



PayGo® Utility Billing Release 3.10.4

Release Notes



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PayGo Utility Billing 3.10.4 | Release Notes

October 2025 Doc v. 1.0 for Utility Billing v. 3.10.4

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Welcome to PayGo® Utility Billing Release 3.10.4

This document lists all significant new features and enhancements introduced in PayGo Utility Billing since release v. 3.10.3.1. It also lists all resolved and any known issues.

Version History

Version	Link to details
3.10.0	Version 3.10.0
3.10.1	Version 3.10.1
3.10.2	Version 3.10.2
3.10.2.1	Version 3.10.2.1
3.10.2.2	Version 3.10.2.2
3.10.2.3	Version 3.10.2.3
3.10.3	Version 3.10.3
3.10.3.1	Version 3.10.3.1

Version 3.10.4

New Features in v. 3.10.4

- **Deposit Management Enhancements**

The enhancements listed below were made to the Deposit Management feature.

- **Bill Print**

- **Generated Bill Print PDF:** Enhancements were made to the way the system displays deposit-related information on the generated bill print PDF (i.e., billed deposit amount owed and current deposit balance) based on whether the deposit obligation was paid in full, not paid, or partially paid before the account was enrolled. (Reference: 81547)
- **Bill Print Extended PDF Template:** Two new fields were added to the Bill Print Extended PDF Template to display deposit information for an account on the generated bill PDF: **Deposit Owed** and **Deposit Balance**. These fields will only be displayed when a non-zero value is available. (Reference: 81978)
- **Reversing Adjustments:** The Reverse Existing Adjustments UI (on the CSR Portal > Payments And Funds > Manage Adjustments) was enhanced with 2 new radio buttons for selecting **Account Balance** and **Deposit Balance**. The buttons will be visible only when the feature is enabled and deposits are required for the account type. Note that this is an optional feature that must be enabled by PayGo to be active. (Reference: 82582)
- **Account Conversion:** Deposit information is now included in the conversion of an account from one payment type to another.

Version	Link to details
	• Postpay to Prepay: When converting an account from Postpay to Prepay, any deposit balance credit is automatically applied to the Postpay account's outstanding or final bill, with any remaining credit transferred to the new Prepay account. The Convert Customer Pay Type UI now displays updated verbiage and accurate balance details to reflect this behavior. (Reference: 49532) • Prepay to Postpay: When converting an account from Prepay to Postpay, CSRs can no longer enter deposit information during conversion. Instead, a warning message now appears at the top of the Convert Account Pay Type page stating: "Deposit is required for Postpay account and will need to be added post-conversion." This message will be displayed only when the deposit feature is enabled and the deposit-required setting for the account type (residential, commercial, or industrial) is enabled. (Reference: 49533) • Admin Reports: Adjustment Details The Adjustment Details admin report was updated to include a new Balance Type "Deposit." When selected (or when all default filters are applied), the report will include: • Credit utility adjustments applied to pay off deposit obligations. • Debit utility adjustments used to zero out deposit balances. (Reference: 49536) • API Enhancements: The endpoints below were updated to include deposit information in the response: • Client Service > Account Summary (Reference: 82135) • Client Service > Lookup (Reference: 82141) • Client Service > Details (Reference: 82142) • CSR Homepage: Inactivation Date The Custom Information panel in the CSR Homepage now shows the most recent inactivation date for accounts whose history has at least 1 inactivation. If an account has moved in and out several times, the most recent inactivation date will be shown.

Version

Link to details

Account ▾ReportsPayments And Funds ▾Messaging ▾

Customer Information - Postpay Residential

☐ Customer Active

☐ Suspend Account

☐ Block Notifications

☐ Bankruptcy Protection

Account Number

TH-06Oct-01 - TH-06Oct-01

Customer Name

AutoFirst AutoLast

Enrollment Date

9/1/2025

Inactivation Date

10/7/2025

Customer Number

TH-06Oct-01

Registration Number

1001474928261

Username

Resend Enrollment Notice

Social Security Number

View

Billing Address

Edit

123 Huckleberry Lane Line Two Alpharetta, FL 60606

Notification Options

Edit

Phone

Cell Phone

Email

TH-06Oct-01@mailinator.com

Language Preference

English

Edit Customer/Account Information

Summary

Total Amount Due

\$0.00

Past Due Amount

Pending Bill

Last Payment

Bill Options

AutoPay

Payment Arrangement

Deposit Obligation Not Added

View Most Recent Bill

(Reference: 66861)

- Add New Payment Type for Internal Accounts**
A new payment type "Internal Utility Payment" was added for accounts where a payment is applied to the GL via check but no money is actually exchanged. (Reference: 82494)
- Admin Report: E-Bill Customers**
The E-Bill Customers report was enhanced with an option to exclude inactive accounts before running the report. (Reference: 82730)
- Third-Party Library Upgrades**
Various third-party libraries were upgraded. (Reference: 82488)
- Admin Report: Daily Usage Snapshot Extract**
The new scheduled report called "Daily Usage Snapshot Extract" will deliver a one-day snapshot of usage and balance data for all accounts. This extract introduces a dedicated scheduled extract aligned with the company's business day cycle.

Daily_Usage_Snapshot_Extract							
Effective Date	Account Number	Service Type	Service Point Number	Consumption Amount	Consumption UOM	Dollar Amount	Daily E
10/6/2025 12:00:00 AM	101007113372	Electric	7000101390	0.000000	kWh	\$0.72	
10/6/2025 12:00:00 AM	101007113374	Electric	7000101392	0.000000	kWh	\$0.72	
10/6/2025 12:00:00 AM	101007113378	Electric	7000101396	0.000000	kWh	\$0.72	
10/6/2025 12:00:00 AM	101007113381	Electric	7000101399	0.000000	kWh	\$0.72	
10/6/2025 12:00:00 AM	101007116489	Electric	7001353378	0.000000	kWh	\$0.72	

(Reference: 80760)

- Admin Report: Active Account Details**
The Active Account Details report was enhanced with 2 new fields—**Avg Daily Units** and **Avg Daily \$**—to ensure the utility receives both energy (kWh) and cost (\$) averages directly from PayGo, reducing dependency on API calls or SAP-side calculations. (Reference: 84159)

Version

Link to details

- New API Features

 - Unenrollment: Update to Support Not Requiring End Read

The Unenrollment API will now support unenrolling a metered service point without requiring an end read, using business rules to determine the correct final read and billing closure. This will support those cases in which the utility must initiate unenrollment before a final read is available. (Reference: 80754)
 - API and UI Unenrollment: Populate "Account Billing Line Item Data" During Process

A new process was introduced to generate and populate the Account Billing Line Item Data immediately at the time of unenrollment; this will meet SAP's financial integration requirements. (Reference: 80755)
 - Client Service API: Unenroll – New Configuration for When End Read Not Provided

A new configuration was added to reject the request when the end read is not provided but the last billed read is greater than X hours prior to the unenrollment effective date. (Reference: 80757)

Issues Resolved in v. 3.10.4

Reference #	Account Type	Description
70527	Prepay / Postpay	Daily Cash Drawer Report: Batch Number and Tender and types are not displayed in the printer friendly report.
72221	Prepay / Postpay	Reenrollment: View current usage results in an application reenrolled account using new Service Location / Service when reenrollment is performed through the API.
73408	Prepay / Postpay	Usage Statement: Loading a usage statement can time out procedure needing optimization.
75727	Prepay / Postpay	Manage Rates and Adjustments—Flat Adjustments: Updating utility code with a credit amount does not generate the credit dialog box to save immediately (requires scheduling the credit).
75965	Prepay / Postpay	Job Scheduler: When the Message Queue cleanup job is run and a contact is opted out, the customer is inactive, or a message is stuck in the queue, the job deletes all messages for the customer.
76557	Prepay / Postpay	Customer Portal—Usage Chart: Data is not displaying correctly in the Daily view when the user navigates using the back arrow.
80593	Prepay / Postpay	Suspended Account: If a user edits the reads of a suspended account, the edited reads are deleted from Meter Read History.
81501	Postpay	Bill Print File: The flat adjustment count description is not displayed for a customer (e.g., does not accurately indicate the number of multiple items are billed).

Version	Link to details	
82728	Postpay	Cycle Close: Manual read edit during read processing causes balance discrepancy (i.e., the ending balance and summary match).
83206	Prepay / Postpay	Edit Reads: Users are able to edit reads in active cycle to a date prior to enrollment date if start read is prior to enrollment. Users are not able to edit reads in active cycle to a date prior to enrollment date if the start read is prior to enrollment.
83230	Prepay / Postpay	MDM>Manage Service Location: The option to add a multiple service location is available for non-metered service points when adding a service point to a service location.
83246	Prepay	Prepay Bill Cycles: Prepay cycles are not closed when the "Prepay Cycles to Close in Each Batch" is set to 0.
83539	Postpay	Late Fee Reversal: The Recent Account Activity report is not showing the reversed late fee.
83540	Postpay	System Activity Log: The late fee assessed after a moveout is not logged.
83689	Prepay / Postpay	Recent Account Activity Report: The balance is inaccurate when a customer on Equal Payment Plan moves out before due date.
83697	Prepay / Postpay	CSR Portal—Adjustments: When a CSR makes an adjustment to an account at the account level and wants to reverse the adjustment, the adjustment is not visible, and the CSR user is not able to delete the adjustment.
83756	Postpay	Payment Arrangements: Past-due payment arrangements for accounts without active electric service are not triggering delinquency notices as they should.
83850	Prepay / Postpay	Chargeback GL Summary Report: Adjustment voids are included in the Chargeback GL Summary report.
83851	Prepay / Postpay	Accounts Receivables Report: Adjustment reversal is offsetting the payment column.
83927	Postpay	Notifications: Address is not displayed in notifications after deactivation.
83929	Prepay / Postpay	Notifications: In customer notifications the zip code should only show the first 5 digits.
83952	Postpay	Bill Print File: Adjustment Notes on the bill print file are shown from the Notes column.
83979	Postpay	Postpay Billing Processor: Timeout errors occur when data backups are running <i>Retry Stored Procedure</i> automatically when a failure occurs.

