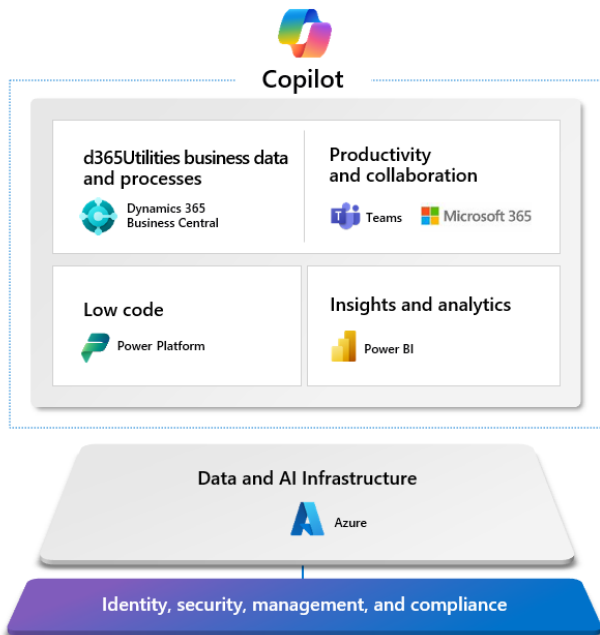




SOLUTION BLUEPRINT

Microsoft Dynamics 365 for Utilities and Local Government, www.d365Utilities.com

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ABSTRACT

This Solution Blueprint defines the proposed business, functional, technical, and implementation direction for d365Utilities, the Microsoft Dynamics 365-based solution for utility organisations and local government. Its purpose is to establish a shared understanding of the solution vision, success criteria, scope, delivery approach, core architecture, and project risks before detailed implementation activities proceed.

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1 Executive Summary

Purpose of the Solution Blueprint

This Solution Blueprint defines the proposed business, functional, technical, and implementation direction for d365Utilities, the Microsoft Dynamics 365-based solution for utility organisations and local government. Its purpose is to establish a shared understanding of the solution vision, success criteria, scope, delivery approach, core architecture, and project risks before detailed implementation activities proceed.

The blueprint acts as the foundation for stakeholder alignment across executive sponsors, product owners, business process leads, solution architects, implementation partners, and operational teams. It brings together current-state understanding, target business outcomes, process scope, application design concepts, data and integration principles, security considerations, testing strategy, deployment planning, and adoption priorities into one consolidated reference document.

d365Utilities Solution Vision and Business Outcomes

d365Utilities is envisioned as an industry-focused business application platform that helps utility providers modernise customer engagement, streamline service operations, improve billing and revenue processes, manage assets and field activities, and deliver more responsive digital services. Built on Microsoft Dynamics 365, Microsoft Power Platform, Microsoft Dataverse, and Azure services, the solution provides a configurable, scalable foundation for electricity, gas, water, waste, renewable energy, and multi-utility organisations.

The business outcomes targeted by d365Utilities include improved customer service responsiveness, a unified view of customers and accounts, faster case and service request resolution, better visibility of field and asset-related activities, streamlined onboarding and connection processes, more consistent billing-related workflows, stronger compliance and auditability, and improved executive insight through embedded reporting and analytics.

- Deliver a single source of truth for customer, account, property, meter, asset, service agreement, and billing-related information.
- Standardise core utility processes across customer onboarding, service requests, outages, complaints, field activities, and account management.
- Enable self-service and assisted-service channels using portals, automation, case management, and integration with operational systems.
- Improve operational efficiency through workflow automation, role-based work queues, escalation rules, and guided process flows.
- Support scalable growth by using standard Microsoft cloud services, configurable components, and reusable solution patterns.

Success by Design Alignment and Review Objectives

The d365Utilities Solution Blueprint is aligned to Microsoft's Success by Design methodology, which provides structured guidance for architecting, building, testing, deploying, and operating Dynamics 365 solutions. The Solution Blueprint Review is used as an early project checkpoint to validate that the proposed solution scope, design concepts, project strategy, and implementation approach are coherent, achievable, and aligned with business goals.



The review is not intended to replace detailed requirements workshops or technical build activities. Instead, it provides a holistic assessment of the project's direction across key Success by Design areas, including program strategy, business process strategy, application strategy, data strategy, integration strategy, security strategy, test strategy, business intelligence and reporting strategy, application lifecycle management, and environment and capacity planning.

The primary review objectives are to confirm stakeholder alignment, identify risks and dependencies early, validate that the proposed solution uses Dynamics 365 and Power Platform capabilities appropriately, assess whether project assumptions are realistic,

and define follow-up actions required before the solution moves into detailed implementation.

Scope Summary and Implementation Approach

The initial scope for d365Utilities is expected to include the core capabilities required to manage customer and account information, properties and premises, service agreements, customer service cases, complaints, connection and disconnection requests, meter and asset references, billing-related workflow coordination, field service integration points, communications, document generation, reporting, and security roles. The final scope will be confirmed through discovery, fit-gap analysis, prioritisation, and blueprint review outcomes.

The recommended implementation approach is a phased, outcome-led delivery model. Early phases will focus on foundation capabilities, data model validation, core customer and account processes, security model design, integration architecture, and reporting requirements. Subsequent phases can introduce more advanced automation, portal services, field operations, billing system integrations, analytics, AI-assisted service processes, and industry-specific extensions.

Implementation Area	Blueprint Focus
Foundation	Confirm business objectives, scope, governance, environments, security principles, and delivery plan.
Business Processes	Validate utility process coverage for customer service, account management, service requests, complaints, connections, and operational workflows.
Application Architecture	Define Dynamics 365, Power Platform, Dataverse, Azure, portal, and integration components required for the target solution.
Data and Integration	Confirm data ownership, migration scope, master data, integration patterns, system interfaces, and reporting data flows.
Testing and Deployment	Define test strategy, user acceptance approach, cutover planning, training, adoption, and go-live readiness checkpoints.

2 Program Strategy

The d365Utilities Solution Blueprint defines the strategic foundation for transforming utility billing operations using Microsoft Dynamics 365, Microsoft Power Platform, and the d365Utilities industry solution. It is intended to align executive sponsors, business process owners, technology teams, implementation partners, and operational users around a common vision, measurable outcomes, governance model, and phased implementation approach.

Consistent with Microsoft's Success by Design guidance, the program should treat the implementation as a business transformation enabled by cloud technology, rather than a technical system replacement. The blueprint should be used as a living reference during solution design, implementation, testing, readiness, go-live, and continuous improvement.

Business Drivers for Utility Billing Transformation

Utility providers are under increasing pressure to modernise billing platforms, improve customer service, support new pricing models, manage regulatory complexity, and operate more efficiently. Legacy billing systems often constrain innovation because they rely on manual workarounds, fragmented customer data, batch-based processing, and limited self-service capability.

- **Customer experience improvement:** provide timely, accurate bills, digital engagement, self-service portals, and faster resolution of billing enquiries.
- **Operational efficiency:** reduce manual billing effort, improve exception management, automate workflows, and standardise processes across customer, meter, billing, payment, and service operations.
- **Revenue assurance:** improve billing accuracy, reduce leakage, support proactive debt management, and provide better visibility of consumption, charges, credits, and adjustments.
- **Regulatory and compliance readiness:** support transparent audit trails, configurable tariffs, hardship and concession rules, privacy controls, and reporting required by regulators and internal governance.
- **Product and pricing agility:** enable flexible tariffs, usage-based billing, fixed and variable charges, rebates, bundled services, and future innovation such as embedded analytics and AI-assisted customer service.
- **Data-driven decision making:** provide a trusted data foundation for operational reporting, forecasting, customer segmentation, service performance, and executive dashboards.

Target Operating Model for Utility Billing

The target operating model establishes how people, processes, data, systems, controls, and performance measures will work together after d365Utilities is deployed. It should describe the future state for customer onboarding, service agreements, meter and asset references, consumption capture, tariff management, billing calculation, invoice production, payment allocation, credit management, dispute resolution, reporting, and ongoing support.

3 Business Process Strategy

The business process strategy for d365Utilities is built around a controlled, auditable and configurable utility billing lifecycle. The solution should provide a single operational model for customer accounts, meters, tariffs, billing cycles, meter readings, invoice generation, ledger impact, payment follow-up, disconnection management and customer communication.

End-to-End Utility Billing Lifecycle

d365Utilities should support the full lifecycle from customer onboarding through billing, payment processing, arrears management, disconnection, reconnection and ongoing account servicing. The lifecycle should be treated as an integrated process rather than a set of disconnected transactions, ensuring that meter configuration, tariff rules, billing calendars, invoice posting and customer ledger updates remain synchronized.

- Account setup and validation before service activation.
- Meter allocation, registration and linking to service premises.
- Meter reading import, validation and exception review.
- Pre-billing checks, billing run execution and invoice generation.
- Posting to customer ledger and related general ledger accounts.
- Bill distribution, payment monitoring, exceptions and operational follow-up.

The screenshot displays the 'd365U Billing Setup' form. At the top, there are tabs for 'Actions', 'Related', and 'Automate'. The 'General' section includes a 'Linked Service' dropdown set to 'Electricity'. The 'Late Fees' section has fields for 'Late Fees Amount' (30.00), 'Late Fees Due Day' (20), and 'Late Fees Cutoff Amount' (50.00). The 'GL Account Codes' section contains dropdowns for 'Debtors Control Account' (13100), 'VAT GL Account' (25100), 'Late Fees GL Account' (402000), 'Customer Deposit GL Account' (22500), 'Solar Sales GL Account' (40400), and 'Solar Unit Account (kWh)' (40520). The 'Dis/Connection' section includes 'Disconnection GL Account' (40300), 'Disconnection Tax GL Account' (25100), 'Disconnection VAT Prod. Group' (VAT15), and 'Default Disconnection Amount' (250.00). The 'VAT Codes' section has 'VAT Exempt Tax Code' (VATEXT) and 'VAT Standard Tax Code' (VAT15).

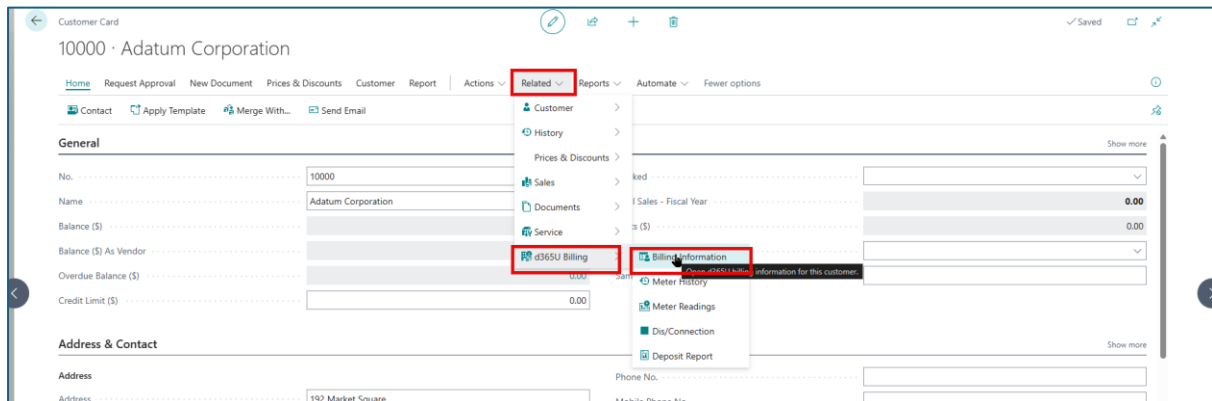
Sample configuration shown – every setup is configurable

Customer Onboarding and Account Management

Customer onboarding should capture the customer profile, service address, billing address, contact preferences, account type, tax status, deposit requirement, concession eligibility and applicable service agreements. The process should include

validation controls to prevent billing activation until the required customer, premise, meter and tariff information is complete.

Account management should support customer status changes, move-in and move-out processing, ownership or tenancy changes, credit management flags, payment arrangements, communication history and service-level notes. The solution should maintain a clear audit history of account changes to support compliance, billing enquiries and dispute resolution.



Sample configuration shown – every setup is configurable

Meter Registration, Meter Models and Meter Linking

d365Utilities should maintain a controlled meter register that records the meter identifier, meter type, manufacturer, model, serial number, installation date, multiplier, register configuration, read method, status and service location. Meter models should define reusable configuration defaults such as units of measure, reading precision, supported register types and reading validation tolerances.

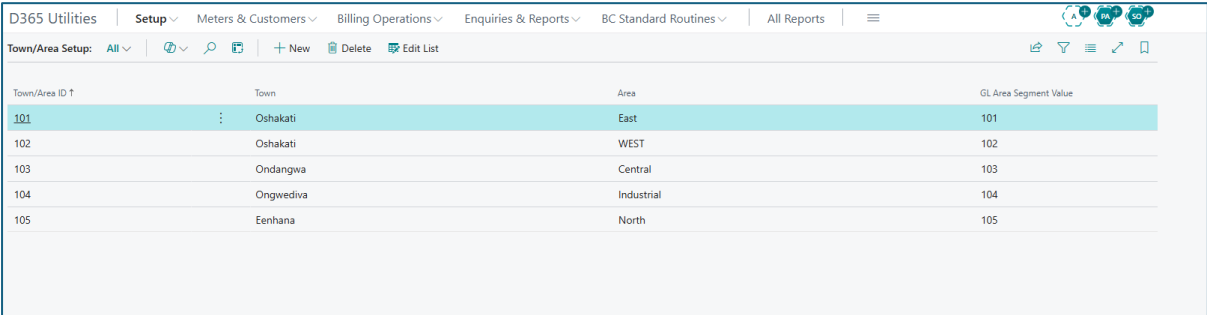
Meter linking should associate one or more meters to a customer account, premise, service point, tariff and billing cycle. The design should support meter replacements, temporary meters, multi-register meters, parent-child meter relationships, solar export meters and historical links so that prior consumption and billing calculations remain traceable after meter changes.

