



User's Manual

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Introduction

Americana Corporation was established in 1990. Our vision has always been to develop powerful but easy to use programs along with providing a level of customer service that our customers can truly depend on.

Through the determination of our experienced staff along with the dedication to our customers, our industry, and our programs Americana has become a leading provider of information management technology. Our programs and services are currently being utilized by hundreds of companies across the nation.

And now Americana is proud to provide another powerful tool with the Water Utility Data Base system, better know as The WUDB System.

WUDB is a key component in tracking information that is used to help assist water and utility companies, as they work together to catch and collect their outstanding debts from former customers. The results from using WUDB has shown to reduce and sometimes eliminate those huge amounts of bad debt that becomes impossible to absorb without the thought of a rate increase.

All of the staff here at Americana appreciate your interest in our Water Utility Data Base and look forward to serving you and your staff in this effort. Below is a users manual that will help you to utilize the WUDB system to its full potential to help you and others collect that outstanding debt.

The Main Menu

The main menu is the first thing a user will see when he or she logs into the system. From here the user can access the various parts of the WUDB system depending on their access level. The WUDB system is made up of two parts. On one side is the utility's **Debt Customers**, which is made up from former customers that still owe that utility money. The other side is the utility's **Customer Inquiries**, which are customers either currently receiving services from that utility or are new customers applying for services from that utility. WUDB tracks its member's debt customers and inquiries and searches for matches between the two. Below are pictures of the User Menu and the Administrator Menu.

User Menu



Administrator Menu



Adding a Debt Customer (Administrator Access Only)

A debt customer is a previous customer of the utility that still owes the utility money. Each debt customer should be entered into the WUDB system for tracking purposes. To add a debt customer to the database click on the **Debt Customer Entry** button on the main menu.

The user has the option of either uploading a file with multiple debt customers or simply enter in the information for a single debt customer.

The screenshot shows the WUDB SYSTEM interface. At the top is the logo with a globe and the text 'WUDB SYSTEM'. Below it is a 'User Menu' button. The main heading is 'Upload from File' with a sub-note: 'First time upload? Please click [here](#), before upload to verify file format.' There are two buttons: 'Browse' and 'Upload'. Below this is 'OR' and the heading 'Enter Customer Debt Information'. The form is titled 'Customer Information' and includes a note: '* All Required Fields * All are to be entered unless specified otherwise.' The fields are:

- Date Of Debt*: 7/24/2008
- First*: [blank]
- Last*: [blank]
- Address: [blank]
- City: [blank]
- State: [blank]
- Zip: [blank]
- Social Security*: Of last four, plus area code
- Driver License*: (If no license, please enter zero)

 At the bottom of the form are 'Save Debt' and 'Reset Form' buttons. Below the form is the text 'For Technical Assistance Call 1-800-451-8381'. On the left side of the screen, there is a vertical menu with the following items: W, I, I, S, I, H, M, I, N, I.

Fill in as many of the fields as you can. First name, last name and either the Social Security number or driver's license number are required in order to add the customer to the database (the address fields are optional). Having both the Social Security number and the driver's license number is not required but if one of them is not known simply leave the field blank. A debt customer cannot be entered into the system without a Social Security number or driver's license number.

Clicking the **Save Debt** button will save the debt customer's information into the database. A new screen will appear with the information you have just entered in order for you to verify all of the information is correct.

If you have made an error in your entry WUDB will display a warning message and will allow you to go back to the previous screen to make corrections.

A person cannot be in both the Inquiry List and the Debt Customer List with the same utility. If you already have this debt customer in the WUDB system as an inquiry, WUDB will alert you with a warning message letting you know that the inquiry associated with this Debt Customer will be deleted before the person you entered is added to your utility's Debt Customer List.



You can then click the 'here' to return to the last screen and enter another debt customer.

Editing a Debt Customer (Administrator Access Only)

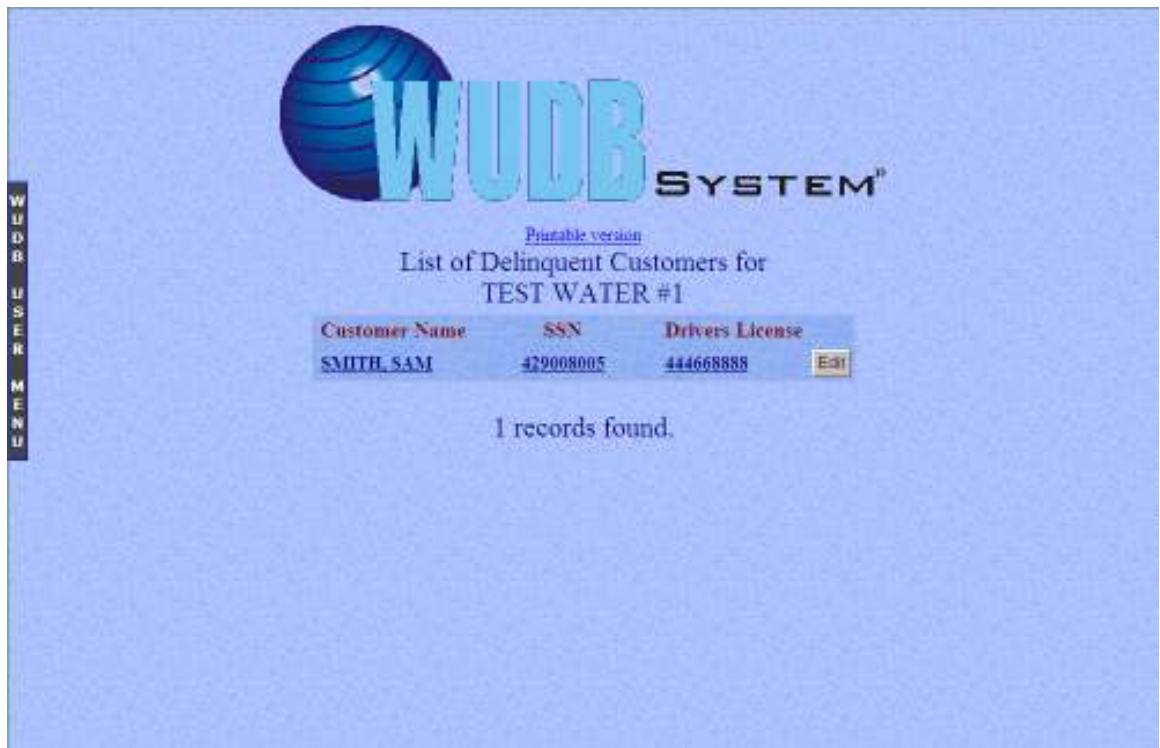
Sometimes the information about a debt customer changes or is entered incorrectly into the system. Clicking the **Debt Customer Listing** button brings up a screen with all of the utility's debt customers. The user can search for all debt customers with last names starting with a certain letter, for a debt customer with a certain Social Security number or for a debt customer with a certain

Driver's License number. You can leave all fields blank in order to see a listing of all of the utility's debt customers.

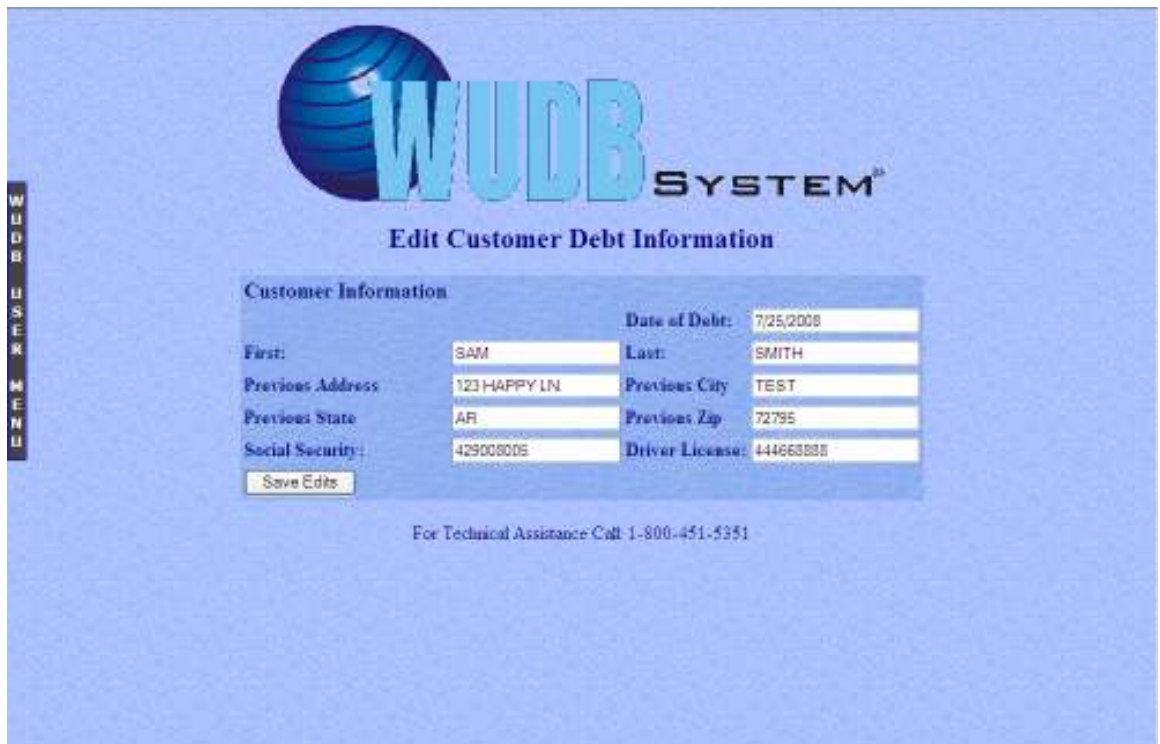


The screenshot displays the WUDB SYSTEM interface. At the top center is the logo, which consists of a blue sphere with horizontal lines and the text "WUDB SYSTEM" in a bold, blue, sans-serif font. On the left side, there is a vertical navigation menu with the text "WUDB USER MENU" in white on a dark blue background. The main content area is light blue and contains a search form with three input fields: "Alpha Search (enter first letter of last name)", "SSN Search", and "Drivers license Search". Below these fields is a "Submit" button and the text "Leave all fields blank for all records".

