AMERICAN WATER WORKS COMPANY, INC.

AUTOMATED CUSTOMER INFORMATION
APPLICATION SYSTEM RECOMMENDATIONS

December 1995

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APPLICATION SYSTEM RECOMMENDATIONS

Charles E. Day
and Associates
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CHARLES E. DAY AND ASSOCIATES

211 North Union Street, Suite 100, Alexandria, Virginia 22314, (703) 739-0446

Ms. Deborah P. Lippert
Director Customer Relations
PENNSYLVANIA - AMERICAN WATER COMPANY
P.O. Box 1290
300 Galley Road
McMurray, PA 15317

December 11, 1995

Re: **AMERICAN WATER WORKS COMPANY, INC. (AWC)** Automated Customer Information Application System Recommendations

Dear Debbie:

This report is a summary of results from the evaluation of responses received from the **AMERICAN WATER WORKS COMPANY, INC. (AWC)** Request for Proposal for an automated customer information application system. Information received during vendor meetings, product demonstrations, site visits, financial report reviews and proposers' strategic plans has been taken into account in developing a selection and related recommendations.

Recommendations are therefore based on a structured review of available services, product features, **AWC's** relationship and synergy with competing companies, compatibility with internal operating requirements, and overall reaction by **AWC** evaluation groups.

EXECUTIVE OVERVIEW

The Customer Information Application System evaluation and planning effort was guided by the following objectives:

> Determine the company and product(s) which will provide **AWC** with the most appropriate automated customer information application including operating features to completely replace the existing Electronic Data Information System, maximize the investment in existing computer hardware, acquire more productive automation features, position for integration and inclusion of new system capabilities and provide a basis for all **AWC** operating companies to sustain, improve, and extend business opportunities well into the 21st century.

An additional specific objective was to allow for future interface with a new financial and accounting system also under review. It was also important to position **AWC** with a well-established supplier of automated systems which will work cooperatively with the different technical and administrative areas within **AWC** and one which fully understands the utility business and water utilities, in particular.

Based on these objectives, structured review of submittals by responding companies plus demonstrations, site visits and customer interviews, it is recommended that **AWC** proceed with internal approval and acquisition of the **OrCom Systems** customer information application and related automated features for use and extension of currently installed IBM AS/400 computer equipment. The recommendation to proceed to the next step with OrCom Systems is based on two important assumptions regarding **AWC** priorities compared to findings: 1) OrCom successfully demonstrated more upgraded features for immediate replacement of **AWC's** EDIS system, and (2) OrCom provides dedicated service to the utilities industry with more CIS packages installed at water utilities and is the only supplier with actual installation of an upgraded version of the new AS/400 Graphical User Interface software system.

These two assumptions are critically important to the selection recommendation since, if immediate replacement of the CIS portion of specified requirements is not the top priority for **AWC,** then the recommended solution(s) and company would also be different. Each proposer has unique strengths and advantages over competitors from company financials, impressiveness of officers and organization culture, vigilance in strategic planning, accessibility, relationship to additional suppliers and overall responsiveness to other call center and field automation capabilities.

In particular, J.D. Edwards runs second in this evaluation only because of the lack of water utility experience and not having a CIS package already installed and fully converted to meet **AWC's** standards. The strategic thinking, migration plans, accessibility, company maturity and sophistication of J.D. Edwards, by example, far exceeds OrCom.

HTE, Inc., by comparison, was most responsive to total requirements documented by **AWC** and with costs developed more thoroughly. Their customer information system, however, did not demonstrate the latest IBM AS/400 software capabilities and most **AWC** employees attending the presentations left with an uncomfortable feeling of too much work left to be done with a company that appeared to be more grounded with municipalities as clients and was possibly too bureaucratic, lethargic and difficult to work with.

The newly developed functionality provided by OrCom Systems includes a unique multi-dimensional rate table capability which is felt to be essential to various **AWC** operating areas. An existing installation at Southern California Water Company provided **AWC** with unique contact with a client organization which seemed satisfied with OrCom, the CIS application and technical support. An all day visit with a tour of the new customer inquiry center provided the evaluation team with a unique view of the OrCom system and a practical water utility application. We must remain aware however, that **AWC** differs in networking and Information System organization operating requirements due to the company's structure, number of locations and varies municipalities and PUC tariff areas served.

