



## News from Data West

- Our 2009 BillMaster User Conference was a great success. Thirty-five attendees representing sixteen different companies joined us for two days of learning and fun. Twenty-one of them also participated in our one day Reporting Workshop. We'd like to thank everyone for coming to Durango and sharing their contributions and suggestions toward making BillMaster even better. Please visit our website to look at some of the pictures <http://www.dwcorp.com/resources/>. If you attended the conference and have pictures you would like to share with us, please email them to [Karen](mailto:karen@dwcorp.com).
- We are pleased to announce that Tracy Waggaman, who has been with Data West for 13 years, has accepted a position as a Sales Associate with Data West. She will continue to provide technical support for our valuable BillMaster 4.3 clients. If you're a BillMaster 4 client and would like to discuss BillMaster 7, give Tracy a call at extension 125.

## Upcoming Webinars

In response to suggestions received during our User Conference, we are modifying our Webcast schedule. Webcasts on the first two Thursdays will continue to be held at 9:30 AM (Mountain Time). Webcasts on the last two Thursdays of each month will be held at 12:30 PM (Mountain Time). Should there be five Thursdays in a month, the Webcast on the middle Thursday will be offered on the morning schedule.

### September

**How to Set up a Task Menu:** The Task Menu is an easy and effective way to manage your daily activities. Track when processes were last run or reports last printed. Create user-defined help files to document each step in your Task.

### October

**Billing Entities and Summary Billing:** Do you send statements for multiple accounts to the same Builder/Developer? Using the Billing Entities feature you can generate a single summary bill. Likewise you can enter one payment transaction from the Builder and pay charges on multiple accounts.

### November

**Refund Checks Through BillMaster:** Automate your procedures for refunding credit balances to inactive accounts. Run one process and generate both a refund check and an entry transaction to reduce the account balance. You can also track checks that have (or haven't) cleared your bank.

### December

**Rate Study:** Run trials on prospective rate changes using historical consumption data; run various scenarios by adjusting multiple rate tiers, as well as charges for each tier.

Register today - [Sign Me Up](#)

## Partner Profile



ONLINE offers the Utility Industry's only "Total Solution" for preventing and recovering bad debt. With their proprietary Exchange data, the ONLINE Utility Exchange is the overwhelming choice of utility companies nationwide, providing their customers with new applicant screening, Red Flag compliance, and credit risk and bad-debt management tools. Their ONLINE Collections service leverages account data submitted by Exchange members across the nation to achieve industry-leading recovery rates.

Data West, through its partnership with ONLINE, has successfully integrated the power of the ONLINE Utility Exchange within BillMaster to screen new service applicants. There is no longer a need to log in to multiple programs and re-key the applicant information.

The ONLINE Utility Exchange will utilize application data entered into BillMaster to verify the applicant's identity, return an accurate deposit amount according to the utility companies' policies, and highlight unpaid utility bills and disconnects from ONLINE's unique national Exchange database and other national sources.

Further, the integration will allow Data West customers to send their customer payment information to ONLINE automatically, helping to track customers who do not pay their bills from utility to utility through ONLINE's national Utility Exchange database.

For more information, please visit their website at [www.ONLINEUtilityExchange.com](http://www.ONLINEUtilityExchange.com).

## Tech Tip

If you are having Tech Support connect to your PC after hours for troubleshooting purposes; please ensure the PC is on, logged in, and/or you've provided DW Tech Support with the users 'Windows Login'.

## Upcoming Events

- Labor Day - Data West Closed—September 7th
- Rocky Mountain AWWA - Annual Conference September 13 - 15, 2009, Albuquerque, NM
- Special District Association - Annual Conference September 23 - 25, 2009, Keystone, CO

Questions or comments about something you read in our newsletter?

Visit our [website](#), [email](#) us or call us at 800-748-2271

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