Using LIEAP payment option in Utility Billing

By Mitch Mullins

PowerManager's Utility Billing option for LIEAP payments is used to enter Low Income Energy Assistance Program amounts to be credited to a customer's future utility bills and to run LIEAP reports. This option is found by selecting Utility Billing – Processing – LIEAP Payments from the PowerManager main menu.

If you post a LIEAP credit to a customer using payment entry, the payment is applied to all services. The advantage of using the LIEAP Payments option is the LIEAP credit is only applied to the energy charge and taxes and the customer bill shows only enough credit to cover these. The customer is still asked to pay for other services like water, sewer and trash. If the total LIEAP credit is posted as a normal payment most likely the customer bill will print with a credit balance owed, and the customer won't make a payment until the LIEAP credit is used.

You'll need to add a LIEAP

Upcoming Events

Sept. 19-21
PMUG Annual Conference
Bloomington, Minn.

PowerManager Training Courses
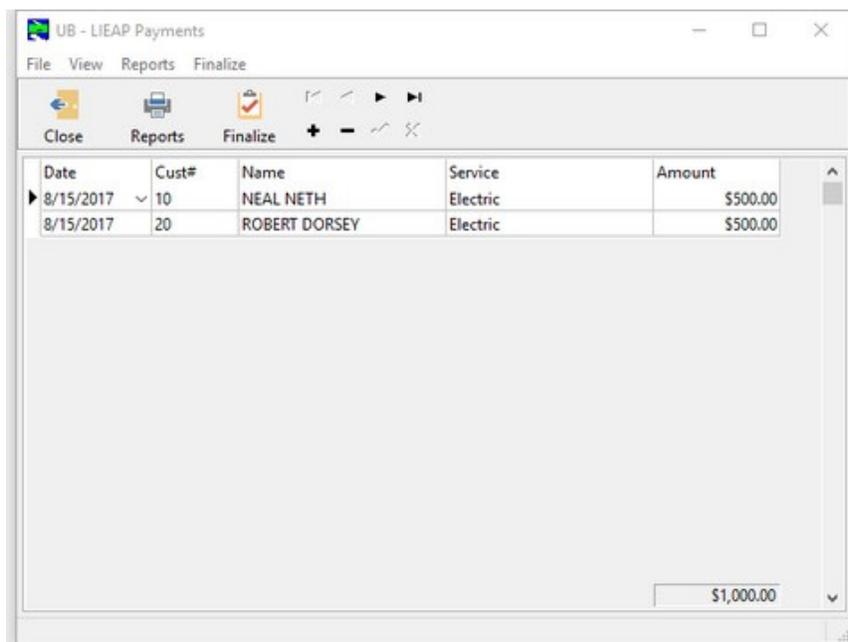**Oct. 9-11**
Holiday Inn Express
North Platte, Neb.

Oct. 16-18
Staybridge Suites I-80
Lincoln, Neb.

Date	Cust#	Name	Service	Amount
8/15/2017	10	NEAL NETH	Electric	$500.00
8/15/2017	20	ROBERT DORSEY	Electric	$500.00
				$1,000.00

PowerManager update now available

The 2018 PowerManager Update has been emailed, making the update available for online downloading and installation.

Please call Salt Creek Software at (402) 476-7115 if you'd like assistance with the download and installation process. Please call Nicole Kubik at (402) 474-4759 or email Nicole at nkubik@nmppenergy. org if you would like a PowerManager 2018 update CD mailed to you.

Updates are sent to all users on the Value Support Plan (VSP).

What are you paid to do? In small towns the town clerks wear a lot of hats and I didn't read the small print when I was hired by the Town Council 20 years ago!

I keep the minutes for our Town Council meetings, handle the Town's finances, help our town superintendent with the annual budget process, work with our attorney and auditor, payroll processing and reporting, municipal court clerk, building permits and pet licensing, and can pitch in with the utility billing if necessary.

What PowerManager program(s) do you use? Our office uses General Ledger, Payroll, Utility Billing, and Accounts Payable. My Deputy Clerk is encouraging me to begin using the Accounts Receivable and Cash Register.

If you weren't in your current job, what would you do? With unlimited funds? Spend more time with my grandkids, road trips on our bikes, and expand my little side business.

Where were you born/raised? I was born in Fort Collins, Colorado, and raised in the Haxtun community. Married my high school sweetheart 40 years ago and we raised our family here.

Biggest pet peeve? Citizens that believe the rumor mill coffee shop gossip instead of finding out the facts. (and when I run out of chips and guacamole – see below)

One food I can't resist is... Chips and guacamole.

Favorite show to binge-watch is... Right now it's Yellowstone.

People would be surprised to know that... I always wanted to learn how to ride a street bike and swore by my 55th birthday I would have a bike and my license. I did it! I love riding my baby Harley!

The best advice I have ever received is... Smile! It keeps people guessing!

The best part of my job is... My coworkers and Town Council that are always genuinely working to improve our little town, and the citizens that come into our office with a smile!

PowerManager Staff Profile

Meet Andrea Barnett...

