



MEMORANDUM

TO: Electric Utility Commission Members

CC: Jackie A. Sargent, General Manager
Kerry Overton, Deputy General Manager

FROM: Elaine Kelly-Diaz, Vice President Customer Account Management *EKD*

DATE: December 5, 2016

SUBJECT: Update on CC&B Vendor Transition and Set Your Due Date Program

The purpose of this memorandum is to provide timeline information regarding the Customer Care and Billing (CC&B) system vendor transition, as well as provide an update on implementation of the Set Your Due Date program.

Billing System Vendor Transition

As addressed in previous memos to this Commission (Response to Billing Agenda Update, dated 9/11/15, and Recommendation for Council Action – Oracle America Inc., dated 5/11/16), Austin Energy is migrating our CC&B vendor hosting from IBM to Oracle, with Oracle projected to provide full-scale billing system hosting, maintenance, and support by the end of 2017. The first phase of this project is the infrastructure transition phase, migrating software and system infrastructure from an IBM data center to an Oracle data center; the expected completion date for this phase is March 17, 2017. We expect this infrastructure transition to be seamless to our customers.

The next phase of the project will be the transition from IBM to Oracle for system maintenance and support, as well as a functional version upgrade. We expect this phase to begin 90 days after the infrastructure transition phase ends, and will provide an update on expected timeline to this Commission in the summer of 2017.

As a reminder, Oracle's contract covers future functionality improvements such as the aforementioned infrastructure migration and software version upgrade, revamped portal design, and improved reporting capabilities. However, any new requirements of functionality will require additional funding requests at future dates.

Set Your Due Date

Austin Energy has developed a due date choice program, allowing customers to shift their bill due date across several fixed date options during the month. This program will help promote on-time bill payments for customers, especially those with fixed date income streams, by more closely aligning the bill due date with date of their paycheck or assistance funds. The title of this program is Set Your Due Date, and it is currently designed for Customer Assistance Program (CAP) participants and Medically Vulnerable Registry (MVR) participants only.

A customer's selection of new due date is based on the following parameters:

- New due date can be shifted an average of 10 days from the current bill due date (to avoid crossing into the next monthly bill cycle)
- New due date cannot be on the 29th, 30th, or 31st

Effective December 1, 2016, program marketing outreach commenced with the placement of messages on City of Austin Utility bills notifying CAP participants of program availability. Also starting in December, program flyers will be sent to all CAP participants. Internally, Austin Energy customer-facing representatives have been trained on the program and its components. CAP and MVR customer service specialists are also promoting the program to individual customers should they fall into the collections process.

As of December 5, 2016, 20 MVR customers are enrolled in the program, with some CAP participants already requesting enrollment. To date, there have been no unanticipated issues with the program's roll out; however, staff is closely monitoring the enrolled accounts to ensure proper program administration. Austin Energy expects to expand this program to age 65+ account holders in late spring/early summer, with fuller implementation across all utility customers throughout 2017.