

# Oracle® NetSuite for Government Utility Billing Release Notes



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Oracle NetSuite for Government Utility Billing Release Notes,  
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# About This Content

This document summarizes the changes to NetSuite for Government Utility Billing since the previous release. These release notes are subject to change.

## Audience

This guide is intended for anyone currently using Oracle NetSuite for Government Utility Billing.

## Documentation Accessibility

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## Conventions

The following text conventions are used in this document.

Convention	Meaning
<b>boldface</b>	Boldface type indicates graphical user interface elements associated with an action, or terms defined in text or the glossary.
<i>italic</i>	Italic type indicates book titles, emphasis, or placeholder variables for which you supply particular values.
<code>monospace</code>	Monospace type indicates commands within a paragraph, URLs, code in examples, text that appears on the screen, or text that you enter.

# 1

## Release Notes 25.9.2

### **NetSuite for Government Utility Billing 25.9.2 Release Notes**

**Revision Date: September 23, 2025**

**Important:**

This document summarizes the changes to NetSuite for Government Utility Billing between 25.9.2 and the previous release. These release notes are subject to change every week.

NetSuite for Government Utility Billing Version 25.9.2 – Release Date September 23, 2025

#### **Customer cloud services(CCS):**

- Fixed Bill Print logic to correctly display Address Line 2 on bills when present.
- Added payment date length validation to ensure it's 8 characters in length for payment upload process.
- Updated AP Refund file to include Address Line 2.

#### **Citizen Portal:**

- Correction to Total Bill amount display when an overpayment exists on an account.

#### **Various Fixes and Performance Improvements**

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## Release Notes 25.9.1

### NetSuite for Government Utility Billing 25.9.1 Release Notes

**Revision Date: September 15, 2025**

Important:

This document summarizes the changes to NetSuite for Government Utility Billing between 25.9.1 and the previous release. These release notes are subject to change every week.

NetSuite for Government Utility Billing Version 25.9.1 – Release Date September 15, 2025

#### **Customer cloud services(CCS):**

- Introduced a change to the PDF bill. If a bill is identified as a closing bill (i.e., a final bill), a note will be displayed on the bill indicating 'FINAL BILL'.
- Updated CCS program logic to handle move-in/move-out requests from Iowa American Water file, applying specific rules to determine customer type.
- Added Accounts Payable extract to interface with NetSuite for processing customer refunds.
- Updated County Parcel file upload process to handle missing values in the incoming file.

#### **Citizen Portal:**

- Resolved issue where Login button was disabled when using a password manager, ensuring button remains functional.

#### **Employee Portal:**

- Employee Portal now includes email notification telemetry statistics.
- Introduced email monitoring for Bill and Letter notifications sent from CCS, including sent, bounced, and delivered emails.
- Enhanced user experience with updated UI and navigation for In-app Navigation, Agency Detail, and associated feature and template pages.
- New Employee Portal page to store merged PDF files for bulk bills: one for 2-page bills and one for 3+ page bills, streamlining printing for bill vendors.

#### **Various Fixes and Performance Improvements**