number	Register	Reading type	Meter reading	External validation status	Internal validation status	Message type	Source
	02/03/2015	01/03/2016	15/03/2016	1200036402216	K80A 95091	S	ESTIMATED ANNUAL CONSUM	2712.2		Validated	CREGI	
	02/03/2015	01/03/2016	15/03/2016	1200036402216	K80A 95091	S	ANNUALISED ADVANCE from (	3116.1			CREGI	
	15/01/2016	14/01/2017	28/01/2016	1200036402216	K80A 95091	S	D0019 EAD ESTIMATED ANNU.	2712.2		Validated	D0019	
	02/03/2015	01/03/2016	15/03/2016	1200036402216			ESTIMATED ANNUAL CONSUM	2712.2		Validated	CREGI	
	21/05/2015	20/05/2016	03/06/2015	1200036402216	K80A 95091	S	D0019 EAD ESTIMATED ANNU.	2554.2		Validated	D0019	
	02/03/2015	01/03/2016	10/01/2015	1200036402216	K80A 95091		ESTIMATED ANNUAL CONSUM	12000		Validated		
	02/03/2015	01/03/2016	12/03/2015	1200036402216	K80A 95091	S	D0019 EAD ESTIMATED ANNU.	2700.7		Validated	D0019	
	02/03/2015	01/03/2016	12/03/2015	1200036402216			ESTIMATED ANNUAL CONSUM	2700.7		Validated	CREGI	
	02/03/2015	01/03/2016	12/03/2015	1200036402216	K80A 95091	S	ESTIMATED ANNUAL CONSUM	2700.7		Validated	CREGI	
	06/03/2015	05/03/2016	18/03/2015	1200036402216	K80A 95091	S	D0019 EAD ESTIMATED ANNU.	2628.2		Validated	D0019	
02/03/2015			12/03/2015	1200036402216	K80A 95091	S	Routine	17633	No validation	Validated	CREGI	CREGI
02/03/2015			12/03/2015	1200036402216	K80A 95091	S	Routine	17633	No validation	Validated	D0086	D0086
06/03/2015			09/03/2015	1200036402216	K80A 95091	S	Routine	17633	No validation	Invalid	D0010	D0010
21/05/2015			26/05/2015	1200036402216	K80A 95091	S	Routine	18123	No validation	Validated	D0010	D0010
18/08/2015			18/08/2015	1200036402216	K80A 95091	S	Internal Supplier Estimation	18673.3	No validation	Validated		
25/09/2015			29/09/2015	1200036402216	K80A 95091	S	Customer own read	18861	No validation	Validated	D0010	D0010
25/09/2015			28/09/2015	1200036402216	K80A 95091	S	Customer own read	18861	No validation	No validation		CUST_WEB
19/10/2015			23/11/2015	1200036402216	K80A 95091	S	Customer own read	19035	Validated	Validated	D0010	D0010
19/10/2015			21/10/2015	1200036402216	K80A 95091	S	Customer own read	19035	No validation	No validation		CUST_WEB
18/11/2015			18/11/2015	1200036402216	K80A 95091	S	Internal Supplier Estimation	19253.6	No validation	Validated		
25/11/2015			27/11/2015	1200036402216	K80A 95091	S	Routine	19341	Validated	Validated	D0010	D0010
16/12/2015			18/12/2015	1200036402216	K80A 95091	S	Customer own read	19502	Validated	Validated	D0010	D0010
16/12/2015			17/12/2015	1200036402216	K80A 95091	S	Customer own read	19502	No validation	No validation		CUST_WEB
15/01/2016			19/01/2016	1200036402216	K80A 95091	S	Customer own read	19746	Validated	Validated	D0010	D0010
15/01/2016			18/01/2016	1200036402216	K80A 95091	S	Customer own read	19746	No validation	No validation		CUST_WEB
18/02/2016			18/02/2016	1200036402216	K80A 95091	S	Internal Supplier Estimation	20041.2	No validation	Validated		
02/03/2016			02/03/2016	1200036402216	K80A 95091	S	Customer own read	20094	No validation	No validation		CUST_WEB
03/03/2016			15/03/2016	1200036402216	K80A 95091	S	Special	20060	No validation	No validation	CREGI	CREGI
03/03/2016			15/03/2016	1200036402216	K80A 95091	S	Special	20060	Validated	No validation	D0086	D0086

