



GLOSSARY OF SAP S/4HANA UTILITIES (IS-U)

**A Quick Reference Guide to
SAP Terminologies**

Concept/Term	Definition
SAP S/4HANA Utilities (IS-U)	The industry solution for utilities within SAP S/4HANA, designed to manage the business processes of energy, water, and other utility providers.
Customer Master Data	Core data for utility customers, including identification, address, and billing information, managed within IS-U.
Device Management (DM)	A component of SAP IS-U that manages all aspects of meters, devices, and installations, including installation, configuration, and removal.
Metering	The process of capturing readings from utility meters (e.g., water, electricity) to calculate consumption and billing.
Billable Items	Individual charges or items that are included in a customer's utility bill, such as consumption charges, taxes, and fees.

Concept/Term	Definition
Billing	The process in SAP IS-U that calculates and generates invoices for utility customers based on consumption, contractual terms, and rates.
Invoicing	The process of generating bills or invoices for utility services, including itemization of services and taxes.
Contract Account	A financial object in SAP IS-U that stores the relationship between a customer and a utility company, including billing and payment data.
Contract	A legal agreement between a utility company and its customer, detailing terms and conditions for the provision of utility services.
Rate Class	Defines the pricing structure for a customer or service type, used in SAP IS-U for calculating charges for utility services.

Concept/Term	Definition
Consumption Data	Data related to the usage of utility services (e.g., electricity, gas) captured by meters and used for billing purposes.
Energy Data Management (EDM)	The module that manages energy consumption data, including collection, validation, and processing for billing and reporting purposes.
Rebates and Discounts	Adjustments to the billed amount based on predefined rules or customer agreements, often used in SAP IS-U for promotional offers.
Payment Processing	The handling of payments from customers for utility services, including processing, posting, and reconciliation in SAP IS-U.
Dunning	The process of reminding customers of overdue bills in SAP IS-U, which can involve sending payment reminders or initiating collection actions.

Concept/Term	Definition
Master Data Synchronization	The process of ensuring consistency and up-to-date information across different systems or components in SAP IS-U, particularly customer and device data.
Connection Object	Represents the physical infrastructure providing utility services to a customer, such as power lines or water pipes, tracked in SAP IS-U.
Service Order	An order for work or services performed on behalf of the customer, often related to maintenance or installation of utilities.
Service Technician	A person responsible for the installation, maintenance, and repair of utility services or devices, with details managed within IS-U.
Contract Profile	Describes the specific terms and conditions of a customer's contract, including service type, rate plans, and billing frequency.

Concept/Term	Definition
Load Profile	A pattern or curve representing a customer's energy consumption over a period, used in billing and forecasting.
Energy Metering	The process of measuring the consumption of energy (electricity, gas, etc.) for billing and reporting purposes in SAP IS-U.
Meter Reading	The process of capturing the data from a utility meter, typically performed manually or via remote systems, for the purpose of consumption calculation.
Data Logger	A device used to capture and record consumption data from a utility meter over time, used in energy metering.
Prepaid Metering	A type of metering where customers pay in advance for utility services, with consumption deducted from the prepaid balance.

Concept/Term	Definition
Consumption Adjustment	Modifying the billed consumption based on corrected readings or estimated consumption, typically following meter reading errors or issues.
Business Partner	A representation of the customer, vendor, or other entities in SAP IS-U, used to manage all relationships and transactions.
Utility Bill Estimation	The process of calculating estimated bills based on historical data, when actual meter readings are unavailable.
Industry-Specific Functions (IS-U)	Specialized functions tailored for utility industries, such as rate calculation, meter management, and service order handling, provided by SAP IS-U.
Usage Type	Defines the type of usage a customer is billed for, such as electricity, water, or gas, and determines the applicable rate and billing rules.

Concept/Term	Definition
Final Billing	The process of generating a final bill for a customer after disconnecting utility services or ending a contract.
Billing Frequency	The regularity with which bills are generated, such as monthly, quarterly, or annual, configured in SAP IS-U.
Disconnection/Connection	The process of disconnecting or reconnecting a customer's utility services based on requests or payment issues.
Switching	The process of changing a customer's utility provider or contract details, including rate plans or service types.
Outstanding Balance	The amount a customer owes for past utility services, tracked and managed within SAP IS-U's payment and dunning processes.

Concept/Term	Definition
Customer Inquiry	A query initiated by the customer to inquire about their utility account, billing status, consumption, or service issues.
Energy Tariff	A system of pricing for energy or utility services based on consumption levels, time of day, and customer classification.
Rate Determination	The process of determining the applicable rate for a customer's utility service, based on factors like usage, location, and contract type.
Installment Plan	A payment arrangement that allows customers to pay outstanding balances in scheduled installments.
Customer Service	The handling of customer queries, complaints, and service requests, integrated within SAP IS-U to provide a complete view of the customer interaction.

Concept/Term	Definition
Billing Simulation	A process in SAP IS-U where hypothetical bills are calculated based on customer data, rates, and consumption to verify billing logic before final invoicing.
Meter Management	The process of managing the lifecycle of meters, from installation through calibration, reading, and decommissioning, often integrated with SAP IS-U.
Demand Side Management (DSM)	Strategies implemented to influence customer consumption patterns, often including time-of-use pricing, rebates, or incentives.
Customer Portal	A web-based interface that allows customers to view their billing history, consumption data, and make payments or service requests.
Collection Management	The management of overdue payments and collection efforts, including payment plans and the handling of bad debts in SAP IS-U.

Concept/Term	Definition
Network Operations (NO)	A component within SAP IS-U that manages the planning, monitoring, and operation of utility networks (e.g., electricity, water distribution).
Meter Data Management (MDM)	A system within SAP IS-U for collecting, validating, and storing meter data from various meters for billing and analysis purposes.
Capacity Charge	A charge applied to a utility customer based on their maximum demand or allocated capacity, typically in energy and water utilities.
Service Point	A point in the utility network where a service is provided to the customer, which can include the customer's meter and connection point.
Unbilled Consumption	The amount of utility service consumed but not yet billed to the customer, typically tracked in SAP IS-U until a meter reading or estimation is completed.