Version	Link to details	
	83987	Prepay / Postpay Account Balance Activity Report: Additional data text has 6 places for balance amount for an applied payment (e.g., \$2 instead of \$20.00).
	84077	Postpay CSR Portal: Mock bill shows an invalid bill due date when the bill is not yet final.
	84163	Prepay / Postpay Daily GL Process/GL Backfill: Performance improvements were made to the procedure for fetching GL Balances data.
	84204	Prepay / Postpay Daily GL Process/GL Backfill: Performance improvements were made to the procedure for fetching GL Credit data.
	84205	Prepay / Postpay Daily GL Process/GL Backfill: Performance improvements were made to the procedure for fetching GL Payments data.
	84313	Prepay / Postpay Event Subscription Notifications: Meter Command Failure E (Command Endpoint Delivery Failure and Final Command E Failure) notifications are not being sent when subscriptions are created for them.
	84367	Prepay / Postpay Meter Lock Expiration: Meter lock expiration is stored in client time but is being removed as if that time were UTC.
	84369	Postpay Bill Print PDF: Adjustments/credits line does not show deposit on final bill.
	84505	Postpay Scheduled Report—Deposit Listing: The report is not emailed if the "Applied Date" field is selected in the Manage Report Definitions.
	84508	Postpay Manage Report Definitions: The "RepCustAcctNumber" in the Available Fields should be renamed to "Account Number" to match how it displays in the Deposit Listing admin report.
	84509	Postpay Admin Report—Deposit Listing: Several UI cosmetic issues were present.
	84521	Postpay Bill Print File: The file download fails when a deposit account is present.
	84555	Prepay / Postpay Swagger Documentation: The Swagger Documentation for error response does not match the actual response.
	84601	Postpay Bill Print File PDF Template: The Meter Multiplier section shows <i>servicePointMultiplier</i> .

API Issue Resolved in v. 3.10.4

Reference #	Account Type	Description
84171	Prepay / Postpay	API > Client <i>AccountSummary:</i> Swagger doesn't list "SoftArm" as one of the possible meter statuses.

Known Issue in v. 3.10.4

Version	Link to details		
	Reference #	Account Type	Description
	84107	Postpay	Manage Deposits: The Apply to Account button is not enabled if the deposit is partially paid.
	Version 3.10.3.1		
3.10.4	Version 3.10.4		

Contact Information

Support	Contact
E-mail	support@paygo.zendesk.com
Web	https://paygo.zendesk.com

Version 3.10.4

New Features in v. 3.10.4

- **Deposit Management Enhancements**

The enhancements listed

below were made to the Deposit Management feature.

- **Bill Print**

- **Generated Bill Print PDF:** Enhancements were made to the way the system displays deposit-related information on the generated bill print PDF (i.e., billed deposit amount owed and current deposit balance) based on whether the deposit obligation was paid in full, not paid, or partially paid before the account was enrolled. (Reference: 81547)

- **Bill Print Extended PDF Template:** Two new fields were added to the Bill Print Extended PDF Template to display deposit information for an account on the generated bill PDF: **Deposit Owed** and **Deposit Balance**. These fields will only be displayed when a non-zero value is available. (Reference: 81978)

- **Reversing Adjustments:** The Reverse Existing Adjustments UI (on the CSR Portal > Payments And Funds > Manage Adjustments) was enhanced with 2 new radio buttons for selecting **Account Balance** and **Deposit Balance**. The buttons will be visible only when the feature is enabled and deposits are required for the account type. Note that this is an optional feature that must be enabled by PayGo to be active. (Reference: 82582)

- **Account Conversion:** Deposit information is now included in the conversion of an account from one payment type to another.

- **Postpay to Prepay:** When converting an account from Postpay to Prepay, any deposit balance credit is automatically applied to the Postpay account's outstanding or final bill, with any remaining credit transferred to the new Prepay account. The Convert Customer Pay Type UI now displays updated verbiage and accurate balance details to reflect this behavior. (Reference: 49532)

- **Prepay to Postpay:** When converting an account from Prepay to Postpay, CSRs can no longer enter deposit information during conversion. Instead, a warning message now appears at the top of the Convert Account Pay Type page stating: "Deposit is required for Postpay account and will need to be added post-conversion." This message will be displayed only when the deposit feature is enabled and the deposit-required setting for the account type (residential, commercial, or industrial) is enabled. (Reference: 49533)

- **Admin Reports: Adjustment Details**

The Adjustment Details admin report was updated to include a new Balance Type "Deposit." When selected (or when all default filters are applied), the report will include:

- Credit utility adjustments applied to pay off deposit obligations.
- Debit utility adjustments used to zero out deposit balances.

(Reference: 49536)

- **API Enhancements:** The endpoints below were updated to include deposit information in the response:
 - Client Service > Account Summary (Reference: 82135)
 - Client Service > Lookup (Reference: 82141)
 - Client Service > Details (Reference: 82142)

• **CSR Homepage: Inactivation Date**

The Custom Information panel in the CSR Homepage now shows the most recent inactivation date for accounts whose history has at least 1 inactivation. If an account has moved in and out several times, the most recent inactivation date will be shown.

Account ▾ReportsPayments And Funds ▾Messaging ▾

Customer Information - Postpay Residential

☐ Customer Active

☐ Suspend Account

☐ Block Notifications

☐ Bankruptcy Protection

Account Number

TH-06Oct-01 - TH-06Oct-01

Customer Name

AutoFirst AutoLast

Enrollment Date

9/1/2025

Inactivation Date

10/7/2025

Customer Number

TH-06Oct-01

Registration Number

1001474928291

Username

Resend Enrollment Notice

Billing Address

Edit

123 Huckleberry Lane Line Two Alpharetta, FL 60606

Notification Options

Edit

Phone

Cell Phone

Email

TH-06Oct-01@mailinator.com

Language Preference

English

Edit Customer Account Information

Summary

Total Amount Due

\$0.00

Past Due Amount

\$0.00

Pending Bill

\$18.55

Last Payment

None

Bill Options

Paper Bill Change

AutoPay

Not Enrolled Change

Payment Arrangement

No Change

Deposit Obligation Not Added

View

View Most Recent Bill

(Reference: 66861)

• **Add New Payment Type for Internal Accounts**

A new payment type "Internal Utility Payment" was added for accounts where a payment is applied to the GL via check but no money is actually exchanged. (Reference: 82494)

• **Admin Report: E-Bill Customers**

The E-Bill Customers report was enhanced with an option to exclude inactive accounts before running the report. (Reference: 82730)

• **Third-Party Library Upgrades**

Various third-party libraries were upgraded. (Reference: 82488)

• **Admin Report: Daily Usage Snapshot Extract**

The new scheduled report called "Daily Usage Snapshot Extract" will deliver a one-day snapshot of usage and balance data for all accounts. This extract introduces a dedicated scheduled extract aligned with the company's business day cycle.

Commented [GAC1]: @Jared Gilstrap @Alex Berkobin Do y'all want anything added for the 3rd party library?

Daily_Usage_Snapshot_Extract

Effective Date	Account Number	Service Type	Service Point Number	Consumption Amount	Consumption UOM	Dollar Amount	Daily Ending Account Balance
10/6/2025 12:00:00 AM	101007113372	Electric	7000101390	0.000000	kWh	\$0.72	\$233.12
10/6/2025 12:00:00 AM	101007113374	Electric	7000101392	0.000000	kWh	\$0.72	\$123.95
10/6/2025 12:00:00 AM	101007113378	Electric	7000101396	0.000000	kWh	\$0.72	\$76.52
10/6/2025 12:00:00 AM	101007113381	Electric	7000101399	0.000000	kWh	\$0.72	\$152.51
10/6/2025 12:00:00 AM	101007116489	Electric	7001353378	0.000000	kWh	\$0.72	(\$40.22)

(Reference: 80760)

- **Admin Report: Active Account Details**

The Active Account Details report was enhanced with 2 new fields—**Avg Daily Units** and **Avg Daily \$**—to ensure the utility receives both energy (kWh) and cost (\$) averages directly from PayGo, reducing dependency on API calls or SAP-side calculations. (Reference: 84159)

- **New API Features**

- **Unenrollment: Update to Support Not Requiring End Read**

The Unenrollment API will now support unenrolling a metered service point without requiring an end read, using business rules to determine the correct final read and billing closure. This will support those cases in which the utility must initiate unenrollment before a final read is available. (Reference: 80754)

- **API and UI Unenrollment: Populate "Account Billing Line Item Data" During Process**

A new process was introduced to generate and populate the Account Billing Line Item Data immediately at the time of unenrollment; this will meet SAP's financial integration requirements. (Reference: 80755)

- **Client Service API: Unenroll – New Configuration for When End Read Not Provided**

A new configuration was added to reject the request when the end read is not provided but the last billed read is greater than X hours prior to the unenrollment effective date. (Reference: 80757)

Issues Resolved in v. 3.10.4

Reference #	Account Type	Description
70527	Prepay / Postpay	Daily Cash Drawer Report: Batch Number and Tender and Register types are not displayed in the printer friendly report.
72221	Prepay / Postpay	Reenrollment: View current usage results in an application error on reenrolled account using new Service Location / Service Point meter when reenrollment is performed through the API.
73408	Prepay / Postpay	Usage Statement: Loading a usage statement can time out due to a procedure needing optimization.
75727	Prepay / Postpay	Manage Rates and Adjustments—Flat Adjustments: Updating the utility code with a credit amount does not generate the confirmation dialog box to save immediately (requires scheduling the change).
75965	Prepay / Postpay	Job Scheduler: When the Message Queue cleanup job is scheduled and a contact is opted out, the customer is inactive, or a message is stuck in the queue, the job deletes all messages for the customer.