Caution is also being advised with this recommended selection decision due to OrCom's staff size, apparent financial limitations, under-developed future plans, moderately seasoned executive staff and the remoteness and laid back style of company headquarters in Bend, Oregon.

Functionality sought through OrCom Systems includes the following major application and sub-systems:

- Billing System
- Customer Inquiry
- Accounting Features
- Case Management
- Credit History
- Credit Collection
- Imaging Technology
- Managm't Reporting
- Meter Reading Sys
- Accounting System Interface
- Cash Receipt Management
- User Defined Screens
- Calculations/Conversions
- Rates and Rate Studies
- Computer Aided Dispatching
- Computer Telephone Integration
- Integrated Mapping System
- Service/Work Order Management

Other sections of this report and attachments provide added information about the requirements and features requested by **AWC** in its request for proposal (RFP) document issued to interested and qualified firms. The responding companies in this solicitation include:

- Augustine & Company Computer Associates - Exton, PA
- HTE, Inc. - Orlando, FL
- J.D. Edwards - Denver, CO
- OrCom Systems - Bend, OR
- Severn Trent Systems, Houston, TX

Following this executive overview is a list of related recommendations. Also included are an outline of the approach used in reaching a selection recommendation, a summary of finalist offerings, demonstration script, evaluation team comments and various category ratings.

Attachments also include a presentation on a "CASE Tool" presented by J.D. Edwards which automated the applications development process in a client server environment for greater productivity and economies of scale in work performed by information system departments; and a presentation by my firm on "Using Proven Technology To Automate Your Customer Service" in telephone call center environments. Both presentations are representative of automation goals, priorities and system aspirations for **AWC.**

RELATED RECOMMENDATIONS

In addition to the recommendation for OrCom's Customer Information System software on upgraded IBM AS/400 processor equipment and eventually an all personal computer and client server networking environment, there are several related recommendations which should be considered with respect to finalizing the purchase decision and implementation planning. The recommendations listed below are felt to be important to the success of the automation effort and will have positive influence on efficiency gains and **AWC's** operation's profitability.

- Finalizing Costs Proposal - The number of locations, optional configuration arrangements, application features, hardware expansion needs at each **AWC** site, and number of employees to be licensed for product usage will determine the final price of the OrCom system. A partnering agreement may help lower total costs, but negotiations and a final cost proposal submittal are an essential next step.

- Organizational Implications - The new application development tools and networking capabilities of evaluated systems may give rise to additional options for information systems, operations and customer service call center organizations; it would be better to fashion equipment placement and networks around new and more effective organizations rather than compromising the logic of technical configurations and associated costs due to inappropriate organization structures.

- Reference Interviews - Due to the limited time available to develop a selection recommendation, reference checks for OrCom and other finalist firms were not completed. Five to ten interviews by telephone are recommended prior to contract consummation; an updated Dun and Bradstreet financial check is also recommended to identify if any outstanding legal judgements exist.

- Advanced Operating Features - Since much effort was spent by the evaluation team insuring that billing, customer inquiry, service/work order management and other currently provided functions, via EDIS, are included with any new system, a number of new applications remain uncommitted to for future development; new features, such as call center and computer telephone integration, imaging technology, and geographic information (mapping) system need commitment by both **AWC** and supplier to obtain fuller benefit of available technology.

- Telephone Systems Review - From a survey of telephone systems inventory across **AWC** operating offices, there is a large variance in the type of telephone equipment and capabilities currently employed; a good portion of customer service operations and customer satisfaction will involve call center telephone systems; telephone PBX/ACD related equipment should be included in subsequent analyses for further complementary gains and compatibility with any new computer operations.

- Financial Systems Selection - J.D. Edwards is understood to be a finalist firm in both the financial accounting system evaluation effort and the automated customer information application system review; care was taken not to base this project's selection recommendation on the benefits of fully integrating these important packages from a common vendor; however, a positive impression was left with this project's evaluation team regarding the financial systems capabilities of J.D. Edwards.

- AWC As System Integrator - **AWC's** ability to participate and potentially partner with the selected vendor was an important consideration in the selection recommendation; as a method of further influencing system design and lowering costs, **AWC** should decide prior to negotiations on the desired role and level of participation; added time for final roll out of systems due to any partnering relationship should also be considered.