Clicking **Submit** will bring up a listing of debt customers based on your search criteria.



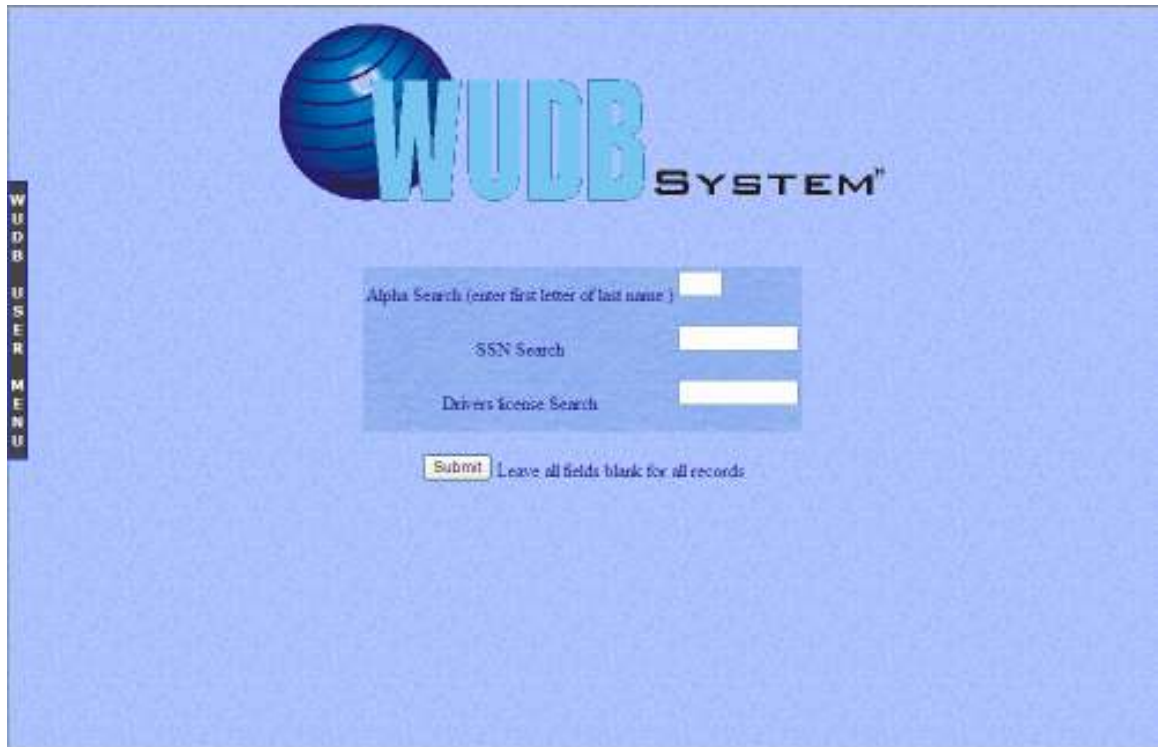
Clicking on the **Edit** button to the right of a debt customer listing will allow the user to edit the debt customer's information.



Clicking the **Save Edits** button will update the debt customer's information in the database.

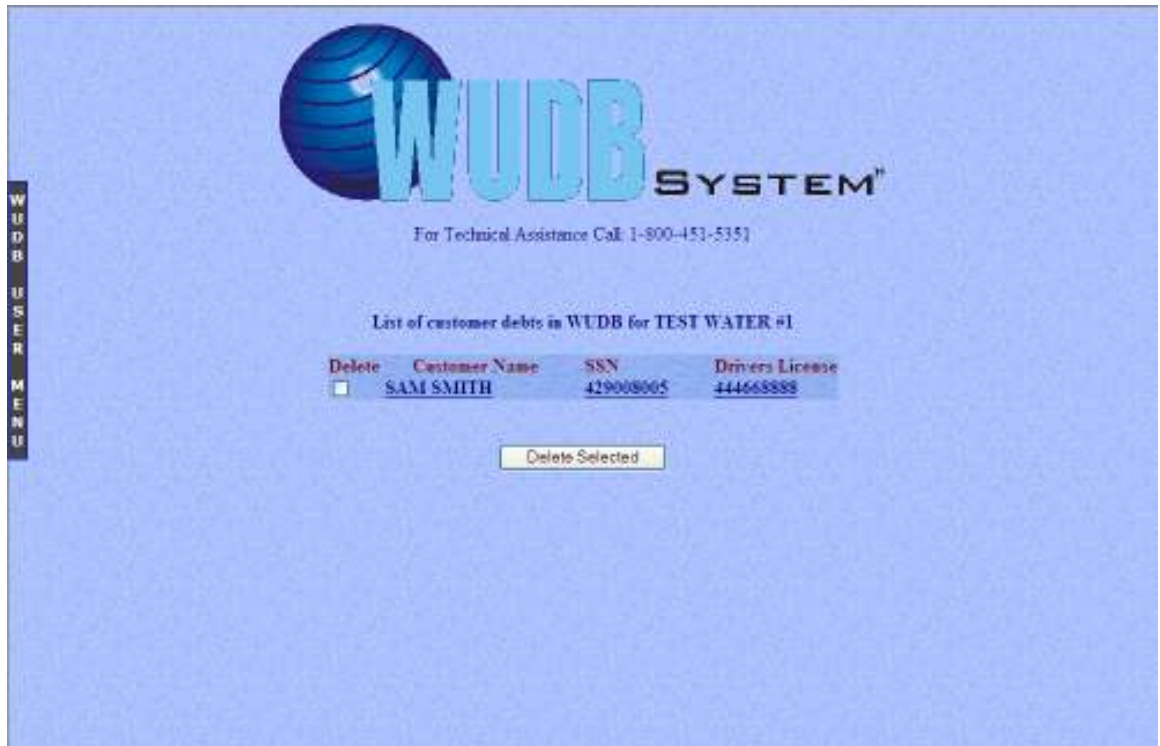
Deleting a Debt Customer (Administrator Access Only)

Once a debt customer has paid his or her outstanding debt he or she can be removed from the database. Click on **Remove Customer Information** to bring up the debt customer search screen.



The screenshot shows the WUDB SYSTEM search interface. At the top center is the logo, which consists of a blue globe with horizontal lines and the text "WUDB SYSTEM" in a bold, blue, sans-serif font. On the left side, there is a vertical navigation menu with the words "WUDB", "USER", and "MENU" stacked vertically. The main search area is a light blue box containing three search options: "Alpha Search (enter first letter of last name)" with a small white input field, "SSN Search" with a white input field, and "Drivers license Search" with a white input field. Below these fields is a yellow "Submit" button and the text "Leave all fields blank for all records".

This screen allows the user to generate a listing of debt customers with their last names starting with a certain letter, find a customer with a specific Social Security number, or find a customer with a certain Driver's License number. Leave all of the fields blank to see a complete listing of all debt customers.



Clicking the box to the left of the Customer Name under the Delete column will select the debt customer or customers you want to delete. Clicking **Delete Selected** will delete the debt customer's information from the database.

Uploading Debt Customers from a File (Administrator Access Only)

Some larger utilities have many debt customers. To save time the WUDB system allows utilities to upload a file with debt customer information listed in it to be added to the system.

The screenshot shows the WUDB SYSTEM interface. At the top, there is a logo for 'WUDB SYSTEM' with a blue globe icon. Below the logo is a 'User Menu' button. The main heading is 'Upload from File'. Below this heading, there is a text prompt: 'First time upload? Please click [here](#) before upload to verify file format.' There are two buttons: 'Browse...' and 'Upload'. Below these buttons is the text 'OR' and another heading 'Enter Customer Debt Information'. Under this heading is a form titled 'Customer Information' with a note: '* All Required Fields - Some are optional (indicated by special characters)'. The form fields are: 'Date Of Debt*' (with a dropdown menu showing '7/24/2008'), 'First*' (text input), 'Last*' (text input), 'Address' (text input), 'City' (text input), 'State' (text input), 'Zip' (text input), 'Social Security*' (with a note '* of last four, plus area code'), and 'Driver License*' (with a note '* full or state, plus area code'). There are 'Save Debt' and 'Reset Form' buttons at the bottom of the form. At the very bottom of the page, it says 'For Technical Assistance Call 1-800-451-8381'.

The user can select the file they wish to upload by clicking the **Browse...** button. A file dialog box will then appear so the user can select the file they wish to upload. Clicking the **Upload** button will send the file to the WUDB system and start the upload process.

This file must be in a Tab-delimited format. An example of this format is listed below:

Example:

Date of Debt	SSN	Driver Lic.	First Name	Last Name	Address	City	State	Zip
09/09/01	333445555	987654321	Jane	Doe	1212 Walnut Ave	Alma	AR	72956

WUDB will read in each debt customer listing from the uploaded text file. If there is an error in the debt customer listing WUDB will display a warning and skip that debt customer listing.

If the debt customer listing is already in the utility's Debt Customer List then WUDB will skip the record and will notify the user with a warning message.