D365 Utilities Setup > Meters & Customers > Billing Operations > Enquiries & Reports > BC Standard Routines > All Reports							
Meter Models: All > + New > Delete > Edit List							
Model ID ↑	Description	File Layout ID	Phase Type	No. of Registers	Has Time of Use	Is Solar/Net Metering	File Contains History
C110	Conlog 110	C.1	1 Phase	1	☐	☐	☒
C120	Conlog 120	C.1	3 Phase	1	☐	☐	☐
E360	Elster A1350	77.8.X	3 Phase	6	☐	☐	☐
E460	Elster A1140	77.8.X	3 Phase	6	☐	☐	☐
E500	Elster A1700	1.8.X	3 Phase	6	☐	☐	☐
E520	Elster A1700M	1.8.X	3 Phase	6	☐	☐	☐
E550	Elster A1700+ Solar	1.8.X	3 Phase	12	☐	☒	☐
L631	Landis+Gyr 630	1.8.X	3 Phase	6	☐	☐	☐
LG-E650	Landis+Gyr	77.8.X	3 Phase	6	☐	☐	☐

Towns, Areas, Seasons and Billing Cycles

The solution should model geographic and operational structures such as towns, areas, routes, service zones and reading books. These structures should drive meter reading schedules, billing cycle grouping, tariff applicability, service jurisdiction, reporting segmentation and operational work allocation.

Seasonal configuration should allow different tariff rules, service charges, demand periods or consumption thresholds to apply during defined date ranges. Billing cycles should define frequency, cut-off dates, reading windows, validation deadlines, invoice dates, due dates and posting periods, with controls to prevent unauthorized changes once a cycle is in progress.



Town/Area ID ↑	Town	Area	GL Area Segment Value
101	Oshakati	East	101
102	Oshakati	WEST	102
103	Ondangwa	Central	103
104	Ongwediva	Industrial	104
105	Eenhana	North	105

Sample configuration shown – every setup is configurable

Tariff Rate Management, Rate Types and Time-of-Use Structures

Tariff rate management should provide a governed configuration model for creating, approving, activating and retiring rates. Tariffs should include effective dates, customer classes, service types, towns or areas, meter types, consumption blocks, fixed charges, minimum charges, demand charges, taxes and GL posting rules.

Rate types should support fixed, variable, tiered, stepped, seasonal, demand-based and time-of-use pricing. Time-of-use structures should define peak, shoulder, off-peak and special event periods with calendar-based validity and clear precedence rules where multiple tariff conditions apply.

Meter Type and Rate Setup
DOM-CON · C110

Monthly Basic Rate 65.00 NEF Levy Rate 0.028
ECB Levy Rate 0.035

Large Power User (LPU)

Large Power User (LPU) ☐ Demand Threshold % 0.00
Max Demand Rate (KVA) 0.00

GL Account Codes

Monthly Basic GL Account
Rate/Usage GL Account
ECB Levy GL Account
NEF Levy GL Account

KVA Value GL Account
kWh Unit Account
KVA Unit Account

Tariff Rates + New Line ✕ Delete Line

Season 1	Time of Use 1	Rate Code	Tariff Rate	Effective Date
→ High Season	Standard		1.85	1/1/2026
Low Season	Standard		1.45	1/1/2026

Sample configuration shown – every setup is configurable

Net Metering and Solar Buy-Back Processing

d365Utilities should support net metering scenarios where customers generate electricity through solar or other distributed energy sources. The solution should calculate imported consumption, exported generation, net consumption, buy-back credits and any applicable caps or regulatory limits.

Solar buy-back processing should be configurable by tariff, customer class, jurisdiction, effective date and export meter. Credits should be posted transparently to the customer ledger and reflected clearly on the bill statement, with separate reporting for consumption revenue, export credits and net revenue impact.

D365 Utilities Setup Meters & Customers Billing Operations Enquiries & Reports BC Standard Routines All Reports

Solar / Net Metering Rates: All + New Delete Edit List

Time of Use 1	Season 1	Buy-back Rate	Effective Date
Peak	High Season	1.52	1/1/2026
Peak	Low Season	1.3868	1/1/2026
Standard	High Season	1.25	1/1/2026
Standard	Low Season	1.1094	1/1/2026
Off-Peak	High Season	0.81	1/1/2026
Off-Peak	Low Season	0.6934	1/1/2026

Sample configuration shown – every setup is configurable

Configurable Levies, Deposits, Late Fees and Disconnection Charges

The solution should provide a configurable charging framework for levies, deposits, late payment fees, reconnection fees, disconnection charges, administration fees and other non-consumption charges. Each charge should have effective dates, applicability rules, calculation methods, tax treatment, waiver controls and financial posting mappings.

Deposits should be linked to customer risk profile, service type or account class and should support collection, transfer, refund and forfeiture scenarios. Late fees and disconnection charges should be calculated only after defined credit control rules and customer notification steps have been satisfied.

Levy Code	Description	Calculation Type	Rate	GL Account	VAT Treatment	Applies To	Effective From	Effective To	Active
ECB	ECB Levy	Per kWh	0.035		Exempt	All Customers	1/1/2026		☒
ENV	Environmental Surcharge	Per kWh	0.015		Standard Rate	Commercial Only	1/1/2027		☐
NEF	NEF Levy	Per kWh	0.028		Exempt	All Customers	1/1/2026		☒
REL	Rural Electrification Levy	Fixed Amount	12.50		Exempt	All Customers	1/1/2026		☒

Sample configuration shown – every setup is configurable

Meter Reading Import, Variance Review and Acceptance

Meter readings should be imported from handheld devices, AMI systems, spreadsheets, integration services or manual entry screens. The import process should validate meter identifiers, reading dates, sequence, units, duplicate readings, missing readings, negative consumption, rollover scenarios and abnormal consumption patterns.

Variance review should highlight readings outside configured tolerance thresholds for investigation before acceptance. Business users should be able to accept, reject, correct or estimate readings with reason codes and approval controls. Accepted readings should become locked inputs for billing calculation unless reopened through a controlled correction process.

Entry No.	Customer No.	Customer Name	Date	Meter Rate Type	Is LPU	Season	Area ID	ERF No.	KVA Reading	Reg1 Peak LowSeason Curr	Reg2 Standard LowSeason Curr	Reg3 OffPeak LowSeason Curr	Reg4 Peak HighSeason Curr	Reg5 Stand HighSeason Curr
441	C-DOM01	Petrus Shilongo	26	DOM-TOU	☐	Low Season	101		0	10,450	20,750	30,900	0	
442	C-DOM02	Maria Ndeshihalela	26	DOM-TOU	☐	Low Season	102		0	5,200	8,800	12,500	0	
443	C-DOM03	Jonas Amupanda	26	DOM-TOU	☐	Low Season	103		0	3,150	5,600	8,300	0	
444	C-SMB01	Oshakati Hardware Store	26	SMB-TOU	☐	Low Season	101		0	25,500	42,000	63,000	0	
445	C-SMB02	Namibia Fresh Foods	26	SMB-TOU	☐	Low Season	104		0	18,200	30,500	45,800	0	
446	C-LPU01	NamSteel Manufacturing	26	LPU-001	☒	Low Season	101		420	150,000	250,000	380,000	0	
447	C-LPU02	Oshakati Shopping Mall	26	LPU-001	☒	Low Season	102		240	85,000	140,000	210,000	0	
448	C-INST01	Oshakati State Hospital	26	INST-L	☐	Low Season	101		0	60,000	100,000	150,000	0	
449	C-SOL01	Heinrich Mueller	20040901	SOL-001	☐	Low Season	102		0	3,000	5,000	7,000	0	
450	C-CON01	Anna Nghifika	50050001	1/31/2026	DOM-CON	☐	Low Season	105		0	0	0	0	
451	C-DOM01	Petrus Shilongo	50028783	2/28/2026	DOM-TOU	☐	Low Season	101		0	10,950	21,550	31,700	0
452	C-DOM02	Maria Ndeshihalela	50028801	2/28/2026	DOM-TOU	☐	Low Season	102		0	5,380	9,100	12,950	0
453	C-DOM03	Jonas Amupanda	50029120	2/28/2026	DOM-TOU	☐	Low Season	103		0	3,320	5,810	8,600	0
454	C-SMB01	Oshakati Hardware Store	50030555	2/28/2026	SMB-TOU	☐	Low Season	101		0	27,100	44,200	66,300	0
455	C-SMB02	Namibia Fresh Foods	50030601	2/28/2026	SMB-TOU	☐	Low Season	104		0	19,500	32,800	49,200	0

Pre-Billing Validation and Billing Run Execution

Pre-billing validation should confirm that all required customers, meters, tariffs, billing cycles, readings, taxes, levies and posting configurations are complete before the billing run is executed. Validation should produce exception reports for missing readings, inactive tariffs, invalid meter links, closed accounts, duplicate service points and incomplete financial mappings.

Billing run execution should support draft billing, review, recalculation and finalization. Draft results should allow billing teams to review consumption, charges, taxes, credits and exceptions before posting. Final billing should lock the run, generate invoices, update ledgers and create audit records for reconciliation.

The screenshot displays the 'd365U Billing Run' interface. At the top, there is a navigation bar with a back arrow, a pencil icon, a share icon, a plus icon, and a trash icon. On the right, it shows '✓ Saved' and icons for a bookmark, a window, and a refresh. Below the title, there are two tabs: 'Actions' and 'Related'. Under the 'Actions' tab, there is a button labeled 'Start Bill Run'. The main section contains four date fields: 'Billing Date' (5/31/2027), 'Current Reading Date' (6/1/2027), 'Balance Date' (5/1/2027), and 'Last Reading Date'. Below these is an 'Options' section with a 'Process Meter Type' dropdown set to 'LPU' and a toggle switch for 'Write to BC (unchecked for Te...)' which is currently turned on.

Invoice Posting, Customer Ledger Updates and General Ledger Impact

Invoice posting should create customer ledger entries for consumption charges, fixed charges, levies, taxes, deposits, late fees, solar credits and other applicable amounts. The posting model should align to the chart of accounts, tax configuration, dimensions, cost centres, towns, service types and revenue recognition requirements.

The general ledger impact should be reconciled from billing batch totals to customer subledger and GL account balances. Controls should include posting preview, batch approval, error handling, reversal processing, credit note creation and audit reporting for finance review.

Disconnection Management and Reconnection Controls

Disconnection management should be driven by credit control rules, outstanding balance thresholds, overdue days, customer class, dispute status, hardship indicators, notification history and regulatory constraints. The process should create proposed disconnection lists that can be reviewed and approved before field activity is initiated.

Reconnection controls should verify payment, payment arrangement approval, reconnection fee applicability, service order completion and meter status updates. The system should retain a full history of disconnection notices, field outcomes, reconnection approvals and customer communications.

Bill Statement Printing, PDF Export and Customer Distribution

Bill statements should present customer details, account number, service address, billing period, meter readings, consumption, tariffs, fixed charges, levies, taxes, deposits, solar export credits, arrears, current charges, due dates and payment instructions. Statement layouts should be configurable by customer class, service type or jurisdiction where required.

PDF export and customer distribution should support batch generation, secure archiving, email delivery, portal availability and reprint requests. Distribution preferences should be maintained on the customer account and should support electronic, postal and manual handling exceptions.

generation failures and distribution exceptions. Each exception should have a type, severity, owner, status, resolution notes and audit trail.

Troubleshooting processes should include standard operating procedures for common billing issues, escalation paths for finance and technical defects, regression testing for resolved defects and reporting dashboards for recurring exceptions. The operating model should support continuous improvement by converting repeated exceptions into configuration changes, process improvements or automation opportunities.

4 Application Strategy

The application strategy is to deliver d365Utilities as a configurable Business Central extension that supports electricity, water, gas, waste, district energy and related utility billing scenarios while relying on standard Business Central finance, posting, customer management, journals and reporting foundations wherever possible. The strategy prioritises rapid deployment, repeatable configuration, minimal customisation, regulatory adaptability, finance integrity and long-term upgrade compatibility.

Microsoft Dynamics 365 Business Central as the Core Platform

Business Central is the system of record for finance, customer accounts, general ledger, taxes, receivables, payment processing and operational reporting. d365Utilities extends Business Central rather than replacing it. This ensures that utility billing outputs are posted through standard financial controls, audit trails, posting groups, number series and journals, allowing finance teams to reconcile utility charges, adjustments, credits and payments using familiar Business Central processes.

d365Utilities Functional Architecture

The functional architecture is organised around master data, billing configuration, meter and consumption management, charge calculation, billing document generation, financial posting and reporting. The application should maintain clear separation between operational utility data and Business Central finance data while using controlled integration points for posting, invoicing, customer balances and reconciliation.

Functional Area	Purpose
Customer and Account Management	Links utility customers, service accounts, premises and billing responsibility to Business Central customer records.
Meter and Service Configuration	Defines meters, services, installation points, service types, reading cycles and active/inactive service status.
Tariffs and Charges	Maintains rate plans, fixed charges, consumption charges, tiered pricing, taxes and effective-dated billing rules.
Billing Engine	Calculates charges from meter readings, consumption estimates, service periods, adjustments and billing rules.
Finance Posting	Creates journals, invoices, credit memos and ledger entries through standard Business Central posting routines.
Reporting and Enquiries	Provides operational, billing, exception, reconciliation and customer account visibility.