- Implementation Roll Out Strategy - a strategy for implementing the automated customer information application needs to consider 1) the most effective starting location to fully test and accept all critical application functions, 2) **AWC's** technical and administrative support capabilities to better guarantee success, and 3) rotation of critical staffers and avoid loss of contact with day-to-day operations and adjustments which will undoubtedly occur during an implementation effort scheduled over several years. The implementation team should include representatives from the evaluation effort to insure clear communications on requirements specified and deliverables expected.

With the recommendations above it is believed that an effective contract negotiation and orderly system implementation will result. Surefooted project management and a broader view of total requirements will help insure enhanced service to customers, improved operating efficiency, and overall profitability to **AWC**.

PROJECT APPROACH

The recommendations herein are the results of a fairly structured project approach which identified **AWC's** customer information application operating requirements, documented those requirements and evaluated the top suppliers in the utilities industry who specialize in automated customer services systems. The following major tasks and steps were followed and accomplished in reaching the recommended selection decision.

Core Committee Requirements Review and Kick-Off Meeting	August 23
VA Call Center Visit and Ops Requm'ts	September 5
Regional **AWC** Reps & Eval Committee Mtg	September 6
Vendor Documentation Review and Proposer List Development	September 22
Expanded CIS Call Center Evaluation Criteria	September 28
Draft Requirements Overview Documentation	October 3
Regional Survey Within **AWC** Completed	October 4
Draft Request for Proposal to Core Committee	October 11

Preliminary Vendor Information on Interest and Capabilities	October 26
Final Request for Proposal Document Completed	October 27
Core Committee Review Meeting and RFP Release to Vendors	October 30
AWC Executive Summary and Status Report	November 2
Vendors Demonstration and Interviews	November 1-3
Finalists and Short-List Review Completed	November 13
Site Visits and Executive Briefings by Committee	November 28 - December 11
Recommendations Report Completed	December 11

Nine firms received the initial request for proposal document. In addition to the responding companies listed in the Executive Summary, no-responses were received from 1) Capital Data Systems - Cary, NC, 2) Electronic Data Systems - Atlanta, GA, 3) Information Management Associates - Shelton, CT, and 4) S P L World Group - Morristown, NJ. Site visits were taken with the two finalist firms, OrCom Systems and J.D. Edwards. **AWC** also received additional executive briefings at the corporate offices of these two firms.

Requirements and responses are listed in Attachments 1 - 4 with specific business functions, **AWC** comments, and vendor capabilities summary matrices.

SUMMARY OF VENDOR PROPOSALS

- **Augustine & Company Computer Associates, Exton, PA** - The formal RFP response and presentation prepared by this firm was inferior in quality, substance and lacked understanding of **AWC's** project scope. While the company has had experience in meter system interface sub-systems with **AWC,** the required experience, resources and CIS product knowledge were insufficiently demonstrated in comparison to other proposers.

  The submittal by this firm was not considered further following the initial vendor presentation in early November. It is recommended, however, that

this company be considered for other meter sub-system and field systems software development which may require outside assistance and fall within the range of Augustine's deliverables.

- **HTE, Inc., Orlando, FL** - Perhaps the most robust and complete response received to the written request for proposal was submitted by HTE, Inc. This company also had the largest number of attendees for the product demonstration and company interview meeting. Difficulty was encountered by this firm two areas: 1) the customer information system presented did not show a clear improvement over or full functional capability in replacing AWC's EDIS software system, and 2) answers to interview questions reflected a fairly rigidly developed and coded system and an unwillingness to partner with AWC to jointly fashion final design.

  The introduction of fully developed call center technology using IBM's CallPath software, mobile meter data entry devices and geographic information system software stood out over other proposers; but, all of these features are also available to AWC to pursue separately with any other AS/400 vendor solution. HTE, Inc provided complete costing information to include project management, training, data migration, and customization development for a total cost of $21.4 million. While expensive, this estimate is probably not far from the final cost of any other recommended system solution.

