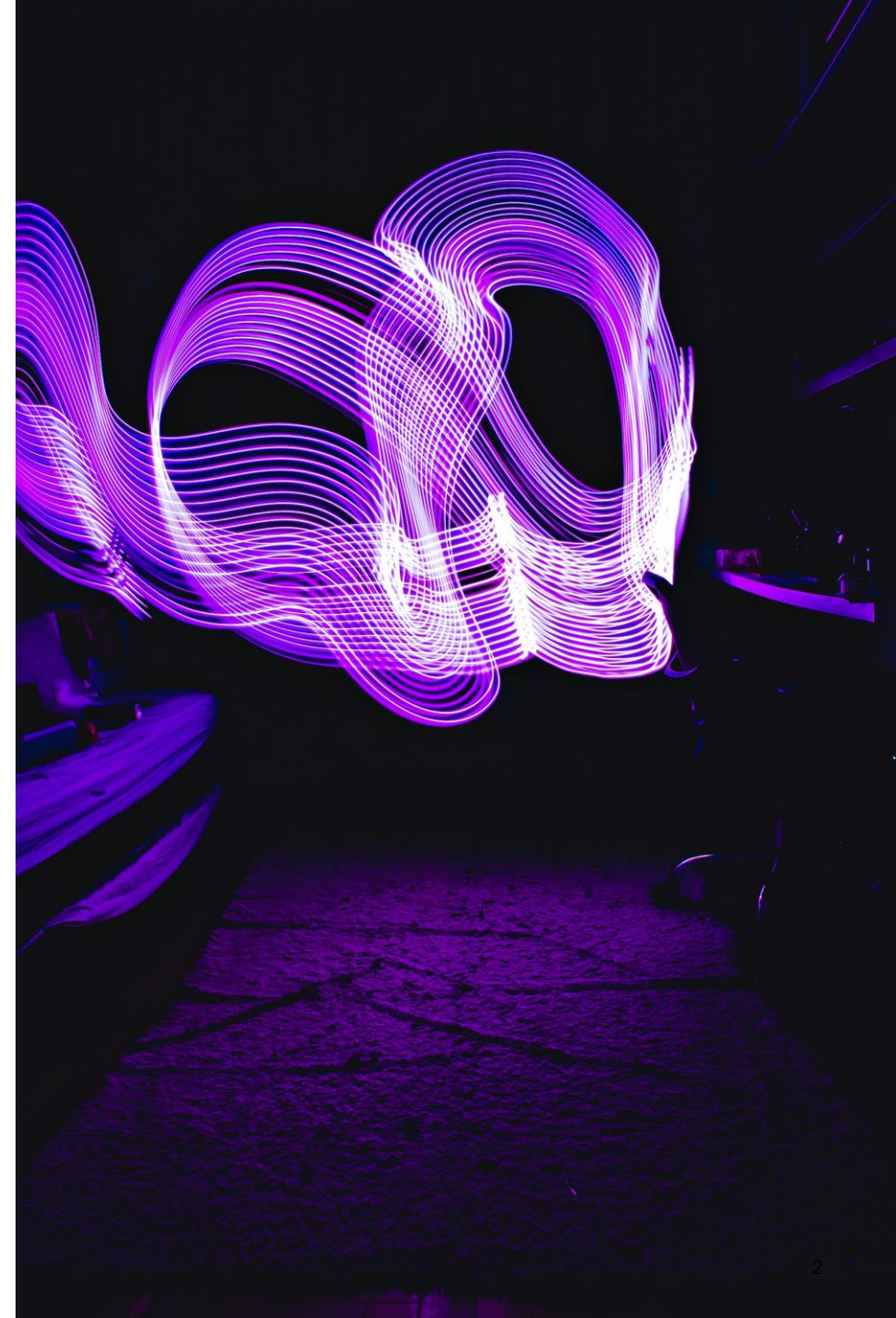# Accenture Billing & Payments Engine (ABPE)

ABPE at a glance

The Accenture Billing & Payments Engine provides the tools to automate billing and payments for B2B or B2C and can handle the most complex billing calculations and compliance requirements.