A person cannot be in both the Inquiry List and the Debt Customer List with the same utility. If you already have this debt customer listing in the WUDB system as an inquiry, WUDB will alert you with a warning message letting you know that the inquiry associated with this Debt Customer will be deleted before the debt customer listing you entered is added to your utility's Debt Customer List.

If there is no problem with the debt customer listing then WUDB will display a message telling the user that the debt customer has been added. After WUDB has processed all of the debt customer listings in the text file WUDB will display the total of debt customer listings added to the utility's Debt Customer List.

Adding an Inquiry

Inquiries are current customers or new applicants that are receiving or applying for services from a utility. WUDB uses the inquiry to determine where the debt customer from another utility has moved to. Each customer that is receiving or applies for services from that utility should be entered into the WUDB system for tracking purposes. This purpose will help other utilities track down customers that currently owe an outstanding balance and show them where they went. To add an inquiry to the WUDB system, the user first clicks on the **New Customer Inquiry** button.

The screenshot shows the WUDB SYSTEM Water Company Inquiry web form. At the top, there is a logo for WUDB SYSTEM and the text "Water Company Inquiry". Below the logo, there is a section for "Upload from file" with a note: "First time upload? Please click [here](#) before upload to verify file format." There are two buttons: "Upload" and "Cancel".

Below the upload section is a vertical "WUDB USER MENU" on the left side. The main form area is titled "Enter Inquiry Information" and is divided into two sections: "Primary Applicant Info" and "Co-Applicant Info".

Primary Applicant Info

Fields include:

- First:
- Last:
- Address:
- City:
- State:
- Zip:
- Social Security#:
- Drivers License:

Small text below the Social Security and Drivers License fields reads: "(Must be listed under parent's email ID)" and "(If not known, please leave blank)".

Below the Primary Applicant Info section is a checkbox: "Please Check if Family Co-Applicant information" with a checked box.

Co-Applicant Info

Fields include:

- First:
- Last:
- Social Security#:
- Drivers License:

Small text below the Social Security and Drivers License fields reads: "(Must be listed under parent's email ID)" and "(If not known, please leave blank)".

At the bottom of the form are two buttons: "Submit" and "Reset".

At the very bottom, there is a footer: "For Technical Assistance Call 1-800-451-5351".

The user has the option of either uploading a file with multiple inquiries or to simply enter in the information for a single inquiry.

Fill in as many of the fields as you can. First name, last name and either the Social Security number or driver's license number are required in order to add the inquiry to the database (the address fields are optional). Having both the Social Security number and the Driver's License is not required but if one of them is not known simply leave the field blank. A Primary Applicant cannot be entered into the system as an inquiry without a Social Security number or driver's license number.

WUDB allows a Co-Applicant's information to be entered into the system when an inquiry is made. Clicking the box next to **Please Check if there is Co-Applicant** information tells WUDB to create a second inquiry with the Co-Applicant's information. As with the Primary Applicant first name, last name, and either a Social Security number or driver's license number are required. A Co-Applicant cannot be entered into the system as an inquiry without a Social Security number or driver's license number.

Clicking the **Submit** button adds the Primary Applicant's information, and the Co-Applicant's information if present, to the WUDB database.

The screenshot shows the WUDB User Menu interface. On the left is a vertical menu with the text 'WUDB USER MENU'. The main area is titled 'Your Inquiry:' and contains a summary of the entered information:

Primary Applicant Name	SAM SMITH
Social Security	429008005
Drivers License	
Previous Address	123 SAD LN ANOTHER, AR 72701
Co-Applicant Name	
Social Security	
Drivers License	

Below this summary is a table listing inquiries:

Name	Primary Applicant	SSN	Drivers License	Previous Water Company	Date of Debt	
SAM, SMITH		429008005	444668558	TEST WATER #1		<input type="button" value="Request"/>

After clicking **Submit** the screen will change to show the user a listing of all of the information just entered

If you have made an error in the information on the Primary or Co-Applicant WUDB will display a warning message and will allow you to go back to the previous screen to make corrections.

A person cannot be in both the Inquiry List and the Debt Customer List with the same utility. If you already have this inquiry in the WUDB system as a debt customer WUDB will alert you with a warning message letting the user know that this Primary Applicant or Co-Applicant are already in WUDB as owing the utility money. An inquiry cannot be entered into the Inquiry List as long as the Primary Applicant or Co-Applicant is in the utility's Debt Customer List. WUDB will also check for a match when the **Submit** button is clicked and will display match information if it finds a match on the Primary Applicant and/or if present a match on the Co-Applicant. If a match is found the user can click the **Request** button to send a request of information to that previous utility (optional).

Editing an Inquiry

Sometimes the information about an inquiry changes or is entered incorrectly into the system. Inquiries cannot be edited. They can only be deleted and re-entered.

Deleting an Inquiry (Administrator Access Only)

When a customer discontinues service and leaves their account in good standing with a utility, the Inquiry is no longer needed in the system, so it must be deleted.

Note: Remember the inquiries listed in WUDB indicate that these customers are current customers of that utility. If they are no long there they must be removed.

The user can click on the **Administration** link on the main menu and then click on **Inquiry List** to see the current list of inquires for that utility.

First Name	Last Name	SSN	License Number	Inquiring Water	Known Water	Inquiry date
SAM	SMITH	429008005		TEST WATER #2		7/25/2008 <input type="checkbox"/>

Buttons: Delete Selected, Move Selected To Bad Debts

Vertical Menu: WUDB USER MENU

Again this screen shows all of the inquiries for that utility. The **First Name**, **Last Name**, **SSN**, and **License Number** buttons can be used to order the list of inquiries. Clicking the box at the end of each inquiry listing, to the left of the Inquiry date column, will select that inquiry. Clicking the **Delete Selected** button at the bottom of the list will remove all of the selected inquires from the system.

An Inquiry for a customer must be deleted from the Inquiry List before that customer can be added as a Debt Customer. If the user tries to input the customer as a debt customer without deleting the inquiry first, WUDB will delete it before added the customer to the Debt Customer List.

Changing an Inquiry into a Debt Customer (Administrator Access Only)

When a customer leaves or discontinues service and leaves their account still owing a balance, just as above the Inquiry is no longer needed in the system, so it must be removed. But if this customer still owes a balance and the utility has deemed this account as delinquent then this customer needs to be entered into the Bad Debt section as well. To avoid having the utility remove and enter the same information again, WUDB allows the user to move inquiries to debt customers. Click on the **Administration** link on the main menu and then click on the **Inquiry List**.

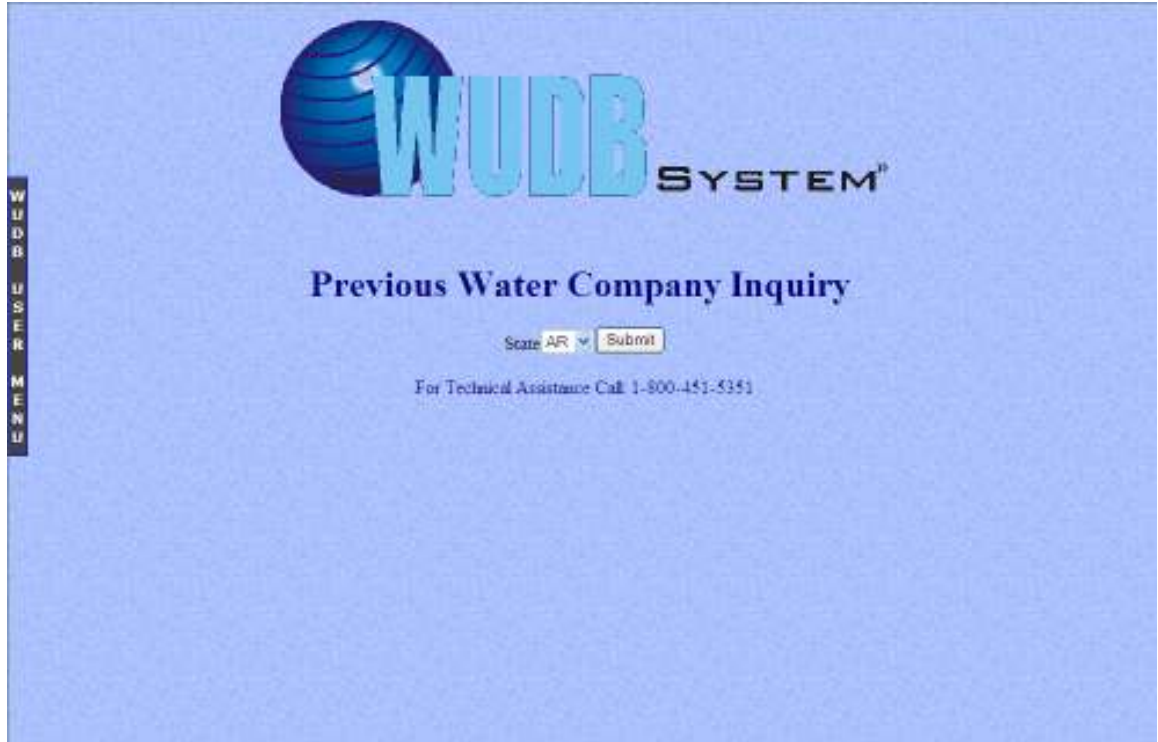


This screen shows all of the inquiries for the utility. The **First Name**, **Last Name**, **SSN**, and **License Number** buttons can be used to order the list of inquiries. Clicking the box at the end of each inquiry listing, to the left of the Inquiry date column, will select that inquiry. Clicking the **Move Selected to Bad Debts** button at the bottom of the list will remove all of the selected inquiries from the system and put them in as debt customers.

