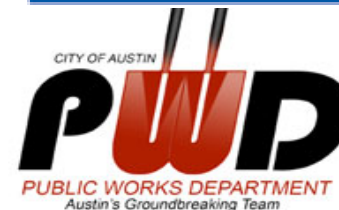




Customer Information System Replacement Project



Agenda

- Replacement Project Overview
- Customer Benefits
- Business Benefits
- System Transition Plan

Replacement Project Background

- **Current Billing System**

- Used to bill for all utilities, solid waste services, transportation and drainage
- Vendor prints and mails customer bills
- Provides Online Customer Care

- **Reasons for Replacement**

- 12+ year old legacy system
- New technology offers enhanced functionality

Replacement Project Overview

- Cross-Departmental Team

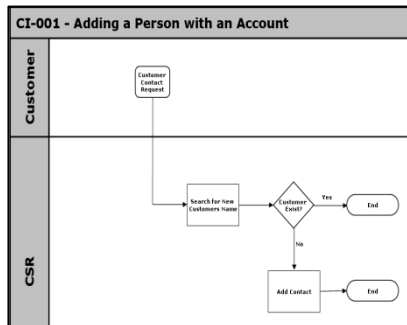


- 2100+ requirements identified
- Requirements list compared to industry standard
- Goal was to have a flexible, configurable system

Replacement Project Overview

- Selected Oracle's Customer Care & Billing (CC&B) system (v 2.3.1)
- Vendor hosted, web-based solution
- Meets requirements, with off-the-shelf product
- Other CC&B Users
 - PG&E, NICOR (Gas), Las Vegas Water, BG&E
- IBM is the implementation vendor

What will the new system provide?




- Modernization of the City of Austin's utility billing processes
- Increased Productivity
- Compatibility with other City systems and seamless access to information
- Scalability
- Enhanced Customer Service
- Expanded internal business controls to ensure that the City complies with regulatory requirements

What CC&B Offers Our Customers

- Better customer service from the City Utilities
- Enhanced Account Management Strategy
- Easier Access to City Utility Services
- More Timely Billing



Sample Web Page



City of Austin Utility Services

[My Profile](#) | [Help](#) | [Contact Us](#) | [Log Out](#)

[Home](#) | [My Bill](#) | [My Account](#) | [My Usage](#) | [My Services](#)

Welcome: [FirstName] [LastName] Account Number: 12345-12345 [Change Account](#)

\$ Pay Bill

Due Date	05/01/12	Autopay Set up an automatic payment from your bank. Learn more about Autopay
Bill Amount	\$85.00 View Bill	
04/14-Payment Received	-\$30.00	eBill Receive notifications of your utility bill online. Learn more about eBill
04/15-Payment Pending	-\$45.00	
Amount Due	\$10.00	Budget Billing Pay the same amount each month, year round. Learn more about Budget Billing

[Pay My Bill](#)

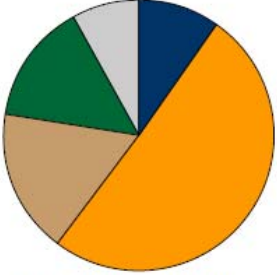
[Start Service](#) | [Stop Service](#) | [Transfer Service](#)

☆ Notices

Description	Status
[desc]	[status]
[desc]	[status]
[desc]	[status]


[View More](#)

⊗ Current Activity



Electric	\$42.50
Water	\$25.00
Wastewater	\$8.00
Solid Waste	\$6.00
Drainage	\$3.50
Transportation	\$1.50

Lorem ipsum dolor sit amet, consectetur adipiscing elit. Donec ultricies lobortis metus, at mattis augue suscipit nec. [Learn more](#)




Take the Green30 Challenge!

The Green30 Challenge encourages City of Austin Solid Waste Services customers to:

1. Downsize to a 30-gallon green garbage cart
2. Take a free basic backyard composting class
3. Purchase a home composting system and start composting!

