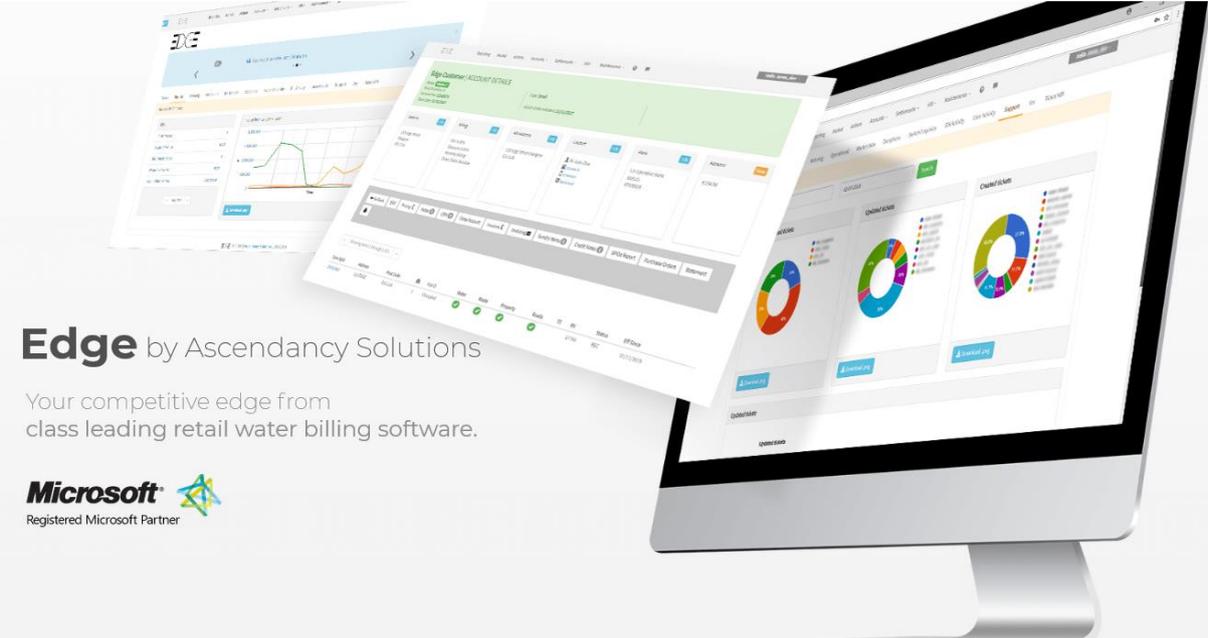


## Edge Retail Water Billing Software



**Edge** by Ascendancy Solutions  
Your competitive edge from class leading retail water billing software.

**Microsoft**   
Registered Microsoft Partner

### Edge is our flag-ship web-based software solution for retail water suppliers in the UK

Edge has been designed and built from first principles to provide a complete “Business in a Box” for both established and new entrant Licensed Providers.

The Edge system allows seamless operations across the UK – in both the established Scottish market and the new English market. Edge runs on the Microsoft “Azure” cloud platform, and provides unrivalled flexibility, security and availability.

Deployment of Edge for your business is as quick and easy, whether you are a new start or the largest water company in the country.

# About Edge

Edge has been designed and built from first principles to provide a complete “Business in a Box” for both established and new entrant Licensed Providers.

The Ascendancy Solutions team has been assembled with sole purpose of designing, developing and supporting the finest competitive water management software solution.

## Competitive Edge

We have spoken to many water and waste supply companies about the new competitive market.

One thing is clear; to compete effectively in the competitive water and waste retail market, it is necessary to have the very best and leanest business processes, customer service teams and supporting software.

This is where Edge by Ascendancy Solutions comes in.

## On Edge

Edge has become established as the software solution of choice for the most ambitious water and waste retail companies in the UK.

Suitable for all sizes of retail business, from new starts to the largest retailers in the country.

Edge is currently being used for the pricing and billing of almost 350,000 SPIDs across the English and Scottish markets. This represents nearly 20% of all market SPIDs.

## Leading Edge

The Edge system has been carefully designed and developed by Ascendancy Solutions using the very latest tools and techniques.