Most billing systems have a very specific and narrow focus where the data model and processing order are rigid and industry-specific.
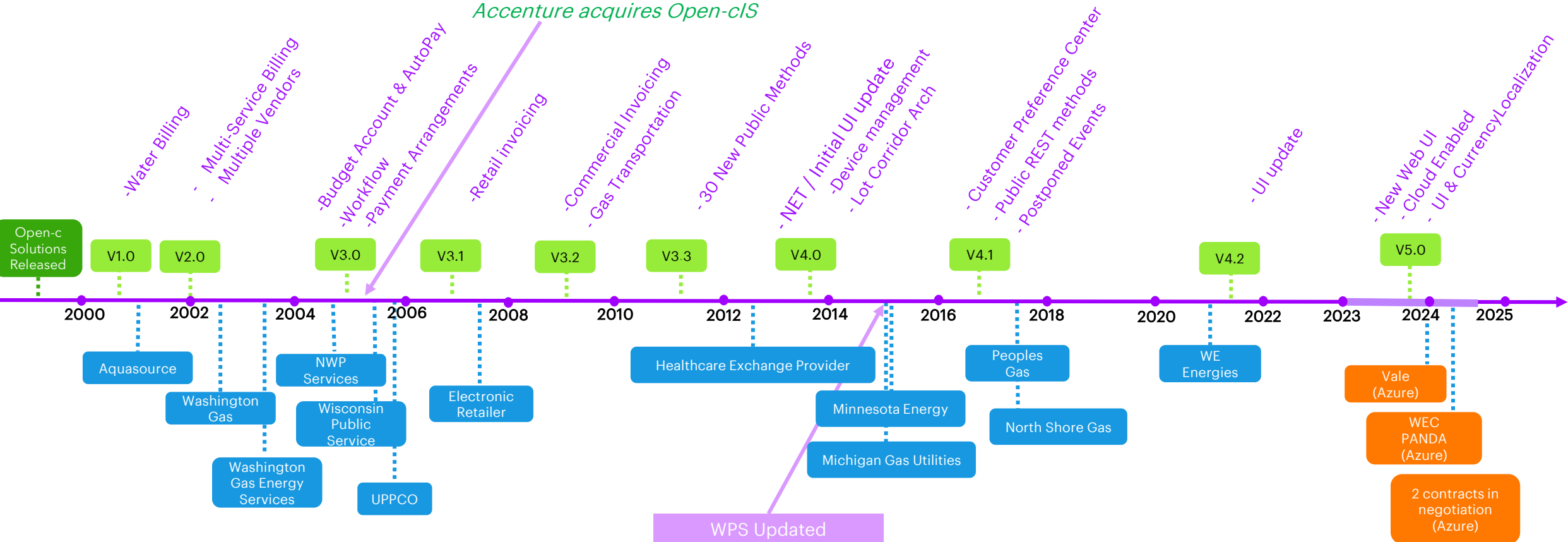
However, customers need to increase revenue through new channels, offering new products and services outside of traditional approaches.

Accenture Billing & Payments Engine allows clients to define their own fields, control charge calculations, and bill any product they want to market

ABPE Timeline

Originally built for the utilities space as Open-cIS, ABPE has undergone continuous development and investment since its inception more than two decades ago – expanding into new industries, markets and integrations.

Accenture acquires Open-cIS

- Water Billing
- Multi-Service Billing
- Multiple Vendors
- Budget Account & AutoPay
- Workflow
- Payment Arrangements
- Retail invoicing
- Commercial Invoicing
- Gas Transportation
- 3O New Public Methods
- NET / Initial UI update
- Device management
- Lot Corridor Arch
- Customer Preference Center
- Public REST methods
- Postponed Events
- UI update
- New Web UI
- Cloud Enabled
- UI & CurrencyLocalization

Open-c Solutions Released | V1.0 | V2.0 | V3.0 | V3.1 | V3.2 | V3.3 | V4.0 | V4.1 | V4.2 | V5.0

2000 — 2002 — 2004 — 2006 — 2008 — 2010 — 2012 — 2014 — 2016 — 2018 — 2020 — 2022 — 2023 — 2024 — 2025

Aquasource

Washington Gas

Washington Gas Energy Services

NWP Services

Wisconsin Public Service

UPPCO

Electronic Retailer

Healthcare Exchange Provider

Minnesota Energy

Michigan Gas Utilities

Peoples Gas

North Shore Gas

WE Energies

Vale (Azure)