  Finally, a Dun and Bradstreet financial report was requested on the top three finalists. HTE, Inc. is not rated, however, due to insufficient information in its application submitted several years ago. However, the company did come to its presentation session with it's capital investment firm representative. The $200 million annual revenue was highest among finalist firms, but, represents a client base principally of large municipalities with many operating requirements unrelated to a water utility.

- **J.D. Edwards, Denver, CO** - This company has a well established organization and strategic plan to develop utility oriented automation systems as a key business product starting first with a customer information application. A workbench methodology for incorporating newer state of the art "windows

look and feel" software is being used. A gradual migration technique is being incorporated to allow cooperative use of lower cost computer terminal equipment, which **AWC** now uses, with newer PC equipment for more advanced windows and graphical user interface. A copy of the presentation from J.D. Edwards, under a non-disclosure agreement, in Attachment 5 exemplifies their technique in networking older system technology in the IBM AS/400 environment with a new CASE development tool kit.

J.D. Edwards would be the recommended company and system solution if actual development and installation of customer information applications were more extensive. The company's financial applications are impressive and their top managers and officers appear to have the most seasoned approach in long-term business development and working relationships. There was concern expressed with the proprietary nature of software development tools which are typically standard product offerings in newer operating environments.

The desire for partnering in development activities by this firm is an attractive feature and benefit to the proposed automation project process. The install of the CIS module at New Jersey Gas will help build user confidence in code existence and utility industry peculiarities, but, not as timely as the recommended system solution which will premiere its newer CIS system in January 1996. The direction, management and quality of financial accounting experience and packages were rated highest among the two finalist firms in the evaluation. If the final selection decision should be delayed a few months by **AWC**, it is recommended that the status of this firms' CIS development be re-visited in comparison to OrCom Systems.

- **OrCom Systems, Bend, OR** - This recommended system solution and firm separates itself from competitors by having 1) a total company focus on the utility industry, 2) an installed CIS application using newer "windows look and feel" software, and 3) plans for production development of more advanced graphical user software functionality by January 1996. The company also has an understanding of rate base calculation and multi-dimensional rate tables. The understanding of nuisances associated with water utilities billing and customer inquiry seems exceptional in comparison to other proposing firms.

The company is quite small, however, with less than 150 people and is located inconveniently in Bend, OR. The corporate office's laid back style is different compared to other companies considered. Senior manager and the executive staff seem to concentrate on tactically planning existing products and are reluctant to share long-range product or company plans - if they exist.

Field device input experience and an automated report generator package and statistical graphical display capabilities are complementary product features. Imaging technology is also a major spun off product line which may also be helpful in archiving original source documents for indefinite periods.

The next step to this evaluation will be to check references in greater detail, verify financial status again and negotiate more specific deliverables, roll out date within bounds of OrCom's limited resources.

- Severn Trent Systems, Houston, TX - The automation subsidiary of a major utility company based in the United Kingdom is newer in its CIS application development planning than most proposers and without an actual application to demonstrate. The positive distinction, however, is that development of the CIS system will start in a client server and graphical user interface environment to which others are planning on transitioning. The Severn Trent Operational Resources Management System (STORMS) is also notable as a fully functional solution which provides operational control of work orders and related information.

  In addition to the undeveloped nature of the CIS system, conversion to the planned system would be more impacting to current operations, costly in hardware and possibly more difficult to support. The pros and cons of the system and financial security of the provider are all outweighed by the fact that the **AWC** evaluation team seems more targeted for immediate gains in replacing EDIS system functions in a surefooted manner using existing IBM AS/400 as the hardware platform from which to migrate all new development. This being the case, Severn Trent's proposal is a few years ahead of its time and not now appropriate for **AWC.**

EVALUATION RATING RESULTS

The following listing of the five proposing firms represents ratings with assumptions listed in the Executive Summary. For this reason the technical scores for applications and product functionality which were principally prototypes may show a higher rating in the attachments. The addition of corporate direction, financial strengths and other key performance indicators in doing business with proposing firms are reflected more heavily in final rating results listed below.

Costs below are as proposers submitted them and are not complete in most cases. The CIS application seems to have been the one application were costs were provided consistently by each bidding company. HTE, Inc. costs appear more out of line compared to others simply because all immediate and future requirements and installation charges were included in their initial cost estimates. Other bidders' best and final costs for all sub-systems will likely be much higher than estimates given.