This to ensure that the solution provides the best performance and availability and will continue to deliver for many years to come.

The Edge Solution has been designed for deployment via the **Microsoft Azure Cloud infrastructure**.

# Edge comprises a number of integrated software modules:

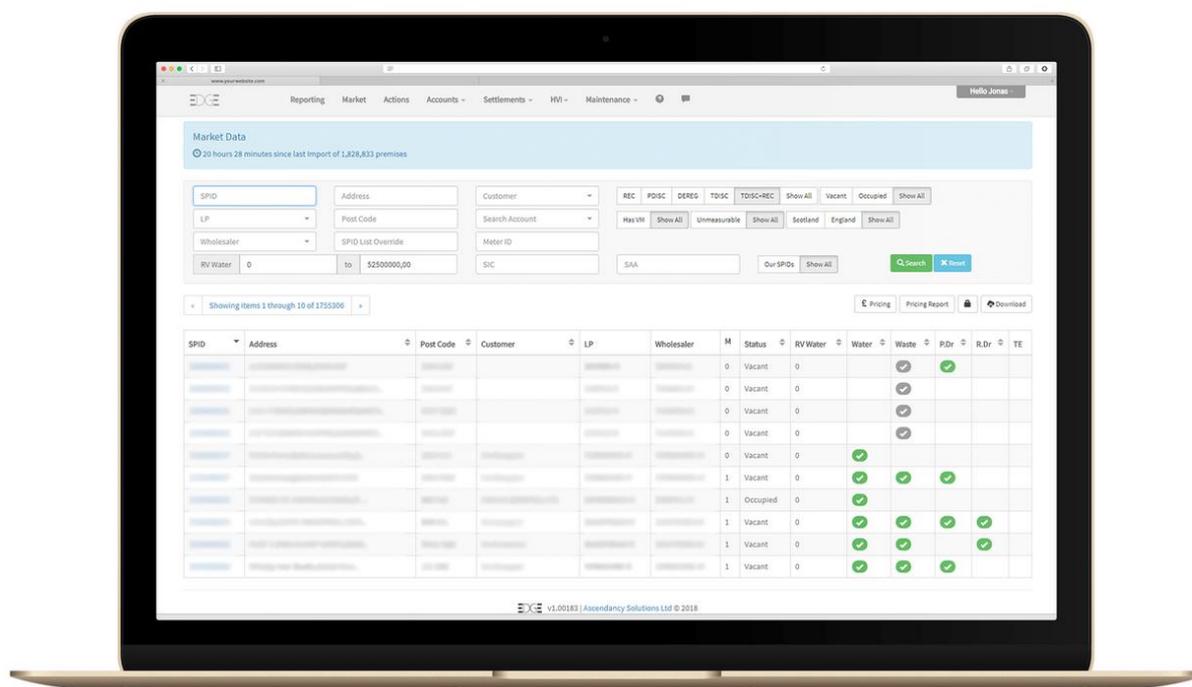
## Market Module

The Market Module provides powerful yet user-friendly access to the Market Data Set (MDS) data, with easy to use search filters. The Market data provides details of all SPIDs within the English and Scottish markets, approximately 1.8 million SPIDs.

Market search criteria include:

- SPID
- Premise Address
- Premise Postcode
- Customer Name
- Licensed Provider
- Wholesaler

Search results can be filtered on SPID Status, for example REC, TDISC, PDISC and also Vacancy Status.