Reference #	Account Type	Description
76557	Prepay / Postpay	Customer Portal—Usage Chart: Data is not displaying correctly in Daily view when the user navigates using the back arrow button.
80593	Prepay / Postpay	Suspended Account: If a user edits the reads of a suspended account, the edited reads are deleted from Meter Read History.
81501	Postpay	Bill Print File: The flat adjustment count description is not clear to the customer (e.g., does not accurately indicate the number of items if multiple items are billed).
82728	Postpay	Cycle Close: Manual read edit during read processing caused ending balance discrepancy (i.e., the ending balance and summary do not match).
83206	Prepay / Postpay	Edit Reads: Users are able to edit reads in active cycle to a date prior to enrollment date if start read is prior to enrollment. Users should not be able to edit reads in active cycle to a date prior to enrollment date if the start read is prior to enrollment.
83230	Prepay / Postpay	MDM>Manage Service Location: The option to add a multiplier is available for non-metered service points when adding a service point to a service location.
83246	Prepay	Prepay Bill Cycles: Prepay cycles are not closed when the "Number of Prepay Cycles to Close in Each Batch" is set to 0.
83539	Postpay	Late Fee Reversal: The Recent Account Activity report is not showing the reversed late fee.
83540	Postpay	System Activity Log: The late fee assessed after a moveout is not logged.
83689	Prepay / Postpay	Recent Account Activity Report: The balance is inaccurate when a customer on Equal Payment Plan moves out before due date.
83697	Prepay / Postpay	CSR Portal—Adjustments: When a CSR makes an adjustment for an account at the account level and wants to reverse the adjustment, the adjustment is not visible, and the CSR user is not able to reverse the adjustment.
83756	Postpay	Payment Arrangements: Past-due payment arrangements for accounts without active electric service are not triggering disconnect notices as they should.
83850	Prepay / Postpay	Chargeback GL Summary Report: Adjustment voids are included in the Chargeback GL Summary report.
83851	Prepay / Postpay	Accounts Receivables Report: Adjustment reversal is offset in the payment column.
83927	Postpay	Notifications: Address is not displayed in notifications after account deactivation.

Reference #	Account Type	Description
83929	Prepay / Postpay	Notifications: In customer notifications the zip code should display only the first 5 digits.
83952	Postpay	Bill Print File: Adjustment Notes on the bill print file are showing data from the Notes column.
83979	Postpay	Postpay Billing Processor: Timeout errors occur when database backups are running <i>Retry Stored Procedure</i> automatically when failure occurs.
83987	Prepay / Postpay	Account Balance Activity Report: Additional data text has 6 decimal places for balance amount for an applied payment (e.g., \$20.000000 instead of \$20.00).
84077	Postpay	CSR Portal: Mock bill shows an invalid bill due date when the bill is not yet final.
84163	Prepay / Postpay	Daily GL Process/GL Backfill: Performance improvements were made to the procedure for fetching GL Balances data.
84204	Prepay / Postpay	Daily GL Process/GL Backfill: Performance improvements were made to the procedure for fetching GL Credit data.
84205	Prepay / Postpay	Daily GL Process/GL Backfill: Performance improvements were made to the procedure for fetching GL Payments data.
84313	Prepay / Postpay	Event Subscription Notifications: Meter Command Failure Event (Command Endpoint Delivery Failure and Final Command Delivery Failure) notifications are not being sent when subscriptions exist for them.
84367	Prepay / Postpay	Meter Lock Expiration: Meter lock expiration is stored in client local time but is being removed as if that time were UTC.
84369	Postpay	Bill Print PDF: Adjustments/credits line does not show deposit credit on final bill.
84505	Postpay	Scheduled Report—Deposit Listing: The report is not emailed when the "Applied Date" field is selected in the Manage Report Definitions.
84508	Postpay	Manage Report Definitions: The "RepCustAcctNumber" in the Available Fields should be renamed to "Account Number" to match how it displays in the Deposit Listing admin report.
84509	Postpay	Admin Report—Deposit Listing: Several UI cosmetic issues were present.
84521	Postpay	Bill Print File: The file download fails when a deposit account is present.
84555	Prepay / Postpay	Swagger Documentation: The Swagger Documentation for 400/401 error response does not match the actual response.
84601	Postpay	Bill Print File PDF Template: The Meter Multiplier section shows <i>servicePointMultiplier</i> .

API Issue Resolved in v. 3.10.4

Reference #	Account Type	Description
84171	Prepay / Postpay	API > Client <i>AccountSummary:</i> Swagger doesn't list "SoftArm" as one of the possible meter statuses.

Known Issue in v. 3.10.4

Reference #	Account Type	Description
84107	Postpay	Manage Deposits: The Apply to Account button is not enabled when the deposit is partially paid.

Version 3.10.3.1

New Feature in v. 3.10.3.1

- **New Admin Report for Deposit Management**
A new admin report was added that lists all accounts in the system (of every type) that have deposit obligations.

Deposit Listing

Get CSVPrinter FriendlyReturn to Reports

Run Date:
Thursday, October 9, 2025 at 11:10:25 AM

Account Number :

Deposit Status:

Amount:

All

From: To:

Search Criteria:

All

Update

Number of Waived Deposits	7
Total Deposit Balance Credit	\$11,550.00
Total Unpaid Deposit Obligation	\$16,570.00

12345>>

Account Number	Name	Account Type	Amount	Amount Owed	Amount Received	Add Date	Paid Date	Applied Date	Status
Water1CWA1	Frank Doe	Commercial	\$0.00	\$0.00	\$0.00				Deposit Not Added

(Reference: 84198)

Issues Resolved in v. 3.10.3.1

Reference #	Account Type	Description
83979	Postpay	Postpay Billing Processor Timeouts: During the postpay billing process, multiple "The wait operation timed out" errors were

Reference #	Account Type	Description
		encountered due to long-running or blocked SQL Server queries. This caused interruptions in postpay billing execution.
84369	Postpay	Bill Print PDF: When a customer moves out with a deposit credit, the final bill print PDF does not show the deposit credit on adjustments/credits line.

API Issues Resolved in v. 3.10.3.1

There are no resolved API issues to report in this release.

Version 3.10.3

What's New in v. 3.10.3 – New Features & Enhancements

New Features

- **Billing Cycle Consumption Summary**

The Billing Cycle Consumption Summary report was updated to sum all values in the Summary section to show the totals, the sum of all dollars and the sum of all consumption. (Reference: 82493)

- **Admin and CSR Tools for Managing Security Deposits**

Collecting a security deposit helps to reduce the financial risk of unpaid bills and bad debt. Deposit management in PayGo Utility Billing is the process of assessing a customer's credit risk and, if necessary, requiring a security deposit before initiating service. Security deposits can be applied to any or all customer classifications: residential, commercial, industrial. In PayGo Utility Billing, deposits can follow a customer when they move from one location to another and can be applied to pay off their final bill.

- 📌 This feature is enabled by a Feature Flag and must be activated by a PayGo Super Admin.
- 📌 For details on managing deposits in Utility Billing, see the [Managing Deposits in PayGo Utility Billing Quick Reference Guide](#) (PDF).

Deposits Set During Account Creation

The deposit amount is defined on the **Create Account** page in a new **Deposit** section:

SearchManage CustomersCreate AccountAdmin -MDM -Super User -Dev Superuser

Account Information

Customer Associated with the Account

First NameLast NameLast 4 Digits of SSN

DebbieDunheavy0198

SearchCreate Customer

Customer NumberNameSSN (last four)DOBLandlord?

No customer found. Click Create Customer above if you want to add a customer to the system.

Account Info

Account NumberPayment Type

Deposit

Total Deposit AmountDeposit Amount Collected (Enter \$0.00 if not collected)

\$ \$

☐ Deposit Waived?Notes

Billing Address

☐ Customer Default Billing Address☐ Same as Service Address☒ Custom Billing Address

Address Line 1Address Line 2

CityState

Admin Deposit Configuration

On the **Admin > Manage Deposit Configuration** page you can define security deposit waivers (i.e., reasons a deposit can be waived that may include high credit score; senior citizen; proof of medical indigence; etc.). You can also toggle the status of the waiver (enabled or not enabled) on this page.

Manage Deposit Configuration

Manage Reasons for Waiving Deposits

+ Add

2 Total Records

Items Per Page: 10

Name	Active	
Legal	true	Edit Delete
Medical Letter	true	Edit Delete

CSR Deposit Management

CSRs can add a deposit obligation to an already active customer account in the CSR Portal on the **Payments And Funds > Manage Deposits** page.

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Account ▾

Reports

Payments And Funds ▾

Messaging ▾

Account Number :
101294801

Customer Name:
Debbie Dunleavy

Service Address:
59666 Short Rd Liburn, GA 60606

Manage Deposits

Amount	Amount Collected	Status	Waived Reason	Notes	Apply Date
\$380.00	\$190.00	Unpaid			9/19/2025

Add Deposit

Apply to Account

Add Deposit

Total Deposit Amount

\$380.00

☐ Deposit Waived?

Deposit Amount Collected (Enter \$0.00 if not collected)

\$80.00

Notes

Payment on deposit balance.

Save

Cancel

CSR Portal: Deposit Amount Owed

The Summary panel on an account’s home page in the CSR Portal will show any outstanding deposit amount.

Account ▾

Reports

Payments And Funds ▾

Messaging ▾

Customer Information - Postpay Residential

Customer Active

Account Number
1001011002

Customer Number
1001011

Billing Address Edit
321 Hamover Lane Norcott, GA 30009

Notification Options Edit
Phone

☐ Suspend Account

Customer Name
Richard Stoltz

Registration Number
1001000000387

Cell Phone

☐ Block Notifications

Enrollment Date
7/11/2025

Username
[Resend Enrollment Notice](#)

Social Security Number
[View](#)

Email
rstoltz@mailinator1.com

Language Preference
English

[Edit Customer/Account Information](#)

Summary

Total Amount Due
\$250.00

Past Due Amount
\$0.00

Last Payment
None

Bill Options
Paper Bill [Change](#)

AutoPay
Not Enrolled [Change](#)

Payment Arrangement
No Change

Deposit Owed
\$250.00 [View](#)

View Current Usage

View Most Recent Bill

Recent Account Activity

View All

Apply Date	Type	Description	Change Amount	Ending Due Amount
No Records to Display				

Service Points

- If a security deposit is required for the account but no payment has yet been made, the Summary panel will show the **Deposit Owed** and the **Total Amount Due** will reflect the unpaid deposit balance as shown below.

The screenshot shows a 'Summary' panel with the following details:

Summary	
Total Amount Due	
\$250.00	
Past Due Amount	\$0.00
Last Payment	None
Bill Options	Paper Bill Change
AutoPay	Not Enrolled Change
Payment Arrangement	No Change
Deposit Owed	\$250.00 View
View Current Usage	
View Most Recent Bill	

Clicking **View** will open the CSR Portal Manage Deposits page where you can apply deposit payments.