ELECTRIC

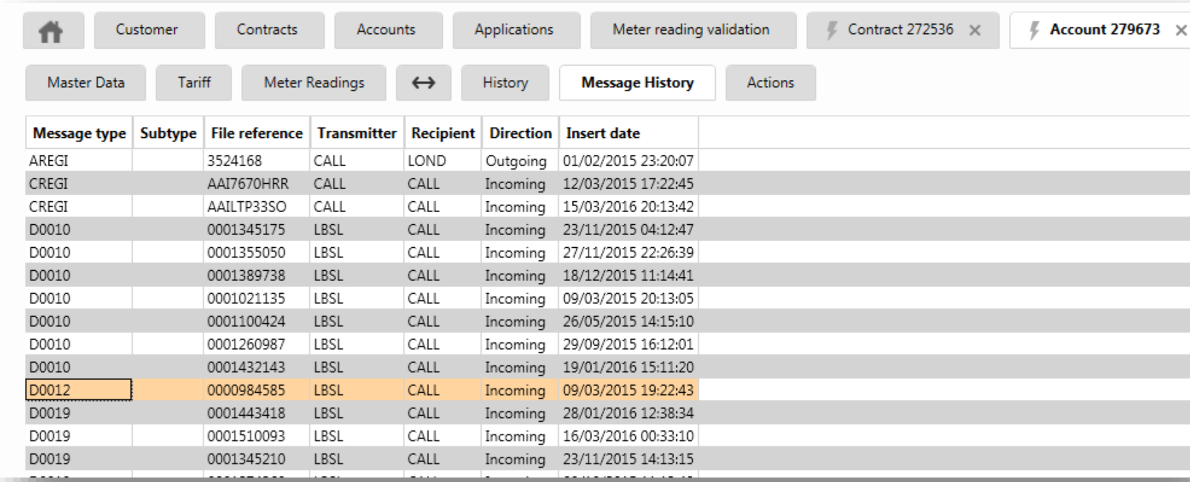
11. What is a tariff configuration error?



A Tariff Configuration Error can be caused due to a multiple of reasons. An account fix will need to be raised to get this issue rectified. Please hand this off to the Billing Department for an Account Fix to be raised.

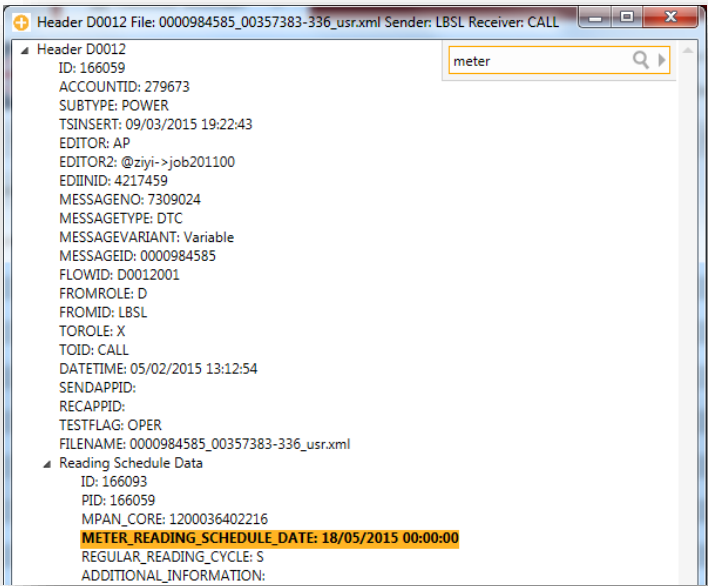
12. How do I check the customers billing cycle?

Within message history tab if you open up the D0012 flow and search for the meter reading schedule date.



Message type	Subtype	File reference	Transmitter	Recipient	Direction	Insert date
AREGI		3524168	CALL	LOND	Outgoing	01/02/2015 23:20:07
CREGI		AAI7670HRR	CALL	CALL	Incoming	12/03/2015 17:22:45
CREGI		AAILTP33SO	CALL	CALL	Incoming	15/03/2016 20:13:42
D0010		0001345175	LBSL	CALL	Incoming	23/11/2015 04:12:47
D0010		0001355050	LBSL	CALL	Incoming	27/11/2015 22:26:39
D0010		0001389738	LBSL	CALL	Incoming	18/12/2015 11:14:41
D0010		0001021135	LBSL	CALL	Incoming	09/03/2015 20:13:05
D0010		0001100424	LBSL	CALL	Incoming	26/05/2015 14:15:10
D0010		0001260987	LBSL	CALL	Incoming	29/09/2015 16:12:01
D0010		0001432143	LBSL	CALL	Incoming	19/01/2016 15:11:20
D0012		0000984585	LBSL	CALL	Incoming	09/03/2015 19:22:43
D0019		0001443418	LBSL	CALL	Incoming	28/01/2016 12:38:34
D0019		0001510093	LBSL	CALL	Incoming	16/03/2016 00:33:10
D0019		0001345210	LBSL	CALL	Incoming	23/11/2015 14:13:15

Please see below:



13. After releasing an invoice, how long before the customer can view it?

When we release the invoice, the customer will receive an email with a link to the invoice within 24hrs (or next working day) and at that point they will be able to view this in their web portal. However, if you release the invoice on a Friday, the first time the customer will be able to view it is on the following Monday.

14. How do I get a suppression removed?

Firstly you must be able to confirm that the reason the suppression was added, has been resolved by checking the customer contacts (notes).

Secondly, if that is the case then approach one of your SA's or TM's and they will be able to remove the suppression for you. Once done you will now be able to create an invoice.

15. What checks do I need to do whilst generating an invoice?

- ✓ Checks the reads are in line and Check the reads being used are the correct customer/routine reads.
- ✓ If you are using estimates ensure that they are in line with the customer usage.
- ✓ Check that the manual billing tool has not picked up withdrawn reads. (Check meter reads on account+) (Withdrawn reads is a read which has been withdrawn and is no longer valid)
- ✓ Check that all the payments have that are on account plus have been added to the invoice.
- ✓ If the payment has been received ensure that the payment has not been carried forward, if this is the case you will need to cancel the invoice, and rebill.
- ✓ Check the reads being used are the ones that you want to be used.
- ✓ If there is an outstanding invoice and the payment has not been received ensure that the outstanding balance has been carried forward.

Administration Override: If a read has been validated by an SA or manager, however when creating a bill, the validated read is still not being picked up on the bill. We can add an administration override read (and validate this read) and this will then get picked up on the bill.

Errors and how to fix

Tariff configuration error	Hand-off to billing - An Account fix needs to be raised.
Suspend – Read window open	Check the log in the error and near the bottom it will show you the date the read window closes. If you get a read from the customer and add this to the account, this should close the read window and enable you to generate an invoice. DO NOT HAND OFF
No End/Start read	Check valid reads/Validate if necessary/Speak with Registrations or Disputed Reads. A possible account fix may be required.
Billing Suppressed	Speak to department SA or TM to investigate. To remove suppression if reason for suppression has been completed.
Implausible consumption	Check reads & raise as a Disputed read
Awaiting final reads	Ring customer for reads & input onto Account Plus.
"AP". "Readings". "Notes"	Hand-off to billing - An Account Fix needs to be raised.
Secondary bill not found after generation	Hand-off to billing – An Account Fix needs to be raised.
Existing statements before final invoice	Delete previous invoices & retry creating an invoice after 1 hr.
No Projected Turnover	Hand-off to billing - Not recognised that there is a AQ or EAC

If any other error message appears when trying to create a manual bill please hand this off via the Hand-off Tool.

The Invoice page

Invoice number	Date	Type	Period	Gross	Invoice amount	Balance	Actions
-1015003194	18/02/2016	Cyclic invoice	17/12/2015 - 18/02/2016	146.36	-118.68	265.04	PDF
6713557	25/12/2015	Cyclic invoice	02/03/2015 - 16/12/2015	46.99	46.99	0.00	PDF
4218433	23/11/2015	Cyclic invoice	19/08/2015 - 18/11/2015	312.03	642.85	-330.82	PDF

ORANGE – An invoice has been created and is ready to be released once checked.

- To release an invoice click the lock button and confirm to unlock bill

BLACK – An invoice which has already been released.

- To cancel/ delete an invoice you need to click on the button with and 'x'. You must always cancel the most recent invoice first.

RED – An invoice which has been deleted.

- To view any invoice you need to click the PDF icon

Abbreviations

General:

SSD – Supply start date

SED – Supply end date

COS – Change of supplier – customer left supply from Extra Energy

COT – Change of tenancy - when customer has moved into a new property that Extra Energy already supplies. This is also done when a customer moves out of a property they have either sold or were renting.

Fuel specific meter reads

Electric:

D0086: This can be a start and an end read. This can be a customer read or an estimated read.

D0019: This is an annual consumption figure, this is updated the more the customer provides reads

D0010: This is a reading that has been accepted by the industry

Routine: A meter reading agent has gone out to the customer's property to take a meter reading.

Gas:

URN – Actual Opening Read and End Reads

MBR – Estimated Opening Read

URS – Actual Opening Read from IGT (independent Gas Transporters), Extra energy DO NOT ACCEPT this read as a start read and ask for this to be sent back as a URN. Although this may be used if it matches the Gas CREGI. This can be used to by a meter reading agent to provide a firm read; this will be shown as a MAR in the meter reads page.

SAR – Is the start read provided by the previous supplier