[Download the Application](#)

PowerPlus



Lorem ipsum dolor sit amet, consectetur adipiscing elit. Donec non diam in mauris semper ultrices. [more...](#)

Other Stories:
[Donec non diam in mauris](#)
[Donec non diam in mauris](#)
[Donec non diam in mauris](#)



Sample Utility Bill

Page 1 of

Utility News

Read Dates

Next meter read date will be on or about 01/14/11.

Programmable Thermostat

AUSTIN ENERGY CUSTOMERS:

Call 1-877-549-2774 today to schedule the installation of your free programmable thermostat... plus free installation.

Water Conservation

Observe and Conserve. Save water save money. Call 974-2199 or visit waterwiseaustin.org to learn more about water conservation and available rebate programs.

Street Service

If you are over 65 or do not drive / own a vehicle or this property is vacant, you may qualify for an exemption to the Transportation User Fee.

CAP

Customer Assistance Program (formerly Plus+1) - To those of you that can, please donate \$2, \$3, \$5 or any amount to help your neighbors in need with their utility bill payments.

Tree Planting Fund

The easiest way for you to "GO GREEN" this year is to donate your green to the Plant a Tree Fund. To those of you that can, please donate \$2, \$3, \$5 or any amount to help.

Contact Information



View or Pay online: www.coautilities.com



Customer Service: 512-494-9400
or call toll free at 1-888-340-6465
TDD: 512-477-3863
Se Habla Español

To report an electrical OUTAGE call 512-322-9100 and enter your PowerLink number. The PowerLink numbers are displayed with your Electric Service on the bill.

Summary of Services

KATHLEEN CUSTOMER

Service Address: 12345 MAIN ST

Account Number: 12345-12345

Invoice Number: 000001234567

Service Dates	(Nov 15 - Dec 14)
Billing date	Dec 15, 2010
Due date	Jan 1, 2011
Previous balance	\$166.05
Payment received - Thank you	\$66.05 CR

Past Due (DUE IMMEDIATELY)	\$100.00
----------------------------	----------

Please note - your account has a past due balance. If you have already made your payment, please disregard and thank you.

Current Activity / Charges

Deposit	\$0.00
Electric	\$20.17
Water	\$62.35
Wastewater	\$80.50
Solid Waste Services	\$16.33
Drainage Service	\$7.15
Street Service	\$0.00
Payment Arrangement Plan	\$0.00

Current Activity (Due 01/01/2011)	\$186.50
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If Payment is received after due date, a late fee will be assessed on electric, water and wastewater charges

Account Balance	\$286.50
-----------------	----------

Continued On Next Page



Sample Utility Bill

Page 2 of 3

00000 FT DB 12-06132007 NNYNNN

Service Details



Electric Service

Your Electricity Use (kWh)



	Current Month	Previous Month	Last Year
Days of service	28	27	0
kWh used	563	779	0
Avg. kWh per day	20.1	28.8	0.0
Avg. cost per day	\$2.57	\$3.71	\$0.00

12 month avg. consumption: xxx



Water Service

Your Water Use (gallons)



	Current Month	Previous Month	Last Year
Days of service	28	27	0
Gallons used	4,400	5,300	0
Avg. gallons per day	157.1	196.3	0.0
Avg. cost per day	\$0.70	\$0.77	\$0.00

12 month avg. consumption: xxx



Water Service

Your Water Use (gallons)



	Current Month	Previous Month	Last Year
Days of service	28	27	0
Gallons used	4,400	5,300	0
Avg. gallons per day	157.1	196.3	0.0
Avg. cost per day	\$0.70	\$0.77	\$0.00

12 month avg. consumption: xxx

PowerLink Number: 52223400

1234 Anystreet, Anytown, AS 68229

Meter # 50886

Read Date	11/01/2010	12/02/2010	Consumption
Read	1000	1500	500
Read Difference			500
Total Consumption in KWH			500

Billing Rate: Residential Service Summer

Customer Charge	\$6.00
Energy Charge	XXX.XX @ \$.0355000 per KWH.....\$6.88
Fuel Charge	XXX.XX @ \$.0365300 per KWH.....\$7.09
Sales Tax	\$0.20

TOTAL CURRENT CHARGES - Electric\$20.17

Save money. Visit www.austinenergy.com to learn more.

