Submetering Services

util-assist | Solutions. Simplified.

Flexible Services to Meet Your Needs

Util-Assist supports submetering companies with an array of services designed to complement your organization. Our submetering services can enhance your capabilities either with selected components or through a full turnkey submetering solution.

The Util-Assist Advantage

Experienced

Util-Assist's scalable solution has supported submetering companies across North America since 2013. From rate design to bill design, our billing team's vast experience positions us to deliver expert industry advice and relevant solutions.

Skilled

Our billing, collections, and customer service staff are fully trained to ensure your clients receive a high level of service which enriches their client relationship with your firm.

Seamless

The transition to Util-Assist couldn't be easier. Our teams are experts in converting data from legacy customer information systems. Our training methodology ensures that our team members are fully versed in your systems and processes.

Robust

Our reliable billing platform is used by over 200 utilities across North America, and our hosting environment is highly secure to safeguard customer data.

Flexible

We deliver submetering services for all commodities, including electricity, gas, water, wastewater and thermal. We can support diverse portfolios including new-build or retrofit, residential, commercial, and projects.

Our Services

Billing and Collections

Util-Assist generates bills using a highly robust and stable billing platform. Proven methodologies ensure that individual customer billings are accurate and compliant with regulatory standards.

Payment Processing

Our secure web portal processes a wide variety of customer payment methods, including credit card, online banking, lockbox, or phone payments.

Customer Service

We offer a full contact centre service to support billing and collections. The team is cross trained on all customer systems, processes and FAQs, and our contact service supports future enhancements (webchat, SMS, dynamic billboard messaging, and self-serve options).

Data Management

Util-Assist experts provide data collection, file processing, billing and meter data exception management, daily and monthly service level reporting and testing. This ensures that your customers are billed on the most accurate and up-to-date consumption data available.

Business Process Design

Our consultants advise utility submetering companies on re-engineering their end-to-end business workflows and processes to create efficiencies and boost profitability.

Unlock Efficiency and Innovation with Enterprise-Class CIS

Util-Assist is a business partner of an enterprise class Customer Information System (CIS) vendor for managed billing services and customer service, and we leverage this industry-leading platform as our core billing technology. We currently service over 250,000 end user accounts with multiple utility types.

Util-Assist can help you to take full advantage of our sophisticated billing system to enhance your billing and customer service functions while driving automation, easing integration, and enhancing the overall customer experience.

Augment Your Team with Specialists

Util-Assist offers professional services to complement our CustomerAssist managed services team. Our subject matter experts include CIS business system analysts who deliver a full range of services, when you need them for as long as you need them. Each solution is customized to meet your needs, and our analysts can offer as much or as little support as you require.

CIS Expertise

- Provide subject matter expertise on CIS, CIS interfaces, and the CIS database
- Train and guide other CIS users to drive productivity in reaching set targets

Vendor Management

- Liaise with the CIS vendor on your behalf
- Act as the technical point of contact
- Communicate key directives and milestones

Configuration

- Configure CIS to meet standards and business processes
- Configure CIS to meet any new regulatory requirements

CIS Updates

- Provide CIS version control and patch management
- Manage and lead project delivery and enhancements in full software development lifecycle (SDLC)
- Test new CIS functionality prior to production environment release

Process Improvement

- Document standards and assist with setups
- Analyze production problem patterns and suggest continuous improvements
- Design new programs by analyzing requirements, constructing workflows, and documenting specifications

Queries and Reporting

- Develop SQL queries
- Run SQL queries to extract data and create reports
- Develop and share Cognos reports
- Create data summaries, reporting and track project status

util-assist

Util-Assist is a recognized innovator in technology and data-driven solutions for utilities. Driving digital innovation with professional services and managed services for electric, water, and gas, Util-Assist is shaping the utility of the future.

Contact Us

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▶ Util-Assist

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