Core Configuration Areas from the User Guide

The user guide configuration model should be treated as the authoritative implementation checklist for tenant setup. Core setup areas include utility billing setup, service types, billing cycles, meter types, tariff structures, charge codes, reading import rules, billing batches, posting setup, adjustment reasons, exception handling, role centres and reporting options. Each configuration area should be documented with purpose, owner, dependencies, default values, test scenarios and upgrade impact.

Business Central Prerequisites: G/L Accounts, VAT Posting Groups, Number Series and Journals

Before d365Utilities is activated, the Business Central environment must have the required finance foundations in place. These include chart of accounts, receivables control accounts, revenue accounts by utility service, discount and adjustment accounts, VAT business posting groups, VAT product posting groups, VAT posting setup, number series for billing documents and adjustment documents, and journals or posting routines required for billing output. These prerequisites ensure that every calculated utility charge can be posted, reconciled and reported through standard Business Central accounting controls.

Utility Billing Setup and Master Configuration

Utility billing setup defines the operating rules for each tenant or company. Configuration should include default billing frequency, invoice grouping rules, reading estimation policy, proration rules, minimum charges, connection and disconnection fees, late payment rules, exception thresholds, rounding rules, customer communication settings and finance posting defaults. Master configuration should be managed through controlled setup pages with permissions aligned to finance and billing administration responsibilities.

Standard Business Central Finance Integration

d365Utilities should integrate with Business Central finance using standard documented posting mechanisms wherever possible. Billing batches should create sales invoices, journals, credit memos or ledger transactions based on approved configuration. Posted entries should support auditability from the customer bill back to consumption, tariff, adjustment and posting source. Finance users should be able to reconcile utility billing revenue, VAT, debtor balances and adjustments through standard Business Central ledgers, reports and account schedules.

Role Centres, Pages, Reports and User Experience

The user experience should be role-based and aligned to Business Central navigation patterns. Billing administrators require queue management, billing batch controls, exception lists and customer account enquiries. Finance users require posted document visibility, reconciliation reports, ledger drill-downs and audit trails. Customer service users require fast access to current account status, meter readings, billing history, service status and adjustment workflows. Reports should cover billing exceptions, unbilled consumption, revenue by service type, VAT analysis, debtor balances and batch reconciliation.

Fit-to-Standard, Configuration and Extension Principles

The design principle is to adopt standard Business Central features first, configure d365Utilities second, and extend only where there is a validated business requirement that cannot reasonably be met through setup. Fit-to-standard decisions should be recorded during design workshops and assessed for business value, upgrade impact, supportability and Microsoft Marketplace compliance. Custom extensions should avoid modifying standard objects directly, should use supported extension patterns, and should preserve the ability to upgrade Business Central and d365Utilities independently.

Microsoft Marketplace Packaging, Versioning and Upgrade Considerations

d365Utilities should be packaged as a Business Central Marketplace extension with a stable application identity, controlled version numbering, documented dependencies, upgrade codeunits, data migration routines, automated validation and tenant-safe installation steps. Each published update should increment the application version, maintain the same application ID, declare supported Business Central versions and include release notes covering functional changes, breaking changes, data upgrade behaviour and administrator actions. Upgrade testing should include sandbox validation, data upgrade scenarios, posting regression testing, billing batch testing and coexistence with other installed extensions.

Success by Design Review Checklist

Review Area	Blueprint Question	Expected Evidence
Application Strategy	Is the solution aligned to Business Central standard capabilities and utility billing objectives?	Application strategy, fit-to-standard log and architecture overview.

Review Area	Blueprint Question	Expected Evidence
Finance Readiness	Are all posting groups, G/L accounts, number series and journals configured before billing?	Finance setup checklist and test posting results.
Configuration	Are billing rules, tariffs, service types and master data defined and tested?	Configuration workbook, sample billing runs and exception reports.
User Experience	Do role centres, pages and reports support operational and finance users?	Role-based walkthroughs and user acceptance scripts.
Lifecycle Management	Can the app be installed, upgraded, validated and supported through Microsoft Marketplace processes?	Versioning policy, release notes, upgrade tests and validation results.

5 Solution Architecture

The d365Utilities solution is designed as an industry application built on Microsoft Dynamics 365 Business Central, extended with utility-specific capabilities for customer accounts, premises, meters, meter readings, billing calculations, invoice generation, posting, reporting, and document output. The architecture follows Microsoft's Success by Design approach by aligning the solution to business outcomes, validating key risks early, separating core platform configuration from controlled extensions, and ensuring the design remains supportable, secure, scalable, and roadmap aligned.

High-Level Solution Architecture

The high-level architecture consists of a Business Central online environment supported by the d365Utilities application extension and standard Microsoft cloud services. Business Central provides the financial, customer, sales, tax, receivables, document, reporting, security, and audit foundation. The d365Utilities app adds the operational utility layer required to manage service points, meter assets, meter readings, tariffs, billing periods, consumption calculations, invoice staging, billing validation, and controlled posting into standard Business Central sales and finance processes.

- Users access the solution through Business Central role centres, pages, reports, and document layouts.
- d365Utilities records operational utility data and transforms approved readings into billable sales transactions.
- Business Central posting groups, tax setup, customer posting groups, and general posting setup route financial amounts to the general ledger and subledgers.
- Reporting is delivered through Business Central reports, account schedules, analysis views, Excel, Power BI, and customer-facing document outputs.
- Future integration options may use Business Central APIs, OData, web services, Power Automate, Azure integration services, and external metering or payment platforms.

Business Central Tenant, Company and Environment Model

The recommended model is a single Microsoft Entra tenant aligned to the customer organisation, with one or more Business Central environments created for production, testing, training, and development purposes. Each Business Central environment is associated with a country or localisation, and each company within an environment represents a legal entity or business unit with its own accounting setup, master data, transactions, and reporting requirements.

Layer	Purpose	d365Utilities Design Consideration
Tenant	Microsoft cloud identity, licensing, user management, and service boundary.	Align to the customer's Microsoft 365 and Microsoft Entra ID strategy, including licensed Business Central users and administrator access.
Environment	Business Central application instance for production, sandbox, development, or training.	Use production for live billing and finance; use sandboxes for configuration, app validation, user acceptance testing, upgrade testing, and training.
Company	Legal entity or operating business unit with its own accounting and operational data.	Separate companies may be used for different utility entities, regions, or accounting books where chart of accounts, tax, customer, or billing requirements differ.

d365Utilities App Components and Dependencies

The d365Utilities application is implemented as an extension to Business Central and should avoid unnecessary customisation of the standard application. The app introduces industry objects and processes while relying on standard Business Central capabilities for customers, items or resources, sales documents, tax, posting groups, general ledger, customer ledger entries, report layouts, dimensions, permissions, and audit trails.

- **Utility master data:** premises, service addresses, service points, meters, meter registers, meter types, customer-account relationships, tariff plans, billing cycles, and read schedules.
- **Operational transactions:** meter readings, estimated readings, manual adjustments, exception flags, billing batches, consumption calculations, and billing review records.
- **Billing engine:** tariff resolution, fixed charges, consumption charges, tiered pricing, proration, taxes, discounts, adjustments, and charge staging.
- **Business Central dependencies:** customer cards, posting groups, tax setup, dimensions, item or resource setup, sales invoices, number series, currencies, document layouts, approval workflows, and user permissions.
- **Reporting dependencies:** standard reports, custom report objects, Excel layouts, Word layouts, Power BI datasets, and role centre cues.

Data Flow from Meter Reading to Posted Sales Invoice

The end-to-end data flow is designed to convert operational meter activity into controlled financial transactions. The process should include validation checkpoints before sales invoices are posted to ensure that billing is accurate, explainable, auditable, and aligned with the customer's finance controls.

1. Meter reading is captured manually, imported from an external meter system, or received from a future automated metering integration.
2. The reading is validated against meter status, previous reading, expected consumption, read date, tariff applicability, and exception rules.
3. Approved readings are converted into consumption quantities for the relevant billing period.
4. The billing engine applies tariff rules, fixed charges, variable charges, taxes, adjustments, concessions, and customer-specific billing rules.
5. Billing lines are staged for review, with exceptions routed to billing administrators for correction or approval.
6. Approved billing lines are converted into Business Central sales invoice lines using standard customers, items or resources, tax groups, dimensions, and posting setup.
7. Invoices are reviewed, approved if required, and posted in Business Central.
8. Posting creates customer ledger entries, general ledger entries, tax entries, document records, and invoice outputs for customer communication and reporting.

Financial Posting Architecture

The financial posting architecture uses standard Business Central posting concepts. Posting groups act as the bridge between operational records and the chart of accounts. Customer posting groups determine receivables control accounts, while general business posting groups, general product posting groups, general posting setup, and tax posting setup determine revenue, tax, discount, rounding, and other posting outcomes. This approach reduces manual account selection, improves consistency, and supports reconciliation between utility billing, customer subledger, tax reporting, and the general ledger.

- Utility charges should be mapped to Business Central items, resources, or G/L account lines depending on the agreed solution design and reporting requirements.
- Separate general product posting groups may be used for water, electricity, gas, waste, service fees, connection fees, penalties, and adjustments.
- Customer groups may distinguish residential, commercial, government, internal, intercompany, or regional customers.

- Dimensions should be used for reporting by region, service type, tariff class, project, fund, department, or operating unit.
- All posting setup should be validated through test scenarios covering regular billing, estimated readings, reversals, corrections, credit notes, tax treatment, and late adjustments.

Reporting and Document Output Architecture

Reporting is divided into operational, financial, management, and customer-facing outputs. Operational reports support billing administrators with read exceptions, consumption anomalies, missing readings, billing batch status, and unposted billing lines. Financial reports rely on Business Central ledger entries, posting groups, dimensions, and account schedules. Management reporting may be extended through Power BI and Excel for trend analysis, revenue analysis, consumption patterns, debtor ageing, and service performance indicators.

- **Operational reports:** meter reading status, billing exceptions, consumption exceptions, unresolved adjustments, tariff audit, and billing batch progress.
- **Financial reports:** sales revenue by service type, receivables ageing, tax summaries, reconciliation reports, posted invoice analysis, and general ledger drill-downs.
- **Customer documents:** tax invoices, credit notes, statements, receipts, notices, and service communication templates.
- **Analytics:** Power BI dashboards may use Business Central APIs, dataflows, or replicated reporting datasets to analyse consumption, billing, revenue, arrears, and operational performance.

External System Touchpoints and Future Integration Options

The initial solution blueprint should distinguish confirmed integrations from future integration options. Confirmed integrations should be designed, secured, tested, and monitored as part of the implementation scope. Future options should be documented as roadmap candidates so that the core architecture remains extensible without introducing unnecessary complexity during the first release.

Touchpoint	Purpose	Integration Option
Meter reading systems	Import actual, estimated, or automated readings.	CSV import, API, OData, Power Automate, Azure Functions, or future AMI/IoT integration.
Customer portals	Expose invoices, statements, balances, service requests, usage history, and payment links.	Power Pages, custom web portal, Business Central APIs, Dataverse, or Azure API Management.

Touchpoint	Purpose	Integration Option
Payment gateways and banks	Receive payments, reconcile deposits, process direct debits, and update customer balances.	Bank feeds, payment provider APIs, payment files, or Power Automate workflows.
Document delivery platforms	Send invoices, reminders, notices, and statements by email or print.	Business Central email, document layouts, external print/mail services, or workflow-based delivery.
Power BI and data platforms	Provide management dashboards and cross-system analytics.	Business Central APIs, replicated data lake, Fabric, Dataverse, or scheduled data exports.

6 Data Strategy

Master Data Scope and Ownership

The master data scope covers all reference, customer, meter, billing and pricing data required to run the end-to-end utility billing lifecycle in Microsoft Dynamics 365 Business Central using d365Utilities. Each data domain must have a nominated business owner, data steward and approval authority. Ownership should be confirmed during the Initiate and Implement phases so that data decisions are not left until go-live preparation.

Primary ownership should be assigned as follows: Finance owns customer balances, billing transactions, tariffs, levies and posting controls; Operations owns meters, meter types, meter readings, towns, areas and billing cycles; Customer Service owns customer contact and account servicing information; and the project data migration lead owns migration templates, load sequencing, cleansing issue logs and reconciliation evidence.

Customer, Meter, Town, Area and Billing Cycle Data

Customer data will be migrated into Business Central as the financial and billing account record, with d365Utilities extending the customer profile for utility-specific attributes such as service address, ERF or property reference, debit order details, deposit or bank guarantee information, billing status and communication preferences. Customer records must be validated for uniqueness, active status, billing eligibility and correct linkage to one or more meters.

Meter data will be held in a central meter registry with duplicate prevention, model assignment, meter type, phase, maximum demand capability, solar or net metering indicator, installation status and customer linkage history. Town, area and billing cycle reference data will support grouping, reporting, GL dimension allocation, operational route planning and recurring billing schedules. These reference tables must be loaded before customer and meter assignments are finalised.

Tariff, Rate Type, Levy and Net Metering Data

Tariff and rate type data defines the pricing rules used by d365Utilities to calculate consumption, demand, service and other utility charges. The data model should include rate type, customer category, meter model applicability, time-of-use bands, phase, seasonal rules, declared demand thresholds, effective dates, unit rates and related revenue posting accounts.

Levy data, including statutory or regulatory charges, should be maintained as controlled configuration with active dates, calculation basis, applicable customer or meter scope, VAT or tax treatment and GL account mapping. Net metering data should separately

define solar export or buy-back rates, eligibility criteria and meter model flags so that credits are calculated transparently and consistently during the billing run.

