

**FIRSTFUEL**

# Enhanced Billing and Outbound Communication Add-On

## Product Specification

Revision 1.0 – June 2017

# Enhanced Billing and Outbound Communication Add-On

The Enhanced Billing and Outbound Communication Add-On includes the following features and capabilities:

## (1) Customer-Facing Web Portal Features

Feature	Definition
<b>Compare Charges - Enhanced</b>	Shows charge differences and detailed insights between additional bill determinants (e.g. demand charges, program fees, taxes, time-varying pricing charges).
<b>Bill Forecasting</b>	<p>Provides a forecast of a customer's bill during the current billing cycle, including calculated costs to date and projected costs for the remainder of the bill cycle (forecasted usage * blended rate). Bill Forecasts are displayed on the Portfolio page in two ways:</p> <ul style="list-style-type: none"> <li>• <b>Bill History Chart:</b> displays aggregated forecast of Service Delivery Points associated with the billed account</li> <li>• <b>SDP Table View:</b> lists bill forecasts for individual Service Delivery Points.</li> </ul> <p>➤ <b>Note:</b> Requires Interval and Blended Rate Data. Rate forecasting is not included in this feature.</p>

## (2) Outbound Communications Types

Feature	Definition
<b>High Bill Alerts</b>	<p>Utilizing forecasting analytics, the Add-On will alert customers when their billing period cost is forecasted to exceed a predefined threshold. Customers will receive a maximum of one alert per billing period for their billed account.</p> <ul style="list-style-type: none"> <li>➤ <b>Note:</b> Thresholds are set by the user in the utility preference center and passed to the Add-On via a utility data feed.</li> <li>➤ <b>Note:</b> Requires Interval Data.</li> </ul>

## (3) Utility Admin Tools

Feature	Definition
<b>User Engagement Data - Outbound</b>	<p>Periodic Data exports are provided to collect customer engagement data. Export files are picked up or transferred via SFTP. Data extracts related to Outbound communication include:</p> <ul style="list-style-type: none"> <li>• <b>Outbound Communications Extract</b> - provides details of email events like delivered, bounce, open, click, complaint, unsubscribe. This file will be produced on a daily basis and will contain record(s) for email addresses who received an email since the last extract was generated (i.e., the delta).</li> </ul>

## Platform Functionality

Feature	Definition
<b>Outbound Communication Technology</b>	<p>Outbound communications can be sent by either FirstFuel or the Utility:</p> <ul style="list-style-type: none"><li>• FirstFuel: emails only, using AWS Simple Email Services</li><li>• Utility: FirstFuel sends a data extract to utility, and utility send via outbound engine and channel of choice (email, SMS, etc.)</li></ul>
<b>Preference Management</b>	User preferences are communicated using periodic data extracts between the utility and FirstFuel.

## Definitions

**Customer Account:** Small Medium Business or Large Commercial or Industrial customer of the utility. This cannot be a residential customer.

**Demand:** Energy consumed at a period in time, typically measured in kW, therms/day.

**Service Account:** A contract between a customer and a utility to receive a particular service at a specific Service Delivery Point.

**Service Delivery Point (SDP):** A fixed point at a Site or building where a meter is installed and energy is delivered. SDP Identifier is a key attribute and should never change regardless of if the meter or customer changes. An SDP can be de-energized, but is never removed unless the site/building is destroyed. One or more SDPs may belong to a single site/building.

**Site Profile:** A collection of information about each Site, which characterizes the Site's Primary Activity, size, operating hours, and other useful information about the Site's construction or operations.

**Web User:** An individual with an online utility account. The web user may have one or more customer billing accounts ("Customer Accounts") linked to their utility online account. With respect to the features specified in this document, a Web User may have many customer accounts, and hence may receive multiple emails.