WEC PANDA (Azure)

2 contracts in negotiation (Azure)

WPS Updated

Showing only major and minor versions

Accenture Billing & Payments Engine
10 Key Functional Components

1. Device Management

- Device Purchase
- Device Testing
- Device Batches

2. Usage Management

- Interfaces and APIs for Register and Interval Readings Upload
- User Entry
- Estimation
- Validation

3. Billing

- Premise/Non-Premise
- Metered/Non-Metered
- Products & Services
- Group and Summary
- Budget or levelized billing

4. Exception Processing

- Standard & Custom
- Workgroup Driven
- Some Automation

5. Service Orders

- Order Issue
- Order Scheduling
- Order Dispatch
- Order Completion

6. Payments

- Batch & Online
- Mobile & Web
- Automatic Pay Plans
- Preferred Due Dates

7. Credit and Collections

- Credit Scoring
- Risk-level automated Credit Actions
- Pay Agreements

8. Finance/Accounting

- GL Setup/Mapping
- Account Software Interface
- Daily Balancing

9. Notification Engine

- Text, email, phone
- Can be separate product

10. Complaint Management
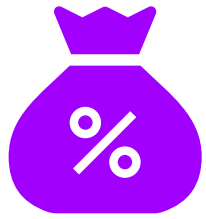
- Escalation
- Approval process

11. REACH Customer Portal

- Review Current Invoices
- Payments
- Detailed Usage History

4

ABPE Key Differentiators

Comprehensive, rich functionality at a significantly lower cost

Ability to configure complex logic, tax hierarchies, and other unique billing requirements for future revenue streams

Over 150 APIs available for integration into most systems such as ERP, middleware, or custom software

Fast deployment times with most non-utilities customers completed in less than 6 months*

Intuitive call center interfaces to support guided sales and a 360º view of the consumer

✓ ABPE has been in production for over 25 years
✓ Ability to scale from 50k to over 5M invoices

*The timeline is a general timeline that assumes only the Billing & Payments module. Further discovery will be needed to better understand the requirements.

Client Stories

Utilities

WEC:

- 6 "merged" utilities
- Gas/Electric/Products
- 4.6 Million Customers

Problems/Opportunities:
- Take advantage of new revenue streams by selling new products and services
- Reduce Operational costs
- Provide more self-service channels
- Provide E-Invoice functionality that must be sent to multiple parties with different fields

Multi-Family Housing

NWP Services Corp [now RealPage]:

- Provides billing and analytic services to large apartment complexes

Problems/Opportunities:
- Cost Recovery of non-metered services (e.g. water, sewer, trash)
- Cost Recovery of common areas (e.g. shared lighting)
- Quickly bill for new products and services (e.g. rent, parking)

Retail

- Largest NA brick & Mortar Electronics Retailer

Problems/Opportunities:
- Product margins dwindling with on-line retailers/needed to bill for Services (e.g. Geek Squad)
- Needed to Bill for Warrantees paid over-time (e.g. cell phone and laptop warrantees)

HealthCare Insurance

CalHEERS:

- State of California program
- "Obama-Care" compliance

Problems/Opportunities:
- Bill individuals in the program
- Bill healthcare providers who participate in the program (B2B billing)
- Pay Agent Commissions

Accenture Billing & Payments Engine
products Billed (Sample)

- Air-Conditioning Cycling and Shed
- Apartment Rent
- Ash Disposal
- Boat Slips
- Broken Pole Charges
- Carbon Monoxide Checks
- Christmas Lighting
- Collection Agency Reimbursement
- Commercial and Industrial Electric (Seasonal, Stepped, Phased)
- Commercial TOU (Primary and Secondary)
- Construction Charges
- Contracted Services
- Daily Balancing Service
- Demand-Side Management
- Dental Insurance
- Electric Residential
- Equipment Installation
- Equipment Leases

- Farm Rates
- Fuel Oil
- Fuel Run
- Gas Interruptible
- Gas Leak Repair
- Gas Tie-In Charge
- Gas Transportation
- Generation Displacement
- Hole Drilling
- Insurance Premiums
- Irrigation Shed
- Joint Underground Service
- Loans
- Meter Reading Service
- Municipal Sewer Pumping
- Negotiated Capacity
- Net Metering
- Oil Sampling
- Operation/Maintenance Services

