

Oracle® NetSuite for Government Utility Billing Release Notes



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Oracle NetSuite for Government Utility Billing Release Notes,
G42225-17

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Contents

[About This Content](#)

1 [Release Notes 26.6.1](#)

2 [Release Notes 26.5.1](#)

3 [Release Notes 26.4.1](#)

4 [Release Notes 26.3.1](#)

5 [Release Notes 26.2.1](#)

6 [Release Notes 26.1.1](#)

7 [Release Notes 25.12.3](#)

8 [Release Notes 25.12.2](#)

9 [Release Notes 25.12.1](#)

10 [Release Notes 25.11.2](#)

11 [Release Notes 25.11.1.1](#)

12 [Release Notes 25.11.1](#)

13 [Release Notes 25.9.3](#)

14 [Release Notes 25.9.2](#)

15 [Release Notes 25.9.1](#)

16 [Release Notes 25.8.2](#)

17 [Release Notes 25.8.1](#)

18 [Release Notes 25.7.2](#)

19 [Release Notes 25.7.1](#)

20 [Release Notes 25.6.1](#)

21 [Release Notes 25.5.3](#)

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

For information about Oracle's commitment to accessibility, visit the Oracle Accessibility Program website at <http://www.oracle.com/pls/topic/lookup?ctx=acc&id=docacc>.

Access to Oracle Support

Oracle customers that have purchased support have access to electronic support through My Oracle Support. For information, visit <http://www.oracle.com/pls/topic/lookup?ctx=acc&id=info> or visit <http://www.oracle.com/pls/topic/lookup?ctx=acc&id=trs> if you are hearing impaired.

Conventions

The following text conventions are used in this document.

Convention	Meaning
boldface	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.
monospace	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 26.6.1

NetSuite for Government Utility Billing 26.6.1 Release Notes

Revision Date: June 03, 2026

Important:

This document summarizes the changes to NetSuite for Government Utility Billing between 26.6.1 and the previous release. These release notes are subject to change every week.

Customer Cloud Services (CCS): – Release Date June 03, 2026

- **New Premise Start Service Process Flow:**
 - Creation of a new process flow for creating a new premise, adding service points, installing meters, and starting service if needed.

Various Fixes and Performance Improvements

2

Release Notes 26.5.1

NetSuite for Government Utility Billing 26.5.1 Release Notes

Revision Date: May 11, 2026

Important:

This document summarizes the changes to NetSuite for Government Utility Billing between 26.5.1 and the previous release. These release notes are subject to change every week.

Employee Portal: – Release Date May 11, 2026

- Ability to manage Autopay Extract files in the Employee portal instead of the OCI buckets.
- Ability to manage letter templates instead of managing via OCI buckets.

Various Fixes and Performance Improvements

Citizen Portal: - Release Date May 11, 2026

- Updated Login and Password flow for account creation and password reset including enhanced messaging.
- Research and correct view bill errors are being experienced.

Various Fixes and Performance Improvements

3

Release Notes 26.4.1

NetSuite for Government Utility Billing 26.4.1 Release Notes

Revision Date: April 28, 2026

Important:

This document summarizes the changes to NetSuite for Government Utility Billing between 26.4.1 and the previous release. These release notes are subject to change every week.

Customer Cloud Services (CCS): – Release Date April 28, 2026

Various Fixes and Performance Improvements

- Updated Move In Logic to exclude Lien and Collection accounts when starting service. Ensures move in uses service account.

4

Release Notes 26.3.1

NetSuite for Government Utility Billing 26.3.1 Release Notes

Revision Date: March 30, 2026

Important:

This document summarizes the changes to NetSuite for Government Utility Billing between 26.3.1 and the previous release. These release notes are subject to change every week.

Customer Cloud Services (CCS): – Release Date March 30, 2026

- Correction of amount due display when a cancelled adjustment is done in Utility Billing.

Various Fixes and Performance Improvements

5

Release Notes 26.2.1

NetSuite for Government Utility Billing 26.2.1 Release Notes

Revision Date: February 22, 2026

Important:

This document summarizes the changes to NetSuite for Government Utility Billing between 26.2.1 and the previous release. These release notes are subject to change every week.

Customer Cloud Services (CCS): – Release Date February 22, 2026

- Custom Offset batch change to skip those accounts with an active Pay Plan for consideration in transferring \$ to a Lien or Collection account.