Opening Meter Readings and Baseline Consumption Data

Opening meter readings must be loaded before the first live billing cycle to establish the baseline against which the first imported reading will be compared. Each opening reading should identify the meter number, customer account, reading date, previous reading value, time-of-use values where applicable, demand readings where applicable, billing status and source evidence. Where meters have been reset, replaced or rolled over, the migration file must include the relevant adjustment logic and explanatory notes.

Baseline consumption should be validated against historical consumption patterns to identify unusually high, negative or missing values before go-live. This supports Success by Design quality gates by reducing billing risk, improving confidence in parallel runs and preventing avoidable customer billing disputes after deployment.

Historical Billing and Customer Balance Migration

The historical billing migration approach should distinguish between data required for operational enquiries and data required for financial control. At a minimum, opening customer balances, unpaid invoices, credits, deposits, bank guarantees, payment arrangements and aged debt must be migrated or represented in Business Central so that accounts receivable, customer statements and collections processes can operate from day one.

Detailed historical billing transactions may be migrated into inquiry tables, attached as archived statements, or retained in the legacy system for agreed read-only access, depending on business and regulatory requirements. The chosen approach should be documented in the blueprint, including retention period, accessibility, reporting impact and reconciliation responsibility.

Data Cleansing, Mapping and Validation Approach

Data cleansing will be performed before migration templates are loaded. Cleansing activities should include removal of duplicate customers and meters, correction of incomplete service addresses, inactive account review, validation of meter-to-customer relationships, normalisation of town and area codes, confirmation of billing cycle assignment, validation of tariff applicability and review of exception records such as disconnected meters, inactive customers and disputed balances.

Mapping will align each legacy data field to its target Business Central or d365Utilities field, including data type, mandatory status, transformation rule, lookup dependency and validation owner. Validation will be performed at three levels: file-level validation

before import, system-level validation after import, and business-level validation through reports, sample billing runs and user acceptance testing.

Data Migration Templates and Load Sequence

Standard data migration templates will be issued for each agreed data domain. Templates should contain field descriptions, mandatory indicators, sample values, validation guidance, source system references and ownership columns. Each template must be version controlled and approved before trial migration, UAT migration and final production migration.

Sequence	Data Domain	Purpose
1	Global setup and dimensions	Establish company, posting, dimension and reference foundations.
2	Towns, areas and billing cycles	Create operational grouping and recurring billing structure.
3	Meter models, rate types, tariffs, levies and net metering rates	Enable billing calculation, pricing and posting rules.
4	Customers and billing account data	Create the account base for financial and customer service operations.
5	Meters and customer-meter links	Connect physical metering assets to billing accounts.
6	Opening readings and baseline consumption	Prepare for first live billing and variance checking.
7	Customer balances, open invoices, credits and deposits	Establish accounts receivable continuity at go-live.
8	Historical billing reference data	Support customer enquiries, audit and reporting requirements.

Data Reconciliation and Sign-Off Controls

Data reconciliation will be performed after each migration cycle and must compare source totals, loaded records and business control totals. Reconciliation should include customer counts, active meter counts, meters by model and area, tariff and levy configuration counts, opening reading totals by billing cycle, aged customer balances, deposits, credits and total accounts receivable. Exceptions must be logged, assigned, corrected or formally accepted before the next migration cycle proceeds.

Formal sign-off will be obtained at defined checkpoints: migration template approval, trial migration validation, UAT migration acceptance, production cutover readiness and

post-load reconciliation. Sign-off evidence should include completed templates, exception registers, reconciliation reports, sample billing results, approval emails or meeting minutes, and named approval from the relevant data owner. This provides the audit trail required to support go-live readiness under the Success by Design approach.

7 Integration Strategy

The integration strategy for d365Utilities defines how Microsoft Dynamics 365, Power Platform, external meter data sources, billing channels, payment services, finance systems, customer portals and analytical platforms exchange trusted information. In line with Microsoft's Success by Design approach, integrations are treated as part of the overall solution architecture rather than isolated technical interfaces. The objective is to create a secure, supportable and scalable integration landscape that supports high-volume utility operations, billing accuracy, customer communication, auditability and long-term serviceability.

Integration Principles and Boundary Decisions

d365Utilities will apply clear integration principles to reduce complexity, protect data quality and make operational ownership unambiguous. Integration design decisions should be validated during Solution Blueprint Review, refined through fit-gap analysis and tested through end-to-end business scenarios before go-live.

Principle	Design Decision
System of record clarity	Dynamics 365 is the operational system of record for utility customer accounts, service locations, billing-relevant customer data and receivables visibility where configured. External systems may remain authoritative for meter telemetry, banking transactions or statutory finance postings where appropriate.
API-first and event-aware design	Where possible, integrations should use supported APIs, Dataverse connectors, Power Platform connectors, Azure integration services and event-driven patterns rather than unsupported direct database access.
Loose coupling	Interfaces should isolate upstream and downstream change by using staging, mapping, validation and retry mechanisms. This supports future replacement of meter systems, banks, portals or reporting platforms without redesigning the core billing solution.
Security and least privilege	Service accounts, managed identities, application registrations and connector permissions should be limited to the minimum required access. Sensitive customer, payment and consumption data should be encrypted in transit and at rest.
Operational observability	Every production interface should have defined monitoring, reconciliation, exception handling, ownership and support escalation paths.

Meter Reading Import Interface

The meter reading import interface is a critical operational integration because it drives consumption calculation, billing accuracy, exception management and customer trust. d365Utilities should support scheduled and on-demand imports from automated meter infrastructure, manual meter reading files, contractor field systems or legacy utility platforms.

- Accept meter reads by account, service location, meter identifier, read date, read type, register and unit of measure.
- Validate reads against expected meter status, active service agreements, previous reads, plausible consumption thresholds and duplicate records.
- Load imported data into staging prior to posting to billing tables, enabling review, correction and reprocessing.
- Flag exceptions such as missing meters, inactive services, negative consumption, estimated reads, out-of-sequence reads and unexpected high or low consumption.
- Retain an audit trail of file receipt, validation results, user corrections, posting status and billing impact.

Customer Communication and Bill Distribution Interfaces

d365Utilities should provide controlled interfaces for customer communications including bill generation, bill delivery, payment notices, reminder notices, service notifications and customer preference management. Bill distribution may include email, SMS, print fulfilment, customer portal publishing and document storage, depending on the customer's channel strategy.

- Generate billing communication events from approved bill runs, adjustments, reversals and collection milestones.
- Use customer communication preferences to determine delivery channel, language, format and consent requirements.
- Integrate with document generation, email delivery, SMS gateways, print providers and portal document libraries through managed queues and delivery status tracking.
- Record delivery outcomes such as sent, bounced, opened, failed, printed, returned or manually suppressed.
- Ensure communication templates, branding, disclaimers and regulatory notices are governed through a controlled change process.

Payment, Bank Reconciliation and Customer Ledger Integration

Payment and customer ledger integration must support timely receipting, accurate allocation, exception handling and reconciliation between customer-facing balances

and finance records. The design should distinguish between operational customer account activity in d365Utilities and statutory financial postings in the finance or ERP system.

Integration Area	Blueprint Decision
Payment receipt import	Import payment files or payment gateway confirmations into a staging area, validate account references and allocate payments to open balances using configurable matching rules.
Bank reconciliation	Compare bank statement transactions with posted customer receipts, direct debit runs, refunds and dishonours. Exceptions should be routed to finance users for correction and approval.
Customer ledger synchronisation	Synchronise required customer account balances, receivables summaries, journals or invoice references with the finance system based on agreed ownership of customer subledger and general ledger posting.
Refunds and adjustments	Route refunds, write-offs, concessions, reversals and manual adjustments through controlled approval workflows before integration to finance.
Audit and compliance	Maintain end-to-end traceability from bill issue to customer payment, bank transaction, allocation, adjustment and financial posting.

Potential CRM, Portal, Power Platform and Data Warehouse Integrations

d365Utilities can be extended through connected Dynamics 365 and Power Platform services to support front-office engagement, self-service and enterprise reporting. These integrations should be prioritised based on business value, risk, data ownership and readiness.

- **CRM integration:** Connect customer service, sales, complaints, field service and account management processes to utility account data, service locations, billing status and customer interaction history.
- **Customer portal integration:** Provide self-service access for viewing bills, lodging meter reads, updating contact details, making payments, raising service requests and tracking cases.
- **Power Platform integration:** Use Power Automate, Power Apps and Dataverse to support workflow automation, approvals, exception handling, mobile field processes and low-code extensions.

- **Data warehouse and analytics:** Publish curated operational, billing, consumption, payment and customer interaction data to a reporting platform or lakehouse for Power BI dashboards, forecasting and regulatory reporting.
- **AI and automation opportunities:** Consider Copilot-enabled summarisation, anomaly detection, consumption insights, customer service assistance and automated exception triage as future roadmap capabilities.

Integration Monitoring, Error Handling and Support Model

The support model for d365Utilities integrations should be designed for early detection, controlled recovery and clear accountability. Monitoring must cover both technical transport failures and business validation exceptions so that billing, payments and customer communications are not delayed without visibility.

Support Capability	Expected Design
Monitoring	Dashboards and alerts should show interface status, last successful run, failed messages, pending queues, validation exceptions and business process impact.
Error handling	Errors should be classified as technical, data quality, configuration, security, external service or business-rule exceptions, with defined remediation paths.
Retry and reprocessing	Interfaces should support safe retry, replay and reprocessing without duplicate billing, duplicate payments or inconsistent customer balances.
Reconciliation	Daily or scheduled reconciliation should compare record counts, monetary totals, exception volumes and posting outcomes between d365Utilities and connected systems.
Ownership	Each interface should have named business owner, application owner, technical owner, first-line support process, escalation route and service level expectation.
Operate phase readiness	Before go-live, support teams should receive runbooks, known error catalogues, monitoring access, escalation contacts, cutover checklists and hypercare procedures.

8 Security Strategy

The Security Strategy for d365Utilities defines how access, identity, duties, data protection, auditability and operational control will be designed and governed across the Microsoft Dynamics 365 Business Central solution. In line with Microsoft's Success by Design methodology, security is treated as a core architecture workstream rather than an end-of-project configuration activity. The objective is to establish a secure, auditable and maintainable access model that supports utility billing operations while protecting customer, meter, consumption, tariff and financial data.

Security Objectives and Compliance Requirements

The security design will be based on least privilege, role-based access control, segregation of duties, centralized identity management and full auditability of sensitive activities. d365Utilities must support operational users who manage customers, meters, meter readings and billing runs, while ensuring that financial posting, approval and configuration responsibilities are assigned only to authorized users. Security controls must also support internal audit, external audit, privacy, financial governance and utility-sector compliance obligations.

- Ensure that users only access the Business Central companies, environments, pages, reports and records required for their job function.
- Protect personally identifiable customer data, financial account information, meter records, consumption history, billing statements and disconnection information.
- Control access to billing setup, tariff configuration, meter model configuration, levy configuration, posting routines and financial journals.
- Prevent inappropriate combinations of duties across setup, transaction entry, billing review, invoice posting and approval.
- Support audit evidence for user access, key configuration changes, billing runs, posting activity and exceptions.
- Align production access with Microsoft Entra ID, Microsoft 365 security policies, multi-factor authentication and controlled environment membership.

Business Central User Roles and Permission Sets

Business Central security for d365Utilities will use standard Business Central permission sets supplemented by custom d365Utilities permission sets where required. Permission sets will be assigned through security groups wherever possible, reducing individual user administration and supporting consistent onboarding, role changes and offboarding. Role Centers and profiles will be used to simplify the user interface so that each role sees the pages and activities relevant to their responsibilities.

Indicative d365Utilities Security Roles		
Role	Primary Responsibilities	Typical Access Pattern
System Administrator	Environment administration, extension management, security groups, company setup and elevated support.	Highly privileged; restricted to named administrators with periodic review.
Billing Setup Administrator	Configure seasons, billing cycles, meter models, tariff rates, levies, default accounts and billing parameters.	Edit access to d365Utilities setup tables; limited or no posting rights.
Meter Data Officer	Maintain meter registry, meter-to-customer links, meter models, meter status and reading import records.	Create and modify meter and reading records; no authority to post invoices.
Billing Operator	Run test billing processes, review variance reports, manage pre-billing checks and prepare billing runs.	Operational billing access with controlled ability to initiate test runs.
Billing Reviewer or Supervisor	Review billing exceptions, approve accepted variances and authorize live billing progression.	Review and approval access; restricted setup changes.
Accounts Receivable Officer	Review customer ledger entries, statements, deposits, late fees and receivables activity.	AR operational access with posting rights only where approved by finance policy.
Finance Manager	Approve financial postings, review billing distributions, manage month-end controls and oversee GL impact.	Financial review, approval and posting access aligned to delegated authority.
Read-Only Auditor	Review configuration, transactions, logs, reports and posted entries.	Read-only access to approved companies and reports.

Segregation of Duties for Setup, Billing, Posting and Approval Activities

Segregation of duties is a key control for d365Utilities because billing configuration, consumption processing and financial posting are closely connected. The security model should prevent a single user from independently configuring tariffs, importing or accepting meter readings, running live billing, posting invoices and approving the financial outcome without independent review. Where smaller teams require users to

perform multiple activities, compensating controls such as approval workflows, change logs and periodic management review should be implemented.