- Parallel Generation (Primary, Secondary, Transmission, Contracted)
- Parking Lot Leases
- Peak-Day Backup Supply
- Pledges (Charities, other customers)
- Refrigerator Cycle
- Renewable Energy Creation
- Service Repair
- Set Pole Charge
- Sewer
- Street Lighting
- Subscriptions
- Supplier Charges (deregulated market)
- Transport Gas Interruptible
- Trash/Refuse
- Water (metered and non-metered)
- Water Heating
- Warranties (product)
- Yard lighting

KENNETH E LEWIS
0000010045-00001

🏠 > Contract Dashboard

Amount Due

Issue Date: 6/10/2020

$203.00

Pay by 7/2/2020 1 days overdue

View statement information 📄

Charges	Budget	Actual
Balance Forward	$80.16	$80.16
Current Charges	$203.00	$203.00
Statement Amount	$203.00	$283.16
Activity Since	$203.00	$203.00
Balance	$80.16	$80.16

Phone Number
(555) 555-5555

Email
kenneth_e_lewis@example.c...

Service Address
13792 ANDERSON DR
ROSEMOUNT, MN 55068-3296

Contract Type
Residential

Contract Status
Active

Balance
$853.03

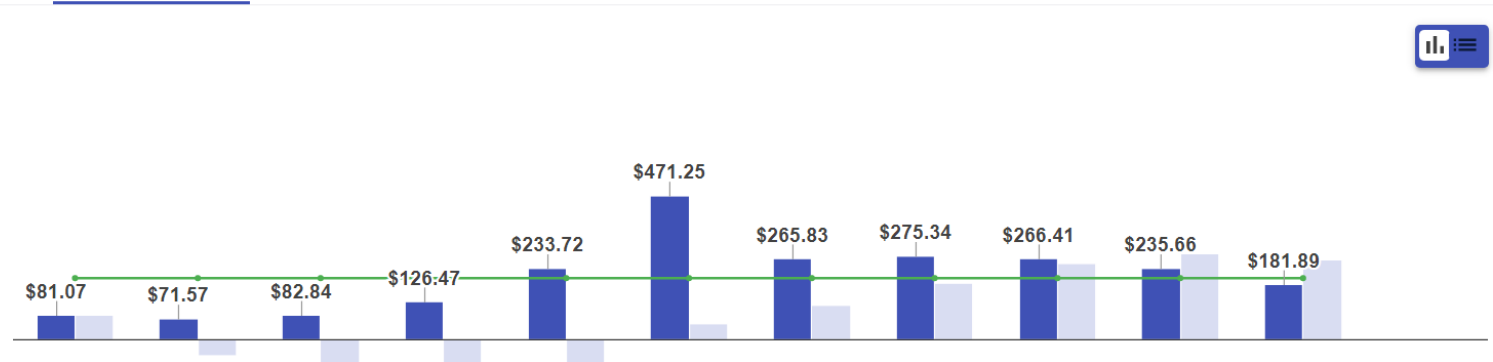Menu Not Available

Programs

📄 Budget ✓
💲 Auto Pay Plan ✓
📅 Preferred Due Date ✓
💵 Pay Agreement +

Alerts

⚠️ POWER OUTAGE REPORTED - Estimated restoration is 7/2/2022 @ 3:30 PM CDT.

⚠️ Off-peak spike in usage detected. Customer may benefit from a Time of Use rate.

ℹ️ Electric usage in June was 34% higher than the same month last year.

Key Attributes

Bill Format Option
Paperless

Do Not Estimate Reason
Customer Request

Key Number
4147

Premise Access Instructions
Enter key number at gate and proceed to 13792 property

Notes + ▽

Updated By:	Updated On:
ABSSERVICE	7/2/2020

Budget
General

Is quarterly-billed water service eligible for bud...

Updated By:	Updated On:
ABSSERVICE	7/2/2020

Budget
Other

Customer called and is curious when his budget bud...

‹ 1 ›

BILL HISTORY	PAYMENT HISTORY	ORDERS	CONTRACT ACTIVITY	PAY AGREEMENT	WORK ITEMS	COMPLAINTS

$81.07 $71.57 $82.84 $126.47 $233.72 $471.25 $265.83 $275.34 $266.41 $235.66 $181.89