

WTD Customer Portal

Component Agency Electronic Reporting

Presented to
MWPAAC's Rates and Finance Subcommittee
May 2, 2019

Creation of an Electronic Reporting Web Site for Quarterly Reporting:

- Replaces manual forms completed by Component Agencies for quarterly reporting
- Website could provide training
- Input form could filter for errors
- Site could provide online help and instructions
- Other features could be added as desired

Status Update:

- ▶ After some delays in 2016-2017, Portal Project back on track in 2018
- ▶ Budget - \$150,000
- ▶ New project manager assigned
- ▶ New team formed
- ▶ Revised schedule developed
- ▶ Microsoft Azure is the framework
- ▶ User logins must be made through Microsoft accounts
- ▶ Site is cloud-based
- ▶ Users can fill in the form or upload a formatted Excel spreadsheet

We Have a Portal

WTD Customer Portal

Quarterly Report Entry

Reporting Agency: City of Ravensdale
Report Prepared By: Lauren Ipsum
Quarter End Date: Mar. 31, 2015

Upload quarterly data as XML

Upload attachment

Attachments:

[Q1 2015.xls](#)

remove

Total Customer Billings

Total Customers Billed:

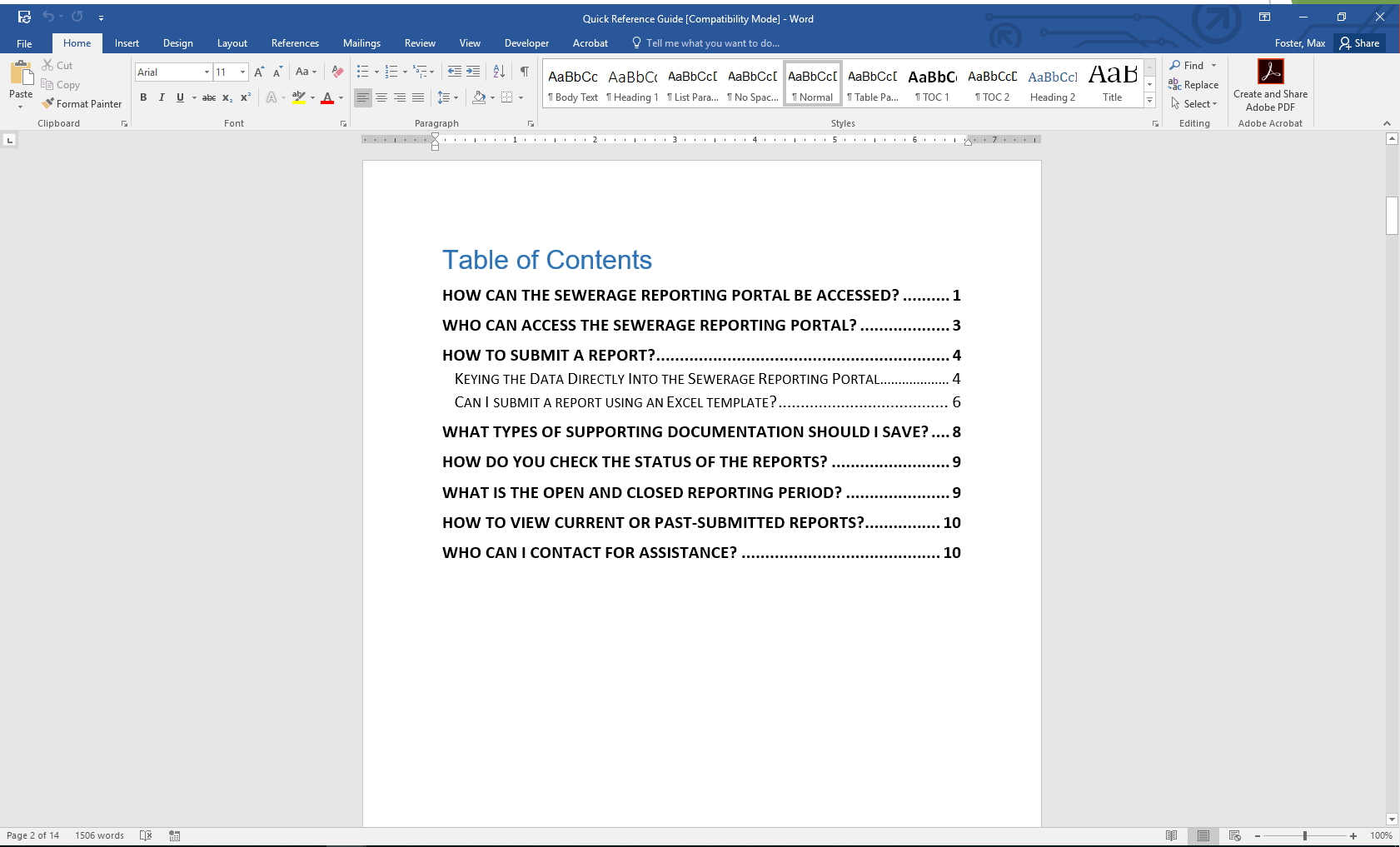
Residential Customers

Residential Customers Billed:

