Munis Utility Billing CIS

Tyler’s Munis® Utility Billing Customer Information System (CIS) helps you manage all aspects of your utility. Not only does it perform tasks quickly and accurately, but it is designed to adapt to your changing needs as you grow and technology changes. Munis Utility Billing CIS enhances your daily experience through configurable business rules, powerful functionality, and a focus on product usability. With a customer focused design, Munis Utility Billing CIS provides the services that your citizens demand and functionality you need to operate your utility.

Flexible and Configurable

By configuring Munis Utility Billing CIS to your business rules, terminology, and approach, you get a customized system that meets your needs without the need for custom programming. Powerful search functionality puts the data you need at your fingertips.

- Define account numbering structure, create codes, and determine field labels
- Customize the system to meet your unique needs with unlimited user-defined fields
- Easily manage change with mass account updates and mass service creation functions
- Create new accounts easily with model account and account copy functionality
- Pinpoint the records you need with powerful search functionality

Customer Focused

With Munis Utility Billing CIS, you have a software system that is focused on your customer's needs with tools you need to serve them.

- Central programs display a 360° view of all important customer and account information
- Access information about current and past customers within the same program and report
- Utilize IVR functionality to communicate with your customer via phone, email, or text
- Allow customers to manage all aspects of their utility account through an integrated web portal where they can view, reprint and pay bills, as well as request services and make changes

Munis Utility Billing allows you to bill water, sewer, and electric, while keeping multiple billing cycles active at the same time.

For more information, visit www.tylertech.com or email info@tylertech.com

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Billings and Collections
Munis Utility Billing CIS is designed to produce accurate bills with little manual intervention, making this critical process simple and routine. By scheduling all delinquent processing steps to run automatically, your utility can let your business rules and procedures do the work for you.

- Manage multiple active billing cycles across your utility via an optional integrated cycle calendar
- Supports electric billing functionality such as demand, KVAR, and KWH
- Compatible with most third party meter reading data for file import and export
- Exception flagging is automated and based on your settings and business rules
- Provides bill services at different frequencies and on the same statement
- Accommodate all your charges and services with flexible rate set-up for consumption, flat, based on other, assessment, sales tax final, and miscellaneous billing
- Perform winter averaging for sewer billing
- Define rate adjustments for cost of gas and purchase power agreements
- Email or print and fax bills, perform postal resort, CASS certification, and create PDF bill images
- Automatically send delinquent notices, apply late fees, and run the shut off list at the time of your choosing
- Transfer balances to the tax bills, send customers to collections, or lien their account

Meter and Work Management
Manage both your meter inventory and field operations. Integrated programs provide access to critical meter and consumption information throughout the system. Service orders provide access to this data as well as property, customer, service, and work details.

- Track meter data and attributes in one location, including for compound meters
- Track meter location history, meter test data, install and replacement dates, and costs
- View service orders for a day, week, or month by location, job type, status, work group, etc.
- Service orders automate important actions upon completion, such as posted readings and status changes
- Track time, resources, and tasks via an optional work orders, fleet and facilities integration

Reporting and Document Management
Munis Utility Billing CIS provides a comprehensive package of business analytics, reporting options, content management, and integrations to meet your needs.

- Access critical information easily with hundreds of user-defined reports
- Create custom reports with SSRS and Munis data views
- Excel® data cubes provide consumption information with built in analytic tools and pivot tables
- Generate letters, notices, contracts and labels to manage customer communication through Microsoft Office® integration
- Tyler’s content management solution automatically links system outputs to the appropriate record

Assessment Billing
Munis Utility Billing CIS also provides the ability to bill for special assessments that are associated with improvements, capital charges, or other loan-based agreements.

- Invoice entire principal amount on a future-dated bill and generate installment bills from it, allowing for off-schedule payments and easy payoff of the assessment
- Flexibility to generate your installment billing schedule based on a fixed bill amount, total number of payments, and more
- Citizen access to assessment details, including unbilled balance, payoff amount, and remaining amortization schedule
- Generate monthly statements for annual assessments
- Leverage many of the same flexible, customer-focused features including billing and collections and document management

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