RANK	*COMPANY*	*PROPOSAL COSTS*
1	OrCom Systems	$ 5,076,864
2	J.D. Edwards	2,500,000
3	HTE, Inc.	21,400,000
4	Severn Trent Systems	5,500,000
5	Augustine & Company	176,000

Attachments to this report will show systems features requested from proposers and their responses to the request for proposal. Comments from the vendor demonstrations and interview meetings from the evaluation team are also included.

Many thanks to you, Dan Bickerton and Terry Carpenter and the entire evaluation team for your support in reaching this selection recommendation. It is with sincere hopes that information contained herein will aid **AWC** in proceeding to the next steps recommended and project implementation with great success. If I or my firm, Charles E. Day and Associates, can be of further assistance in contract negotiation and system implementation coordination on this project or related technology or administrative issues, please give me a call. I will also plan on keeping in touch with you. Thanks again for the opportunity to work with you and others at **AMERICAN WATER COMPANY** on this very important project engagement.

Sincerely,

Charles E. Day CMC
Management Consultant

CED/cd

Attachments

cc: Dan Bickerton
Terry Carpenter

EVALUATION TEAM

Core Committee

Deborah Lippert, PA, Chairperson *
Dan Bickerton, W. VA *
Terry Carpenter, NJ *

Regional Representatives

Tom Bailey, W. VA *
Rachel Bartley, TN
Colleen Bromley, IL
Coleman Bush, KY
Jim Curley, NJ *
Carl Frey, CA
Mario Gratta, NE
Dave Jerpe, PA
Melody McNeeley, IN *
John Moesta, PA
Rick Pennay, PA
Joe Pignio, NJ
Gilbert Smith, IN *
Carl Sullivan, W. VA

Management Consultant

Charles Day, VA, CED&A *

* **Attended OrCom Systems and J.D. Edwards site visits and executive meetings**

ATTACHMENTS

1. **Vendor Responses To The Capabilities Summary Matrix**

2. **Software Product Evaluation Summary and Demonstration Script**

3. **Evaluation Committee Comments From Vendor Demonstrations and Interviews**

4. **AWC Data Questionnaire Summary Sheet**

5. **Case Tool Model For Client/Server Application - J.D. Edwards**

6. **"Using Proven Technology to Automate Your Customer Service" - Charles E. Day and Associates**

APPENDIX 1

Vendor Responses To The Capabilities Summary Matrix

VENDOR RESPONSES TO CAPABILITIES SUMMARY MATRIX

	NUMBER OF YES ANSWERS TO EACH CATEGORY				
CATEGORY	ORCOM	J D EDWARDS	H T E	SEVERN TRENT	AUGUSTINE
CUSTOMER INFORMATION APPLICATION SYSTEM POSSIBLE "YES" RESPONSES – 29	29	25	29	21	25
CALL CENTER SOFTWARE OPERATING REQUIREMENTS POSSIBLE "YES" RESPONSES – 17	17	14	16	12	12
COMMUNICATIONS INTERFACE NETWORKS & SECURITY REQMTS POSSIBLE "YES" RESPONSES – 7	7	6	7	7	6
RELATIONAL DATABASE MGMT MARKETING/W O INFORMATION REPORTING REQUIREMENTS POSSIBLE "YES" RESPONSES – 6	6	6	6	6	6
INTERACTIVE VOICE RESPONSE SYSTEM REQMTS (FUTURE) POSSIBLE "YES" RESPONSES – 1	1	1	1	1	0
TRAINING REQUIREMENTS POSSIBLE "YES" RESPONSES – 3	3	3	3	3	0
MAINTENANCE SUPPORT AND OPERATING ENVIRON REQMTS POSSIBLE "YES" RESPONSES – 10	10	0	10	0	7
SYSTEM COSTS POSSIBLE "YES" RESPONSES – 4	4	0	4	3	0
INSTALLATION AND CUTOVER POSSIBLE "YES" RESPONSES – 5	5	0	5	5	0
TOTAL POSSIBLE "YES" RESPONSES	82	55	81	58	56
COSTS					
SOFTWARE	$3.134,290		$9.400.000		
HARDWARE	$39.074				
IMPLEMENTATION	$1,903.500		$12,000,000		
SUB–TOTAL	$5,076.864	$2.500.000	$21.400.000	$5.500.000	$176.500
EXTENDED SUPPORT	$470.144 OR $564.172		$1.700.000		$18.225