- If a portion of the deposit has been paid but there is a balance, the Summary panel will show the split between the **Deposit Owed** and the **Deposit Balance** as shown below:

The screenshot shows a 'Summary' panel with the following details:

Summary	
Total Amount Due	
\$190.00	
Past Due Amount	\$0.00
Last Payment	None
Bill Options	Paper Bill Change
AutoPay	Not Enrolled Change
Payment Arrangement	No Change
Deposit Owed	\$190.00 View
Deposit Balance	\$190.00 View
View Current Usage	
View Most Recent Bill	

- If the account is exempt from a security deposit based on low credit risk or for some other reason such as medical or legal exemption, the Summary panel will indicate **Deposit Obligation Not Added** as shown below:

The screenshot shows a 'Summary' panel with the following details:

Summary	
Total Amount Due	
\$0.00	
Past Due Amount	\$0.00
Last Payment	\$53.10 - 2/14/2024 7:50:25 PM
Bill Options	Paper Bill Change
AutoPay	Not Enrolled Change
Payment Arrangement	No Change
Deposit Obligation Not Added	View
View Most Recent Bill	

Deposit Payment Reporting

Deposit payment data will be recorded in various reports: Account Balance Activity, Accounts Receivable, Adjustment Details, Billing History, Audit Trail Listing, Recent Account Activity. (Reference: 49352)

API Changes Made to Support the Deposit Management Feature

The changes below were made to the Client Service API to support the Deposit Management Feature:

- **Postpay Enrollment:** A new "depositDetails" section was added to the request:

```
"depositDetails": {  
  "totalDepositAmount": 84.00,  
  "depositAmountCollected": 0,  
  "is waived": false,  
  //"waivedReason": "XYZ ABC",  
  "notes": "Deposit via API - Unpaid"  
}
```

- **Payment, Adjustment, and Void Payment Responses:** Three new properties were added to the adjustment, payment, and void payment responses (highlighted below):

```
...
"accountPre": 0,
"deferredPre": 0,
"depositPre": 0,
"accountPost": 0,
"deferredPost": 0,
"depositPost": 0,
"totalAmountAppliedAccountBalance": 0,
"totalAmountAppliedDeferredBalance": 0,
"totalAmountAppliedDepositBalance": 0,
"balanceDueAfterAdjustment": 0,
...
```

- **New API FeatureClient Service API**

A new method was implemented in the Client Service API to retrieve account billing line item data by account and date range. This will be for a single account and generally will be called to request billing data for calendar month to date. The data is the same as the summarized data provided in the Billing Line Item Extract report. This can also be reused for external system to display "usage statement" type information to customers. Because the data is based on apply time and not effective date, it will not be the exact data as the current usage statement. The update response now includes the amount applied to each balance. (Reference: 80756)

Issues Resolved in v. 3.10.3

Reference #	Account Type	Description
83321	Prepay / Postpay	Moveout UI: Charges are reversed multiple times when the Enter Final Read button is double-clicked.
83476	Postpay	Bill Print: Records without meter information are including the multiplier.
83449	Prepay / Postpay	File Import Monitor: The service can get into a "stuck" state where it will continue to run but never pick up any more files.
83749	Postpay	Bill Print File Extract: The JSON bill print extract does not include the ebill indicator.
83517	Postpay	Customer Portal—Mobile View—PDF Bill: The Postpay Due Date and Due Amount show incorrect (default) values of \$0 and 1/1/1900 after the PDF bill is viewed.
81260	Prepay / Postpay	Twilio SMS: Notification failure is not being reported when the SMS/text number is opted out.
83753	Postpay	Payment Arrangements: When a user updates payment due dates for an existing payment arrangement, the new dates are not being set to midnight but are being saved with time values. The UI shows only dates without time.

Reference #	Account Type	Description
83755	Postpay	Payment Arrangements: When a customer's payment arrangement is due on the same day as their postpay cycle, the system incorrectly processes the payment arrangement first.
81133	Prepay	System Activity Log: Consumption and UoM (unit of measurement) values are not being included in the SAL for a reversed Deferred adjustment for Prepay accounts.
83699	Prepay / Postpay	The Swagger/Wiki for the Delete Flat Adjustment API: The Swagger and Wiki do not describe the API payload needed for removing a non-fixed credit adjustment.
78255	Prepay / Postpay	CSR Portal—Customer Scheduled Adjustments: Incorrect "Next Adjustment Date" is assigned when a user adds a Scheduled Flat Adjustment that has a Monthly schedule.
83516	Prepay / Postpay	Manual Adjustments: An "UNEXPECTED AJAX RESPONSE! Error calling server" error message is displayed when special characters are used in the Adjustment Notes.
82609	Prepay / Postpay	CSR Portal—MDM: Editing Meter type/info for an unassigned meter is getting logged in the System Activity log with the last account number viewed by user.
76164	Prepay / Postpay	CSR Profile and Payment Application: The CSR ID information is missing when a payment is made by a CSR without a First Name set in the profile.
83953	Postpay	Bill Print: Non-extended Bill Print is not showing adjustment description and notes.

API Issues Resolved in v. 3.10.3

There are no resolved API issues to report for this release.

Known Issue in v. 3.10.3

Reference #	Account Type	Description
84107	Postpay	Manage Deposits: The Apply to Account button is disabled when the deposit is partially paid.

Version 3.10.2.3

Issues Resolved in v. 3.10.2.3

Reference #	Account Type	Description
83749	Postpay	Bill Print: The JSON bill extract does not include the ebill indicator.

API Issues Resolved in v. 3.10.2.3

There are no resolved API issues to report for v. 3.10.2.3.

Version 3.10.2.2

Issues Resolved in v. 3.10.2.2

Reference #	Account Type	Description
83449	Prepay / Postpay	File Import Monitor: The service can get enter a "stuck" state where it will continue to run but without picking up additional files.
83521	Prepay / Postpay	Unenrollment API - Tenant unenrollment is not getting reverted to Landlord as an active account

API Issues Resolved in v. 3.10.2.2

There are no resolved API issues to report for v. 3.10.2.2.

Version 3.10.2.1

Issues Resolved in v. 3.10.2.1

Reference #	Account Type	Description
80699	Postpay	Late Fee Process: Late fee charges should not have a backdated Effective Date when the fee applies to a late cycle for an active account.
82645	Prepay / Postpay	Read Processing—CMEP File: The CMEPBatchReadImporter is experiencing performance issues when pre-processing reads.
82677	Postpay	Equal Payment Plan (EPP): The last EPP cycle due amount is not being zeroed out when the account is removed from the EPP (e.g., moveout) prior to the due date for the previous billing cycle.
83173	Postpay	Bill Print File: Account-level flat adjustments are being rolled into consumption usage charges on the bill instead of being included with the adjustments data.
83183	Postpay	Bill Print File: The payment arrangement message is missing on the exported bill print file.
83293	Postpay	Late Fee Processor: The late fee amount does not get calculated correctly if the late cycle includes a late fee for an older cycle on an active account.
83336	Postpay	Bill Print: Adjustment Notes cannot output line breaks.
83476	Postpay	Bill Print: Records without meter information include multiplier.
83517	Postpay	Customer Portal—Mobile View: Postpay Due Date and Due Amount show incorrect (default) values of \$0 and 1/1/1900 on the mobile view of the PDF bill.

API Issues Resolved in v. 3.10.2.1

There are no resolved API issues to report for v. 3.10.2.1.

Version 3.10.2

What's New in v. 3.10.2 – New Features & Enhancements

New Features

- **Bill Print File**
 - **Final Bill Message**

It is now possible to include a message on the final bill sent to moved-out accounts on account closure that informs customers that this is the final bill. (Reference: 71743)
 - **Payment Arrangement Indicator**

It is now possible to include a message on the final bill that informs customers that they are on a payment arrangement. (Reference: 72494)
 - **Breakdown of Adjustments Applied During the Cycle**

A column was added to the bill print file to provide a summation of the various adjustments that apply to the billing cycle. For each adjustment, the date, dollar amount, and description will be shown. (Reference: 77886)
 - **Disconnect Date**

The service disconnect date defined at the time of cycle finalization is now included on the bill print file. (Reference: 79779)
 - **Meter Consumption Multiplier**

The meter consumption multiplier (a value set in the **Multiplier** field in the Service Point settings) is included on the bill print file. (Reference: 79780)
- **Admin Report: Account Billing Line Item Extract**

The Account Billing Line Item Extract report was updated to include \$0 records for flat adjustments and base rate line item. (Reference: 80753)
- **Admin Report—Disconnected Meters with Consumption Report**

The report was updated to not wait two (2) days to report a disconnected meter reporting consumption. (Reference: 81385)
- **Scheduled Reports**

It is now possible to schedule monthly delivery of the Account Billing Line Item Extract report to SFTP. (Reference: 80758)
- **New Customer Notification—Prepay Deferred Plan Change**

A new customer notification is sent when the deferred plan changes on a prepay account. (Reference: 80769)

New API Features & Enhancements

- **Client Service API > Payment/Adjustment Void**
The update response now includes the amount applied to the Account and Deferred balances for prepay accounts. (Reference: 80762)
- **Client Service API > Account Summary**
The response now includes Deferred Plan Details for prepay accounts. (Reference: 80764)
- **Client Service API > Get FlatAdjustments**
A new method was added to the API to get FlatAdjustments for an account. The response data includes flat adjustment data on all currently assigned and previously applied one-time flat adjustments, along with the last apply time and the last apply amount. This does not require including billing line item (Utility) codes in the request data. (Reference: 80940)
- **Client Service API > Get FlatAdjustmentApplicationHistory**
The new FlatAdjustmentApplicationHistory response data will return a list of apply times and amounts for the supplied adjustment code(s) provided in the request for a specified date range (note that for performance reasons, the date range will be limited to two months or less). (Reference: 80941)

System Upgrades

- **Third-Party Libraries**
The required libraries were upgraded. (Reference: 82487)

Issues Resolved in v. 3.10.2

Reference #	Account Type	Description
79059	Prepay / Postpay	Meter Swap: It is possible to complete a meter swap using API when the previous cycle is not closed. (Meter swap is correctly prevented in the UI).
79718	Prepay / Postpay	Moveout: Account Moveout functionality fails if a user attempts to move an account out of fewer than all service points when a landlord is associated to the account.
80268	Prepay / Postpay	Customer Number: The customer number is overwritten when updating customer/account info from the CSR main page.
80321	Prepay / Postpay	Billed Consumption Detail Report: The displayed number of flat adjustments is incorrect.
80580	Postpay	Postpay Account: Disconnect command logic is not factoring in the credit on the active cycle when calculating the total due amount for the account.
80619	Prepay / Postpay	Daily GL Process: Timeout intermittently occurs when GL Payments are being fetched.