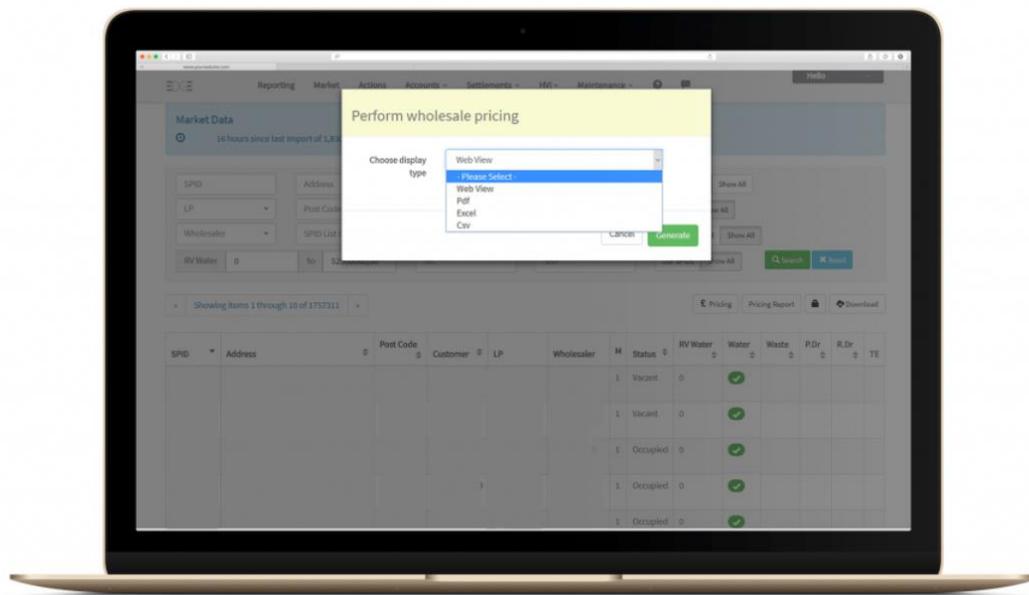


# Pricing Module

Edge by Ascendancy Solutions provides a sophisticated **Pricing Engine**, allowing the user to prepare price estimates for Market SPID's based on current Market data and the latest Meter Readings. Groups of SPID's can also be priced using the Market Module.

Calculations for both Retail and Wholesale prices are available, using user defined Retail and Wholesale Tariff data.

Output from the Market Pricing report is fully configurable. As a default, there are two reports, the "Pricing Summary" and the "Detailed Report".



Pricing reports are available to export in Web View, PDF, XLSX and CSV

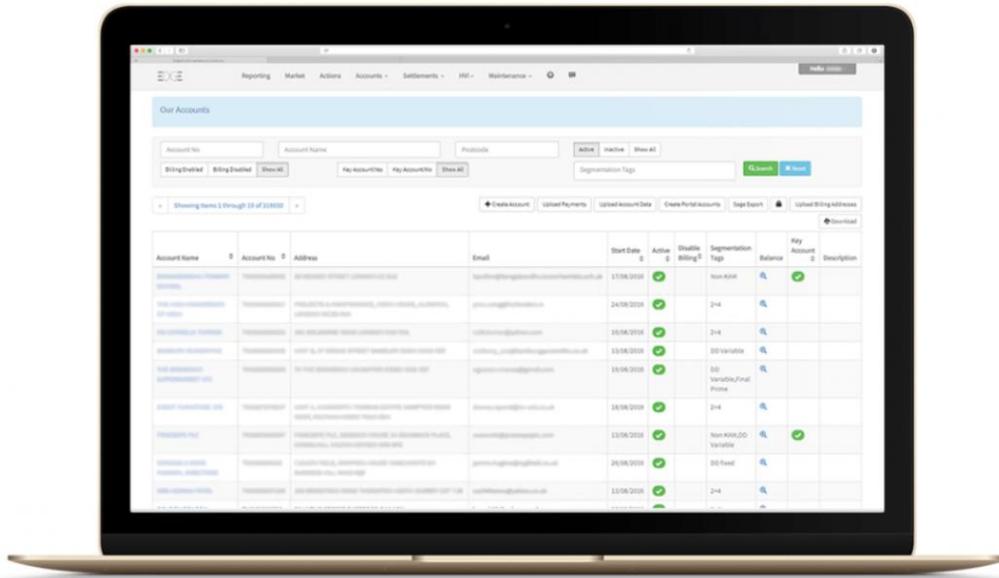
Furthermore, the Edge system is capable of producing an "All SPIDs" pricing report. This provides Wholesale and Retail pricing for all SPIDs within the market (note that the All SPIDs pricing report runs on a weekly basis)

The Edge Pricing engine is also used within the Edge Quotation module, where bespoke Quotes can be automatically created for potential customers.