CAPABILITIES SUMMARY MATRIX

Attachment
(to be returned to AWC
with response to RFP)

COMPANY NAM **OrCom Systems, Inc.**

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PRODUCT NAM **OrCom Mirror Pond Customer Information System**

CAPABILITIES	Yes or No		*	*	*	Comments / Exceptions
	Standard	Optional				
CUSTOMER INFORMATION APPLICATION SYSTEM						
A. Graphical User Interface (GUI)	X					Included in OrCom Proposal.
B. IBM AS/400 Emulation	X					OrCom applications are IBM AS/400 Based
C. Multiple Sessions	X					
D. Computer Telephone Integration (CTI)		X				OrCom's CIS application can be interfaced to third party applications.
E. Autodialing / Callback Queues		X				OrCom's CIS application can be interfaced to third party applications.
F. Agent Monitoring		X				OrCom's CIS application can be interfaced to third party applications.
G. Agent Announcements	X					
H. Remote Laptop	X					
I. Developer Tool Kit	X					
J. Utility Billing System	X					
K. Accounting System Feature	X					
L. Cash Receipt Management	X					
M. Service / Work Order Management	X					
N. Case Management	X					
O. Contact Management and History	X					
P. Credit and Collections	X					
Q. Meter Reading and Interface System Online	X					

CAPABILITIES SUMMARY MATRIX

*Leave these Columns Blank

CAPABILITIES	Yes or No		*	*	*	Comments / Exceptions
	Standard	Optional				
CUSTOMER INFORMATION APPLICATION SYSTEM (Cont'd)						
R. Computer-Aided Dispatching		X				
S. Rates and Rate Indexes	X					
T. User Defined Screen Facility	X					
U. Imaging Technology	X					
V. Integrated Mapping and GIS Interface		X				
W. Hand-Held and Mobile Date System Interface	X					
X. Payment Processing and Direct Debits	X					
Y. Installation and Budge Payment Facilities	X					
Z. Case-Based Reasoning System	X					
AA. Meter Inventory Processing	X					
AB. Extensive Search Criteria	X					
AC. Complete Cust. Dep./Ref. Processing Application		X				Interfaces to existing financial applications are necessary.
CALL CENTER SOFTWARE OPERATING REQUIREMENTS						
A. Customer Inquiry Clerk Guides	X					
B. Service/Product Descriptions	X					
C. Customer Contact/Service History	X					
D. Interest Codes	X					
E. Call Scheduling and Callbacks		X				
F Text, Title, Key Word Searches	X					
G. Alternative Service Offerings	X					
H. Online Rates Quotation	X					
I. Dialing Features		X				
J. List Maintenance and Extractions	X					
K. Service/Work Order/Install/Fulfillment Support	X					
L. Online Reporting	X					
M. Call Activity	X					
N. Security and Control	X					
O. Computer Telephone Integration		X				
P Transfer/verification	X					
Q. Developer Tool Kit	X					

CAPABILITIES SUMMARY MATRIX

*Leave these Columns Blank

CAPABILITIES	Yes or No		*	*	*	Comments / Exceptions
	Standard	Optional				
COMMUNICATIONS INTERFACE, NETWORKS, AND SECURITY REQUIREMENTS						
A. System Communications	X					
B. Digital Network Interface		X				
C. Local Area Networking	X					
D. Interfaces with Outside Sources		X				
E. Universal Agent Position	X					
F Computer Telephone Integration		X				
G. GUI Workstation	X					
RELATIONAL DATABASE MANAGEMENT, MARKETING/WORK ORDER INFORMATION REPORTING REQUIREMENTS						
A. System Reports	X					
B. Service/Work Order Reports	X					
C. CSR/CIC Activity Report	X					
D. Work Order/Supervisor/Group Session Statistics	X					
E. Relational Database and Query Tools	X					
F Exceptions	X					
INTERACTIVE VOICE RESPONSE SYSTEM REQUIREMENTS (FUTURE) TRAINING REQUIREMENTS						
A. Supervisor and System Administrator Courses		X				
B. CSR/CIC Instructions		X				
C. Information Systems/Maintenance Courses		X				
D. General Management Training		X				

