

UTILITIES

Automated billing

Guaranteed tax compliance

Optimized collections

EMSYS optimizes utilities billing and management through complete control of the network, consumption and collections, automating processes from meter reading and consumption determination to billing, collection and tax-compliant reporting.

Competitive Advantages

 Territorial Segmentation	Geographic Areas, Zones and Routes: Modular organization of the network into zones, subzones and logistics centers to optimize distribution, meter-reading and intervention routes.
 Financial Structure	Business Units and Profit Centers: Internal company configuration by funds, cost objects and profit centers for exact financial traceability of each operation.
 Service Matrix	Service Packages and Tariffs: Flexible definition of utility services and packages, with the option to associate equivalent services and complex tariff grids.
 Infrastructure Management	Service Connections, Meters and Dials: Detailed technical records for physical field assets, configuration of measuring devices and management of meters with multiple or subordinate registers.
 Operational Records	Registry, Notices and Contracts: Complete administrative flow for registering requests, issuing technical notices and linking physical locations with contracted service packages.
 Determination Methods	Consumption by Readings and Estimates: Calculation of consumed volumes based on actual readings, scheduled estimates, flat-rate regimes or values automatically determined from adjacent services.

	Commercial Processing	Batch Billing and Penalties: Automation of mass invoice issuance organized by customer batches or portfolios, with dynamic calculation of late-payment penalties.
	Financial Cycle	Collections, Cancellations and Rebilling: Management of current transactions, cancellation of incorrect invoices, issue of rebills and management of refund flows.
	Contract Discipline	Debt Recovery and Doubtful Customers: Monitoring overdue balances, applying receivables recovery measures and provisioning doubtful customers according to risk policies.
	Customer Interfaces	Customer Portal, Call Center and Registry: Omnichannel solutions for end-user interaction, centralized technical support and structured registration of requests.
	Business Analysis	Reporting, KPIs and Business Intelligence: Advanced console for monitoring benchmarking indicators, predictive analytics, operational reports and cash-flow forecasts.
	Field Mobility	Readings and Collections with Mobile Devices: Dedicated field applications for collecting consumption data, phone/portal self-readings (PSION, ACC) and mobile collections.
	Document Traceability	Barcodes and Electronic Signature: Securing and time-stamping commercial documents, generating barcodes on invoices/receipts and automated delivery by email or portal.
	Tax Compliance	e-Factura, D406 and SAF-T: Native integration with national tax reporting systems, scheduling electronic invoice transmission and generating mandatory informative returns.
	Collection Channels	Payment Network and GIS Systems Integration: Bill collection through external points (Zebra Pay, Pay Point, Pay Zone, banks, kiosks, Direct Debit, Romcard, Euplatesc) and infrastructure mapping on GIS maps.