As accounts receivable specialist my duties are taking orders for PowerManager supplies, then sending them out and tracking the orders. I also send out all invoices for the four NMPP Energy companies and am responsible for making the daily deposits. I also help out at the front desk reception desk occasionally. I have been working at NMPP Energy for 28 years. I enjoy my job and co-workers. I also enjoy talking to and working with the many city/town/village employees from our member communities and learning about all the communities that we serve through the various energy and utility-related services we provide.

In my spare time I enjoy reading and attending my grandchildren's activities.

Andrea Barnett

PowerManager

Sign up for PowerManager's email list

As a Value Support Plan purchaser, you are invited to join an email list designed specifically for the users of PowerManager software. This is a place where you can post questions to a group of other users of the software. Of course, you can still call for support, but the email list provides an opportunity to contact others who are using the software regularly.

Email List FAQs

What does it cost? The only cost to you is your time to read what others have to say.

Is it only software users who are participating? No, our staff also monitors the list and will reply as needed.

What are the rules? Vulgar language will not be tolerated. Please keep conversations pertinent to the software or utility-related issues.

LIEAP payment option ——
cont. from pg. 1...

Credit type of component to those rates that the LIEAP payments should be considered for. These LIEAP aware rates will typically be residential electric and gas rates. Please don't hesitate to call if you'd like some help with rate maintenance.

When a customer's charges are computed the available LIEAP credit, if any, is determined for the type of service assigned to the LIEAP aware rate being computed. The available LIEAP credit is then compared to the rate's computed charges and taxes. The lesser of the available LIEAP credit or the rate's charges and taxes is then used to determine how much LIEAP credit can be applied to the current bill.

The date-driven LIEAP reports may be ran at any time. The date-driven reports only consider finalized LIEAP payment records, not the ones still in the work file. A non-date driven LIEAP Payment work file report is also available to list the non-finalized LIEAP payments.

How do I ask a question? Just send an email to powermanager@saltcreek.com. It will be sent to everyone on the list.

How do I subscribe?
Email powermanager-request@saltcreek.com and type "subscribe" in the subject line. You should receive a welcome message after subscribing to the list. It's that easy!

Or, call Nicole Kubik at NMPP Energy (800) 234-2595 or Mitch Mullins (402) 476-7115, Mitch Dahl (402) 476-7115, or Stan Reinke (402) 817-3816 at Salt Creek Software and we can add you to the list.

Can I get off the list after subscribing?

Yes. There are several ways to get off the list:
• Send an email to powermanager-request@saltcreek.com with a subject line of unsubscribe.
• Send an email to one or all of us and one of us will take you off the list. (mmullins@saltcreek.com, sreinke@saltcreek.com, mdahl@saltcreek.com, nkubik@nmppenergy.org)
• Call Nicole Kubik at NMPP Energy (800) 234-2595 or Mitch Mullins (402) 476-7115, Mitch Dahl (402) 476-7115, or Stan Reinke (402) 817-3816 at Salt Creek Software.
• Follow the instructions in the welcome email.

If there are a lot of emails from the list, can I just get a list of daily activity?
Yes. Follow the link using the password sent in your welcome email and switch to digest mode. Then you will only receive one email per day when there is activity.

PowerManager welcomes
Upland, Nebraska
after the Village purchased Utility Billing Software!

Value Support Plan ensures best service

PowerManager's Value Support Plan ensures users of the five core PowerManager programs (Utility Billing/EasyClerk, Payroll, Inventory Plus, Accounts Receivable, and General Ledger/Accounts Payable/Budget Projection) and the three add-on modules (Service Order, Time Sheet, and Bank Statement Reconciliation) will always have the most up-to-date version of software.

With technology, especially software, once a program is developed and distributed, the task of supporting and improving the program is never-ending. Without upgrades or support, the product eventually becomes obsolete as technology advances. This plan allows users to be served in the most timely manner as opposed to having one major upgrade each year to one of the core programs.

Under the plan, participants pay an annual fee and receive annual upgrades for each of the programs. In addition, a customer support plan will be included. No matter if you are utilizing all the programs or just one, everyone will receive an upgrade each year. Currently, 94 percent of PowerManager users are enrolled in the plan.

What does customer support include?

Customer support phone consultation is available to all participants Monday-Friday from 8 a.m.-5 p.m. CST.

For those not participating in the plan, hourly support rates have increased substantially. Users may go a stretch without needing support, but when they need it, they need it immediately. A support staff person needs to be available every day of the work week, and needs to be covered in the fees.

Like insurance, it's a service you hope you never need, but when you need it, you're extremely glad it's available.

Are there other benefits to the plan?

Yes! Obviously, always having the most current version of the software application is the biggest benefit, along with having built-in support. But, other benefits include regular communication and improved response to user needs. We are able to supply improvements on a timely basis. Also, there is an opportunity to attend an annual refresher course.

Do all users have to belong to the plan?

No, but users that are not on the plan only receive upgrades and support upon request through substantially higher prices. Users participating in the plan are always ensured they will be up to date with whichever software applications they are using and will have access to support anytime during the work week.

POWER MANAGER®

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PowerManager Partners

Bill Flash
Billing and payment services
www.billflash.com

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E-payments and Electronic Bill Presentment and Payment
www.invoicecloud.net

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www.neonlink.com/powermanager