Recommended Segregation of Duties Matrix		
Activity	Primary Role	Control Requirement
Configure tariff rates, levies, billing cycles and default accounts	Billing Setup Administrator	Changes should be logged and reviewed before production use.
Register or amend meters and customer-meter links	Meter Data Officer	High-impact changes should be reviewed where they affect billing.
Import meter readings	Meter Data Officer or Billing Operator	Variance checks must be completed before readings are accepted for billing.
Accept variance exceptions	Billing Reviewer or Supervisor	Exception acceptance should be separate from initial reading import where practical.
Run test billing	Billing Operator	Test output must be reviewed before live billing is permitted.
Run live billing and create invoices	Authorized Billing Operator or Finance User	Live billing should require supervisor or finance approval.
Post sales invoices, credit notes, deposits and late fees	Finance Manager or Authorized Posting User	Posting rights should be restricted and periodically reviewed.
Approve financial results and month-end billing completion	Finance Manager	Approval should be evidenced through workflow, sign-off or retained review records.

Access to Customer, Meter and Financial Data

Access to customer, meter and financial data must be designed according to data sensitivity and operational need. Customer data includes names, contact details, billing addresses, payment information, outstanding balances and disconnection status. Meter data includes meter numbers, models, ERF or stand references, customer links, readings, variance history and consumption patterns. Financial data includes posted invoices, customer ledger entries, general ledger distributions, deposits, late fees, VAT or tax amounts and reporting outputs.

- Customer service and billing users should have access to the customer and meter records needed to resolve enquiries and billing issues.
- Meter operations users should have access to meter master data and reading history but should not automatically receive financial posting permissions.
- Finance users should have access to receivables, customer ledger entries, invoice posting, deposits and general ledger reporting according to role and authority.
- Read-only access should be used for executives, auditors and external reviewers where they need visibility without update rights.
- Export to Excel, reporting access and data extraction capabilities should be controlled for sensitive customer and financial information.
- Company-level security should be configured where multiple utility entities, regions or business units are managed in the same tenant.

Auditability, Change Logging and Configuration Controls

Auditability is essential for billing confidence and financial governance. d365Utilities should use Business Central change logging and audit features to record changes to sensitive setup tables, master data and security configuration. Particular attention should be given to tariff rates, seasons, meter rate types, levy rules, billing setup, default posting accounts, customer-meter links, meter status changes, variance acceptance and live billing run status.

- Enable change logging for critical billing configuration and selected master data fields.
- Maintain a controlled process for moving configuration changes from sandbox to production.
- Restrict extension management, feature management and setup permissions to authorized administrators.
- Use test billing runs before live billing and retain evidence of review for billing exceptions.
- Review elevated permissions, posting rights and setup access on a periodic basis.
- Document approved security roles, permission sets, security groups and exceptions as part of the Solution Blueprint.

Environment Access and Microsoft Entra ID Considerations

Environment access must be aligned with Microsoft Entra ID and Microsoft 365 administration practices. User authentication should be centralized through organizational accounts, with multi-factor authentication and conditional access policies applied according to the client's security standards. Access to production, sandbox, test and development environments should be controlled through security

groups, with production access limited to approved operational, finance, support and administrative users.

- Use Microsoft Entra ID as the authoritative identity provider for Business Central user authentication.
- Apply multi-factor authentication for all users and stronger conditional access controls for administrators and privileged roles.
- Assign Business Central access through security groups where possible, reducing direct user-by-user permission maintenance.
- Separate production access from sandbox and development access to reduce the risk of unauthorized production changes.
- Limit delegated administrator, global administrator and Business Central super user access to named personnel with a business justification.
- Ensure onboarding, role change and offboarding processes update Microsoft 365, Microsoft Entra ID and Business Central access consistently.
- Review environment access before go-live, after major releases and during periodic security governance reviews.

9 Business Intelligence, Reporting and Analytics Strategy

The Business Intelligence, Reporting and Analytics Strategy for d365Utilities is designed in alignment with Microsoft's Success by Design methodology, particularly the Solution Blueprint Review focus on intelligence strategy, data strategy, integration strategy, security strategy, application lifecycle management, and operational readiness. The objective is to provide a reporting foundation that supports accurate billing operations, financial reconciliation, regulatory transparency, operational control, and informed decision-making across the utility lifecycle.

d365Utilities should adopt a layered analytics model that distinguishes between real-time operational reporting, controlled billing-cycle reporting, finance-aligned reconciliation reporting, and strategic Power BI analytics. Operational reports should be delivered close to the transaction process in Dynamics 365 and Business Central, while analytical and trend-based reporting should be surfaced through Power BI, governed datasets, and controlled data exports.

Operational Billing Reports

Operational billing reports provide business users with daily visibility of customer accounts, meters, premises, service agreements, billing schedules, consumption records, invoice status, and billing event outcomes. These reports should be embedded into user workspaces and role centres so that billing officers, customer service teams, and finance users can monitor key operational activities without leaving the application context.

Billing Run Control and Exception Reports

Billing run control reporting should support the complete billing lifecycle from pre-bill validation through invoice generation, posting, distribution, and close-out. Exception reports should identify missing meter reads, estimated consumption, tariff mismatches, blocked accounts, duplicate billing records, failed invoice generation, posting errors, and records requiring manual intervention. Each exception should include ownership, severity, status, ageing, and resolution notes to support controlled billing-cycle governance.

Consumption, Tariff and Levy Analysis

Consumption, tariff and levy analytics should allow the utility to analyse usage patterns, compare actual and estimated consumption, validate tariff application, and assess the financial impact of levies, concessions, surcharges, taxes, and other billing components. The solution blueprint should define the required dimensions for analysis,

including customer class, premise, meter type, service type, billing period, geographic area, tariff plan, levy type, and financial posting category.

Accounts Receivable, Aged Debt and Collection Reporting

Accounts receivable reporting should align billing transactions in d365Utilities with customer ledger entries, payment allocations, credit notes, write-offs, refunds, and collection activity in Business Central. Aged debt reporting should provide visibility by ageing bucket, customer segment, account risk profile, collection status, payment arrangement, dispute status, and responsible collections officer. The reporting model should also support drill-through from summary debt balances to individual invoices, adjustments, payments, and account notes.

Disconnection and Reconnection Reporting

Disconnection and reconnection reporting should provide controlled visibility of accounts moving through credit control, field service, and service restoration processes. Reports should track notices issued, eligibility for disconnection, regulatory holds, vulnerable customer flags, field work orders, completed disconnections, reconnection requests, reconnection fees, service restoration times, failed field visits, and exceptions requiring escalation. This reporting area should be designed with appropriate security controls because it may include sensitive customer and hardship information.

Power BI and Data Export Considerations

Power BI should be used for executive dashboards, trend analysis, regulatory reporting packs, portfolio analysis, consumption insights, debt analytics, and service performance reporting. The solution should define certified datasets, data refresh schedules, security roles, row-level security requirements, semantic model ownership, and data lineage. Data exports should be governed, auditable, and limited to approved business purposes, with clear controls over personally identifiable information, financial data, and regulatory reporting extracts.

Report Reconciliation to Business Central Financials

Financial reconciliation is a critical Success by Design control for d365Utilities. Billing reports must reconcile to Business Central general ledger, customer ledger, tax, bank, and revenue recognition balances. The reporting design should define reconciliation points between billing batches, posted invoices, credit memos, payments, journals, and general ledger postings. Reconciliation reports should include control totals, batch identifiers, posting dates, source transaction references, variance analysis, exception ownership, and sign-off status for each billing period.

10 Application Lifecycle Management Strategy

The ALM strategy establishes how d365Utilities will be designed, configured, extended, tested, released and supported across the full implementation lifecycle. The objective is to ensure that changes are delivered safely, traceably and repeatably while protecting business-critical utilities processes such as customer onboarding, tariff management, meter reading, billing calculation, invoice generation, revenue recognition and general ledger posting.

Development, Test, User Acceptance and Production Environments

d365Utilities will use a controlled environment strategy that separates build, validation, acceptance and live operations. This separation supports Success by Design principles by reducing implementation risk, enabling quality gates, and ensuring that configuration and extensions are validated before they affect production users or financial transactions.

Environment	Purpose	Key Controls
Development	Used by solution architects, functional consultants and developers to configure d365Utilities, build extensions, develop integrations, create billing logic components and prepare deployment packages.	Source control required; no production data unless masked; frequent builds; feature branches for major changes.
Test	Used for system testing, integration testing, regression testing and validation of extensions prior to release to business users.	Managed deployment only; representative test data; test automation where practical; entry and exit criteria for each release.
User Acceptance Testing	Used by business process owners and super users to validate end-to-end utility scenarios, including meter-to-cash, billing adjustments, payment allocations and financial postings.	Formal test scripts; business sign-off; controlled defect logging; no direct developer changes.
Production	The live operational environment used for customer, billing, metering, service and finance operations.	Restricted access; change approvals required; monitored releases; backup and rollback planning; audit logging enabled.

Extension Deployment and Release Management

Extensions for d365Utilities must be deployed through a governed release pipeline rather than by direct modification of managed environments. This includes custom tables, model-driven app components, Power Automate flows, plug-ins, JavaScript, PCF controls, reporting assets, integration components and packaged configuration. Each release should be traceable to approved requirements, user stories, defects or change requests.

- All extensions are developed in Development and committed to a source control repository with clear branching and merge policies.
- Build packages are promoted through Test, UAT and Production using managed solutions and documented deployment steps.
- Release candidates must pass technical validation, solution checker review, integration smoke testing and regression testing before UAT.
- Production releases are scheduled through an agreed release calendar with business approval and stakeholder communication.
- Emergency fixes follow an expedited but still controlled path, including impact assessment, peer review, targeted testing and post-release validation.

Configuration Transport and Change Control

Configuration changes in d365Utilities must be treated as controlled solution assets. This includes tariffs, billing cycles, product catalogues, customer classifications, tax settings, service territories, meter types, approval rules, posting profiles, integrations and workflow parameters. Where configuration directly affects billing or financial outcomes, the change must be subject to additional review and test evidence.

- Configuration is first created or updated in Development and documented in a configuration workbook or equivalent controlled register.
- Configuration transport to Test and UAT must use repeatable import packages, managed solutions, data migration tools or documented setup scripts.
- Changes require a business owner, technical owner, impact assessment, test evidence and approval status before Production deployment.
- Configuration impacting billing, posting, taxes or customer balances must include sample transaction validation and reconciliation results.
- A configuration baseline is maintained for Production to support auditability, rollback planning and environment comparison.

Regression Testing for Billing and Posting Logic

Billing and posting logic is a high-risk area because it affects customer invoices, receivables, revenue, taxation, concessions, adjustments and downstream finance integration. Regression testing must therefore be mandatory for each release that

changes tariffs, billing calculations, meter read processing, invoice generation, payment allocation, posting profiles or integration mappings.

Regression Test Area	Example Scenarios	Expected Evidence
Meter-to-Cash	Meter read import, estimation, validation, consumption calculation and invoice generation.	Test scripts, sample invoices, billing run summaries and exception reports.
Tariff and Rate Changes	Time-based tariffs, tiered usage rates, fixed charges, discounts, concessions and effective date changes.	Before-and-after calculation comparison and approved tariff matrix.
Billing Adjustments	Credits, reversals, rebills, manual adjustments, disputed charges and late fees.	Adjustment audit trail, customer balance reconciliation and approval evidence.
Financial Posting	Revenue posting, tax posting, receivables posting, write-offs and integration to finance.	Posting journals, account mapping validation and reconciliation to subledger balances.
Integration Regression	Inbound meter data, outbound invoices, payment files, finance interfaces and reporting extracts.	Interface logs, error handling results and successful end-to-end transaction traces.

Version Management, Upgrade Cadence and Release Notes

d365Utilities will maintain a formal version management approach that distinguishes platform updates, application releases, configuration baselines, custom extension versions and integration versions. Release planning must consider Microsoft Dynamics 365 and Power Platform update cycles, business blackout periods, utilities billing cycles and financial period-close activities.

- Each release is assigned a version number, release owner, release window, release type and deployment scope.
- Minor releases may include configuration changes, reports, small workflow updates or low-risk enhancements.
- Major releases may include new billing features, integration changes, data model changes, significant automation or process redesign.
- Upgrade cadence must align with Microsoft service updates and should include preview testing, compatibility assessment and remediation planning.

- Release notes must describe new features, changed behaviour, known issues, resolved defects, configuration changes, data impacts, integration impacts and required user actions.

Issue Management and Defect Triage

Issue management for d365Utilities must provide a single, transparent process for capturing defects, risks, configuration questions, integration failures, data issues and business process gaps. Defects are triaged based on severity, business impact, affected process, release impact and whether there is an available workaround.

Severity	Description	Target Response
Critical	Production outage, failed billing run, incorrect financial posting, blocked customer invoicing or significant compliance risk.	Immediate triage, executive visibility, war-room management and emergency release path where required.
High	Major process failure affecting a business team or customer segment with limited workaround.	Priority analysis, fix plan, regression testing and inclusion in the next approved release or hotfix.
Medium	Functional defect, data issue or configuration error with available workaround and limited operational impact.	Planned remediation through backlog prioritisation and scheduled release cycle.
Low	Cosmetic issue, minor usability gap, reporting refinement or documentation improvement.	Backlog review and release when capacity allows.

The triage process should include daily review during active testing phases, clear ownership for each defect, documented root cause, retest evidence, business sign-off and post-release monitoring for high-risk fixes. Metrics such as open defect count, defect ageing, severity trend, rejected fixes and recurring issue categories should be reviewed by the project governance forum to support Success by Design risk management and go-live readiness.

11 Environment and Capacity Strategy

Business Central SaaS Environment Strategy

d365Utilities will use Microsoft Dynamics 365 Business Central SaaS, hosted and managed by Microsoft, to provide the core financial, customer, billing and operational processing platform. The SaaS model removes the need for customer-managed infrastructure while still requiring a deliberate environment strategy, disciplined application lifecycle management, and clear governance for extensions, integrations and data movement.