Reference #	Account Type	Description
80860	Prepay / Postpay	Inactive Account—Add Read: Unable to add a read when the account has moved in and out multiple times.
80868	Prepay / Postpay	System Event History: Meter Command Failure Events (Command Delivery and Final Command Delivery) due to timeout (no asynchronous response) are not being shown on the Manage Reports and Subscriptions History page.
80950	Prepay / Postpay	CSR Homepage: An exception occurs when a user navigates to the CSR homepage for an account whose address contains an apostrophe (').
81239	Prepay / Postpay	Payment Register Management: The page allows deleting registers that have payments, which causes issues with the cash drawer report.
81249	Prepay / Postpay	CSR Portal—MDM: Change of meter type is being logged as the Meter Info Edited action type in the System Activity Log.
81293	Prepay / Postpay	Admin Reports—Active Account Details—Tax Codes Extract: Tax code assignment is included multiple times when the tax code has a historical percent change.
81403	Prepay / Postpay	Flat Adjustment Scheduled Changes—Multiple Assigns Allowed: Scheduling an add and remove on the same day when an existing assignment exists removes the incorrect assignment (i.e., keeping the original adjustment).
81413	Postpay	Reads: Editing a start read that is dated prior to account enrollment date gives the incorrect error "Read Date is in a Finalized Cycle."
81430	Prepay / Postpay	Reports—Active Account Details: Non-metered service points are not being included in the report.
81963	Prepay	Reports—Account Billing Line Extract: The report times out periodically (in both the reports page and in scheduled reports).
81996	Prepay / Postpay	Admin Reports—Account Overview: Report times out in production.
81998	Prepay / Postpay	Billing Cycle Consumption Summary Report: Account conversion (Postpay to Prepay) cycles are missing from the report.
82048	Prepay / Postpay	Flat Adjustment Assigns: Duplicate scheduled adjustment assignments exist when a location is unenrolled and enrolled multiple times on the same day, and the base charge is scheduled to assign after the enrollment date.
82131	Postpay	Reports—Postpay Account Activity: The report popup shows the payment date in UTC instead of client local time.

Reference #	Account Type	Description
82132	Postpay	Reports—Postpay Account Activity: The payment detail popup shows account number in place of customer name.
82217	Prepay	Admin Reports—Billing Cycle Consumption Summary: Base Charges show consumption for prepay accounts.
82467	Prepay / Postpay	Logging—System Event Notifications: Reset time for event notifications is based on UTC and not on the client local time.
82508	Prepay / Postpay	Job Scheduler—Meter Command Cleanup: Scheduler is pulling back a large amount of data causing potential performance issues when a very large number of disconnects are in queue (tens of thousands).
82579	Prepay / Postpay	Notifications—Two Way Texting: Text information is incorrect when multiple accounts are registered to a phone number (and the first account is treated as inactive).
82580	Prepay / Postpay	Notifications—Two Way Texting: Unrecognized words are not receiving a response.
82591	Prepay / Postpay	Admin Reports—Billed Consumption Detail: Service point records are duplicated in output when consumption billing for the service point in the cycle is capped.
82672	Prepay / Postpay	Stored Procedures: The execute time is getting updated with a 1-hour difference from the time the user is trying to select while editing stored procedures.
82718	Prepay / Postpay	Generic Reads File Importer: An exception occurs when a read is imported for a meter that does not exist in the PayGo system.
82855	Prepay / Postpay	Admin—Manage Security Roles: Role that does not have "Allow Rules Engine Override" under the Actions tab still shows the Override All Rules button enabled on the CSR Home Page/Rule Violations popup.
82878	Prepay / Postpay	Inline Help System: Help icons displayed on CSR Portal application pop-ups are incorrectly opening the Deferred Payment Plan help topic.
82992	Prepay / Postpay	Meter Command Processing: The process to get a batch of commands to execute occasionally times out and can impact overall server performance.
83195	Prepay / Postpay	Command Monitor: Service can enter a "stuck" state in which it will continue running but never pick up any additional commands.

API Issues Resolved in v. 3.10.2

Reference #	Account Type	Description
80339	Postpay	API > Client Service

Reference #	Account Type	Description
		<i>Unenrollment:</i> Account cannot be moved out when post moveout cycle finalization has been canceled.

Known Issues in v. 3.10.2

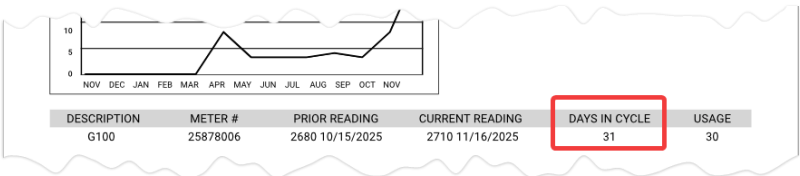
Reference #	Account Type	Description
80885	Postpay	CSR Portal Account Balance Adjustments (Postpay Accounts): The Consumption Amount field is being shown for Service Location-level adjustments.
80886	Prepay	CSR Portal Account Balance Adjustments (Prepay Accounts): The Consumption Amount field is being shown for Service Location-level adjustments.
81133	Prepay / Postpay	System Activity Log (SAL): Consumption and UoM are not included in the SAL entry for reversed deferred adjustments for prepay accounts.
81160	Postpay	CSR Home Page—Recent Account Activity (Postpay Accounts): For a finalized billing cycle, the bill amount displays a credit in red after the bill is canceled (should be displayed in black).

Version 3.10.1

What's New in v. 3.10.1 – New Features & Enhancements

New Features

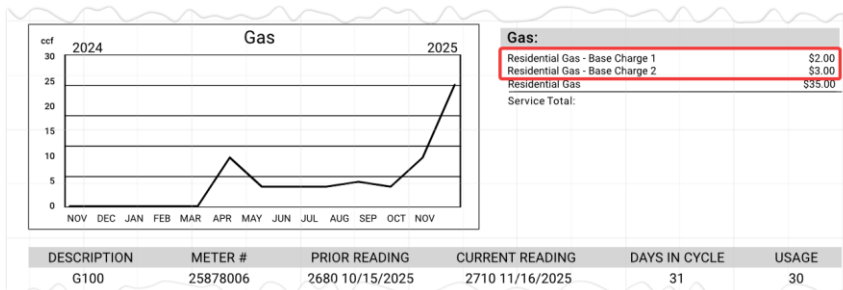
- **Percent Adjustment Application Order**
It is now possible to apply percent adjustments to specific rates, adders, and flat and percentage adjustments (without having to apply the adjustments to all of them). For example, taxes can be applied to base charges and franchise fees but not to other taxes. (Reference: 53590)
- **Add Number of Days in Cycle to Bill Print Extract**
The bill print extract was modified to include a *number of days in cycle* column, which will be shown on the printed bill as in the example bill excerpt below:



(Reference: 68196)

- **Bill Print File**
 - **Separate Display of Base Charges and Consumption**
The bill print file was modified to display base charges and consumption charges separately. *Base charges* is a sum of all base charges for a service type, whereas *consumption charges* is a

sum of all consumption charges for the service type (e.g., consumption and demand for electric service). This can be shown on the printed bill as in the excerpt below:



(Reference: 68384)

- **Convert Output from CSV to JSON**

To support the number of headers for the number of data points for services, the bill print file output was converted from CSV to JSON format. (Reference: 75698)

- **Inactive Accounts With Balance Report**

The Inactive Accounts With Balance admin report was enhanced with the ability to filter results for credits and balance due. (Reference: 72517)

- **Active Account Details Report**

Billing address was added to the Active Account Details report CSV export and scheduled report. (Reference: 77305)

- **Accounts Receivable Report**

Assistance Agency adjustments are now included in the to the "Payments" column instead of to the "Adjustments" column with credits displayed as a positive numbers like payments and debits/adjustment reversals displayed as negative numbers like payment voids. (Reference: 77704)

- **CSR Main Page – Recent Account Activity Report and UI Panel for Postpay Accounts**

A new CSR account-level report named "Recent Account Activity" was added as well as a corresponding CSR Home page panel that shows the most recent account activities for postpay accounts only.

Customer Information - Postpay Residential

Customer Active

Account Number

1011929001

Customer Number

1011929

Billing Address

Edit

Notification Options

Edit

Phone

Edit Customer/Account Information

☐ Suspend Account

☐ Block Notifications

Customer Name

Registration Number

1001474857874

Cell Phone

Enrollment Date

10/21/2022

Username

[Resend Enrollment Notice](#)

Social Security Number

[View](#)

Email

Language Preference

English

Summary

Total Amount Due

\$18.13

Past Due Amount

\$18.13

Pending Bill

\$195.69

Last Payment

\$91.08 - 5/2/2023 9:48:56 AM

Bill Options

Paper Bill [Change](#)

AutoPay [Not Enrolled Change](#)

Payment Arrangement

No Change

View Current Usage

View Most Recent Bill

Recent Account Activity

2

View All

Apply Date	Type	Description	Change Amount	Ending Due Amount	
12/7/2023 9:00:31 AM	One Time Adjustment	Late Fee	\$1.81		Details
8/28/2023 9:46:23 AM	Cancelled Bill	close on 16th - 7/16/2023	\$0.00	\$18.13	1 Details
7/28/2023 11:49:46 AM	Bill Finalized	close on 16th - 7/16/2023	\$18.13	\$18.13	Details
7/28/2023 11:49:46 AM	Bill Finalized	close on 16th - 7/16/2023	\$0.00	\$18.13	Details
6/9/2023 7:43:25 AM	Cancelled Bill	close on 16th - 5/16/2023	\$0.00	\$0.00	Details
5/31/2023 8:49:16 AM	Cancelled Bill	close on 16th - 5/16/2023	\$0.00	\$0.00	Details
5/17/2023 8:00:19 AM	Bill Finalized	close on 16th - 5/16/2023	\$0.00	\$0.00	Details
5/17/2023 8:00:19 AM	Bill Finalized	close on 16th - 5/16/2023	\$0.00	\$0.00	Details
5/17/2023 8:00:19 AM	Bill Finalized	close on 16th - 5/16/2023	\$0.00	\$0.00	Details
5/2/2023 9:48:58 AM	Payment	Master Card	(\$89.13)	\$0.00	Details
1/10/2023 12:53:53 PM	Payment	IVR	(\$117.46)	\$89.13	Details
1/10/2023 12:02:06 PM	Payment	IVR	(\$133.69)	\$206.59	Details
1/10/2023 11:45:49 AM	Payment	IVR ACH	(\$100.00)	\$340.28	Details
1/10/2023 11:22:46 AM	Bill Finalized	close on 16th - 12/16/2022	\$240.74	\$440.28	Details
11/19/2022 9:00:03 AM	One Time Adjustment	Late Fee	\$19.95		Details

Clicking the **Details** link ¹ will open a panel with more information.