Meter # 50887

1234 Anystreet, Anytown, AS 68229

Read Date	11/01/2010	12/02/2010	Consumption
Read	1000	1500	500
Read Difference in Hundreds			500
Total Consumption in Gallons			50,000

Billing Rate: Inside Residential Water

Customer Charge	\$5.35
Consumption Charge	X,XXX Gallons @ \$.0355000 per Gallon...\$57.00

TOTAL CURRENT CHARGES - Water\$62.35

You are using 100 Gallons less water than the average resident in your area.

Meter # 50888

4321 Anystreet, Anytown, AS 68229

Read Date	11/01/2010	12/02/2010	Consumption
Read	1000	1500	500
Read Difference in Hundreds			500
Total Consumption in Gallons			50,000

Billing Rate: Inside Residential Water

Customer Charge	\$0.00
Consumption Charge	X,XXX Gallons @ \$.0355000 per Gallon...\$0.00

TOTAL CURRENT CHARGES - Water\$0.00

Sample SA message goes here.

View or Pay online: www.coautilities.com

AUTHORIZED PAY STATIONS.

What CC&B Offers Our Business

- Better customer account tracking
- More timely revenue reporting
- Automation of many currently manual tasks
- Improved security
- Supports new rate structures



CC&B Functionality

- **New functionality at go-live includes:**
 - Integration with IVR and outbound dialer
 - Enhanced customer self-service options through integration with the IVR and Website
 - Redesigned Customer Care Website
 - Automatic bank drafting payment plans
 - Flexible payment plans
- **Additional functionality planned for after go-live**

Key project milestones



■ ***Deployment Phase Activities***

- Internal and external communications
- Final end user acceptance testing
- Dress rehearsals
- Proactive Risk Assessment
- Outcomes measured against go-no-go criteria
- Executive approval for “Go-Live”

Question and Answer

Billing Functions Included in CIS

TODAY

- Electric
- Water
- Wastewater
- Solid Waste
- Recycling
- Transportation User Fee
- Drainage Fee
- Reclaimed Water
- Evaporative Loss
- Green Choice Program
- Automatic Bank Draft Payment Plans
- On-line Customer Care
- Electronic Bill
Presentment & Payment
- Landlord Continuous Service
- Levelized Payment Plans
- Deferred Payment Plans
- Time-of-Use Billing (Limited)

FUTURE

- Net Metering
- Pre-pay Meters
- Customer Selected Due Date
- Rebate & Incentive Program
- Water Conservation Products
- Merchandise
- Alternative Water Sources
- Chilled Water
- Distributed Energy (Steam)
- Infrastructure Rental
- Real-time or Dynamic Billing
- Time-of-Use Billing
- Group Billing