# Accounts Module

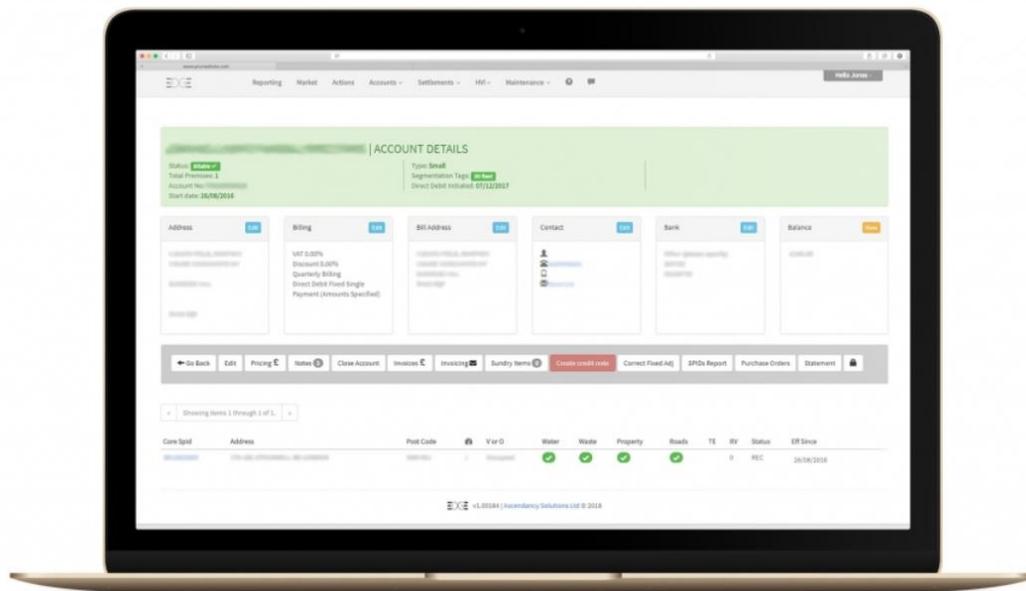
The Accounts Module provides functionality to manage everything to do with Customer Accounts, including the SPIDs associated with Customer Accounts.

The module also provides an easy path to manual Customer Billing.



The “Accounts” screen provides a list of all Customer Accounts that have been set up on the Edge system. Note that the Customer Accounts list can be filtered to show “Active”, “Inactive” or “All” Accounts, the default view is for “Active” Accounts.

Customer details can be viewed by selecting one of the Customer records



The screen shows a list of Account SPIDs so that it is easy to switch between the Accounts view and the SPIDs view.

# Billing Module

The Edge Billing Module provides truly innovative functionality, designed to meet the customer needs for accurate and timely consolidated bills, using a range of different billing media.

Most metered utility variable charges are calculated in arrears and are based on either “actual” or “estimated” meter reads. This is a very easy way to calculate bills but it relies upon a direct association between metering frequency and billing frequency. This has two major disadvantages:

- Bills can only be created “in arrears”. This causes corporate cashflow issues in competitive markets where settlement charges are incurred “in advance”
- It is difficult to create truly consolidated customer bills, since it is nearly impossible to align the meter readings for different premises within a consolidated account.

The Edge billing module overcomes these limitations by removing the relationship between metering and billing. The Edge billing algorithm calculates an Average Daily Consumption (ADC), in the same way as the Central Market Operators do when calculating Settlement charges.

The ADC is then used to calculate the daily charges for each of the services associated with each SPID. Daily charges are then summed together to give the customer a charge for the billing period. The ADC is adjusted at next billing to take account of any new meter reads.

ADC bill calculation requires significantly more system processing power but the advantages far outweigh the drawbacks. This methodology brings with it many benefits including:

- No need to input estimated reads.
- Ability to bill in advance.
- Ability to provide customers with fixed billing periods independent of meter readings e.g. 28 day, Monthly, Quarterly, Annually.
- True consolidated billing (more below).

## **True Consolidated Billing**

Consolidated bills have traditionally been limited by a billing systems requirement to bill to actual or estimated reads, meaning that either all meters needed to be estimated or read on the same day.

More commonly, a monthly consolidated bill was only a consolidation of the invoices that happened to bill in that month. With Edge, all SPIDs can be billed based on ADC on a specific day of the month (or any other period) with all Account SPIDs included.