Note: Moving inquiries to debt customers will help avoid getting matches to yourself as well as saving you from having to enter in the same information again. Moving inquiries will also make sure that your debt customer listings are always up to date.

Optional Feature Entering a Previous Utility Request (Known Inquiry)

At times a user knows the previous utility of a customer when they are ready to add an inquiry to the WUDB system. Clicking on the **Previous Utility Request** will allow the user to send a request to another utility company for information about a customer that has applied for services with them.



The screenshot shows a web interface for the WUDB SYSTEM. At the top center is the logo, which consists of a blue globe icon followed by the text 'WUDB SYSTEM' in a bold, blue, sans-serif font. Below the logo, the title 'Previous Water Company Inquiry' is displayed in a smaller, blue, sans-serif font. Underneath the title, there is a dropdown menu labeled 'State' with 'AR' selected, and a 'Submit' button to its right. At the bottom of the form area, the text 'For Technical Assistance Call 1-800-451-5351' is visible. On the left side of the page, there is a vertical navigation menu with the words 'WUDB', 'USER', 'MENU' stacked vertically.

First the user needs to select the state that the previous utility is in by selecting the two letter abbreviation for the state and clicking the **Submit** button.

WUDB SYSTEM™
Please enter water company

Amo Water

Primary Applicant Info
Please enter primary applicant info with no punctuation or special characters

First: _____ Last: _____
 Address: _____ City: _____
 State: _____ Zip: _____
 Social Security#: _____ Drivers License: _____
Please no letters unless part of state

Please Check if there is Co-Applicant Information

Co-Applicant Info
Please enter co-applicant info with no punctuation or special characters

First: _____ Last: _____
 Social Security#: _____ Drivers License: _____
Please no letters unless part of actual ID

For Technical Assistance Call: 1-800-411-0301

Next the user selects the previous utility name using the drop down list at the top of the page. As with **Add an Inquiry** fill in as many of the fields as you can. First name, last name and either the Social Security number or Driver's License are required in order to add the request to the database. Having both the Social Security number and the Driver's License is not required but if one of them is not known simply leave the field blank. Also as with **Add an Inquiry**, a Co-Applicant's information to be entered into the system when a request is made. Clicking the box next to **Please Check if there is Co-Applicant Info** tells WUDB to create a second request with the Co-Applicant's information. As with the Primary Applicant first name, last name, and either a Social Security number or Driver's License are required. Clicking the **Submit** button creates a request with the Primary Applicant's information, and the Co-Applicant's information if present, to the WUDB database.

TEST WATER #2
123 TEST WATER LN.
TEST
72795
479-666-5555
tm@americana-usa.com

Customer Information Request:
Date: 7/25/2008

The person listed below has requested service with TEST WATER #2 and has given TEST WATER #1 as their previous provider.

Name: SAM SMITH
Address: 123 HAPPY LN.
Another AR 72703

Please provide the following information and submit back to TEST WATER #2:

Length of time the person(-) were with your utility

Yes/No

___ Always paid their water bill on or before the due date (Before penalty period).

___ Had checks returned for insufficient funds or other reasons.

___ Had water disconnected for any reason.

___ Left your utility in good standing with all bills paid.

Comments:

Date: _____

Signature

Company Name: _____

Address: _____

Phone: _____

Thank You for using the Water Utility Database

The request asks the previous utility for certain information about the customer to determine if he or she stills owes money to the previous utility.

Uploading Inquiries from a File

As with debt customers, inquiries can be uploaded to the system in a file also.

The user can select the file by clicking the **Browse...** button and upload it to the WUDB system by clicking the **Upload** button. This file must be in a Tab-delimited format. An example of this format is listed below:

Example:

First Name	Last Name	SSN	Dr. License	Address	City	State	Zip
Jane	Doe	333445555	987654321	1212 Walnut ave	Alma	Ar	72956
John	Doe	222332222	1234567789	1414 Pecan St	Van Buren	Ar	72956

WUDB will input each inquiry listing in the text file.
If there is an error in the inquiry listing's information WUDB will display a warning message and will not add the inquiry to the Inquiry List.

A person cannot be in both the Inquiry List and the Debt Customer List with the same utility. If you already have this inquiry in the WUDB system as a debt customer WUDB will alert you with a warning message letting the user know that this inquiry listing is already in WUDB as owing the utility money. An inquiry cannot be entered into the Inquiry List as long as inquiry listing is in the utility's Debt Customer List.

Matches

The matches screen can be accessed from the main menu by clicking on the here in **To check matches click here.**

Send Receipt	Customer Name	SSN	Drivers License	Inquiring Water Company	Shut Off Date	Status Of Notice	Receipt Sent?
	<u>SAM SMITH</u>	<u>429008005</u>		<u>TEST WATER #1</u>	NO SHUT OFF DATE	NOT SENT	NO <input type="button" value="Notify"/>

This page lists all of the debt customers from your utility that other utilities have inquired about. This screen can be used to send notifications to inquiring utilities, tracking the progress of the notification including shut off dates and whether you have sent a receipt or not, and sending a receipt to the inquiring utility alerting them that the debt has been paid.

Sending a Notification

At the right of each match listing there is a **Notify** button. Clicking this will allow the user to send a notification to the inquiring utility letting them know that this customer owes the utility a debt.

TEST WATER #2
123 TEST WATER LN.
TEST,AR 72795
479-666-5555

DELINQUENT ACCOUNT NOTICE
Date: 7/25/2008

The person listed below currently has an outstanding balance with TEST WATER #2
Customer in TEST WATER #2

Name: SAM SMITH
SSN: 420008005
Driver License:
Address: 123 SAD LN,
ANOTHER,AR 72751

Customer TEST WATER #1 inquired about

Name: SAM SMITH
SSN: 129008005
Driver License:
Address: 123 SAD LN,
165 / AR 72701

Please provide the following information and submit back to TEST WATER #2 to determine further action.

Yes/No

Is the persons name listed above currently a customer of your utility?

Comments:

Date Of Shut off:

Date:

Signature:

Phone:479-666-5570

Company Name:
TEST WATER #1

Address: 123 TEST WATER LN,
P.O. BOX 123 TEST,ar 72795

Thank You for using the Water Utility Database.

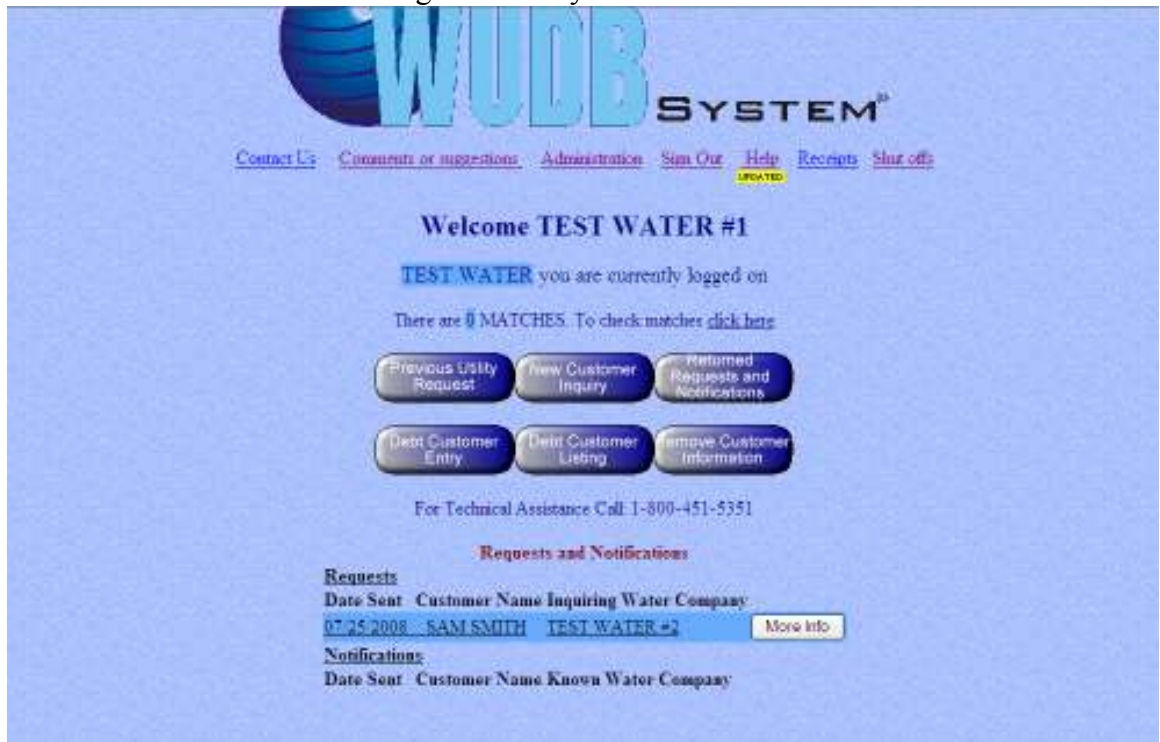
[Print](#) [Back to Matches](#)

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This screen shows the user what information will be sent to the inquiring utility. It also allows the user to print a copy of this notification.

The Notifications and Requests List on the Main Menu

Once other utilities start sending notifications and requests they will show up on the main menu when the user logs into the system.