Customers with sewage disposed outside KC:

Net Single Family Residential Customers: (calculated)

We Have a Quick Reference Guide

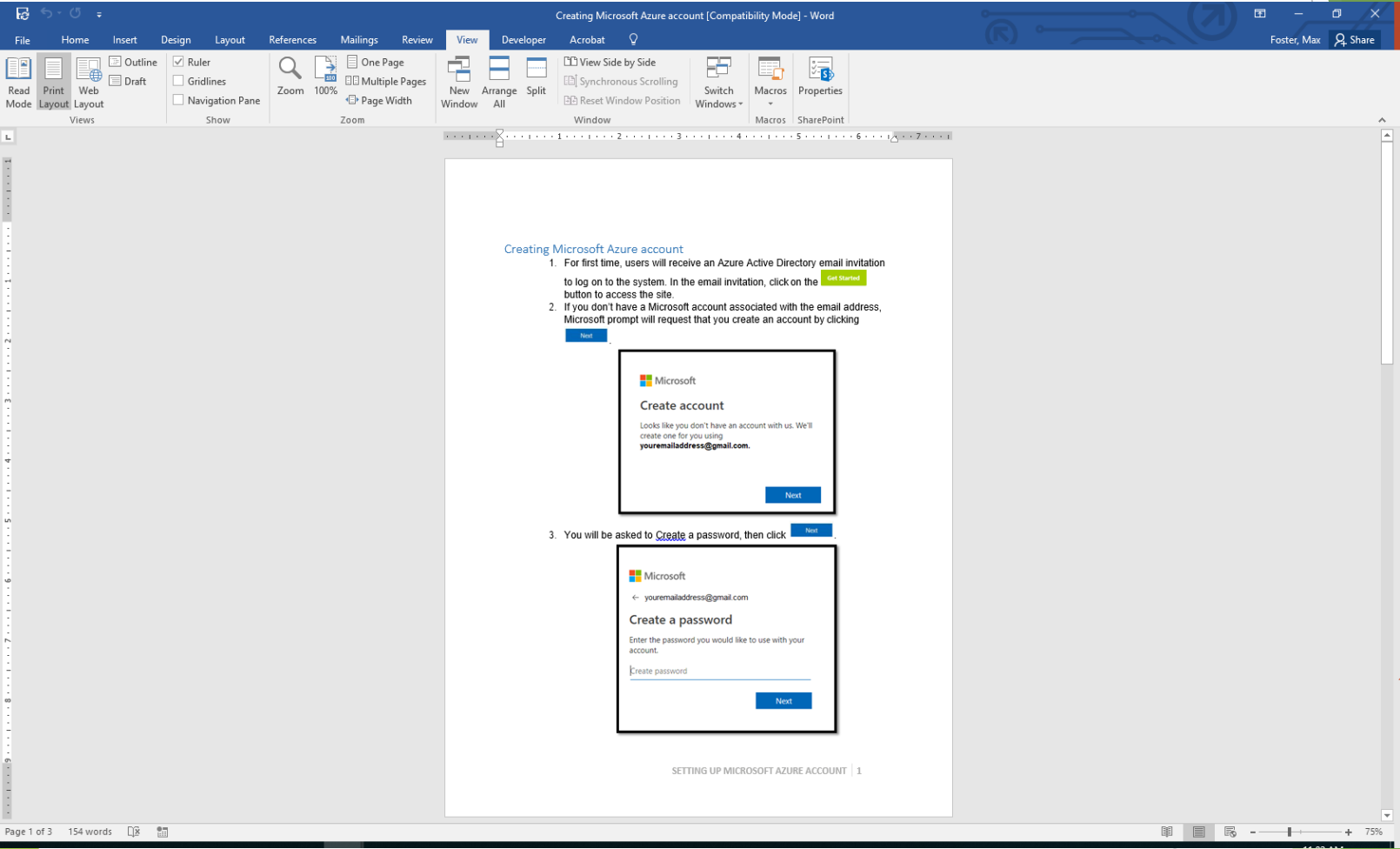


The image shows a screenshot of the Microsoft Word application window. The title bar reads "Quick Reference Guide [Compatibility Mode] - Word". The ribbon is set to the "Home" tab, showing the Font, Paragraph, and Styles groups. The document content is centered on the page and features a blue heading "Table of Contents" followed by a list of topics and their corresponding page numbers:

HOW CAN THE SEWERAGE REPORTING PORTAL BE ACCESSED?	1
WHO CAN ACCESS THE SEWERAGE REPORTING PORTAL?	3
HOW TO SUBMIT A REPORT?	4
KEYING THE DATA DIRECTLY INTO THE SEWERAGE REPORTING PORTAL	4
CAN I SUBMIT A REPORT USING AN EXCEL TEMPLATE?	6
WHAT TYPES OF SUPPORTING DOCUMENTATION SHOULD I SAVE?	8
HOW DO YOU CHECK THE STATUS OF THE REPORTS?	9
WHAT IS THE OPEN AND CLOSED REPORTING PERIOD?	9
HOW TO VIEW CURRENT OR PAST-SUBMITTED REPORTS?	10
WHO CAN I CONTACT FOR ASSISTANCE?	10

At the bottom of the window, the status bar indicates "Page 2 of 14", "1506 words", and "100%" zoom.