- **Production environment:** Used only for live business operations, approved extensions, scheduled billing, operational reporting and controlled integrations.
- **Sandbox environments:** Used for configuration validation, development testing, integration testing, user acceptance testing, training and release rehearsal.
- **Extension governance:** d365Utilities functionality should be packaged as managed extensions with controlled versioning, deployment approvals and release notes.
- **Regional alignment:** The tenant, environment region and localization settings should reflect the primary operating jurisdiction, tax requirements, currency, date formats and regulatory reporting needs.

Sandbox and Production Usage

Environment	Primary Purpose	Typical Usage	Controls
Production	Live utility operations	Customer management, meter reads, billing runs, invoicing, receipts, finance, reporting and integrations.	Access control, change approvals, backup awareness, monitoring and release governance.
Configuration Sandbox	Prototype and validate setup	Tariffs, billing rules, customer classes, meter types, posting groups and workflow settings.	Used for confirmed configuration only; refreshed as required from production.
Development/Test Sandbox	Validate extensions and integrations	d365Utilities extensions, API integrations, meter import processing, payment gateways	Version control, peer review, automated test packs and deployment pipeline control.

Environment	Primary Purpose	Typical Usage	Controls
		and reporting changes.	
UAT/Training Sandbox	Business validation and user adoption	End-to-end billing scenarios, exception handling, month-end, customer service workflows and training scripts.	Representative data, scripted test cases and sign-off before production deployment.

Company Structure and Legal Entity Considerations

The company structure in Business Central should be designed to reflect the operating, legal, taxation and reporting requirements of the utility organization. A separate Business Central company should generally be considered where there is a distinct legal entity, statutory reporting obligation, chart of accounts, tax registration, currency, ownership model or materially different operating process.

- **Single legal entity:** Suitable where all utility operations share one tax registration, chart of accounts, reporting framework and billing operation.
- **Multiple legal entities:** Recommended where separate statutory accounts, intercompany processes, regulatory ring-fencing or distinct tariffs and accounting policies are required.
- **Operating units or schemes:** Where schemes, regions, assets or utility networks do not require separate statutory accounts, they should normally be represented through dimensions, responsibility centres, customer groups, locations or custom d365Utilities attributes rather than separate companies.
- **Consolidation:** If multiple Business Central companies are used, consolidation, intercompany postings, shared master data and reporting requirements must be designed early.

Expected Transaction Volumes and Billing Cycle Load

The capacity strategy should be driven by realistic transaction profiles for customers, meters, meter readings, tariffs, invoices, adjustments, journals, payments and integrations. Utility billing workloads are typically uneven, with concentrated processing during monthly, quarterly or scheduled billing cycles. The design must therefore account for both average daily workloads and peak billing-cycle activity.

Volume Area	Planning Considerations
Customer accounts	Total active customers, inactive customers retained for history, customer classes and customer service workload.
Meters and service points	Number of meters per customer, meter types, replacement history, service addresses and network assets.
Meter readings	Frequency of reads, source systems, manual reads, estimated reads, validation exceptions and retry processing.
Billing documents	Number of invoices per cycle, credit notes, adjustments, consolidated billing and invoice distribution channels.
Payments and receipts	Bank feeds, direct debit batches, payment gateways, allocations, dishonours and reconciliation workload.
Integrations	API calls, batch imports, scheduled exports, reporting refreshes and document delivery integrations.

Performance Considerations for Meter Imports and Billing Runs

Meter imports and billing runs should be designed as controlled, observable and repeatable batch processes. The solution should avoid long-running interactive transactions where possible and should separate import, validation, exception correction, billing calculation, posting and document generation into manageable stages.

- **Staged imports:** Import meter readings into staging tables before validation and posting to operational records.
- **Validation rules:** Apply reasonableness checks, duplicate detection, missing-read identification, meter-status validation and exception queues before billing.
- **Batch processing:** Schedule high-volume imports and billing calculations outside peak user activity where practical.
- **Segmentation:** Process billing by billing group, route, district, customer class or service type to reduce operational risk and improve traceability.
- **Retry and recovery:** Maintain logs, batch identifiers, error messages and reprocessing controls for failed imports or incomplete billing runs.
- **Performance testing:** Execute representative volume tests in sandbox before go-live and before major customer, meter or tariff growth events.

Backup, Restore and Business Continuity Considerations

Business Central SaaS provides Microsoft-managed service resilience, but the implementation must still define practical restore, continuity and operational recovery procedures. The project team should document restore points, production-to-sandbox

refresh expectations, data export requirements, manual workarounds and the business impact of interrupted billing operations.

- **Restore planning:** Confirm who is authorised to request a restore, what business approval is required, and how downstream integrations will be reconciled after restoration.
- **Data retention:** Define how invoices, billing calculations, meter reads, audit data, logs and integration files are retained for operational and compliance purposes.
- **Business continuity:** Identify manual procedures for customer enquiries, meter-read capture, payment processing and billing holds during a service interruption.
- **Recovery objectives:** Agree recovery time and recovery point expectations with business stakeholders, noting that SaaS recovery capabilities must be aligned with Microsoft service capabilities and customer operational processes.
- **Cutover rehearsal:** Test go-live rollback, data migration recovery, billing-cycle recovery and integration restart procedures before production cutover.

Key Design Decisions and Open Questions

Decision Area	Required Decision	Owner
Environment model	Confirm number and purpose of sandbox environments for configuration, development, UAT and training.	Project Sponsor / Solution Architect
Company structure	Confirm whether utilities, schemes or regions require separate companies or can be managed through dimensions and operational attributes.	Finance Lead / Solution Architect
Billing capacity	Confirm expected customer, meter, reading and invoice volumes for year 1, year 3 and target scale.	Billing Lead
Performance testing	Define test scenarios, sample data volumes, pass/fail criteria and billing-cycle performance benchmarks.	Test Manager / Technical Lead
Continuity procedures	Agree restore authority, manual workarounds, integration restart approach and billing-cycle recovery plan.	Operations Lead / Project Sponsor

12 Testing Strategy

The testing strategy for d365Utilities is designed to validate that the Microsoft Dynamics 365 solution is fit for purpose, operationally resilient, financially controlled and ready to support end-to-end utility customer lifecycle and billing processes. Consistent with Microsoft's Success by Design approach, testing is treated as a project-wide assurance workstream rather than a late-stage activity. It validates business processes, integrations, data, security, performance, reporting, exception handling and operational readiness before go-live.

Test Objectives and Scope

The primary objective of testing is to provide evidence that d365Utilities supports the agreed solution blueprint, including customer onboarding, meter and service point management, tariff assignment, billing calculation, levy and tax treatment, deposits, credits, collections, exception handling, posting and reconciliation. The scope includes standard Dynamics 365 configuration, d365Utilities extensions, Power Platform components, integrations, data migration outputs, security roles, approval workflows, reports, dashboards and downstream finance processes.

Unit Testing and Configuration Validation

Unit testing confirms that each configured component, customization, workflow, business rule, calculation routine and integration endpoint performs as designed before it is promoted into broader system testing. Configuration validation will confirm tariff tables, levy rules, VAT codes, billing frequencies, customer classes, meter types, service statuses, deposit rules, solar feed-in credit rules, late fee parameters and posting profiles. Each unit test must have documented preconditions, expected results, actual results, defects raised and evidence captured.

System Integration Testing

System Integration Testing validates the movement of data and transactions across Dynamics 365, d365Utilities, finance, payment gateways, meter data systems, customer portals, document generation services, email/SMS notification platforms and reporting repositories. Testing will confirm field mapping, API behaviour, batch processing, error handling, retry logic, duplicate prevention, audit trails and reconciliation between source and target systems. Integration failures must be traceable, recoverable and visible to operational support teams.

End-to-End Billing Cycle Testing

End-to-end billing cycle testing validates the complete process from customer and service setup through meter read ingestion, consumption calculation, tariff application, invoice generation, approvals, customer communication, payment allocation, credit

management, collections, posting to finance and month-end reconciliation. Test cycles should include standard bills, pro-rata bills, final bills, adjustments, reversals, estimated reads, corrected reads, move-in/move-out scenarios, multi-service accounts and high-volume batch billing runs.

Tariff, Levy, VAT, Deposit, Solar Credit and Late Fee Test Scenarios

Scenario testing will validate all financial calculation rules that materially affect customer bills and revenue recognition. Tariff tests will include fixed charges, variable consumption rates, tiered rates, time-of-use rates, seasonal tariffs and customer-class-specific pricing. Levy and VAT tests will confirm correct tax treatment, exemptions, rounding and reporting. Deposit tests will validate collection, allocation, refund and transfer rules. Solar credit tests will validate feed-in credits, netting, caps and invoice presentation. Late fee tests will confirm grace periods, fee calculation, reversals and customer communication triggers.

Variance Threshold and Exception Testing

Variance and exception testing will confirm that d365Utilities identifies abnormal consumption, unusual bill values, missing meter reads, suspicious credits, negative charges, duplicate billing records, failed integrations and records outside approved tolerance limits. Thresholds should be tested at below-threshold, at-threshold and above-threshold levels. The workflow for hold, review, approval, release, reversal and audit logging must be validated to ensure exceptions are controlled before customer communication or financial posting occurs.

Posting, Reconciliation and Financial Control Testing

Financial control testing validates that billing outputs are posted accurately to the general ledger, customer subledger, tax accounts, revenue accounts, deposit liability accounts, receivables, write-off accounts and collection-related accounts.

Reconciliation tests will compare billing registers, customer balances, payment receipts, tax reports, revenue summaries and finance postings. Control testing must also confirm segregation of duties, approval workflows, audit logs, batch controls, posting reversals and month-end close dependencies.

User Acceptance Testing and Sign-Off

User Acceptance Testing confirms that business users can perform agreed operational processes using realistic roles, data, reports and exception scenarios. UAT must be business-led, with test scripts mapped to approved requirements and business processes. Each test script should record the tester, role, date, scenario, expected result, outcome, evidence, defect reference and sign-off status. Formal sign-off should confirm that critical defects are resolved or accepted under an agreed remediation plan and that the business is ready to proceed to cutover.

Performance and Volume Testing

Performance and volume testing validates that d365Utilities can process expected and peak transaction loads within agreed service levels. Testing should include bulk meter read ingestion, mass billing calculations, invoice generation, posting batches, customer portal activity, reporting refreshes and integration throughput. Test results should measure duration, concurrency, error rates, throttling, batch window compliance and operational recovery. Findings should be used to tune batch design, integration patterns, environment capacity, data archiving and support procedures before go-live.

13 Training and Change Management Strategy

The d365Utilities training and change management strategy is designed to support a successful Microsoft Dynamics 365 implementation by preparing users, validating role-based readiness, and embedding adoption activities throughout the project lifecycle. Consistent with Microsoft's Success by Design approach, the strategy treats training, communications, change readiness, and operational transition as core workstreams rather than end-of-project activities. The objective is to ensure that business users understand the new solution, can perform their day-to-day responsibilities with confidence, and are supported through go-live and early-life operations.

Training Approach and Audience Segmentation

Training will be delivered using a role-based, process-led model aligned to the d365Utilities solution scope and business operating model. The approach combines instructor-led sessions, hands-on exercises, guided walkthroughs, quick reference materials, and supervised practice in a dedicated training environment. Training content will be mapped to the end-to-end utilities processes supported by the solution, including customer management, meter operations, billing, collections, finance integration, reporting, administration, and support.

Audience	Primary Focus	Training Outcome
Billing Administrators	Tariffs, billing cycles, invoice generation, adjustments, exceptions, and approvals	Ability to manage accurate and controlled billing operations
Customer Service Users	Customer accounts, service requests, enquiries, complaints, and payment support	Ability to resolve customer interactions efficiently and consistently
Meter Operations Users	Meter assets, readings, exceptions, work queues, and field activity coordination	Ability to maintain reliable meter data and operational workflows
Finance Users	Posting, reconciliation, revenue recognition, debtor management, and reporting	Ability to validate financial outcomes and manage downstream finance processes
Support and System Administrators	Security, configuration, monitoring, issue management, environments, and releases	Ability to operate, support, and maintain the solution after go-live

Billing Administrator Training

Billing Administrator training will focus on the configuration and execution of the utilities billing lifecycle. Participants will learn how billing accounts, products, tariffs, charges, concessions, taxes, meter reads, billing schedules, invoice batches, adjustments, credits, exception handling, and approval controls are managed within d365Utilities. Training will emphasize data accuracy, segregation of duties, auditability, and the operational controls required to produce reliable invoices.

- Configure and maintain billing parameters, billing cycles, and tariff structures.
- Execute billing runs, review billing previews, and resolve billing exceptions.
- Process adjustments, reversals, credits, and rebilling scenarios using approved controls.
- Validate invoice outputs before posting or release to customers.
- Monitor billing dashboards and exception queues to support operational governance.

Customer Service and Meter Operations Training

Customer Service and Meter Operations training will be delivered as connected process streams because customer enquiries, service requests, meter readings, usage exceptions, and billing outcomes are operationally linked. Customer Service training will cover customer profile management, account history, service agreements, interaction tracking, complaints, payment enquiries, and customer communications. Meter Operations training will cover meter asset records, read collection, read validation, exception handling, meter exchanges, and operational follow-up tasks.

- Manage customer accounts, contacts, premises, service agreements, and interaction history.
- Record and resolve customer enquiries, billing questions, and service requests.
- Review meter read status, estimated reads, rejected reads, and consumption anomalies.
- Create follow-up activities for field investigation, meter replacement, or customer contact.
- Use dashboards and queues to prioritise customer and meter operations workloads.