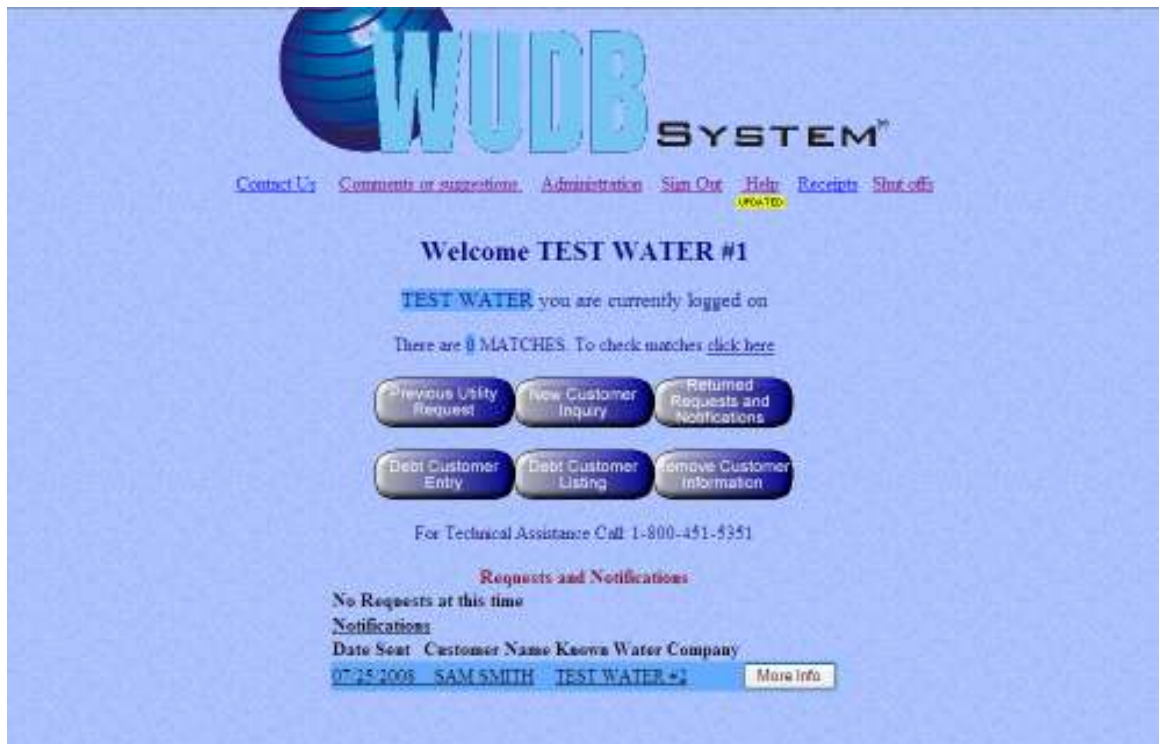


The screenshot shows the WUDB SYSTEM main menu. At the top, there is a navigation bar with links: [Contact Us](#), [Comments or suggestions](#), [Administration](#), [Sign Out](#), [Help](#), [Receipts](#), and [Sign off](#). Below the navigation bar, the user is welcomed: "Welcome TEST WATER #1". The user is currently logged on as "TEST WATER". There are 0 matches. Below this, there are several buttons: "Previous Utility Request", "New Customer Inquiry", "Returned Requests and Notifications", "Debit Customer Entry", "Debit Customer Listing", and "Remove Customer Information". A technical assistance number is provided: "For Technical Assistance Call 1-800-451-5351". Under the heading "Requests and Notifications", there is a table of requests:

Date Sent	Customer Name	Inquiring Water Company	
07/25/2008	SAM SMITH	TEST WATER #2	More Info

Below the table, there is a section for "Notifications" with a table:

Date Sent	Customer Name	Known Water Company
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The screenshot shows the WUDB SYSTEM main menu. At the top, there is a navigation bar with links: [Contact Us](#), [Comments or suggestions](#), [Administration](#), [Sign Out](#), [Help](#), [Receipts](#), and [Sign off](#). Below the navigation bar, the user is welcomed: "Welcome TEST WATER #1". The user is currently logged on as "TEST WATER". There are 0 matches. Below this, there are several buttons: "Previous Utility Request", "New Customer Inquiry", "Returned Requests and Notifications", "Debit Customer Entry", "Debit Customer Listing", and "Remove Customer Information". A technical assistance number is provided: "For Technical Assistance Call 1-800-451-5351". Under the heading "Requests and Notifications", there is a message: "No Requests at this time". Below this, there is a section for "Notifications" with a table:

Date Sent	Customer Name	Known Water Company	
07/25/2008	SAM SMITH	TEST WATER #2	More Info

Notifications and requests will be listed at the bottom of the main menu. Clicking on the **More Info** button will show the user the notification or request that has

been sent to them and give the user the opportunity to answer the notification or request.

TEST WATER #2
123 TEST WATER LN.
TEST,AR 72795
479-666-5555

DELINQUENT ACCOUNT NOTICE
Date: 7/25/2008

The person listed below currently has an outstanding balance with TEST WATER #2

Name: SAM SMITH
Address: 123 SAD LN.
ANOTHER,AR 72751
SSN: 429008005
Driver's License:

Customer in TEST WATER #1 system:
Name: SAM SMITH
Address: 123 SAD LN.
TEST,AR 72701
SSN: 429008005
Driver's License:

Please provide the following information and submit back to TEST WATER #2 to determine further action.

Yes No
 Is the persons name listed above currently a customer of your utility?
Comments:

Shut Off Date:

Date: 7/25/2008
Signature: TESTWATER
Phone: 479 665 5570
Company Name: TEST WATER #1
Address: 123 TEST WATER LN.
P.O. BOX 123
TEST,ar 72795

Thank You for using the Water Utility Database.

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Notifications will ask if the person listed is a current customer, ask for a shut off date for the customer unless they pay the debt owed to the previous utility, and a comments section in case additional information needs to be supplied. Clicking the **Reset** button will reset all of the answers so they can be answered again and the **Submit** button will send the notification back to the previous utility with the new information.

Note: There is a calendar button next to the Shut Off Date entry box to allow the user to easily select the shut off date.

TEST WATER #2
123 TEST WATER LN.
TESTAR 72795
479-666-5555
tim@americana-usa.com

Customer Information Request:

Date: 7/25/2008

The person listed below has requested service with TEST WATER #2 and has given TEST WATER #1 as their previous provider.

Customer inquired about:

Name: SAM SMITH
SSN: 429008005
Driver's License:
Address: 123 HAPPY LN.
Arooth, AR 72701

Customer in TEST WATER #1 database

Name:
SSN:
Driver's License:

Please provide the following information and submit back to TEST WATER #2

Length of time the person(s) were with your water utility:

Yes/No

- Always paid their bill on or before the due date (Before penalty period)
- Had checks returned for insufficient funds or other reasons.
- Had service disconnected for any reason.
- Left your utility in good standing with all bills paid.

Comments:

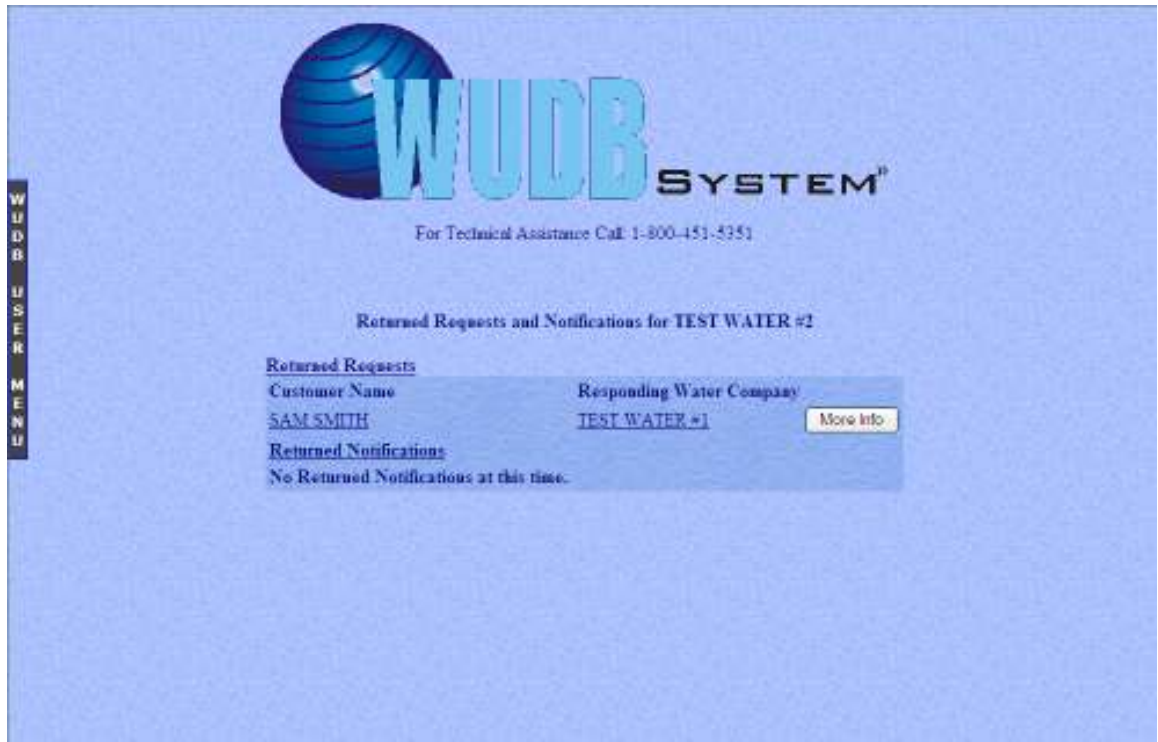
Date: 7/25/2008
Signature:
Company Name: TEST WATER #1
Address: 123 TEST WATER LN.
Phone: 479-665-5570

Thank You for using the Water Utility Database

Requests will ask the length of time the person listed was a customer, several questions related to the customer's payment history and a comments section in case additional information needs to be supplied. Clicking the **Reset** button will reset all of the answers so they can be answered again and the **Submit** button will send the request back to the previous utility with the new information and show the user the request that was just sent.

