Utility Billing | Final Meter Readings

Last Modified on 20/08/2025 4:23 pm AEST

Utility Sub-Groups will allow a final bill to be issued to the debtor who has vacated and not yet paid the balance. This process is for finalising the debtors account and transferring the bill to a holding account (Second Debtor) until paid. Throughout this process, it will move the payment reference number from the debtor to the second debtor account to allow for easy payment to be made.

> The final bill cannot be issued if the utility account is linked to an owner account, so the main ***Roll*** data link will need to be removed first.

Producing the Final Bill

The main ***Roll*** data link will need to be removed first if there is one in place, so that the *Final Reading* will move the balance of the account to a **Secondary Debtor Maintenance** record ready for invoicing. The original account is renamed as 'FINALISED' pending the insertion of a new name. The lot and unit number will be retained in the Finalised Debtor record, so when it is used again for the new owner / tenant, this detail is visible. *The creation of the Finalised account occurs only when the bill is printed, so ensure the bill is printed*.

Sundry charges will be removed from meter maintenance for the debtor code unless it is ticked in the **Utility Billing** > *File > Configuration setting > Set No Delete Sundry Charges for Finalising Accounts*

Transaction Lists and **Ledger Cards** on finalised accounts may be printed using the *Finalised A/C report*, which can be accessed via **Utility Billing** > *GoTo > Finalised Accounts Report*. If there was a security deposit held for this account, it is transferred and credited to the finalised account.

Where there is a change of ownership in the ***Roll*** menu for a main account that is linked to a utility account, any balance on the utility account is retained and not transferred. The owner's name will be changed when the transfer goes through, and the new owner will be responsible for the payment of any balance on the utility account. This is done on the basis that an adjustment is made at settlement, or at least a suitable amount has been withheld.

1. From the *Utility Sub-Group* open the **Utility Billing** menu.
2. Select the *Reading Entry* tab.
3. Enter the *Reading Date* (this will be the final reading date).
4. Select the *Supply Type* from the drop-down menu in the bottom of the screen.
5. Click the *Change A/c* button.
6. Select the account to enter a final meter reading for, the click *OK.*

7. The *Meter*, *Tariff* and *Last Reading Date* will be displayed for this account.
8. Click in the *New Reading* cell for the account and enter the new meter reading.
   - Press the *Enter* key or click in another cell to start the automatic calculation of kWh, Days, Months and Amount.
   - Any sundry charges should automatically be applied to the account.
9. If a *Final Reading Fee* is to be added to the bill, click the *Add Sundry Charge* button, and select the *Final Reading Tariff*.
10. Tick the *Final Reading* box.
11. Click the *Save* button.
12. Click *Yes* when prompted '*This account has been set for final reading. Is this correct?*'.
13. Select the *Process Billing* tab and select this account to process the bill for it.
14. Select the *Print Bills* tab and select this account to print the bill for it.

Refund a Finalised Account

This process is to apply when a refund is required for a finalised account in the Utility Group, after the final reading has been completed. A Refund Clearing Account needs to be setup for this process (see set up instructions).

1. From the *Utility Sub-Group* open the **Utility Billing** menu.
2. Click *GoTo > Refunds*.
3. Highlight the *Utility Account*.
4. Click *Proceed*.
5. Check the details that appear, then click *OK*.

Retrieve From Finalised

If an account has been finalised but has been issued with an error, the account will need to be retrieved from second debtors back to the current debtors to enable a correction.

From the Utility Group.

1. From the *Utility Sub-Group* open the **Utility Billing** menu.
2. Click *Options > Retrieve from Finalised.*
3. Select the debtor account to retrieve from*Finalised Account,* then click *OK*.
   - Once the bill has been retrieved from finalised, reverse the last bill, then edit the current reading, ensuring to mark it as final reading, then proceed to *process* and *print the bill*.

Finalised Accounts Report

This report shows the aged balance of all finalised accounts.

1. From the *Utility Sub-Group* open the **Utility Billing** menu.
2. Click *GoTo > Finalised A/c s Report,* then click *OK*.

Page	1	Finalised Electricity Account Report							4 June 2020
		CHERYL UTILITIES Utilities 131313							
A/c No	Name	Telephone	Main A/c	Balance	Current	30 Days	60 Days	90 Days	90+ Days
03100001	BROWN AMANDA & BOB	5525 6589	02100004	-69.00	-69.00	0.00	0.00	0.00	0.00

Managing Finalised Accounts / Second Debtors

It is recommended adding the second debtors intoLegal Action, which will supply one report to work off globally.

1. From the *Utility Sub-Group* open the **Utility Billing** menu.
2. Select the *Arrears* tab, then click the *Legal Action* button.
3. Click the *Change Agent* button to select the debt collection agents.
4. Back in the **Legal Action** menu, click *Options > Arrears Manager,* and tick the *Secondary Debtors* box before clicking *Close*.
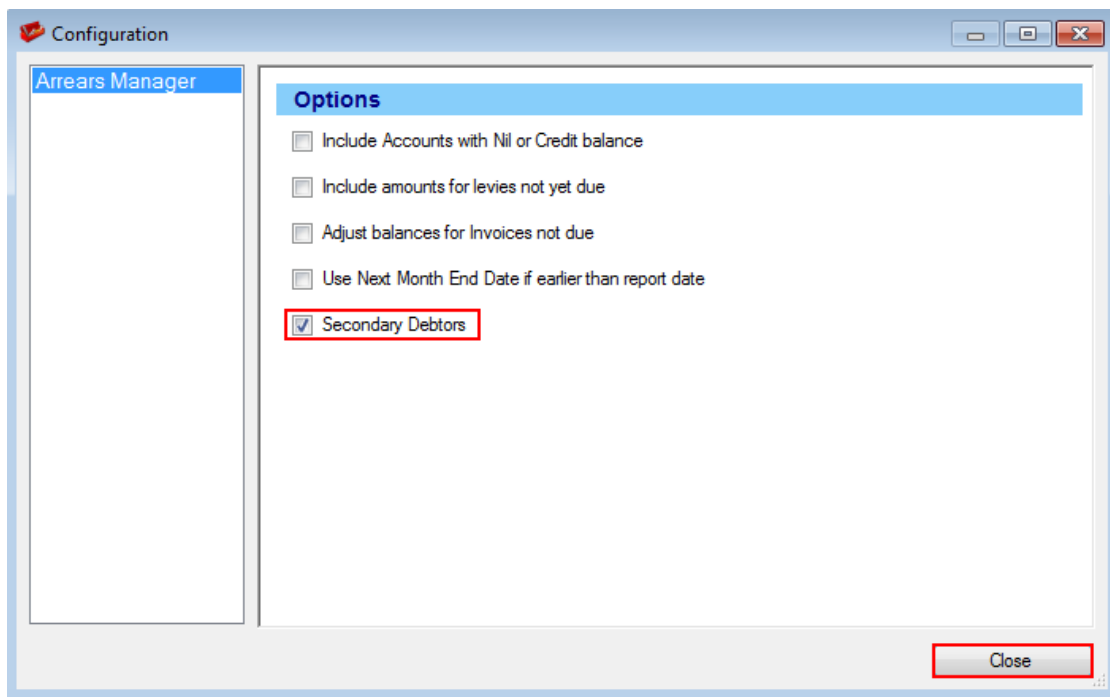
5. The list of accounts in arrears will be displayed, which can be reviewed then closed.

6. Now in the **Legal Action** menu, click the *Add* button.

7. Select the building in the *Building List,* then click *OK.*

8. Select the account, then click *OK.*

9. Select *Options > No Print or Email,* to not send these reports to the debt collection agent.

Running the Global Overdue Report for Finalised Accounts

1. From within the **Legal Action** menu, click *Options.*
   - Select *Agent Summary Report Only* for a PDF report.
   - Select *Agent Summary Report Only to Excel* for to open the report in Excel.

2. Tag the agent (*Utilities Finalised Accounts*) that has been set up, then *OK.*

3. Tag the utility buildings to include in the report, then *OK.*

Updating Activity on Legal Action (Utility Finalised Accounts)

For any payments that are being made by second debtors, having these accounts within the **Legal Action** menu will create an entry within the **Process Bank Statements** *Log Manager* (item 10) for the received payment. This process accompanies the notification process and will allow any activity to be updated on the account.

1. From the **Legal Action** menu, select *Options > Update Only.*
2. Click *Yes* when prompted *'Are you sure you want to Update Only?'.*
3. Tag the required debt collection agencies, then click *OK.*
4. Tag the required buildings, then click *OK.*
5. Balances on all finalised accounts will update with any new activity on these accounts.
6. Any debtors with a nil balance can then be deleted from the schedule.