The consolidation of SPIDs applies to both English and Scottish markets. Accordingly, Edge can create bills for consolidated accounts at a UK level (with SPIDs in both England and Scotland).

### **Billing Output Formats**

Edge uses SQL Server Reporting Services (SSRS) to allow the creation of flexible bills and different output formats.

This approach allows the bill appearance to be customisable to meet precise customer requirements.

Furthermore, the output format for the bill can be changed at an Account level. Options include:

- Printed Bills (to be sent by post)
- Electronic (.pdf) bills to be sent by email
- Electronic Data Interchange (EDI) bill to be sent by email or file transfer

### **Manual, Semi-Automated or Fully-Automated Billing**

The Edge Billing module provides a highly flexible approach for bill creation.

Bills can be created in three ways:

- Manual – ad hoc billing as required by the user
- Semi-Automated – a list of Accounts and Billing dates is loaded to Edge on a daily basis and the bills are then created in an overnight billing run
- Fully-Automated – the Account Billing settings are used to define the preferred bill period and date. Bills are then created in an overnight billing run.

## **Payments Module**

The Edge Payments module works alongside the Billing module to provide payments management functionality to meet the needs to customers.

The Payment Method is defined at an Account level, and provides the following options:

- Cheque
- Direct Debit
- Variable
- Fixed Payment Plan
- Fixed Single Payment
- Debit or Credit Card
- Online or Telephone Banking

Depending on the payment option selected, Edge will create the necessary BACS file entries at the appropriate time for payment processing.

## Logistics Module

The Logistics Module provides communications between Edge and the outside world.

It provides three core pieces of functionality as follows:

- Market Data Set (MDS) Loader
- Transaction Engine
- Data Quality (DQ) Reporting

### **Market Data Set (MDS) Loader**

The module provides a state-of-the-art interface with the CMA and MOSL systems in order to load the Scottish and English Market Data Sets, allowing daily uploads of Market data to Edge.

The interface is fully automatic and is configured to run overnight.

### **Transaction Engine**

The Edge Transactions Engine is capable of sending and receiving the complete suite of Transactions to and from the Central Market Operators (both CMA and MOSL) using the High-Volume Interface (HVI).

No longer will your business need to use the Low Volume Interface, with associated manual data entry and questionable data quality.

The Edge Transaction Engine is dynamic in that it creates the Transactions based upon metadata contained within the published XSD's. The XSD contains a blue print for the relational structure for all the message types including data types, look up enumerations and validation.

### **Data Quality (DQ) Reporting**

This daily upload of Market data is used to compare the system "Account" data with the "Market" data on a real-time basis.

Any discrepancy between Account and Market data is highlighted immediately, so that investigation can commence and corrective action implemented before possible adverse customer impact.

# Reporting Module

The Edge Reporting Module utilises the power and flexibility of SQL Server Reporting Studio (SSRS) to provide a range of operational and management reports.

Custom reports can also be created on request from Ascendancy Solutions.

A Management Dashboard is provided to allow senior management on line access to the information that they need at the click of a button.

Edge also provides interfaces to allow integration with external systems such as the Central Market Operator systems (CMA and MOSL), Accounting systems, CRM systems or external Reporting systems.

## Outside Edge

Of course, having the best class leading retail water billing software running on the best cloud-based infrastructure is great – but it is not enough to guarantee success.

To guarantee success in the UK competitive water market you need more than a great software solution. You need the best of everything.

### **Edge Software Support**

Our UK based support team are experts in the use of Edge and will assist you with any issue relating to software support.

### **Edge Training**

It's critical that you get the training that you need when you need it – at the start of your Edge journey and at any time after that. Our UK based trainers are experienced practitioners in the UK competitive water market and are experts in the delivery of Edge training.

### **Operational Support**

Our team of competitive water business service experts can assist you with all of your day-to-day operations, whether it is answering customer billing queries or resolving complex metering exchanges. The services team is managed through our sister company, Ascendancy Water Ltd.

### **Consultancy Support**

If you need specialist advice on the competitive water industry, ranging from corporate strategy to tactical operations, our consultancy team is here to help. The consultancy team is managed through our sister company, Ascendancy Water Ltd.