Returned Requests and Notifications

Once another utility has returned a notification or request they can be accessed by clicking on the **Returned Requests and Notifications** button on the main menu.



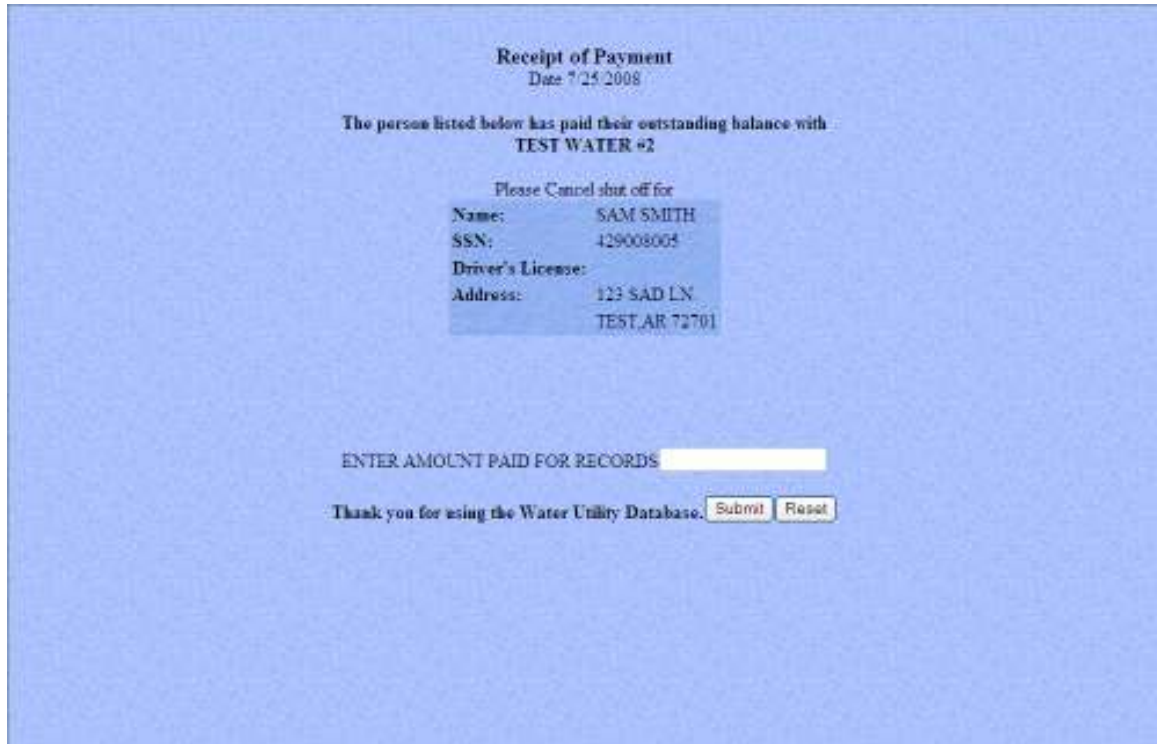
Clicking on the **More Info** button will show the user the notification or request that has been returned. Requests can be deleted by clicking the **Delete** button at the bottom of the request.

The matches screen is also updated when a notification is returned. If a shutoff date has been entered by the inquiring utility it will be listed in the match listing.

Send Receipt	Customer Name	SSN	Drivers License	Inquiring Water Company	Shut Off Date	Status Of Notice	Receipt Sent?
	SAM SMITH	429008005		TEST WATER #1	NO SHUT OFF DATE	NOT SENT	NO <input type="button" value="Notify"/>

Receipts

Once a debt customer has paid his or her outstanding balance with your utility you have the option of sending an electronic receipt to the inquiring utility let it know that the customer has paid and they need to cancel the shut off. From the Matches screen the user will click on the send receipt icon. (It looks like a piece of paper with a pencil on it and it at the far left of the match listing under Send Receipt.)



The screenshot shows a web form titled "Receipt of Payment" with a date of "Date 7/25/2008". The text states: "The person listed below has paid their outstanding balance with TEST WATER #2". Below this, it says "Please Cancel shut off for" and lists the following information: Name: SAM SMITH, SSN: 429003004, Driver's License: (blank), Address: 123 SAD LN, TEST, AR 72701. At the bottom, there is a text input field labeled "ENTER AMOUNT PAID FOR RECORDS" and a "Thank you for using the Water Utility Database." message with "Submit" and "Reset" buttons.

Clicking the **Submit** button sends the receipt to the inquiring utility.

Note: The amount paid for records does not show up on the receipt sent to the inquiring utility. It is for your utility only. (See **List Payoffs**)

Note: It is a good idea that once you send a receipt to remove the debt customer information from the database. This will remove the listing from your Matches.

To see all of the receipts that your utility has received click on **Receipts** from the main menu.

Delete	Customer Name	SSN	Drivers License	Known Water Company	Date of Receipt
X	SAM SMITH	429008005		TEST WATER #2	7/25/2008

Each receipt that your utility has received is listed on this screen. The user has the option of printing a receipt as well as deleting it if it is no longer required.

Shutoffs

The user can access a listing of shutoffs that have been scheduled by clicking **Shutoffs** from the main menu.



The screenshot shows a web interface for the WUDB SYSTEM. At the top, there is a logo consisting of a blue sphere with horizontal lines and the text "WUDB SYSTEM" in a blue, stylized font. Below the logo, the title "Shut Offs" is displayed in a large, bold, blue font. Underneath the title, there are four search criteria: "Date From:" with a text input field and a calendar icon, "To:" with a text input field and a calendar icon, "Social Security:" with a text input field, and "Driver License:" with a text input field. At the bottom of the form is a "Submit" button.

Shutoffs can be displayed by entering a date range, a social security number or a driver's license and clicking the **Submit** button.

Note: Calendar buttons are next to the From and To fields to make date selection easier.



Each shutoff is listed with the option of editing the shutoff information or deleting the shutoff from the system. A shutoff can be deleted by clicking the red X at the left of a shutoff listing. Deleting the shutoff is done when a receipt is received from the previous utility or the customer comes in and presents a receipt. The list of shutoffs can also be printed by clicking **Print**.

Administration Menu

User maintenance functions are located by clicking **Administration** on the main menu. From here the administrator can add users, delete users, delete or move inquiries, and view the amount of money that debt customers have paid. They can even view a list of the members of the WUDB system.



Adding a User

Many times more than one person needs to be able to access the WUDB system. The administrator has the ability to add users to their WUDB account by setting up the new user's id and password. Clicking the **Add User** button from the Administration page shows the Add a User screen.

WUDB SYSTEM[®]

Add User Delete User User Menu

User Name NEW TEST USER User ID NEW

Password 6-10 Characters Water Company TEST WATER #1

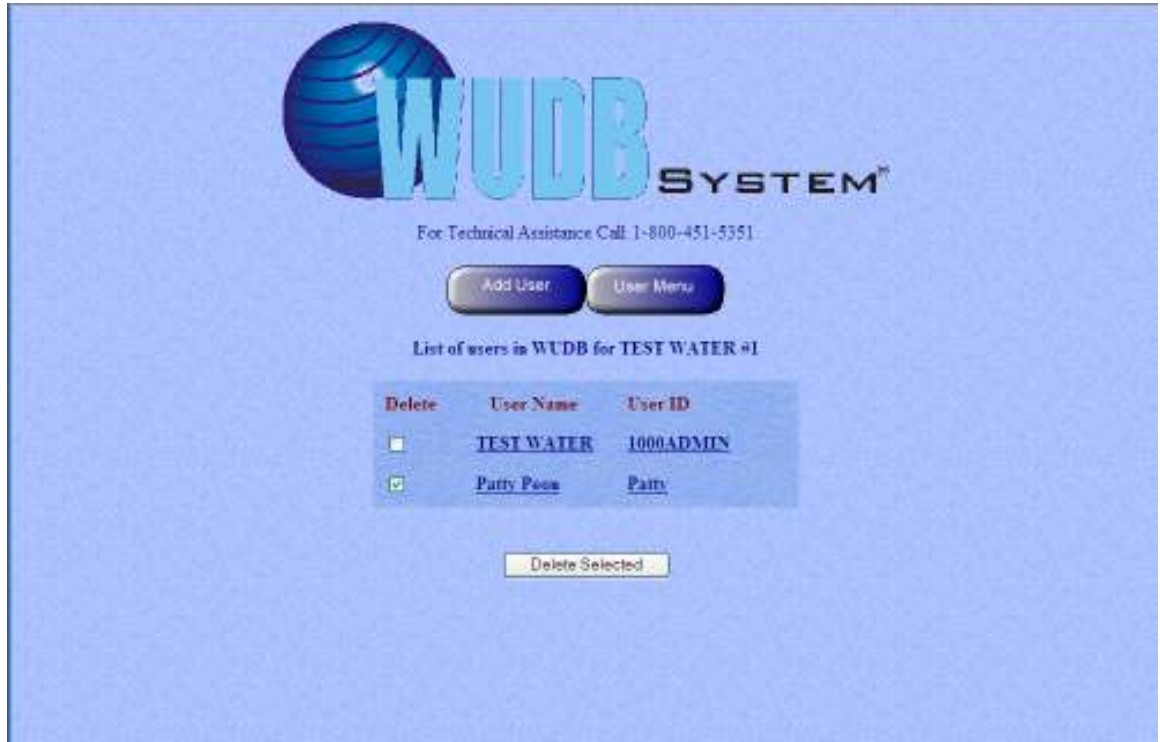
Save User Admin Privileges Reset Form

For Technical Assistance Call: 1-800-451-5351

The administrator will type in the new user's name, new user's user id, and the new user's password. If the new user is to have administrator privileges, having the ability to access certain sections of the system that most users do not have access, then the administrator needs to click the box next to **Admin Privileges**. Clicking **Reset Form** will clear all of the text boxes so information can be re-entered and clicking the **Save User** button will add the new user's information to the system.

