

# ADMINISTRATIVE SERVICES

As an experienced utility service provider, Olameter offers back-office options optimized to deliver efficiencies and cost avoidance.



Given the flexible nature of the services we provide, Olameter can develop comprehensive back office solutions that meet your individual goals.

## **BILLING SOLUTIONS**

Olameter employs highly-trained resources able to efficiently complete back-office billing requirements for our utility, retail, and energy management clients. Olameter's Billing Operation services allow clients full functionality in administrating meter read processes and monitoring accuracy, creating and calculating billing batches, generating and resolving billing variances, generating bill and journal prints,

processing account adjustments, cancellations and rebills, as well as final bills and late payment interest charges. Olameter's billing operators can also generate budget billing year-end invoices.

## **CALL CENTER SERVICES**

Olameter offers full Call Center Services, customized for our clients. Employing Olameter's industry experience and the knowledge of our dedicated Billing and Call Center Representatives, we ensure that calls are handled professionally and questions are answered efficiently. Full volume solutions are available, or you can employ Olameter to assist with overflow from your existing call center. Call Center options include:

- Billing and service order inquiry handling
- Payment arrangements & scheduling
- Emergency call handling
- Service order appointment scheduling



## ADMINISTRATIVE SERVICES

Our Administrative Services are designed to reduce overall expenses by using economies of scale on hardware, software and labor costs.



### Olameter's back-office services include:

- › Billing Solutions
- › Call Center & Collections
- › EBT Processing
- › Payment Processing
- › Collections Administration
- › Document Fulfillment
- › Document Archiving & Maintenance
- › System Set-up
- › Training

#### EBT PROCESSING

To ensure that our clients meet Retail Settlement Codes and scheduling requirements, Olameter provides the communication link that will transmit the Electronic Business Transactions (EBTs) between our client and the Retail Hub. Depending on the client's needs, Olameter can provide and perform either full or partial EBT services. Under our ASP Billing and EBT Processing Model, Olameter can import EBT files, import daily settlement files, investigate overdue transactions on the Hub, assist our client in resolving retailer issues, resolve outgoing file and transaction issues, generate EBT files, complete exports, and generate daily overdue EBT reports.

#### PAYMENT PROCESSING

To add efficiencies to your payment acceptance requirements, Olameter can receive payments on behalf of the client via mail-in, fax, lockbox and walk-in payments, as well as payments made through financial institutions, post-dated checks, and pre-authorized payments. Payments will be deposited into client accounts and journals will be generated for client reconciliation.

#### COLLECTIONS ADMINISTRATION

Olameter's Collections Administration service includes in-bound call handling from end-use customers, the generation of past due notices, the processing of collections/disconnect service orders for field personnel, payment arrangement processing, conducting security deposit reviews and remittance of overdue accounts to a credit bureau. This function serves to significantly reduce the burden of unpaid accounts, and can be customized to follow your unique processes and timelines.

#### DOCUMENT FULFILLMENT

Olameter has established a partnership with an industry-leading document fulfillment provider to efficiently and cost-effectively manage your printing and mailing needs. We offer a full range of traditional outsourced transaction processing services including the design, processing, printing, insertion and mail finishing of your critical business correspondence. We also leverage quantity discounts to offer our clients exclusive pricing on bill stock and envelopes.

#### DOCUMENT ARCHIVING & MAINTENANCE

Olameter offers document imaging and management services, using advanced digital scanning equipment combined with electronic document management software. Olameter has the capabilities of scanning physical documents and delivering PDF format files for online presentment to utilities and their end-use customers.

#### SYSTEM SET-UP

Olameter can consult on and assist with system settings, including the set-up of Time-of-Use (TOU) billing, bill codes, rates, service, categories, group codes, pre-authorized payments, GL accounts, tax codes, calendars, deposit interest, service orders, call types, letters, ticklers, cashing, bill periods, generic bill prints, and credit ratings.

#### TRAINING

Whether hosted by Olameter or the utility directly, Olameter offers training services for Harris' NorthStar Solution and other common applications. Our extensive experience installing, operating, and maintaining this system places us in a position to cost-effectively consult on issues experienced and optimal procedures, as well as train resources to efficiently operate the billing tools.