SDS SOLUTION
ENTRUSTED PAR EXCELLENCE

Case Study – Energy Billing Software

Our company information

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Customer profile

Customer name	**Energy & Power Department – Govt. of Sikkim**
Division	Govt. Energy & Power Department
Address	Sikkim – Gangtok.

Synopsis

The software does facilitate the Energy & Power Department, Govt. of Sikkim manage and benefit the billing management process by conceiving the billing, collection and realization activities in a well defined manner. This software enables proper monitoring and better Information Management, therefore improving customer service, increase transparency and ensures the efficiency & enhanced service delivery in the workings of the department. This in turn does bring about cost effectiveness and ensure better management of data as well.

The software does automates the entire billing process commencing from insertion of the Meter Reading Data, generating the bill based on the defined parameters and storing the data in an 'encrypted format', printing of bills, accepting the payment for matching using state-of-the-art Point of Collection machines [Bar-Code Scanner] and porting of payment details (in an encrypted format) to the Billing server through synchronization between the Billing server of the department and payment collection server of State Bank of Sikkim to incorporation of business decisions as and when necessary by generating necessary MIS reports viz., records of realised amount, outstanding dues, monitoring of disconnection activities, extending credit control

functions and other relevant reports.

The Application Software conforms to 3-tier architecture & the application is accessible by any client through a web-browser. The application software provides for a centralized system i.e. centralized processing and database with facility for decentralized input and output. This approach was planned keeping in view variety of factors like integrity of data, share access, security, and reduced data redundancy, reliability/availability of stored information, and consistency of data, maintenance, upgradeability and ease of audit.

Benefits

On Time Accurate Billing

SDS-POWER is an intelligent electricity billing system for time of use, interval electricity billing, based on time of day, day of week and seasonal parameters including Distribution and Network billing and provides you with the flexibility to quickly set up complex accounts, handle any bill calculation and allow your customers to view and understand their invoices. The SDS-POWER electricity billing system supports complex group account hierarchies.

On time accurate billing

The SDS-POWER electricity billing software engine handles interval data, non-half hourly data and unmetered data supporting a wide range of products to support meeting all the needs of your SME and Industrial & Commercial customers.

Generating monthly invoices is a very resource-intensive process, but needs to be carried out quickly. SDS-POWER is architected to continuously calculate invoice lines in the background, as soon as new meter readings become available. As a result when invoices are generated, typically at month end, the individual lines have already prepared in advance and only need to be combined into an invoice. This feature enables a lightning-fast billing run.

SDS-POWER's unique Bill Review Ticket functionality delivers in excess of 50 billing validation computations and provides users with work list driven Bill Review Ticket exceptions where any configurable validation rules are not met to ensure that your bills

Avoid sending incorrect invoices to customers

Multiple invoice formats allows separate customer segments to be treated differently, minimising delayed payments through easy to read and understandable invoices. The dedicated GUI enables administrators to monitor the automated billing process and address quickly any issues that arise.

Before sending out the invoices, SDS-POWER validates every amount and reports any exceptions by way of a Billing Review Ticket. Over 50 bill validation rules have been developed to ensure your customers are billed accurately.

These validation features greatly reduce the risk and costs associated with sending out erroneous invoices to your customers.

Create, present and distribute accurate invoices for payment

SDS-POWER generates invoices as PDF files which are available for user review within the application. These PDF's can be processed for local printing or packaged for print fulfilment by a third party.

To reduce printing needs, SDS-POWER offers online invoices through its web portal – customers are automatically provided with email notification when new billing document are posted to the portal. SDS-POWER monitors to check that bill documents are accessed by your customers. The customer's sales ledger account is flagged to indicate when bill documents have been accessed by the customer via the portal.

Detailed HH consumption data is also produced in a CSV format and published via the customer portal.

Technology
Microsoft Visual Basic Dot Net and ASP.Net as Front-End tools and Microsoft SQL Server 2005 as Database and Microsoft Internet Information Server [MS - IIS] as Web Server.