Deleting a User

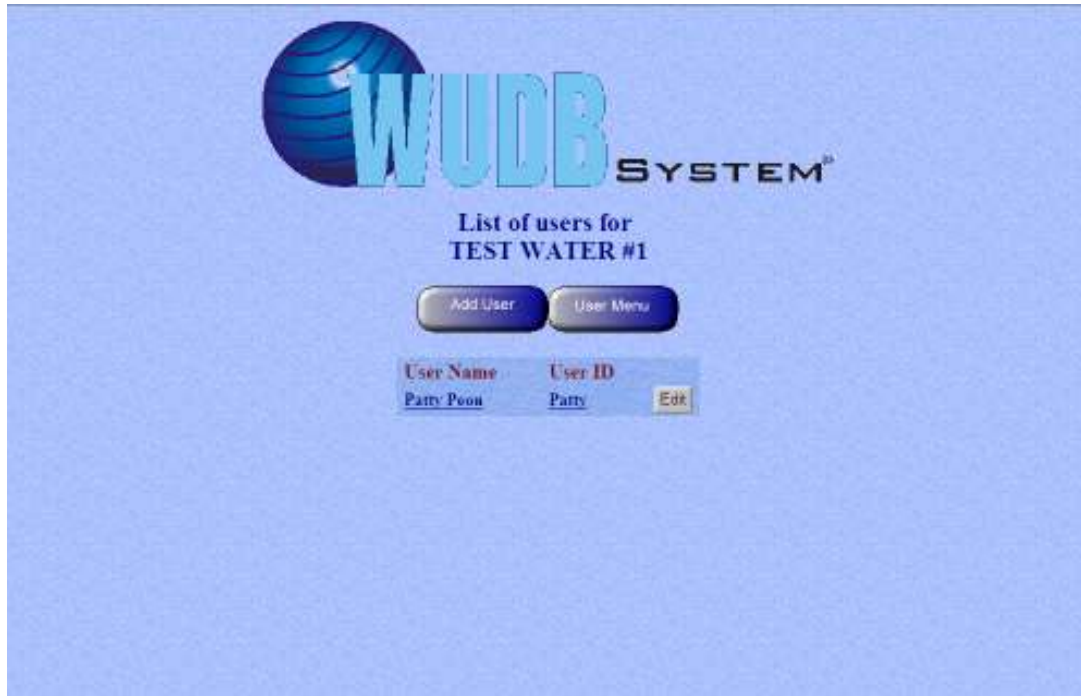
At times an administrator needs to remove a user from the utility's WUDB account. Click the **Delete User** button to remove a user from the system.



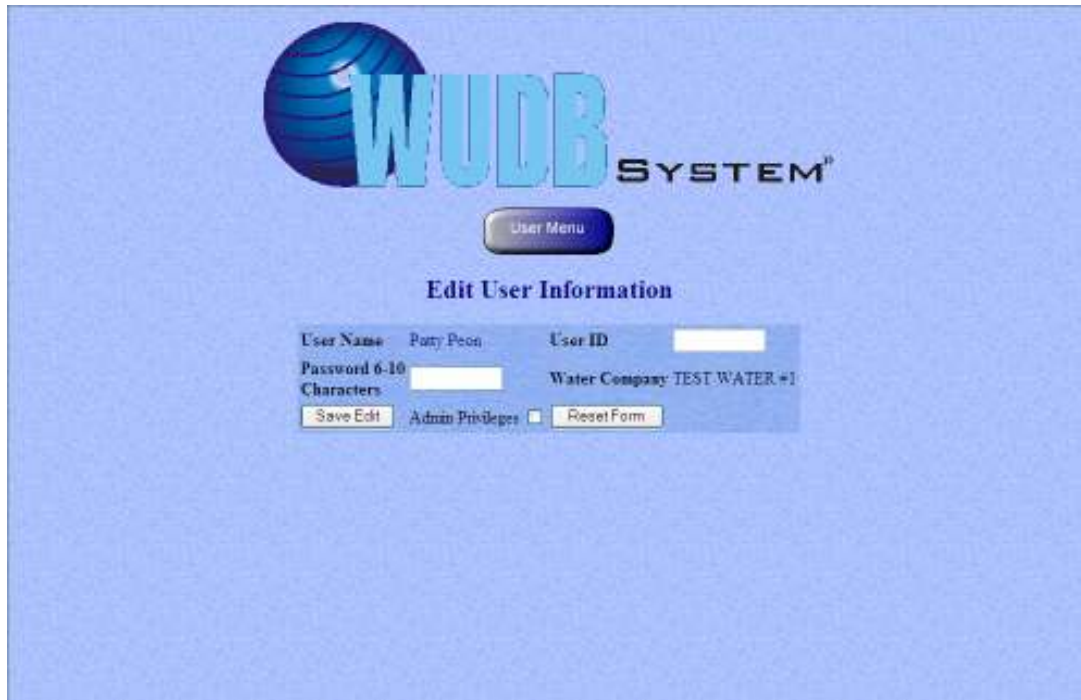
The administrator can select one or more users to be removed from the system by clicking the box on the left of the user name, under the Delete column, and clicking the **Delete Selected** button. Click the **User Menu** button to return to the main menu.

Editing a User's Information

Sometimes user information needs to be modified. Clicking the **List Users** button will generate a list of WUDB users for the utility.



Clicking the **Edit** button next to a user's User ID will display a screen that will let the administrator re-set the user id, password, and administration privileges for the selected user.



List Payoffs

When the user sends a receipt to an inquiring utility letting them know that a debt customer has paid their outstanding debt, WUDB records the amount received. Administrators can access the amounts that have been collected using the WUDB system. Clicking on the here in **Click here to see your amounts paid!** will take the user to the Select Time Range screen. Here the administrator can select the time range that WUDB will use to generate a listing of amounts paid.



Clicking the **Submit** button will display a listing of amounts paid to the utility for the specified time period.

[Printable Version](#)
WUDB Water Customers Collection Page
PERIOD: 06/25/2008 TO 07/25/2008

CUSTOMER NAME	DATE	AMOUNT
SMITHSAM	2008-07-24	\$45.00
Total Amount Collected:		\$45.00

The amounts paid listing shows each debt customer that has paid his or her outstanding debt as well as a dollar amount total at the bottom of the list. The administrator also has the option of printing the amounts paid listing.

Miscellaneous

This section lists some of the other functions in the WUDB system.

WUDB SYSTEM

[Contact Us](#) [Comments or suggestions](#) [Sign Out](#) [Help](#) [Receipts](#) [Start off](#)

Welcome TEST WATER #1

Patty Peoni you are currently logged on

You have **0** matches. To check matches [click here](#)

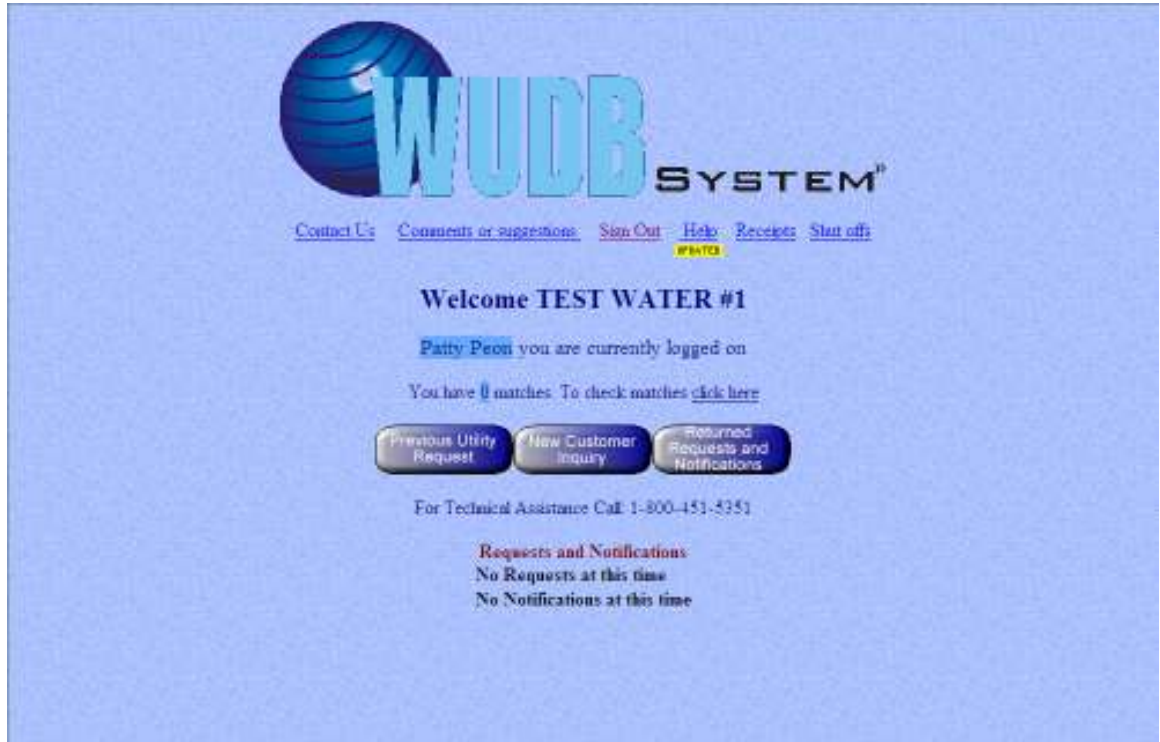
[Previous Utility Request](#) [New Customer Inquiry](#) [Returned Requests and Notifications](#)

For Technical Assistance Call: 1-800-451-5351

Requests and Notifications
No Requests at this time
No Notifications at this time


Signing Out of the System

Clicking the **Sign Out** link on the main menu will log the user out of the WUDB system.