Various Fixes and Performance Improvements

- Offset Batch process change. Create unique Lien or Collections accounts and SA's per Premise address and do not combine them onto a single account when the main person is linked to more than one account.

Citizen Portal: – Release Date February 12, 2026

- Hide Lien and collection accounts from being displayed on the portal.

Various Fixes and Performance Improvements

6

Release Notes 26.1.1

NetSuite for Government Utility Billing 26.1.1 Release Notes

Revision Date: January 22, 2026

Important:

This document summarizes the changes to NetSuite for Government Utility Billing between 26.1.1 and the previous release. These release notes are subject to change every week.

Customer Cloud Services (CCS): – Release Date January 22, 2026

- Enhancement to Late Payment Calculation logic to calculate it based upon the current billed charges and not the overall current balance.
- Letter extract enhancement to extract Premise Geographic values for various letters.

Various Fixes and Performance Improvements

Citizen Portal: – Release Date January 22, 2026

- Added Auto Pay Pending Verification notice when signing up for Auto Pay on the portal.
- When signing up for notifications, all additionally linked accounts will automatically be enrolled when main account is enrolled.
- Sign in fix to account for multiple accounts using the same email.
- Restrict account linking flow to not display Lien/Collections accounts.

Various Fixes and Performance Improvements

7

Release Notes 25.12.3

NetSuite for Government Utility Billing 25.12.3 Release Notes

Revision Date: December 17, 2025

Important:

This document summarizes the changes to NetSuite for Government Utility Billing between 25.12.3 and the previous release. These release notes are subject to change every week.

Customer Cloud Services(CCS): – Release Date December 17, 2025

- Enhancement to allow searching by legacy account Id and characteristic values.

Various Fixes and Performance Improvements

Citizen Portal: – Release Date December 17, 2025

- Added Ability for customers to capture and store their notification preferences for Bill Paid, Bill Past Due and Letter Postings.
- Enroll citizen in all email notifications by default (except for Paperless Billing) upon account linking.
- Corrected Utility charge graph to ensure it's in the correct order vs. bills generated in CCS.

Various Fixes and Performance Improvements

- Fix to ensure e-bill enrollment notification is properly set in CCS when enrolling for the first time.
- Corrected Quick Pay Link in Email to Redirect to correct page.

Employee Portal: - Release Date December 17, 2025

- Enhancement to view and download merged PDF letters to efficiently share them with the printing service.
- Enhancement to have a date range when downloading bills instead of a single date.
- Enhanced User Interface for Letter page to download merged letter files and date searching capabilities.

Various Fixes and Performance Improvements

- Implemented fix to remove incorrect extra 0 reading values from the bill print.

8

Release Notes 25.12.2

NetSuite for Government Utility Billing 25.12.2 Release Notes

Revision Date: December 11, 2025

Important:

This document summarizes the changes to NetSuite for Government Utility Billing between 25.12.2 and the previous release. These release notes are subject to change every week.

Customer Cloud Services(CCS): – Release Date December 11, 2025

- Letter printing - Populating the Parcel Number on the Lien letter.

Various Fixes and Performance Improvements

9

Release Notes 25.12.1

NetSuite for Government Utility Billing 25.12.1 Release Notes

Revision Date: December 04, 2025

Important:

This document summarizes the changes to NetSuite for Government Utility Billing between 25.12.1 and the previous release. These release notes are subject to change every week.

Citizen Portal: – Release Date December 04, 2025

- Removed Paid/Unpaid tag on the Bill & Payments tab.
- Removed sub-text under each bill on Bill & Payments tab.

Various Fixes and Performance Improvements

10

Release Notes 25.11.2

NetSuite for Government Utility Billing 25.11.2 Release Notes

Revision Date: November 21, 2025

Important:

This document summarizes the changes to NetSuite for Government Utility Billing between 25.11.2 and the previous release. These release notes are subject to change every week.

Customer Cloud Services(CCS): – Release Date November 21, 2025

- Meter Exchanges - Change to set the meter 'in receipt' and 'storeroom' times, so meter can be installed with the correct time.
- Move in move out - Updated the processing logic to remove phone number as a required field and incorporated meter exchange logic where a record may be coded as a move in or out and not a meter exchange because of IAW's record type hierarchy where move in/out takes precedent over a meter exchange record code.