Finance User Training

Finance User training will focus on the financial impacts of billing and collections activity within the Dynamics 365 environment. Users will learn how billing transactions flow to finance, how revenue and receivables are reviewed, how exceptions are investigated, and how reconciliation processes are performed. Training will also

address reporting requirements, period-end controls, debtor analysis, payment allocation, refunds, write-offs, and financial audit support.

- Understand the relationship between billing events, customer balances, and finance postings.
- Review invoice, credit, payment, refund, and adjustment transactions.
- Perform reconciliation between billing subledger outputs and finance records.
- Use finance dashboards and reports to monitor aged debt, revenue, and billing exceptions.
- Support month-end and audit activities using controlled reports and transaction histories.

Support and System Administrator Training

Support and System Administrator training will prepare the operational support team to maintain d365Utilities after go-live. This training will cover user administration, security roles, environment access, configuration settings, reference data maintenance, workflow monitoring, queue management, integration monitoring, release management, and service desk procedures. The training will also define escalation paths between the customer, implementation partner, and Microsoft support channels where required.

- Manage user access, security roles, teams, and administrative permissions.
- Maintain key system configuration and controlled reference data.
- Monitor integrations, automated workflows, background processes, and exception logs.
- Support incident triage, issue replication, defect investigation, and knowledge base updates.
- Prepare for operational transition through hypercare, support handover, and continuous improvement processes.

Training Materials Based on the d365Utilities User Guide

The d365Utilities User Guide will be the foundation for all training materials. The guide will be converted into audience-specific learning paths, scenario scripts, process walkthroughs, quick reference cards, hands-on exercises, and assessment checklists. Each training module will reference the relevant business process, system screen, role permission, data inputs, expected outputs, and exception handling steps. Training materials will be maintained under document control so that updates to configuration, process design, or release scope are reflected consistently across all user enablement assets.

Material Type	Purpose
Role-based training decks	Introduce business process context, system navigation, core concepts, and operating principles.
Hands-on activity scripts	Guide users through realistic customer, billing, meter, finance, and support scenarios.
Quick reference guides	Provide concise step-by-step instructions for high-frequency tasks.
Process maps	Show the end-to-end flow across teams, decision points, controls, and integrations.
Knowledge checks	Confirm user readiness before go-live and identify areas requiring reinforcement.

Change Readiness, Communications and Adoption Activities

Change readiness activities will be planned and tracked across the implementation lifecycle to ensure that the organisation is prepared for process, role, data, and system changes. The change plan will identify impacted stakeholder groups, assess readiness risks, define communications, involve business champions, and measure adoption progress. Communications will be coordinated with project milestones such as design sign-off, user acceptance testing, training commencement, cutover planning, go-live, and hypercare.

- Maintain a stakeholder impact assessment covering business process, role, data, reporting, and control changes.
- Establish business champions to support communication, feedback collection, and peer-to-peer adoption.
- Deliver regular project communications explaining what is changing, when it will change, and how users will be supported.
- Use training attendance, knowledge checks, UAT outcomes, and readiness surveys to measure adoption readiness.
- Provide go-live floorwalking, hypercare support, issue triage, and refresher training for priority process areas.
- Capture post-go-live lessons learned and transition improvement opportunities into the support and continuous improvement backlog.

14 Deployment and Cutover Strategy

Deployment Approach and Go-Live Readiness Criteria

The recommended deployment approach for d365Utilities is a controlled production cutover supported by formal readiness checkpoints, executive go/no-go governance and hypercare support. The deployment should occur only after the solution has completed system integration testing, user acceptance testing, performance validation, security validation, data migration rehearsal and operational support readiness reviews.

- **Deployment model:** Production deployment of configured Dynamics 365 environments, d365Utilities extensions, security roles, integrations, billing processes and reporting components.
- **Go-live governance:** Formal go/no-go decision by the steering committee based on agreed readiness criteria.
- **Business ownership:** Each end-to-end utility process must have a nominated business process owner accountable for acceptance and operational readiness.
- **Hypercare model:** Enhanced support coverage during the first billing cycle, with daily triage and issue prioritisation.

Go-Live Readiness Criteria

Readiness Area	Minimum Go-Live Criteria
Solution readiness	All priority one and priority two defects are resolved or have approved mitigation plans; core metering, tariff, billing, customer service and finance processes are validated end to end.
Data readiness	Customer accounts, premises, meters, tariffs, contracts, opening balances, baseline readings and master reference data have been reconciled and signed off.
Integration readiness	Interfaces for payment processing, meter data, finance posting, customer communications and reporting have passed integration and exception handling tests.
User readiness	End users, super users and support teams are trained; security roles are assigned; user access testing is complete.
Operational readiness	Support model, incident triage, escalation paths, business continuity procedures and first billing cycle controls are approved.
Governance readiness	Cutover plan, rollback plan, communication plan and hypercare plan are approved by the project sponsor and steering committee.

Configuration Freeze and Production Setup

A formal configuration freeze should be applied before final data migration and production deployment. The freeze prevents uncontrolled changes to business rules, tariff structures, billing configurations, workflows, customisations, security roles and integrations during the critical cutover window.

- **Freeze scope:** Tariffs, pricing rules, meter reading schedules, billing groups, invoice formats, account structures, security roles, integrations, workflows, Power Platform components and reporting datasets.
- **Change control:** Any post-freeze change must be raised as an exception, impact assessed, approved by the change authority and documented in the deployment decision log.
- **Production setup:** Production environment configuration must be deployed from the validated release package, not manually rebuilt from memory.
- **Environment validation:** Production smoke testing must confirm access, navigation, key processes, integrations, batch jobs, notifications and reporting availability.

Opening Balances, Baseline Readings and Final Data Loads

The final data load is a business-critical cutover activity because opening financial balances and baseline meter readings establish the starting position for the first production billing cycle. Data migration activities should be rehearsed, timed, reconciled and signed off before the production load is attempted.

- **Opening balances:** Load account receivable balances, deposits, credits, adjustments, unpaid invoices and finance control totals using an approved reconciliation pack.
- **Baseline readings:** Load final accepted meter readings for each active service point, including read date, read type, estimated or actual indicator and exception status.
- **Customer and premises data:** Validate customer accounts, premises, service points, meters, contracts, concessions, payment plans and billing preferences.
- **Billing configuration dependencies:** Confirm tariff assignment, billing frequency, service status, exemptions, concessions and payment terms before the first bill run.
- **Reconciliation:** Compare migrated totals to legacy system control reports and obtain sign-off from finance, billing operations and customer service owners.

Cutover Checklist and Responsibilities

The cutover checklist should be maintained as a controlled runbook that lists every task, owner, dependency, timing constraint, validation step and rollback trigger. The

cutover manager is accountable for coordinating execution, status reporting and issue escalation during the cutover window.

Cutover Activity	Primary Owner	Validation Outcome
Confirm configuration freeze and approved release package	Solution Architect	Release baseline confirmed and locked.
Complete final extract from legacy billing and customer systems	Data Migration Lead	Extract totals match agreed control reports.
Load master data, opening balances and baseline readings	Data Migration Lead	Load completed with reconciliation exceptions documented.
Validate production security roles and user access	Security Lead	Users can perform assigned business functions only.
Validate integrations and scheduled jobs	Integration Lead	Inbound and outbound transactions process successfully.
Complete smoke testing of key business processes	Business Process Owners	Customer, meter, billing, payment and finance processes pass.
Issue go/no-go recommendation	Project Manager and Cutover Manager	Steering committee decision recorded.
Activate hypercare and production support	Support Manager	Support roster, triage cadence and escalation paths active.

First Billing Cycle Governance

The first production billing cycle is the primary business validation point for d365Utilities. It should be governed as a controlled event with enhanced monitoring, additional approval gates and clear ownership of exceptions before bills are released to customers.

- **Pre-bill validation:** Confirm customer eligibility, tariff assignment, meter readings, estimation rules, billing periods, concessions, credits and payment plans.
- **Trial bill run:** Generate preliminary billing outputs and compare totals with expected revenue, customer counts, consumption volumes and exception thresholds.

- **Exception governance:** Review high-value bills, negative bills, zero consumption bills, unusual consumption, missing reads and tariff exceptions before release.
- **Finance review:** Validate accounts receivable postings, tax treatment, revenue recognition, debtor balances and general ledger integration.
- **Customer communications:** Confirm invoice layout, explanatory messages, payment options and service contact details before bill dispatch.
- **Release approval:** Obtain formal approval from billing operations, finance and the project sponsor before issuing the first production bills.

Rollback, Contingency and Escalation Procedures

Rollback and contingency planning must be completed before the go-live decision. While the preferred approach is to resolve issues through controlled remediation and hypercare, the project must define the specific conditions under which cutover should pause, continue with mitigation, or revert to legacy operations.

Scenario	Contingency Response	Escalation Owner
Critical data reconciliation failure	Pause cutover, isolate failed data set, run reconciliation diagnostics and decide whether to reload or restore prior state.	Data Migration Lead
Production integration failure	Switch to approved manual workaround if business impact is acceptable; otherwise escalate to technical bridge and go/no-go forum.	Integration Lead
Billing calculation defect	Stop bill release, quantify affected accounts, apply correction or rerun billing after approval.	Billing Process Owner
User access or security failure	Apply emergency access procedure, validate segregation of duties and document temporary access exceptions.	Security Lead
Major performance degradation	Activate technical war room, review batch schedules and system telemetry, and prioritise remediation before business processing resumes.	Technical Architect
Go-live blocker identified before production release	Escalate to steering committee for decision to proceed, defer or roll back based on agreed criteria.	Project Sponsor

Escalation Principles

- All severity one incidents are managed through a dedicated cutover or hypercare bridge with named business and technical leads.
- Decisions to continue, pause or roll back must be recorded with business impact, risk rating, owner and timestamp.
- Customer-impacting communications must be approved by the business sponsor before release.
- Lessons learned from the first billing cycle should be captured in the post-go-live review and fed into the stabilisation backlog.

15 Operate and Support Strategy

The Operate and Support Strategy defines how d365Utilities will be supported after go-live to maintain business continuity, protect billing integrity, and enable continuous improvement. In line with Microsoft's Success by Design methodology, the strategy focuses on early transition planning, measurable support readiness, proactive operational monitoring, and a controlled move from project delivery into sustained business-as-usual operations.

Operate and Support Strategy Overview

The operate phase establishes the governance, service management, monitoring, and knowledge transfer arrangements required to keep d365Utilities stable, reliable, and aligned with business outcomes. For a utilities billing solution, the support model must cover standard application support as well as operationally critical activities such as billing batch execution, invoice posting, integration monitoring, exception management, and finance reconciliation.

The support strategy should be designed and rehearsed before go-live, with support teams involved during solution design, testing, training, and issue resolution. This ensures that support staff understand the configured business processes, data model, integrations, security roles, reporting outputs, and operational dependencies before they become responsible for live service operations.

Post-Go-Live Support Model

The post-go-live support model for d365Utilities should be tiered, outcome-driven, and aligned to the criticality of utility billing operations. It should provide clear entry points for users, predictable escalation paths for complex issues, and defined ownership for functional, technical, integration, data, security, and Microsoft platform-related incidents.

Support Tier	Purpose	Typical Responsibilities
Level 0 – Self-Service	Enable users to resolve common questions without raising a ticket.	Knowledge articles, quick reference guides, training videos, FAQs, known issue lists, and standard operating procedures.
Level 1 – Business Support Desk	Provide first-line triage and user assistance.	Log tickets, classify severity, confirm user steps, answer basic process questions, and route unresolved issues to functional support.

Support Tier	Purpose	Typical Responsibilities
Level 2 – Functional Application Support	Resolve business process and configuration issues.	Billing configuration, tariff setup, customer account issues, meter or consumption data queries, invoice review, workflow exceptions, and user access questions.
Level 3 – Technical and Integration Support	Resolve technical defects and integration failures.	Custom extensions, Power Platform components, integration jobs, data entities, posting errors, batch processing, performance issues, and environment-related troubleshooting.
Vendor and Microsoft Escalation	Escalate platform, product, or unresolved critical defects.	Microsoft support tickets, independent software vendor escalation, platform service health review, and product defect investigation.

Service levels should be defined according to business impact. Priority 1 incidents should include issues that prevent billing runs, customer invoice generation, payment processing, or financial posting. Priority 2 incidents should include issues that impair important operational activities but have a workaround. Lower-priority incidents should include general enquiries, minor defects, enhancement requests, and reporting refinements.

Hypercare Activities and Support Channels

Hypercare is the intensified support period immediately following production go-live. For d365Utilities, hypercare should run for a defined period, typically covering the first billing cycle, first invoice issue, first receipting cycle, first finance reconciliation, and the first month-end or period-end close where applicable.

- Establish a daily hypercare command centre with representatives from business operations, billing, finance, customer service, IT, integration support, and the implementation partner.
- Run daily stand-up meetings to review open issues, new incidents, billing run readiness, integration status, and go/no-go decisions for critical operational activities.
- Maintain a live issues register that tracks severity, owner, root cause, workaround, target resolution date, and business impact.
- Provide extended support coverage during billing runs, invoice approvals, posting activities, and period-end processing.
- Capture lessons learned and convert recurring questions into knowledge base articles or training updates.

Support channels should include a formal service management ticketing tool for all incidents and requests, a dedicated hypercare Teams channel for rapid collaboration, scheduled billing run checkpoints, and agreed escalation contacts for urgent operational issues. Informal support channels should not replace the ticketing process; all decisions, defects, workarounds, and resolutions should be recorded for auditability and knowledge retention.