Project Status Summary

Project Goal			Key Phase Milestones	Plan End Date	New End Date	Status and Mitigation
CIS Replacement implementation by April 4, 2011			Design, Build Phase MAW	02/04/10	-	Complete
* Print and Mail Bills revenue			Converted Data Delivery	09/20/10	-	Complete
* Provide CSR tools needed customers			System Testing Complete	08/25/10	-	Complete
* Get reads into CC&B and book revenue			Wave 1 and 2 Interfaces Complete	11/08/10	01/31/11	Build and testing in progress
* Provide Web tools for external customers			Integration Testing Complete	12/03/10	03/06/11	Testing in progress
Status Highlights - Overall R			Training and Support Materials	11/30/10	-	Complete
Project Governance: G ↔	Resources: Y ↑	Schedule: R	Design Build and Test Complete	12/03/10	02/07/11	In progress
Scope: G ↓	Team Morale: G ↔	Build: R	UAT Begins	12/10/10	03/07/11	Not started
Change Management: G ↔	Architecture: Y	Conversion: Y ↔	Wave 3 Interfaces Complete	12/10/10	01/31/11	Build and testing in progress
Transition Readiness: G ↔	Hosting Stability: G ↔	Testing: R	Portal development Complete	02/15/11	02/15/11	On track
G Few/No Issues Y Issues of Which to Be Aware R Issues Requiring Immediate Attention ↑ Improving ↔ Stable ↓ Worsening			CC&B UAT Complete	02/28/11	03/18/11	Not started
			Portal UAT Complete	03/16/11	03/16/11	Not started
			Dress Rehearsal #1	01/31/11	02/14/11	Not started
			Dress Rehearsal #2	02/28/11	03/07/11	Not started
			Go-Live	04/04/11	04/04/11	At risk, Mitigate Issues
Budget Status			Key Activities/Issues/Risks			

- Services and Software through December is \$24,764,316
- Expenses through November travel are \$1,468,421 (\$2,745,785 budgeted through November)
- Amounts paid to MBE/WBE through December – \$8,949,434

- Scope shown as worsening to provide awareness of several new PCRs in work and the expectation of being available at go-live. SRB action requested: none
- Resources are still a concern; all known resource needs have been filled; additional needs are dependent on findings within current work underway. City audit reducing available resources. SRB action: none
- Architecture Yellow: recent PCR for Dev/Test environment changes. Work not complete. SRB action: none

- Schedule Red: no margin for error or delay. High number of remaining activities, primarily in area of interfaces with CC&B. SRB action: acute awareness to help mitigate teams potential barriers/challenges
- Build Red: interface effort and testing with CC&B; unknown levels of effort/dates. SRB action: same as above
- Conversion changed Green to Yellow: multiple Test Problem Reports (TPRs)—software defects—occurred. SRB action: none.
- Testing Red: compressed timeline due to project delays. Testing approach has to be revisited. SRB action: review plan and dates

Go Live Communications Plan - DRAFT

#	Vehicle	Audience	Subject	Content details	SME	From	Date to send
1	February 2011 Power Plus Newsletter in COA Utility Bill	COA Utility Customers/AE Web Site Visitors	COA Utility Bill's format to change for the better in April 2011	Explain why and how bill format is changing and what it means to the customer	CSP Core team/PMO	Mkting Comm/Corp Comm	Last week in January until last week of February
2	MPP Email Blast	Multi-family Property Owners, Managers and Tenants	Spread the Word to Your Tenants: New COA Utility Bill Format coming in April 2011	Notify multi-family property owners and managers of new bill format; ask them to place announcement in tenant newsletters and any other tenant communication vehicles	CSP Core team/PMO	Mkting Comm//MPP	February and March email blasts
3	AE Web Site Navigation Page Feature	AE Web Site Visitors	COA Utility Bill's format to change for the better in April 2011 - jump to dedicated Web page	COA utility bill format changing	CSP Core team/PMO	Mkting Comm/Corp Comm/Web Team	Beginning in February- tentative
4	AE Website Page	AE Web Site Visitors	COA Utility Bill's format to change for the better in April 2012	Explain why and how bill format is changing and what it means to the customer	CSP Core team/PMO	Mkting Comm/Corp Comm/Web Team	Beginning in February - tentative
5	Other COA Utility Websites	Web Site Visitors	COA Utility Bill's format to change for the better in April 2011	Explain why and how bill format is changing and what it means to the customer - can link back to special page on AE site	CSP Core team/PMO	Other Department PIOs and Web teams	Beginning in February
6	IVR Messaging	COA Utility Customers	COA Utility Bill's format to change for the better in April 2011	COA Utility Bill Format Changing in 2011 - refer to AE Web site	CSP Core team/PMO	Mkting Comm/Corp Comm	Beginning in February