Users Need a Microsoft Account



Users Can Upload Reports

Users need to upload the quarterly report using the Excel template format.

Excel template allows users to key the report on one spreadsheet tab and automatically save the information corrected formatted for CSV upload in another tab.

King County		Quarterly Report of Sewerage Customers		
Reporting Agency	Account Number	Phone	Quarter Ending Date	
Report Prepared by (email address):	Title	Submitter Comments:	Date Submitted	
Item	Description	Base	Adjustments	Total
Total Sewerage Customers				
1	Total customers billed for sewerage service or of last day of quarter*			
Residential Customers				
2	Single family residential customers billed for sewerage service or of last day of quarter*			
3	Customers whose sewerage is disposed of outside King County area by a government agency not under contract with King County			
4	Multi-family residential customers (Line 2 - Line 3)			
5	Outside King County boundaries (Line 3 x 1.25, for applicable jurisdictions)		#N/A	
6	Total single family residential customers to be billed (Line 4 + Line 5)			
Residential Customer Equivalents				
7	Total water consumption (cu.ft.) based upon meter reading during quarter for customers billed other than single family residential customers*			
8	Water consumption where sewerage is metered			
9	Water not entering sanitary facilities of customers			
10	Water consumption for customers whose sewerage is disposed of outside King County area by a government agency not under contract with King County			
11	Other deductions (Explain by attachment if necessary)			
12	Total deduction (Line 8 through 11)			
13	Adjusted water consumption (Line 7 - Line 12) (cu. ft.)			
14	Metered sewerage flow (cu. ft.)			
15	Total consumption for sewer charge purposes (Line 13 + Line 14) (cu. ft.)			
16	Residential customer equivalent (Line 15 divided by 2,500 cu. ft.)			
17	Total customer equivalent (Line 16)			
Notes:				
1) For items 1, 2 and 7, component agencies also reporting on a monthly basis, should use this form, indicating the required changes on a separate attachment.				
2) For item 7, include water consumption for all sewerage customers other than single family residences.				

Other Uploads

- Users can upload supporting files:

Item(s)	Supporting Documentation Needed
1-6	List of all customers by service address, type of customer (residential or commercial) and treatment provider (King County or other).
7	Water consumption by each customer billed in the quarter other than single family residents and multifamily complex counted as single family residents.
8	Water consumption by each customer with metered sewage.
9	Documentation supporting, by customer, water not entering sewerage system.
10	Water consumption by each customer billed in the quarter other than single family residents whose sewage is not treated by King County.
11	Documentation supporting deductions by customer.
14	Metered sewage flow by each customer with sewage.

Uploads are optional, but this information needs to be available for the next billing review.

Agencies Can Review Past Reports

Quick Reference Guide [Compatibility Mode] - Word

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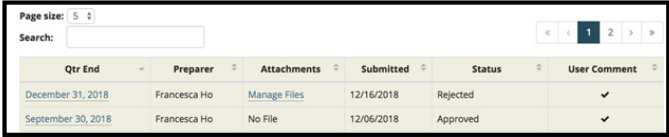
Foster, Max Share

How to view current or past-submitted reports?

If you need to review prior saved report, under the Reports, select Search Reports from the drop-down.



Then click on the Qtr End for the report date you need to review. You can also click on the Manage Files for the quarter you are reviewing, and review the files previously uploaded. You can upload additional files, provided that King County Administrator has not processed the reports.



Qtr End	Preparer	Attachments	Submitted	Status	User Comment
December 31, 2018	Francesca Ho	Manage Files	12/16/2018	Rejected	✓
September 30, 2018	Francesca Ho	No File	12/06/2018	Approved	✓

Who can I contact for assistance?

If you have errors, difficulties, need to request, edit, or add users with the Sewerage Reporting Portal, please contact your King County Administrator at wtdbilling@kingcounty.gov.

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Where Do We Go From Here?

- ▶ Correct problems with logins
- ▶ Support Industrial Waste billing
- ▶ Add historical data
 - Need at least six years
 - What to do with old PDFs?
 - What to do with old hard copies?
- ▶ Add ability to print submitted reports
- ▶ Get feedback from component agencies on the portal

Questions?

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