1011929001

Customer Number

1011929

Billing Address

Edit

Notification Options

Phone

Edit Customer/Account Information

Registration Number

1001474857874

Cell Phone

10/21/2022

Username

Resend Enrollment Notice

Social Security Number

View

Email

Language Preference

English

Past Due Amount

\$18.13

Pending Bill

\$195.69

Last Payment

\$91.08 - 5/2/2023 9:48:56 AM

Bill Options

Paper Bill Change

AutoPay

Not Enrolled Change

Payment Arrangement

No Change

View Current Usage

View Most Recent Bill

Recent Account Activity

View All

Apply Date	Type	Description	Change Amount	Ending Due Amount	
12/7/2023 9:00:31 AM	One Time Adjustment	Late Fee	\$1.81		Details
8/28/2023 9:46:23 AM	Cancelled Bill	close on 16th - 7/16/2023	\$0.00	\$18.13	Details
7/28/2023 11:49:46 AM	Bill Finalized	close on 16th - 7/16/2023	\$18.13	\$18.13	Details
7/28/2023 11:49:46 AM	Bill Finalized	close on 16th - 7/16/2023	\$0.00	\$18.13	Details
6/9/2023 7:43:25 AM	Cancelled Bill	close on 16th - 5/16/2023	\$0.00	\$0.00	Details
5/31/2023 8:49:16 AM	Cancelled Bill	close on 16th - 5/16/2023	\$0.00	\$0.00	Details
5/17/2023 8:00:19 AM	Bill Finalized	close on 16th - 5/16/2023	\$0.00	\$0.00	Details
5/17/2023 8:00:19 AM	Bill Finalized	close on 16th - 5/16/2023	\$0.00	\$0.00	Details
5/17/2023 8:00:19 AM	Bill Finalized	close on 16th - 5/16/2023	\$0.00	\$0.00	Details
5/2/2023 9:48:58 AM	Payment	Master Card	(\$89.13)	\$0.00	Details

Clicking the **View All** button ² will open the Account Activity report. The report shows a timeline of the Total Due amount that occurred for each account activity displayed in the report.

Account Activity

Run Date: Monday, February 3, 2025 at 8:58:24 AM Eastern Standard Time

Get CSVPrinter FriendlyReturn to Reports

Start Date:02/05/2023End Date:02/03/2025Update

10 Total RecordsItems Per Page:15

Apply Date	Type	Description	Change Amount	Ending Due Amount	
12/7/2023 9:00:31 AM	One Time Adjustment	Late Fee	\$1.81		Details
8/28/2023 9:46:23 AM	Cancelled Bill	close on 16th - 7/16/2023	\$0.00	\$18.13	Details
7/28/2023 11:49:46 AM	Bill Finalized	close on 16th - 7/16/2023	\$18.13	\$18.13	Details
7/28/2023 11:49:46 AM	Bill Finalized	close on 16th - 7/16/2023	\$0.00	\$18.13	Details
6/9/2023 7:43:25 AM	Cancelled Bill	close on 16th - 5/16/2023	\$0.00	\$0.00	Details
5/31/2023 8:49:16 AM	Cancelled Bill	close on 16th - 5/16/2023	\$0.00	\$0.00	Details
5/17/2023 8:00:19 AM	Bill Finalized	close on 16th - 5/16/2023	\$0.00	\$0.00	Details
5/17/2023 8:00:19 AM	Bill Finalized	close on 16th - 5/16/2023	\$0.00	\$0.00	Details
5/17/2023 8:00:19 AM	Bill Finalized	close on 16th - 5/16/2023	\$0.00	\$0.00	Details
5/2/2023 9:48:58 AM	Payment	Master Card	(\$89.13)	\$0.00	Details

(Reference: 71546)

- **Ability to Associate Consumption with Account Balance Adjustments**

CSRs can now associate consumption with account balance adjustments on the **Payments And Funds > Manage Adjustments** page in the CSR Portal. This will help to ensure that all consumption is accounted for and link it to the dollar amount.

Credit Adjustment

How do you want this credit adjustment to be applied?

☐ Apply immediately to the current balance due or create a credit if balance due is \$0 ⓘ

☒ Apply it to the current billing cycle

Note: We are showing a closed and unfinalized cycle for this account.

What cycle do you want to apply this credit to?

☐ Apply this credit to the cycle being finalized

☒ Apply this credit to the cycle that is currently billing

How should this adjustment appear on the customer's bill?

☐ As a separate line item

☒ Included with other charges for the service point below:

E2308010800SP1 - Electric

What is the credit adjustment amount?

\$ 22.00

What is the consumption amount?

What GL accounting code do you want to apply for the adjustment?

21-3421-0000 - Electric

Notes

Adjustment

Apply Adjustment Cancel

📌 Note that consumption can only be associated with an adjustment to a metered service point. The appropriate unit of measurement (such as kWh) and consumption will then be associated with the adjustment.

Reports: Any consumption amount added as a balance adjustment here will be shown in an "Adjustment Consumption" column on the following admin reports:

- Billed Consumption Detail
- Billing Cycle Consumption Summary
- Adjustment Details

Reversals: Consumption adjustments can be reversed like any other account balance adjustments by clicking Reverse Existing Adjustment on the Account Balances page. (Reference: 73014)

- **Summation Data Added to the Billing Cycle Consumption Summary Report**

The Billing Cycle Consumption Summary report was enhanced with summation data that shows all charges (Dollars column) and all consumption (Consumption column) for each service type.

Billing Cycle Consumption Summary
Extract
Get CSV
Printer Friendly
Return to Reports

Run Date:
Monday, March 31, 2025 at 11:29:22 AM

Start Date: 03/01/2025 End Date: 03/31/2025 Date Range Criteria: GL Date Consumption Rate: All Rates

Billing Cycle: Cycle 10 Pay Type: All Service Type: All Update

Service Type	Dollars	Consumption	Consumption Units
Electric	123,567.00	1235	kWh
Gas	365,567.00	236	CCF
Non-Metered Gas	25,365.00	NA	NA
Water	162,689.00	265	Gallons
Sewer	895,126.00	254	Gallons
Non-Metered Sewer	698,326.00	NA	NA
Primary Sewer	45,326.00	365	Gallons
Lighting	33,265.00	NA	NA
Late Payment Fee	4,365.00	NA	NA
Reconnect Fee	3,562.00	NA	NA
Utility Adjustment	23,256.00	NA	NA

Line Item	Utility Code	Charges	Consumption	UOM Type	Count
Franchise Fee Liability - Landrum	FFLA	\$1,054.93			665
Franchise Fee Liability - Reidville	FFLR	\$1.72			4
Non-Payment Fee	NPF	\$2,100.00			28
Purchase Gas Adjustment - Residential	PGARES	(\$16,255.07)	261752.508	CCF	3188
RES - One Service Connection Fee	1 RSCF	\$270.00			9
Residential Gas - G100	G100	\$245,313.40	261752.508	CCF	3188
Residential Gas - G100 - Facilities Charge	G100BC	\$31,496.24			3196
Utility Adjustment		(\$75.00)			1

(Reference: 73427)

- **CSR Home Page—Recent Account Activity**

- Links to Bill, Payment Voids, and Payment Receipt Info Added to Additional Data

The Additional Data popup window that opens for every account activity line item will contain links to Bills (bill PDF), Payment Voids (processed payments report), and Payments (payment receipt info). (Reference: 79041)



The links will appear only when the associated report is enabled. Note that reports being enabled or disabled are cached on the website so changes may not be reflected immediately.

- EPP-Specific Information Added to Additional Data

The Additional Data popup window will contain EPP (Equal Payment Plan) information when applicable. (Reference: 79106)

Issues Resolved in v. 3.10.1

Reference #	Account Type	Description
69642	Prepay / Postpay	Admin Report—System Activity Log: Bill Canceled, Billing Cycle Recalculate Scheduled, and Canceled Bill Rebilled actions do not log sufficient data.
71745	Prepay / Postpay	Reads Processing: Error occurs when processing an OOT read if the edited read does not process correctly.
74263	Prepay / Postpay	CSR Portal: Deleting billing address info sends an account into a state where the IVR is unable to validate/verify the account.
74334	Prepay / Postpay	Payment Arrangement: New payment arrangement is not being assigned to a billing cycle when created.
74397	Prepay / Postpay	Modify Meter Read: User is able to modify a read in a closed and finalized cycle from an active cycle.
74426	Prepay / Postpay	Billing Violation: There is no option to rebill or update violations if an end read is added without any consumption in a closed No read cycle.
74480	Prepay / Postpay	Meter Reads Editing: Rebill option is available for Prepay accounts after editing a read in a closed cycle.
74644	Prepay / Postpay	CSR Portal—Cash Drawer Report: The report does not show payment void performed by CSR that did not apply the original payment.
74924	Prepay / Postpay	Billing—Agency Payments: Credit/adjustments are getting displayed in the Previous Bill if an agency payment is applied in the next cycle.
75306	Prepay / Postpay	Customer Portal—Postpay: Account is enrolled/unenrolled from Autopay when page is refreshed.
75585	Prepay / Postpay	CSR Home Page—Inactive Service Locations: Moved-out secondary service points do not show a meter when the “meter has been removed” option is selected during moveout.
75742	Prepay / Postpay	Billed Consumption Detail Report: Filtering the report by GL Code includes rates created after the report start date.
75767	Prepay / Postpay	CMEP Batch Importer: Importer is not processing postfix meter reads.
75964	Prepay / Postpay	Message Controller: System event log subscriptions are being sent with the incorrect system event.
77387	Prepay / Postpay	Finalize Billing Cycle: Account has duplicate meters when overlapping enrollments occur.
77473	Prepay / Postpay	Percent Adjustment: Consumption Rate calculation is wrong on consumption rate verification window if a percent adjustment has tax code.