Comments and Suggestions

The staff at WUDB is always happy to receive comments and suggestions from its members. Clicking on the **Customer Comments** link on the main menu will take the user to the comments and suggestions page.

The image shows a web page with a blue background. At the top center, there is a logo consisting of a blue globe with horizontal lines, followed by the text "WUDB SYSTEM" in a bold, blue, sans-serif font. Below the logo, the text "Comments or Suggestions" is displayed in a smaller, blue, sans-serif font. In the center of the page, there is a large, empty white rectangular box for text input. Below this box, there is a small, rectangular button with the word "Submit" written on it in a blue font.

Here the user can type his or her comments and suggestions in the large white box in the center of the screen. To send these comments and suggestions to WUDB click the **Submit** button.

The WUDB User Menu Slider Bar

On the left of many of the screens in the WUDB system the user will notice a black bar with the words **WUDB User Menu**. When the user puts his or her mouse pointer on the black bar it will expand to reveal links to various parts of the WUDB system. Clicking on one of these links will take the user to that section in the WUDB system.



Note: All of the different sections of the WUDB system are listed on the Slider Bar but depending on the user's access level not all sections will be accessible.

Legislation

Arkansas Legislation

1 State of Arkansas

As Engrossed: H2/14/03 H2/21/03

2 84th General Assembly

A Bill

Act 769 of 2003

3 Regular Session, 2003

HOUSE BILL 1389

4

5 By: Representatives Ormond, Adams, Berry, Bolin, Boyd, Dangeau, Edwards, D. Evans, Gipson, Jacobs,
6 Jeffrey, King, Mack, Medley, Milligan, Pate, Pickett, L. Prater, S. Prater, Roebuck, Schulte, Scroggin, J.
7 Taylor, Thomas, Verkamp, Walters

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For An Act To Be Entitled

11

AN ACT TO PROVIDE A PROCEDURE TO HELP COLLECT
12 DELINQUENT MUNICIPAL, COUNTY, DISTRICT, OR RURAL
13 WATER BILLS; AND FOR OTHER PURPOSES.

14

15

Subtitle

16

TO PROVIDE A PROCEDURE TO HELP COLLECT
17 DELINQUENT MUNICIPAL, COUNTY, DISTRICT,
18 OR RURAL WATER BILLS.

19

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BE IT ENACTED BY THE GENERAL ASSEMBLY OF THE STATE OF ARKANSAS:

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23

SECTION 1. For purposes of this act:

24

*(1) "Water association" means any corporation, whether for
25 profit or not for profit, that provides, distributes, transmits, treats,
26 pumps, or stores raw or potable water to, or for the benefit of, members of
27 the general public or commercial, industrial, and other users; and*

28

*(2) "Water system" means any entity that provides, distributes,
29 transmits, treats, pumps, or stores raw or potable water to or for the
30 benefit of members of the general public and commercial, industrial, and
31 other users, including, without limitation, the following entities that
32 perform such activities:*

33

(A) Municipalities;

34

(B) Counties;

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(C) Public facilities boards;

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(D) Public water authorities;

1 (E) Central Arkansas Water;
2 (F) Regional water distribution districts; and
3 (G) Water associations.
4

5 SECTION 2. Any person who is delinquent on the payment for water
6 provided by a water system may be held liable, at the court's discretion, for
7 attorney's fees and costs incurred in the collection of the delinquency.
8

9 SECTION 3. When a person who is delinquent on the payment of an
10 undisputed bill for water service provided by a water system within this
11 state, moves into another area of this state, and that person applies for or
12 receives water from another water system, if the person's former water system
13 establishes that there is no dispute that the delinquent amount is properly
14 due and owed by that particular individual in that amount, the new water
15 system shall refuse to provide water service to the delinquent person until
16 the person provides proof of curing the delinquency.
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18 SECTION 4. No provision of this act shall apply to a water system that
19 is regulated by the Arkansas Public Service Commission as a "public utility"
20 as provided in Arkansas Code § 23-1-101(9).
21

22 /s/ Ormond, et al
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24

25 **APPROVED: BECAME LAW ON 3/27/2003, WITHOUT THE GOVERNOR'S SIGNATURE.**
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Stricken language would be deleted from and underlined language would be added to the law as it existed prior to this session of the General Assembly.

Act 360 of the Regular Session

1 State of Arkansas

2 86th General Assembly

3 Regular Session, 2007

4

5 By: Representative Hoyt

6

7

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A Bill

HOUSE BILL 1607

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For An Act To Be Entitled

AN ACT TO AMEND THE PROCEDURE FOR THE COLLECTION OF DELINQUENT MUNICIPAL, COUNTY, DISTRICT, OR RURAL WATER OR WASTEWATER BILLS; AND FOR OTHER PURPOSES.

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subtitle

AN ACT TO AMEND THE PROCEDURE FOR THE COLLECTION OF DELINQUENT MUNICIPAL, COUNTY, DISTRICT, OR RURAL WATER OR WASTEWATER BILLS.

21

BE IT ENACTED BY THE GENERAL ASSEMBLY OF THE STATE OF ARKANSAS:

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SECTION 1. Arkansas Code § 14-234-601 is amended to read as follows:
14-234-601. Definitions.

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25

~~For purposes of~~ As used in this subchapter:

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(1) "Water association" means any ~~corporation~~ entity organized under the laws of the State of Arkansas, whether for profit or not for profit, that provides, distributes, transmits, treats, pumps, or stores raw or potable water to or for the benefit of members of the general public or commercial, industrial, and other users; and

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(2) "Water system" means any entity that provides, distributes, transmits, treats, pumps, or stores raw or potable water, wastewater, or sewage ~~to or~~ for the benefit of members of the general public and commercial, industrial, and other users, including, without limitation, the following entities that perform such activities:

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- (A) Municipalities;
- (B) Counties;
- (C) Public facilities boards;
- (D) Public water authorities;
- (E) Central Arkansas Water;
- (F) Regional water distribution districts; and
- (G) Water associations.

SECTION 2. Arkansas Code § 14-234-602 is amended to read as follows:
14-234-602. Liability.

Any person who is delinquent on the payment for water, wastewater service, or sewer service provided by a water system may be held liable, at the discretion of ~~the court~~ a court of competent jurisdiction, for attorney's fees and costs incurred in the collection of the delinquency.

SECTION 3. Arkansas Code § 14-234-603 is amended to read as follows:
14-234-603. Refusal of water service for delinquency.

~~When~~ If a person who is delinquent on the payment of an undisputed bill for water service, wastewater service, or sewer service provided by a water system within this state moves into another area of this state and that person applies for or receives water from another water system, if the person's former water system establishes that there is no dispute that the delinquent amount is properly due and owed by that particular individual in that amount, the new water system shall refuse to provide water service to the delinquent person until the person provides proof of curing the delinquency.

APPROVED: 3/19/2007

Mississippi Legislation

MISSISSIPPI LEGISLATURE
2007 Regular Session
To: Municipalities
By: Senator(s) Michel

Senate Bill 3049 (As Sent to Governor)

AN ACT TO PROVIDE A PROCEDURE TO HELP COLLECT DELINQUENT MUNICIPAL, COUNTY, DISTRICT OR RURAL WATER BILLS; AND FOR RELATED PURPOSES.

BE IT ENACTED BY THE LEGISLATURE OF THE STATE OF MISSISSIPPI:

SECTION 1. (1) For purposes of this act:

(a) "Water sewer association" means any corporation, whether for profit or not for profit, that provides, distributes, transmits, treats, pumps, or stores raw or potable water to, or for the benefit of, members of the general public or commercial, industrial and other users; and

(b) "Water sewer system" means any entity that provides, distributes, transmits, treats, pumps or stores raw or potable water to or for the benefit of members of the general public and commercial, industrial, and other users, including, without limitation, the following entities that perform such activities:

- (i) Municipalities;
- (ii) Counties; and
- (iii) Water sewer associations.

(2) (a) When a person is delinquent on the payment of an undisputed bill for water sewer service provided by a water sewer system within this state, moves into another area of this state, and applies for or receives water from another water sewer system, if the person's former water sewer system establishes that there is no dispute that the delinquent amount is properly due and owed by that particular individual in that amount, the new water sewer system shall refuse to provide water sewer service to the delinquent person until such person provides proof of curing the delinquency.

(b) This subsection shall not apply to a delinquency that has been disputed by the person in writing, unless the delinquency has been reduced to a final judgment of a court of competent jurisdiction.

SECTION 2. No provision of this act shall apply to a water sewer system that is regulated by the Mississippi Public Service Commission as a "public utility" as defined in Section 77-3-3.

SECTION 3. This act shall take effect and be in force from and after July 1, 2007.

Notes: