



# Customer Information System (CIS) Replacement Project

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Customer Care and Billing Update  
Special Called Council Meeting

February 22, 2012



# Background Information

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- City project began in 2009, original go-live April '11, revised to Oct '11
  - CC&B is an Oracle product; implemented and hosted by IBM
- Combined bill – Totaling 5.7M bills annually
  - Electric, Water, Wastewater, ARR, Transportation, Watershed
- Cost
  - \$54.0M (\$37.4M for implementation, \$16.6M for operations maintenance over 6 years)
  - Amount paid to date = \$32.4M
  - Remaining payment amount \$3.8M + outstanding invoices \$1.2M = \$5.0M



# Background Information

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- **Billing Issues**
  - 4% of total of CC&B bills issued had problems (not 1 in 4)
  - Residential bills 99.7% accurate (internal audit report)
- **Accomplishments**
  - Generated and delivered 2.2M bills since October
  - Customer Service Representatives using system to respond to calls
  - 122,000 customers registered to new website
- **Outstanding Issues**
  - As indicated to IBM, all aspects of the solution need to be delivered and perform at acceptable levels



# Outstanding IBM Items\*

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- Deliver fully functional solution that meets all requirements
  - Unmet requirements
  - Incomplete deliverables
- Complete all software and system defects
- Operate in accordance with hosting contract's service level agreements
  - Application availability
  - Batch processing
  - Bill print & electronic bill processing
  - Service incident response time

(\*including, but not limited to)



# Highlighted Systems Issues

Description	Qty of Customers Impacted	Current Status
System instability issues eBill temporarily deactivated Customer website registration issues System slow for customers with large number of accounts	65,000 customers 30,000 customers ~1000 accounts	Currently receiving paper bills All issues resolved to date Pending resolution
Billing Issues Affecting Billed Amount Incorrect rate issue (E02 vs. E06) Automated review of bill anomalies not functioning	35,000 accounts ~500 customers	Resolved (manual process) Resolved (manual process)
Billing Issues Not Affecting Billed Amount Customer's solar generation not displayed Message for comparative water usage incorrect	~1100 customers All water customers	Resolved Pending resolution
Operational Issues Data access and privacy law Limited data reports	Outside agencies City departments	Pending resolution Pending resolution