Reference #	Account Type	Description
77791	Prepay / Postpay	CSR Main Page—Summary Section on Bill: Reversing credit charges when the bill is canceled shows a credit balance instead of a debit balance.
77838	Prepay / Postpay	Existing Collections Accounts: When searching for "Existing" collections accounts, the results show every account with the status of "Sent To State Collections Rejected" or "Sent To State Collections Accepted" regardless of the start/end date filter or balance status.
78179	Prepay / Postpay	Meter Commands: Timeouts waiting for asynchronous callbacks do not log the proper System Events for failed meter commands.
78757	Prepay / Postpay	Finalization Page: Violation Description is not showing in account details.
78831	Prepay / Postpay	Meter Reads: Unable to edit read from prior meter after multiple meter swaps.
79071	Prepay / Postpay	System Activity Log: "Order to Apply" details are not displayed on additional information when a Percentage Adjustment is added or edited.
79152	Prepay / Postpay	CSR Portal—System Activity Log: Account Suspension/Removal is logged like an API call (showing system instead of the CSR name).
79184	Prepay / Postpay	Manual Bill Adjustments: Adjustments with > 2 decimal places create rounding Balance Adjustments (not included in bill).
79211	Prepay / Postpay	Active Account Details Report: Tax code values are exported in an inconsistent order when exporting to CSV.
79243	Prepay / Postpay	Error Loading CSR Home Page: Error results from a corrupt ledger entry.
79252	Prepay / Postpay	Account Number: Automatically generated account number creates duplicates when the existing account exists but on a different customer.
79382	Prepay / Postpay	Processed Payments Report: If a payment is shown as voided in the Processed Payments report, the voided status is not exported to CSV but is shown as "Process Complete."
79424	Prepay / Postpay	Disconnected Meter With Consumption/Reads Report: "Armed(Soft)" and "Pending Connect" meter statuses are not included.
79529	Prepay / Postpay	Accounts Receivable (AR) Report: Accounts Receivable report does not properly show amounts from all relevant services locations when a customer has unenrolled from one location that has outstanding AR amounts and re-enrolls in a different location.
79646	Prepay / Postpay	Scheduled Reports: The dynamic date offset parameter always uses UTC time for offset calculation.

Reference #	Account Type	Description
79667	Prepay / Postpay	e-Bill PDF: The PDF displays bill notices/messages for auto-finalized cycles.
79678	Prepay / Postpay	Suspended Account Meter Swap: Reads are not being shown on meter read history report.
79688	Prepay / Postpay	Bill Print: Adders not configured to "Display \$0 Adjustments on Reports" do not include the dollar amount on the bill.
79708	Prepay / Postpay	Scheduled Report—Account Overview—Get All Meter Commands: An error occurs when "Fetch All Disconnect" report criteria is set to false.
79785	Prepay / Postpay	Billing Integration and MultiSpeak: The services do not function once deployed to web server.
79812	Prepay / Postpay	Job Scheduler: Processing the Flat Report for Prepay Cycle Charge Details generates incorrect data.
79857	Prepay / Postpay	Job Scheduler: Command CleanUp job incorrectly retries commands in Waiting status.
79859	Prepay / Postpay	Postpay Account Activity Report: Ending Due Amount for DMU Imported accounts is incorrect.
79862	Prepay / Postpay	Admin Report—Account Line Item Billing Extract: Line-item data does not match what was billed for the time period if searching for timespan greater than one day.
79953	Prepay / Postpay	Admin Report—Account Overview—Get Reconnects: Command Drop Datetime and Completion Datetime are not displayed based on client time zone.
79979	Prepay / Postpay	System Activity Log: Make Payment action has a blank username when payment is made via the Client Service API.
80144	Prepay / Postpay	Bill Print: Previous bill amount is incorrect when the late fee cycle and move-in cycle are on the same day.
80199	Prepay / Postpay	Scheduled Jobs: UpdateBilledAccountLineItems and UpdateBilledConsumptionSummary that summarized charges into daily entries are causing general performance issues.
80286	Prepay / Postpay	CSR Home Page—Recent Account Activity—Additional Info: Time stamp is not displayed in the additional info for the entries in the Recent Account Activity panel and the Activity Report.
80383	Prepay / Postpay	Finalization Billing Cycle Page: The Billing Cycle dropdown feature is not removed from the feature flat list.
80391	Prepay / Postpay	Finalization Billing Cycle Page: The Cycle Close Process Improvements feature flag is not removed from the feature flag list.
80396	Prepay / Postpay	Admin Report—Active Account Details: Report does not include flat adjustment assignments.

Reference #	Account Type	Description
80449	Prepay / Postpay	Finalize Billing Cycle Page: The Billing Cycle dropdown template name is missing for the rebilled cycles.
80532	Prepay / Postpay	CSR Home Page—Postpay Recent Account Activity Panel: Notes are not shown in the “Recent Account Activity” panel for Agency Assistance Pledge.
80553	Prepay / Postpay	CSR Portal—Add Service Point UI: Changes are being applied to already assigned service points when enrolling a new service point.
80791	Prepay / Postpay	Admin Reports—GL Collections: When debt collections originate from the API and are not marked as cash, they are not included in the GL Collections report.
80829	Prepay / Postpay	Manage Adjustments UI: Consumption amount defaults to zero instead of blank when adding a new adjustment associated to a service point.
80947	Prepay / Postpay	Billing: Rate assignments are not retained when an account is converted from postpay to prepay.
81248	Prepay / Postpay	Consumption Adjustments User Help and Documentation: The user documentation (i.e., the <i>CSR Portal User Guide PDF</i>) incorrectly states that a negative number can be used when applying a credit or debit consumption adjustment to a <i>prepay</i> account and deferred balance. This is incorrect; the adjustment amount will be based instead on the CSR user’s selections to apply the adjustment to the <i>account</i> or <i>deferred</i> balance and then to have the adjustment <i>increase</i> or <i>decrease</i> the customer’s account balance.

API Issues Resolved in v. 3.10.1

Reference #	Account Type	Description
79647	Prepay / Postpay	API > Meter Swap Meter Swap API: The provided multiplier value was used only for the incoming meter’s start read.
71344	Prepay / Postpay	API > Client Service Enrollment: Sewer primary meters are not allowed during enrollment.

Known Issues in v. 3.10.1

Reference #	Account Type	Description
80885	Prepay / Postpay	CSR Portal Account Balance Adjustments: The Consumption Amount field is being shown for Service Location-level adjustments.
81133	Prepay / Postpay	System Activity Log (SAL): Consumption and UoM are not included in the SAL entry for reversed deferred adjustments for prepay accounts.

Version 3.10.0

What's New in v. 3.10.0 – New Features & Enhancements

Enhancements

- **New Message Notification Templates**

Two new message templates were added—for leak detection and boil water notice. (Reference: 76892)

- **Manage Account Balances – Update Credit Adjustment Option**

The user experience for applying credit adjustments was enhanced. The label for applying a credit to the due amount was updated to clearly indicate that credit will be applied to the current balance due *immediately*. The previous label, "Apply it to a current balance due or create a credit if balance due is \$0," now reads "Apply immediately to the current balance due or create a credit if balance due is \$0." (Reference: 69262)

The screenshot shows the 'Account Balances' interface. At the top, it displays 'Account Balance (\$220.07)' and 'Avg Daily Dollar Consumption \$3.50'. Below this, there are two buttons: 'Adjust Balance' and 'Reverse Existing Adjustment'. The 'Adjust Balance' section follows, showing a 'Service Location' dropdown menu with the selected value 'YB947622669 - 127 Elm Street Atlanta, GA 30306 - Inactive'. Below the dropdown, there are radio buttons for 'Credit' (selected) and 'Debit'. A 'Credit Adjustment' section contains the question 'How do you want this credit adjustment to be applied?'. Two options are listed: 'Apply immediately to the current balance due or create a credit if balance due is \$0' (which is selected and highlighted with a red box) and 'Apply it to the current billing cycle'. A tooltip is visible over the first option, stating: 'This will pay off any past due balances. If the credit is more than any past due balances, a credit will show on the customer's account.' At the bottom, there is a field for 'What is the credit adjustment amount?' with a value of '\$ 0.00'.

- **CSR Main Page – Recent Account Activity Report and UI Panel for Postpay Accounts**

A new CSR account-level report named "Recent Account Activity" was added as well as a corresponding CSR Home page panel that shows the most recent account activities for postpay accounts only.

Customer Information - Postpay Residential

Customer Active

☐ Suspend Account

☐ Block Notifications

Account Number

1011929001

Customer Name

Enrollment Date

10/21/2022

Customer Number

1011929

Registration Number

1001474857874

Username

[Resend Enrollment Notice](#)

Billing Address

[Edit](#)

Notification Options

[Edit](#)

Phone

Cell Phone

Email

Language Preference

English

[Edit Customer/Account Information](#)

Summary

Total Amount Due

\$18.13

Past Due Amount

\$18.13

Pending Bill

\$195.69

Last Payment

\$91.08 - 5/2/2023 9:48:56 AM

Bill Options

[Paper Bill Change](#)

AutoPay

[Not Enrolled Change](#)

Payment Arrangement

[No Change](#)

[View Current Usage](#)

[View Most Recent Bill](#)

Recent Account Activity

2

[View All](#)

Apply Date	Type	Description	Change Amount	Ending Due Amount	
12/7/2023 9:00:31 AM	One Time Adjustment	Late Fee	\$1.81		1 Details
8/28/2023 9:46:23 AM	Cancelled Bill	close on 16th - 7/16/2023	\$0.00	\$18.13	Details
7/28/2023 11:49:46 AM	Bill Finalized	close on 16th - 7/16/2023	\$18.13	\$18.13	Details
7/28/2023 11:49:46 AM	Bill Finalized	close on 16th - 7/16/2023	\$0.00	\$18.13	Details
6/9/2023 7:43:25 AM	Cancelled Bill	close on 16th - 5/16/2023	\$0.00	\$0.00	Details
5/31/2023 8:49:16 AM	Cancelled Bill	close on 16th - 5/16/2023	\$0.00	\$0.00	Details
5/17/2023 8:00:19 AM	Bill Finalized	close on 16th - 5/16/2023	\$0.00	\$0.00	Details
5/17/2023 8:00:19 AM	Bill Finalized	close on 16th - 5/16/2023	\$0.00	\$0.00	Details
5/17/2023 8:00:19 AM	Bill Finalized	close on 16th - 5/16/2023	\$0.00	\$0.00	Details
5/2/2023 9:48:58 AM	Payment	Master Card	(\$89.13)	\$0.00	Details
1/10/2023 12:53:53 PM	Payment	IVR	(\$117.46)	\$89.13	Details
1/10/2023 12:02:06 PM	Payment	IVR	(\$133.69)	\$206.59	Details
1/10/2023 11:45:49 AM	Payment	IVR ACH	(\$100.00)	\$340.28	Details
1/10/2023 11:22:46 AM	Bill Finalized	close on 16th - 12/16/2022	\$240.74	\$440.28	Details
11/19/2022 9:00:03 AM	One Time Adjustment	Late Fee	\$19.95		Details

Clicking the **Details** link ¹ will open a panel with more information.