Various Fixes and Performance Improvements

11

Release Notes 25.11.1.1

NetSuite for Government Utility Billing 25.11.1.1 Release Notes

Revision Date: November 19, 2025

Important:

This document summarizes the changes to NetSuite for Government Utility Billing between 25.11.1.1 and the previous release. These release notes are subject to change every week.

Customer Cloud Services(CCS): – Hotfix Release Date November 19, 2025

- Payment Upload functionality updated to ensure more than 99 records and external reference ID is less than maximum 36 characters can be processed in a file.

Various Fixes and Performance Improvements

12

Release Notes 25.11.1

NetSuite for Government Utility Billing 25.11.1 Release Notes

Revision Date: November 05, 2025

Important:

This document summarizes the changes to NetSuite for Government Utility Billing between 25.11.1 and the previous release. These release notes are subject to change every week.

Customer Cloud Services(CCS): – Release Date November 05, 2025

- Updated to move in move out process to create a new account for move ins when the person already exists with active SA's at a different premise.
- Updated logic to account for proper SA creation for a move in to ensure all SA's are linked to the correct premise SP's.
- Updated Move-In/Move-Out logic to exclude Lien and Collection SA accounts and SA types.
- Improved auto pay file extraction to include customers who sign up for Auto Pay at any time before their current bill's due date, including those who enrolled after bill generation.
- Enabled upload of adjustments for the Sewer Credit program.
- When linking a customer to other accounts via the Citizen portal, users now will be designated as Financially Responsible to enable online payments.
- Migrated configuration to support Pre-Note processing of Auto Pay information.
- Updated custom collection algorithms to set the 'Print Letter' checkbox when generating customer contact letters.
- Updated Bill Print logic to support multiple billing periods for the same service on a single bill.

Various Fixes and Performance Improvements

13

Release Notes 25.9.3

NetSuite for Government Utility Billing 25.9.3 Release Notes

Revision Date: September 30, 2025

Important:

This document summarizes the changes to NetSuite for Government Utility Billing between 25.9.3 and the previous release. These release notes are subject to change every week.

NetSuite for Government Utility Billing Version 25.9.3 – Release Date September 30, 2025

Customer Cloud Services(CCS):

- Updated Bill Print logic to support multiple billing periods for the same service on a single bill.

Various Fixes and Performance Improvements

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

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

16

Release Notes 25.8.2

NetSuite for Government Utility Billing 25.8.2 Release Notes

Revision Date: August 25, 2025

Important:

This document summarizes the changes to NetSuite for Government Utility Billing between 25.8.2 and the previous release. These release notes are subject to change every week.

NetSuite for Government Utility Billing Version 25.8.2 – Release Date August 25, 2025

Customer Cloud services(CCS):

- Updated bill notification process to send 'Bill Ready' emails only after bills are printed and available, ensuring citizens receive notifications when PDFs are accessible.

Citizen Portal:

- Updated bill notification settings to remain disabled by default for users, requiring explicit opt-in via user preferences.

Various Fixes and Performance Improvements

Release Notes 25.8.1

NetSuite for Government Utility Billing 25.8.1 Release Notes

Revision Date: August 13, 2025

Important:

This document summarizes the changes to NetSuite for Government Utility Billing between 25.8.1 and the previous release. These release notes are subject to change every week.

NetSuite for Government Utility Billing Version 25.8.1 – Release Date August 13, 2025

Customer Cloud services(CCS):

- Added ability for agencies to choose whether Autopay Review is completed automatically or manually.
- Implemented Send Letter Collection Event type to populate Person ID, Account ID, and Premise ID on Customer Contact records, enabling accurate premise information on collection and lien letters.
- Enhanced payment processing to validate account numbers against Old Account ID, ensuring accurate application of payments and posting to Suspense Account for unmatched payments.

Citizen Portal:

- Improved login and account linking experience by redesigning the verification screen and integrating 'Reset Password' option into the login flow.
- Improved QuickPay experience by fixing input persistence and browser navigation issues, ensuring a clean form load in new tabs and after navigating back from Elavon payment page.
- Optimized QuickPay validation to provide timely error messages when incorrect account or balance information is entered.
- Improved error messages to provide specific and descriptive feedback, helping users understand the cause of errors and take corrective action.

