

BEFORE THE WASHINGTON UTILITIES AND TRANSPORTATION COMMISSION

**Docket UE-220701
Puget Sound Energy
Argunov, et al. v. Puget Sound Energy**

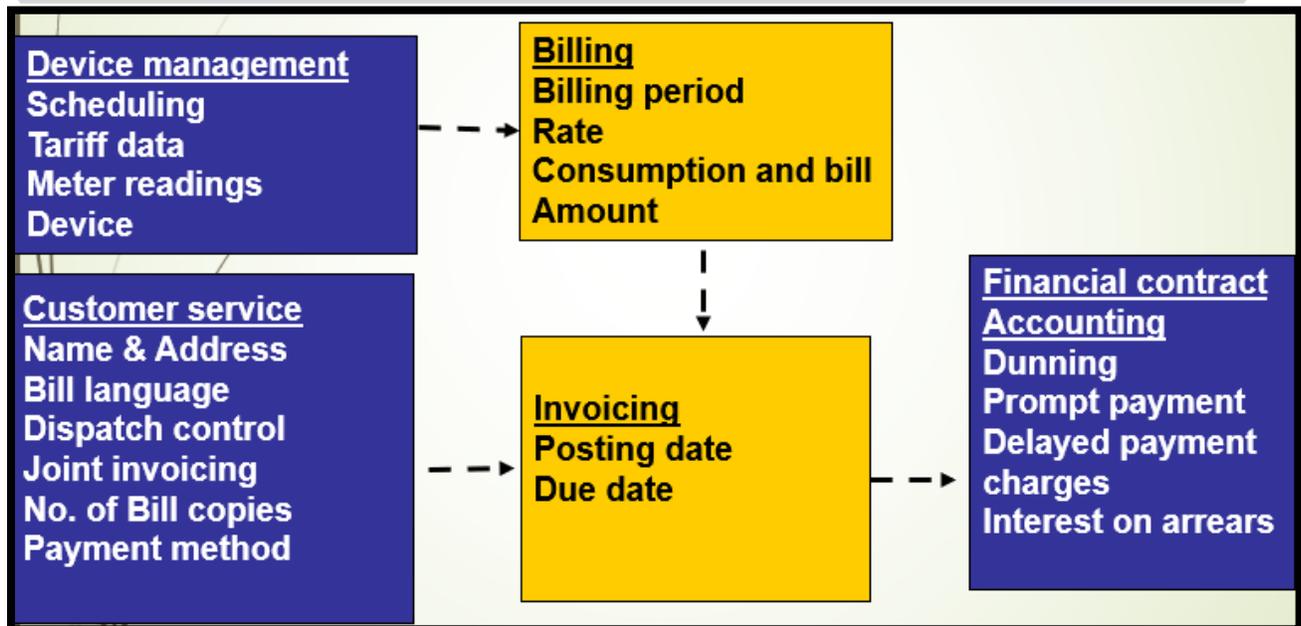
COYOTE CREEK HOMEOWNERS DATA REQUEST NO. 006:

Please provide all “SAP” modules along with support documentation (including default profiles, formulas, and other calculations) used by PSE for billing purposes.

Response:

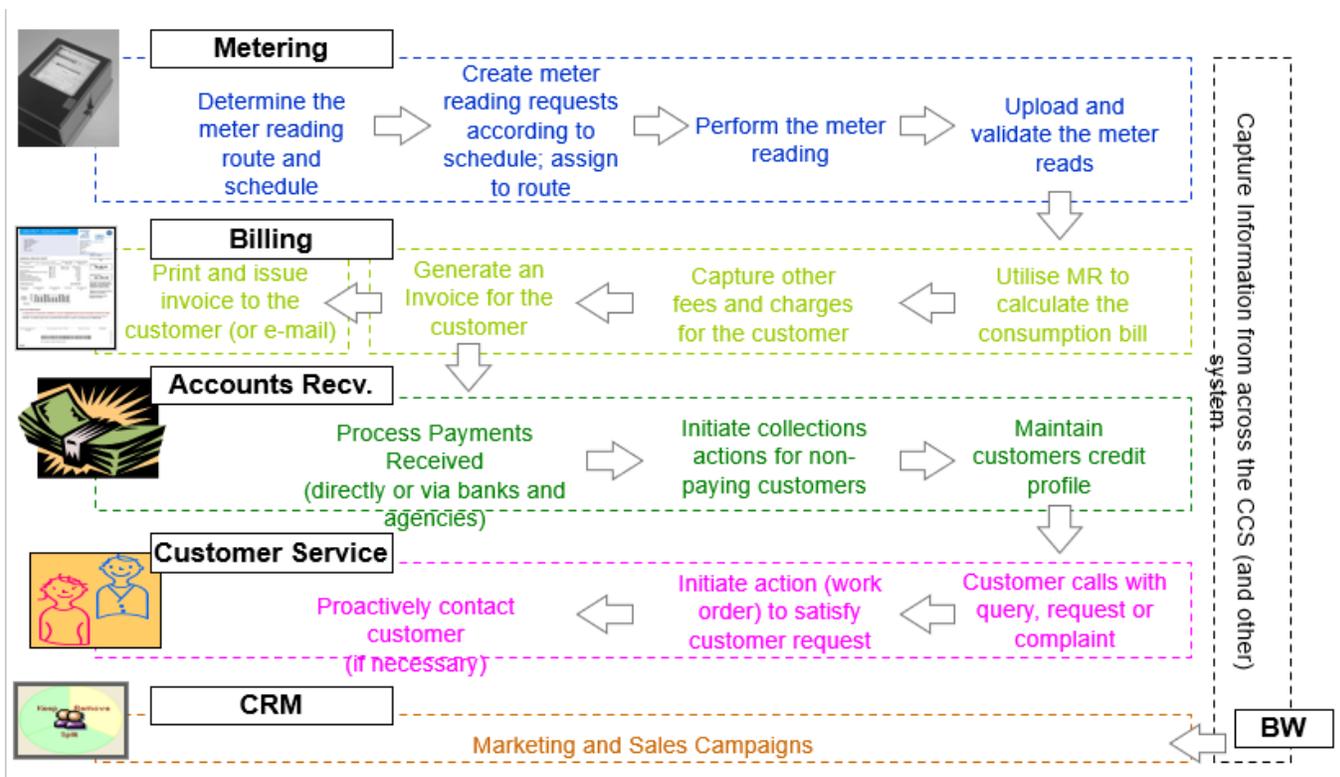
Puget Sound Energy (“PSE”) objects to this request as overbroad and unduly burdensome to the extent it requests “all” modules. PSE further objects to the extent that the phrase “support documentation” is vague and ambiguous. Without waiving these objections and subject thereto, PSE responds as follows:

SAP CIS (“Customer Information System”) modules involved in Customer Billing



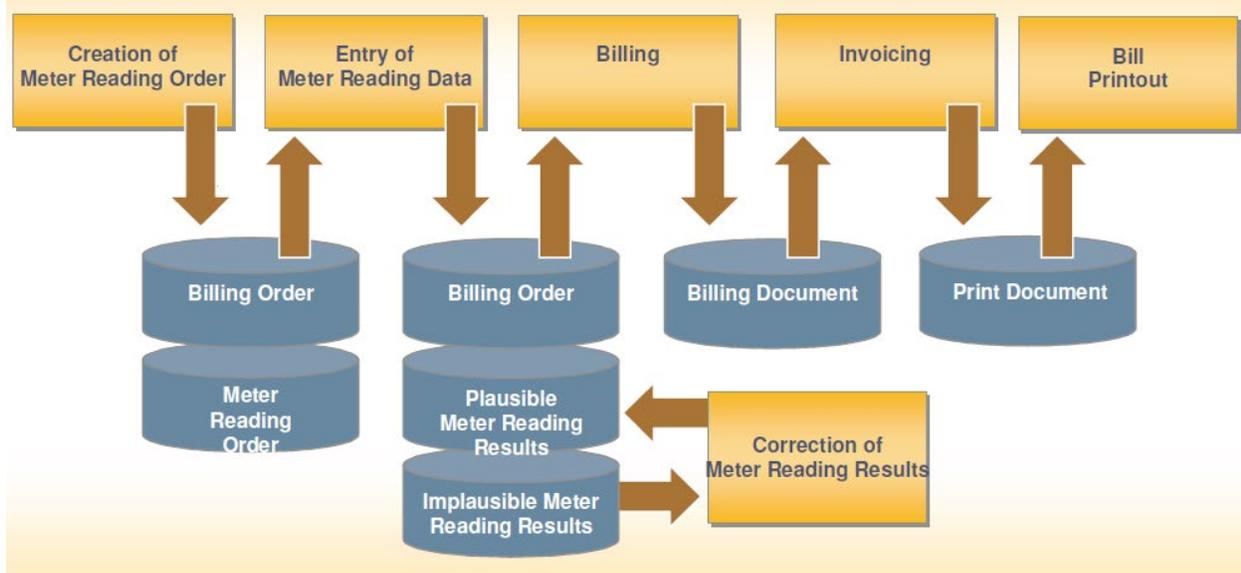
1. **SAP Device Management:** In this module, SAP manages and records device installations and meter read data from the Meter Data Management System (“MDMS”) system which is used for billing.

2. **SAP Billing and Invoicing:** A billing calculation is performed following the steps and rules in a pre-defined billing engine. In invoicing, SAP consolidates all energy and non-energy charges for each contract (service) and creates a print document for processing by StreamServe, the application that formats SAP invoices. An RDI file (“Raw Data Integration” file like a flat file) is created and sent to the StreamServe for all the invoices needing to be created.
3. **SAP FICA:** FICA handles posting of all charges and credits to the customer account and is used to determine the outstanding balance.
4. **SAP CRM:** This is primarily used by Call Center agents to support customer inquiries and assist them with any actions.



Billing & Invoicing Cycle

The Billing and Invoicing Cycle starts when meter reading orders and billing orders are created and ends when an invoice is delivered to the customer. A “Billing Order,” “Billing Document” and “Print Document” are created during the cycle as shown below.



1. **Create Meter Reading Order**

A meter reading order contains information about the planned meter reading, such as the meter reader and the scheduled meter reading date. This information is sent to the MDMS system for processing. MDMS sends a validated read file to SAP for each contract/installation in SAP which then begins the process to update the meter reading order in SAP.

A billing order is created at the same time when meter reading order is generated by the system. The billing order is an internal system document that tracks the status of billing process.

2. **Enter Meter Readings**

After meter readings are entered into SAP, the billing order is ready to be processed for Billing.

If reads are not as expected i.e. above or below certain thresholds, such reads would be marked as “Implausible” which then ends the automated billing process in SAP. For reads marked “Implausible”, a billing agent will perform corrective action before billing orders can then be processed (implausible reads cannot be billed until they are corrected).

3. **Billing**

Billing is processed at the contract level. SAP calculates all energy charges for each contract (product level – electric, gas, others) for the scheduled billing period. A contract is an internal SAP object used to identify all the primary service/product subscriptions for the customer.

The SAP billing engine calculates the difference between the current read and previous read to determine the energy usage to be billed to customers before applying tariffed rates to the

usage. It also accounts for any multipliers if applicable. However, as stated in PSE's Answer to Formal Complaint filed on October 21, 2022, multipliers are not used for residential customer billing such as the original and corrected billings provided to the complainants.

After the Billing process is completed, the billing order is deleted and billing document is created and processed for invoicing the customers.

Exceptions to billing are a result of:

- The billing outsourcing process checks bill amount thresholds set for all rate categories respectively when billing customers. If outsourced, billing documents are created but blocked from further processing. A business agent is required to act on these documents and correct them if required. They are then required to release the invoicing outsort to enable the account to be invoiced.
- No billing documents are created when a billing lock or invoicing lock is assigned prior to a billing run (billing locks are usually created when back office agents are working on accounts for processing).
- Miscellaneous errors.

4. **Invoicing**

Invoicing is processed at the contract account level. It consolidates all energy and non-energy charges for each contract account. After the invoicing process is completed, a print document (also called an invoicing document) is created.

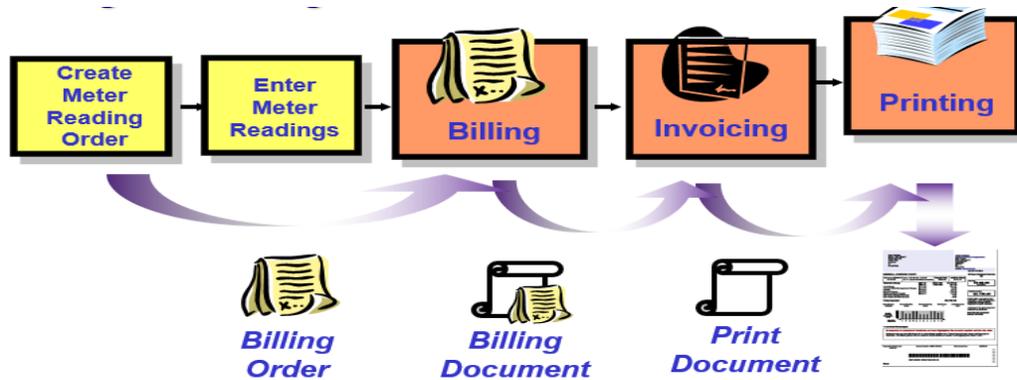
This automatically creates FI-CA documents.

Exceptions to invoicing are a result of:

- The invoice outsourcing process checks invoice threshold amounts set on the customer's account (based on the type of services the customer is subscribed for). If outsourced, invoice documents are created but blocked from further processing. A business agent is required to act on these documents and correct them if required and release it for printing.
- No invoicing documents are created when an invoicing lock is assigned prior to an invoicing run (invoicing locks are usually created when back office agents are working on accounts for processing).
- Miscellaneous errors.

5. **Printing**

Invoices are printed through nightly batch processes. SAP generates multiple files with information required to be presented on customer invoices. Stream Serve (application used for bill presentation) is used to process and generate pdfs and other necessary formats required for printing. Printing has been outsourced to a vendor (Kubra). SLA's are in place to ensure invoices are mailed to customers on time.



Billing Rates

The rates and prices used to bill customers are based on WUTC approved schedules. Below is the link for detailed explanation on how these rates are expected to function.

[https://www.pse.com/pages/rates/schedule-summaries#sort=%40documentdate%20descending&f:ServiceType=\[Electric,Natural%20Gas\]](https://www.pse.com/pages/rates/schedule-summaries#sort=%40documentdate%20descending&f:ServiceType=[Electric,Natural%20Gas])

For Optional non- communicating meter service (NCM)

Customer accounts with a non-communicating meter will be billed bi-monthly, based upon actual or estimated bi-monthly reads, along with other services provided by PSE at the service address, including natural gas services.

All payments for this optional service are in addition to other applicable Electric Service charges and Schedule Customers taking service under this optional tariff schedule will be charged the Additional Bi-Monthly Service Charge starting from the billing cycle subsequent to the installation of the non-communicating meter.

Below are the charges:

- Additional Bi-Monthly Service Charge: every two months for each eligible meter, \$15 per NCM meter
- One-Time Charge: \$90 for each NCM meter, if applicable.
- Additional Disconnection/Reconnection NCM Charge, if applicable.