1011929001

Customer Number

1011929

Billing Address

Edit

Notification Options

Edit

Phone

Cell Phone

Email

Language Preference

English

Edit Customer/Account Information

19/21/2022

Username

Resend Enrollment Notice

Social Security Number

View

View Current Usage

View Most Recent Bill

Past Due Amount

\$18.13

Pending Bill

\$195.69

Last Payment

\$91.08 - 5/2/2023 9:48:56 AM

Bill Options

Paper Bill Change

AutoPay

Not Enrolled Change

Payment Arrangement

No Change

Recent Account Activity

View All

Apply Date	Type	Description	Change Amount	Ending Due Amount	
12/7/2023 9:00:31 AM	One Time Adjustment	Late Fee	\$1.81		Details
8/28/2023 9:46:23 AM	Cancelled Bill	close on 16th - 7/16/2023	\$0.00	\$18.13	Details
7/28/2023 11:49:46 AM	Bill Finalized	close on 16th - 7/16/2023	\$18.13	\$18.13	Details
7/28/2023 11:49:46 AM	Bill Finalized	close on 16th - 7/16/2023	\$0.00	\$18.13	Details
6/9/2023 7:43:25 AM	Cancelled Bill	close on 16th - 5/16/2023	\$0.00	\$0.00	Details
5/31/2023 8:49:16 AM	Cancelled Bill	close on 16th - 5/16/2023	\$0.00	\$0.00	Details
5/17/2023 8:00:19 AM	Bill Finalized	close on 16th - 5/16/2023	\$0.00	\$0.00	Details
5/17/2023 8:00:19 AM	Bill Finalized	close on 16th - 5/16/2023	\$0.00	\$0.00	Details
5/17/2023 8:00:19 AM	Bill Finalized	close on 16th - 5/16/2023	\$0.00	\$0.00	Details
5/2/2023 9:48:58 AM	Payment	Master Card	(\$89.13)	\$0.00	Details

Clicking the **View All** button ² will open the Account Activity report. The report shows a timeline of the Total Due amount that occurred for each account activity displayed in the report.

Account Activity

Run Date: Monday, February 3, 2025 at 8:58:24 AM Eastern Standard Time

Get CSV

Printer Friendly

Return to Reports

Start Date: 02/05/2023

End Date: 02/03/2025

Update

10 Total Records

Items Per Page: 15

Apply Date	Type	Description	Change Amount	Ending Due Amount	
12/7/2023 9:00:31 AM	One Time Adjustment	Late Fee	\$1.81		Details
8/28/2023 9:46:23 AM	Cancelled Bill	close on 16th - 7/16/2023	\$0.00	\$18.13	Details
7/28/2023 11:49:46 AM	Bill Finalized	close on 16th - 7/16/2023	\$18.13	\$18.13	Details
7/28/2023 11:49:46 AM	Bill Finalized	close on 16th - 7/16/2023	\$0.00	\$18.13	Details
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5/17/2023 8:00:19 AM	Bill Finalized	close on 16th - 5/16/2023	\$0.00	\$0.00	Details
5/17/2023 8:00:19 AM	Bill Finalized	close on 16th - 5/16/2023	\$0.00	\$0.00	Details
5/2/2023 9:48:58 AM	Payment	Master Card	(\$89.13)	\$0.00	Details

(Reference: 71546)

- **CSR Portal Main Page – Summary Panel**
The Summary panel now includes a breakdown with **Balance Due For Location**, **Past Due Amount**, and **Pending Bill** amount.

Summary	
66199 Test Rd Lilburn, GA 60606	
Total Amount Due \$112.76	
Balance Due For Location	\$0.00
Past Due Amount	\$0.00
Pending Bill	\$37.44
Last Payment	None
Bill Options	Paper Bill Change
AutoPay	Not Enrolled Change
Payment Arrangement	No Change
View Current Usage	
View Most Recent Bill	

Note that the **Balance Due For Location** will be shown only if the account has more than 1 service location assignment.

(Reference: 75835)

- **System Enhancement**

The system functionality to upgrade third-party libraries was enhanced. (Reference: 75710)

API Enhancement

- **Client Service API – Meter Swap**

A new option was added to allow API callers to override read tolerance settings. This enables an initial request with read validation, followed by subsequent requests that override the rules if the user determines that the end read is valid. (Reference: 77771)

Issues Resolved in v. 3.10.0

Reference #	Account Type	Description
72499	Prepay / Postpay	Cityworks: Canceled work orders with a missed webhook callback never close the work item or command.
72661	Prepay / Postpay	Log—Performance Reads: Exceptions occur while processing the performance read file.
74913	Prepay / Postpay	System Activity Log: Role Name is not included in additional information for the <i>CSR Security Role Changed</i> action type when role permissions are updated.
74999	Prepay / Postpay	CSR/Customer Portal Usage Statement: A service location-level adjustment applied to a previous inactive account is displayed on the active account assigned to the same service location.
75031	Prepay / Postpay	Landlord-Tenant—Unenrollment: When a service location gets reverted to the landlord, inactive metered service points with no meter are being associated with the landlord account

Reference #	Account Type	Description
75588	Prepay / Postpay	Manage Service Locations: In some cases, the system prevents valid and eligible meters from being added to secondary service point (i.e., when more than 1 water service point exists).
76732	Prepay / Postpay	CSR Portal—Enrollment—Past Debt Search: A null reference exception occurs when looking up information for an inactive account that has a post-moveout cycle due to late fees.
77046	Prepay / Postpay	Reads Processing: Percent adjustments are incorrectly applied twice when historical data exists for the adjustment. This occurs only if the read date falls between the initial assignment date and the historical end date of the adjustment. For example, if a percent adjustment was assigned on October 1 and edited on November 3, any read date between those dates will be affected.
77407	Postpay	Postpay Billing Cycle Close: Percent adjustment charges are not calculated correctly when the flat adjustment minimum amount per cycle has not been met and if the adjustment associated percent adjustments.
77525	Prepay / Postpay	CSR Portal—Manual Read: Dollar calculations are displayed incorrectly when adding a new read after a meter swap if the previous meter's end read was in a different tier. Note that this is a display issue and occurs during manual read entry, but actual billing in the ABA is correct.
77687	Prepay / Postpay	Performance Reads: Snapshot data is not updating correctly when database calls fail for any reason.
77688	Prepay / Postpay	Reads Processing: Reads are not being processed using the performance reads processor during DST time change (-1 hour)
77734	Prepay / Postpay	Usage Charts/API: Charts do not reflect all usage when the performance reads processor bills reads from the previous day (e.g., certain charges are not included in the usage charts or the API responses for daily usage).
77790	Prepay / Postpay	Flat adjustments: Daily charge adjustments apply a day late when a deadlock occurs in the process of getting adjustments to process.
77846	Prepay / Postpay	System Activity Log: Full name appears blank when first name is not populated.
77901	Prepay / Postpay	Enrollment: Inactive service points get an active rate assignment when a different service point is enrolled.
77910	Prepay / Postpay	Unenrollment: Backdating an unenrollment end read date causes invalid performance metrics to be reported on rebilled reads.
77988	Prepay / Postpay	CSR Portal—Reports: Exception is occurring on common reports (Account Balance Activity and Deferred Balance Activity reports) when the CSR logs in via Single Sign On in a second browser tab.

Reference #	Account Type	Description
78056	Prepay / Postpay	System Activity Log: Order to Apply details are not displayed on additional information when a Percentage Adjustment is applied or the Order To Apply value is updated.
78061	Prepay / Postpay	Performance Reads Processor: The account balance is not updated correctly when an account is enrolled without a starting balance or with a 0 starting balance and reads are processed.
78064	Prepay / Postpay	Customer Portal—Incorrect Customer Username: When a customer logs into the Customer Portal and changes their username, the username is changed correctly on the account but updates the incorrect Account Holder record. This causes the username to appear incorrectly on the CSR Edit Homepage of the Customer Account.
78179	Prepay / Postpay	Meter Commands: Timeouts waiting for asynchronous callbacks do not log the proper System Events for failed meter commands.
78195	Prepay / Postpay	CSR Portal: CSRs cannot resend the opt-in text message.
78337	Prepay / Postpay	Meter Command Status—Failed—Failed-Archived: Failed archived meter commands are allowing users to reissue a command to a meter even if the meter has been moved to a new service location.
78585	Prepay / Postpay	Admin Reports—Billing Line Item Extract: Total Consumption column is overstated. (The total consumption should indicate the total billed for the meter and not include consumption billed to children line items such as adders, percentages, etc.)
78620	Prepay / Postpay	Admin Reports—Scheduled Reports: Schedule Active Account Details report is timing out with no way to override the timeout.
79013	Prepay / Postpay	Reads Billing: Reads that are in prior to the start read are being inserted and made a start read for the account, leaving the existing start read in place.
79070	Prepay / Postpay	Manage Event Subscriptions and Scheduled Reports: Email addresses that contain a dollar sign (\$) character are being treated as invalid address.
79691	Prepay / Postpay	Client Service API—Unenrollment: Meter end read is not billed due to intermittent timeouts in response to API Unenrollment API call.

API Issues Resolved in v. 3.10.0

Reference #	Account Type	Description
77480	Prepay / Postpay	API > Client Service Prepay Enrollment: A meter previously enrolled with another account does not set the current reading of the meter correctly when enrolling.
78480	Prepay / Postpay	API > Client Service

Reference #	Account Type	Description
		PayGo internal logging does not include the HTTP Verb used during the web-request.

Known Issue in v. 3.10.0

Reference #	Description
79071	System Activity Log: Oder To Apply details are not displayed on additional information of System Activity Log when a new percentage adjustment (Default (Applies to Base Charges) or Apply To All Charges Before) is added or edited.