Operational Monitoring for Billing Runs and Posting Errors

Operational monitoring is critical because d365Utilities supports revenue-generating processes. Monitoring should be designed around business outcomes rather than only technical availability. The support team should confirm whether usage data has loaded, billing batches have completed, invoices have been generated, exceptions have been resolved, postings have reached finance, and reconciliations have been completed.

Monitoring Area	Control Objective	Example Checks
Billing Batch Execution	Confirm billing runs complete successfully and on schedule.	Batch status, failed jobs, processing duration, billing period coverage, unbilled accounts, and retry outcomes.
Meter and Consumption Data	Validate that consumption inputs are complete and reasonable before invoicing.	Missing reads, duplicated records, abnormal usage, rejected files, and validation exceptions.
Invoice Generation	Confirm bills are produced accurately and ready for approval or distribution.	Invoice counts, tariff calculations, tax treatment, discounts, adjustments, bill messages, and exception queues.
Financial Posting	Ensure revenue, tax, receivables, and adjustments post correctly to finance.	Posting failures, blocked journals, account mapping errors, dimension errors, tax configuration issues, and reconciliation variances.
Integrations	Maintain reliable data flow between d365Utilities, Dynamics 365, payment gateways, meter systems, customer portals, and reporting platforms.	Interface status, message queues, failed payloads, API errors, retry logs, and data latency.

Monitoring Area	Control Objective	Example Checks
Performance and Capacity	Confirm the solution performs within agreed thresholds during peak processing.	Batch duration, API response times, Power Platform flow performance, database growth, and peak processing bottlenecks.

Monitoring dashboards should distinguish between technical exceptions and business exceptions. Technical exceptions require IT or integration resolution, while business exceptions require operational decision-making, such as tariff correction, account review, meter data validation, or adjustment approval. Critical monitoring outputs should be reviewed before invoices are released to customers.

Support Roles and Responsibilities

Clear role ownership reduces delays during live operations. The support operating model should define accountability for incident management, billing assurance, configuration changes, release deployment, integration support, environment administration, and communications to business stakeholders.

Role	Primary Responsibilities
Business Process Owner	Owns operational outcomes, approves workarounds, prioritises defects, and confirms that billing and finance processes meet business requirements.
Billing Operations Lead	Coordinates billing calendars, validates billing readiness, reviews exception queues, confirms invoice release decisions, and supports billing reconciliation.
Finance Lead	Owns posting validation, revenue recognition checks, tax and ledger mapping review, and period-end financial reconciliation.
Application Support Analyst	Triages incidents, investigates configuration and process issues, supports users, maintains knowledge articles, and coordinates functional fixes.
Technical Support Analyst	Investigates integrations, customisations, batch jobs, APIs, Power Platform components, and environment-level technical incidents.
Service Delivery Manager	Oversees service levels, escalation governance, reporting, release coordination, continuous improvement, and stakeholder communications.

Role	Primary Responsibilities
Implementation Partner or ISV Support	Provides specialist product knowledge, defect resolution, configuration support, release guidance, and escalation assistance during hypercare and managed support.

Knowledge Base, Troubleshooting and Continuous Improvement

The knowledge base should be treated as an operational asset. It should contain approved procedures, troubleshooting guides, billing run checklists, posting error resolution steps, integration failure handling, escalation paths, and known issue articles. Knowledge content should be created during implementation, tested during UAT, enriched during hypercare, and governed after transition to business-as-usual.

- Document standard procedures for billing run preparation, execution, validation, invoice approval, invoice distribution, posting, and reconciliation.
- Create troubleshooting articles for common billing exceptions, posting failures, integration errors, security access issues, and data validation problems.
- Link support articles to training materials, process diagrams, configuration decisions, and release notes.
- Review high-volume incidents weekly during hypercare and monthly after transition to identify recurring issues and improvement opportunities.
- Maintain a continuous improvement backlog that separates defects, enhancements, reporting changes, automation opportunities, and process improvement items.

Continuous improvement should be governed through regular service reviews. These reviews should assess incident trends, root causes, user feedback, billing cycle performance, release quality, monitoring effectiveness, and adoption outcomes. Agreed improvements should be prioritised based on risk reduction, operational efficiency, compliance impact, and business value.

Transition to Business-as-Usual Operations

The transition to business-as-usual operations should be gradual and controlled. The project team should not simply hand over the solution at go-live; instead, support readiness should be built throughout the implementation and validated through testing, rehearsal, knowledge transfer, and formal acceptance criteria.

Business-as-usual transition readiness should include confirmed support roles, completed knowledge transfer, tested incident management processes, agreed service levels, operational monitoring dashboards, documented billing procedures, release and change control processes, and an agreed ownership model for the continuous improvement backlog.

Transition Gate	Readiness Evidence
Support Process Readiness	Ticketing process tested, priorities defined, escalation paths approved, and support communications agreed.
Operational Readiness	Billing run checklists completed, monitoring dashboards available, exception handling rehearsed, and reconciliation procedures documented.
Knowledge Transfer Readiness	Support team trained, knowledge base populated, known issues documented, and procedural guides approved by process owners.
Technical Readiness	Environment ownership confirmed, integrations monitored, deployment procedures agreed, and access controls validated.
BAU Acceptance	Hypercare exit criteria met, open critical incidents resolved or controlled, service reporting agreed, and continuous improvement governance established.

Once the hypercare exit criteria are met, the governance model should move from daily command-centre management to scheduled service operations. Ongoing forums should include operational service reviews, release planning meetings, billing cycle retrospectives, and continuous improvement prioritisation sessions. This ensures that d365Utilities remains reliable, supportable, and aligned to changing utility business requirements.

16 Appendices

Appendix A: Glossary of Utility Billing and Business Central Terms

Term	Definition
Account	A customer, household, business, site, or billing entity that receives utility services and is responsible for charges.
Meter	A device or logical record used to measure consumption for electricity, water, gas, waste, telecommunications, or other utility services.
Billing Run	The controlled process for calculating, validating, posting, and issuing customer invoices for a billing period.
Tariff	A structured pricing rule used to calculate utility charges based on consumption, demand, fixed fees, customer class, location, or time period.
Business Central	Microsoft Dynamics 365 Business Central, the ERP platform used for finance, receivables, payables, inventory, jobs, dimensions, reporting, and core business transactions.
Dimensions	Business Central analysis values used to classify transactions by department, region, service type, project, property, or cost centre.
General Ledger	The financial ledger where posted billing, payment, adjustment, tax, and revenue transactions are recorded.
Consumption	The measured or estimated quantity of utility service used by a customer during a billing period.
Estimate	A calculated consumption value used when an actual meter reading is unavailable or unsuitable for billing.
Adjustment	A correction, credit, debit, refund, write-off, or recalculation applied to a customer account or invoice.

Appendix B: Success by Design Review Checklist

Review Area	Success by Design Focus	Evidence Required
Program Strategy	Confirm business drivers, scope, governance, milestones, stakeholder alignment, and outcome measures.	Project charter, governance model, milestone plan, decision framework.

Review Area	Success by Design Focus	Evidence Required
Application Strategy	Validate that d365Utilities is aligned to Business Central capabilities and configured before customisation.	Solution architecture, fit-gap log, extension design, app dependency list.
Business Process Strategy	Confirm the target billing, meter, customer, payment, finance, and service processes.	Process catalogue, future-state maps, scenario walkthroughs.
Data Strategy	Define master data, migration scope, cleansing rules, reconciliation controls, and cutover approach.	Migration inventory, mapping workbook, reconciliation reports.
Integration Strategy	Validate interfaces with meter systems, payment gateways, customer portals, document services, and reporting platforms.	Interface catalogue, API design, error handling model, monitoring plan.
Security Strategy	Confirm role-based access, segregation of duties, audit logging, privacy, and regulatory controls.	Security matrix, permission sets, audit approach, privacy impact assessment.
Test Strategy	Ensure functional, integration, performance, security, UAT, regression, and billing cycle testing are planned.	Test plan, scenario catalogue, defect process, acceptance criteria.
ALM Strategy	Confirm build, release, environment, source control, configuration, and deployment controls.	Release plan, environment plan, DevOps board, deployment checklist.
Environment and Capacity	Confirm environments, capacity assumptions, transaction volumes, billing peaks, and support readiness.	Environment strategy, non-functional requirements, performance baseline.
Intelligence Strategy	Validate reporting, analytics, dashboards, KPIs, and reconciliation needs.	Reporting catalogue, Power BI scope, KPI definitions.

Appendix C: d365Utilities Setup Checklist

Setup Area	Configuration Activities	Status
Company and Finance	Confirm company information, fiscal periods, posting groups, tax settings, dimensions, number series, and bank accounts.	Not Started / In Progress / Complete

Setup Area	Configuration Activities	Status
Customer Master	Configure customer categories, customer templates, billing contacts, payment terms, communication preferences, and credit controls.	Not Started / In Progress / Complete
Premises and Service Points	Define service locations, properties, service points, ownership/tenant relationships, and connection status values.	Not Started / In Progress / Complete
Meters and Readings	Configure meter types, units of measure, reading cycles, validation tolerances, estimated read rules, and meter exchange processes.	Not Started / In Progress / Complete
Tariffs and Fees	Configure rate structures, fixed charges, consumption tiers, rebates, concessions, standing charges, taxes, rounding, and effective dates.	Not Started / In Progress / Complete
Billing	Configure billing cycles, invoice templates, calculation rules, exception handling, approvals, posting controls, and invoice delivery.	Not Started / In Progress / Complete
Payments and Collections	Configure payment methods, direct debit, remittance files, payment gateways, allocations, arrears, reminders, and write-off controls.	Not Started / In Progress / Complete
Integrations	Configure meter import, bank feeds, payment gateway, portal, email, document storage, and reporting integrations.	Not Started / In Progress / Complete
Security	Configure roles, permission sets, approval workflows, audit requirements, and separation of billing, finance, and administration duties.	Not Started / In Progress / Complete

Appendix D: Sample Billing Run Checklist

1. Confirm billing cycle, billing period, customer scope, and cutoff dates.
2. Import meter readings and validate rejected, missing, duplicate, or out-of-tolerance readings.
3. Apply estimation rules where approved actual readings are unavailable.
4. Confirm tariff effective dates, concessions, rebates, taxes, and fixed charges.
5. Generate preliminary billing calculations and review high-value, low-value, negative, and zero-value exceptions.

6. Validate customer account balances, arrears, credits, deposits, and payment arrangements.
7. Run sample invoice previews and compare against expected charges and prior-cycle results.
8. Obtain business approval to post the billing run.
9. Post invoices to Business Central and reconcile subledger totals to the general ledger.
10. Issue invoices by email, print, portal, or agreed customer delivery channel.
11. Archive billing reports, exception logs, approvals, and reconciliation evidence.
12. Review post-billing incidents, customer enquiries, and required adjustments.

Appendix E: Sample Test Scenario Catalogue

Scenario ID	Scenario	Expected Outcome
UT-001	Create a new customer account, service point, meter, and billing profile.	Customer can be billed using the correct service, tariff, and finance posting setup.
UT-002	Import validated meter readings for a billing cycle.	Valid readings are accepted and exceptions are reported for review.
UT-003	Calculate usage charges using tiered tariffs and fixed fees.	Invoice amounts match agreed tariff rules and calculation examples.
UT-004	Apply concession, rebate, credit, and adjustment transactions.	Adjustments are reflected in customer balances and ledger postings.
UT-005	Post a full billing run and reconcile to Business Central.	Subledger, tax, revenue, receivables, and general ledger totals reconcile.
UT-006	Process payment receipt, allocation, reversal, and refund.	Customer balance, bank reconciliation, and ledger entries are updated correctly.
UT-007	Run arrears, reminder, and collections workflow.	Customers are selected according to arrears rules and communication templates.
UT-008	Validate user permissions for billing clerk, finance approver, administrator, and read-only roles.	Users can perform only the activities authorised for their role.

Appendix F: Risk, Issue and Decision Log

ID	Type	Description	Owner	Status
RID-001	Risk	Meter data quality issues may delay billing validation and UAT completion.	Data Lead	Open
RID-002	Risk	Tariff complexity may require additional configuration, testing, and approval cycles.	Billing Lead	Open
RID-003	Issue	Customer account hierarchy rules require confirmation for owner, tenant, and agent scenarios.	Business Owner	In Progress
RID-004	Decision	Billing run approvals will be completed before posting to Business Central.	Steering Committee	Approved
RID-005	Decision	Business Central dimensions will be used for service type, region, cost centre, and property reporting.	Finance Lead	Approved

Appendix G: Requirements Traceability Matrix

Req ID	Requirement	Design Reference	Test Scenario	Status
REQ-001	The solution must support customer, premises, service point, and meter lifecycle management.	Customer and Meter Management Design	UT-001	Draft
REQ-002	The solution must calculate utility charges using tariffs, fixed fees, consumption tiers, concessions, and taxes.	Tariff and Billing Calculation Design	UT-003	Draft
REQ-003	The solution must support billing approval, invoice posting, and ledger reconciliation in Business Central.	Billing Run and Finance Posting Design	UT-005	Draft
REQ-004	The solution must support payment allocation, reversal, refund, arrears, and collections processing.	Payments and Collections Design	UT-006, UT-007	Draft
REQ-005	The solution must enforce role-based security and separation of duties.	Security Model Design	UT-008	Draft

Appendix H: Reference Documents

- [Microsoft Dynamics 365 Success by Design framework](#)
- [Microsoft Dynamics 365 implementation guide overview](#)
- [Conduct solution blueprint review workshops](#)
- [Solution Blueprint Review workshops for Dynamics 365](#)
- [FastTrack for Dynamics 365 implementation guidance](#)