Various Fixes and Performance Improvements

Release Notes 25.7.2

NetSuite for Government Utility Billing 25.7.2 Release Notes

Revision Date: July 16, 2025

Important:

This document summarizes the changes to NetSuite for Government Utility Billing between 25.7.2 and the previous release. These release notes are subject to change every week.

NetSuite for Government Utility Billing Version 25.7.2 – Release Date July 16, 2025

Citizen Portal:

- Citizen Portal Dashboard now handles \$0 previous bills by hiding comparison statement.
- Added ability to find autopay bank account with a valid routing number.

Various Fixes and Performance Improvements

Release Notes 25.7.1

NetSuite for Government Utility Billing 25.7.1 Release Notes

Revision Date: July 09, 2025

Important:

This document summarizes the changes to NetSuite for Government Utility Billing between 25.7.1 and the previous release. These release notes are subject to change every week.

NetSuite for Government Utility Billing Version 25.7.1 – Release Date July 09, 2025

Citizen Portal:

- Enabled Autopay enrollment through the Citizen portal, making it easier for customers to manage their payments.
- Added autopay status message to printed bills, providing customers with clear information about their autopay enrollment.
- Enhanced paperless billing experience with automated bill ready notifications.

Various Fixes and Performance Improvements

- Implemented various enhancements to Meter Read functionality, including time zone support, job name display, file upload for output definition, editable job utility field, resized upload dialog, and input definition review feature.

20

Release Notes 25.6.1

NetSuite for Government Utility Billing 25.6.1 Release Notes

Revision Date: June 09, 2025

Important:

This document summarizes the changes to NetSuite for Government Utility Billing between 25.6.1 and the previous release. These release notes are subject to change every week.

NetSuite for Government Utility Billing Version 25.6.1 – Release Date June 09, 2025

Customer Cloud services(CCS):

- Correction to Auto Pay file header record to be right justified for Company ID.

Citizen Portal:

- Fix to prevent portal payments from going into pending state.

Various Fixes and Performance Improvements

21

Release Notes 25.5.3

NetSuite for Government Utility Billing 25.5.3 Release Notes

Revision Date: June 03, 2025

Important:

This document summarizes the changes to NetSuite for Government Utility Billing between 25.5.3 and the previous release. These release notes are subject to change every week.

NetSuite for Government Utility Billing Version 25.5.3 – Release Date June 03, 2025

Customer Cloud services(CCS):

- Update to GL Extract to include date in file name.

Various Fixes and Performance Improvements

Release Notes 25.5.1

NetSuite for Government Utility Billing 25.5.1 Release Notes

Revision Date: May 20, 2025

Important:

This document summarizes the changes to NetSuite for Government Utility Billing between 25.5.1 and the previous release. These release notes are subject to change every week.

NetSuite for Government Utility Billing Version 25.5.1 – Release Date May 20, 2025

Customer Cloud Services(CCS):

- Added support to parse standard move-in/move-out files and record account changes at existing premises.
- Added functionality to create new premises from move-in/move-out files if the premise does not exist within CCS.
- Functionality to process a parcel file from the county to identify property owners based on parcel number on the premise.
- Creation of customer specific Auto Pay Extract.
- Functionality to transfer past due debt to lien or collection SA's for those in an arrears situation that meet lien collection rules.
- Added feature to add a Lien or Collection customer contact after running Offset batch process.
- Enhanced Move In Move out functionality to account for meter exchanges.
- Functionality to upload a standard payment file to process payments from 3rd party payment processors.

Citizen Portal:

- Implemented PDF preview on desktop and direct PDF download on mobile.
- Allow payments to be made through citizen portal.
- UI enhancement to show either City name or city logo on the citizen portal for each tenant.
- Added a feature that allows users to easily look up their new account number from the Account Information page.
- Added Reset Password Option to New Citizen Portal Login screen.
- Show printed PDF letters in the citizen portal.

Employee Portal:

- Enabled agency employees to manage letter templates for extracts via object storage with role-based access and enforced naming conventions; direct template uploads from CCS will be supported in a future release.

- Functionality to upload meter reading files into UB for client based upon mapping rules including move in, move out and meter exchanges.
- Automated daily generation of letter PDFs from XML extracts based on letter templates stored on Object Cloud.
- Agency employees can now view PDF letters stored in object storage for the respective accounts.

Various Fixes and Performance Improvements