CAPABILITIES SUMMARY MATRIX

*Leave these Columns Blank

CAPABILITIES	Yes or No		*	*	*	Comments / Exceptions
	Standard	Optional				
MAINTENANCE SUPPORT AND OPERATING ENVIRONMENT REQUIREMENTS						
A. Maintenance Response Time	X					
B. Alternative Maintenance Contracts	X					
C. Remote Diagnostics	X					
D. Service Locations	X					
E. Redundancy, Backup, and Spare Parts Reqmts.	X					
F Routine Maintenance Requirements	X					
G. Warranty	X					
H. System Documentation and Updating	X					
I. Ongoing Software and Help Desk Support	X					
J. Operating Environment Requirements	X					
SYSTEM COSTS						
A. Itemized Feature/Option Prices	X					
B. Installation Price	X					
C. Estimated Operating Expenses	X					
D. Cash Flow Analysis for Lease, Rent, Purchase		X				
INSTALLATION AND CUTOVER						
A. Installation Schedule	X					
B. Acceptance Test and Diagnostics	X					
C. Cutover Plan	X					
D. Cutover Support	X					
E. Post-Cutover Support	X					

CAPABILITIES SUMMARY MATRIX

Attachment
(to be returned to AWC
with response to RFP)

COMPANY NAME JDEdwards

PRODUCT NAME UCIS

*Leave these Columns Blank

CAPABILITY	Yes or No		*	*	*	Comments/Exceptions
CUSTOMER INFORMATION APPLICATION SYSTEM	Standard	Optional				
A. Graphical User Interface (GUI)	✓					SEE Detailed Discussion UNDER APPROPRIATE SECTION OF REP RESPONSE
B. IBM AS/400 Emulation	✓					
C. Multiple Sessions	✓					
D. Computer Telephone Integration (CTI)	NO					
E. Autodialing/Callback Queues	PARTIAL					
F. Agent Monitoring	✓					
G. Agent Announcements	✓					
H. Remote Laptop	✓					
I. Developer Tool Kit	✓					
J. Utility Billing System	✓					
K. Accounting System Feature	✓					
L. Cash Receipt Management	✓					
M. Service/Work Order Management	✓					
N. Case Management	✓					
O. Contact Management and History	✓					
P. Credit and Collections	✓					
Q. Meter Reading and Interface System Online	✓					

CAPABILITIES SUMMARY MATRIX

*Leave these Columns Blank

CAPABILITY	Yes or No Standard	Optional	*	*	*	Comments/Exceptions
CUSTOMER INFORMATION APPLICATION SYSTEM (Cont'd)						
R. Computer-Aided Dispatching	✓					See detailed comments under appropriate section of RFP
S. Rates and Rate Indexes	✓					
T. User Defined Screen Facility	✓					
U. Imaging Technology		✓				
V. Integrated Mapping and GIS Interface	NO					
W. Hand-Held and Mobile Data System Interface	NO					
X. Payment Processing and Direct Debits	✓					
Y. Installation and Budget Payment Facilities	✓					
Z. Case-Based Reasoning System	NO					
AA. Meter Inventory Processing	✓					
AB. Extensive Search Criteria	✓					
AC. Complete Cust. Dep./Ref. Processing Application	✓					
CALL CENTER SOFTWARE OPERATING REQUIREMENTS						
A. Customer Inquiry Clerk Guides	NO					
B. Service/Product Descriptions	✓					
C. Customer Contact/Service History	✓					
D. Interest Codes	Discussion needed					
E. Call Scheduling and Callbacks	✓					
F. Text, Title, Key Word Searches	PARTIAL					
G. Alternative Service Offerings	Discussion Needed					
H. Online Rates Quotation	✓					
I. Dialing Features	3rd party ✓					
J. List Maintenance and Extractions	✓					
K. Service/Work Order/Install/Fulfillment Support	✓					
L. Online Reporting	✓					
M. Call Activity and Account Summary	✓					
N. Security and Control	✓					
O. Computer Telephone Integration	NO					
P. Transfer/Verification	NO					
Q. Developer Tool Kit	✓					

CAPABILITIES SUMMARY MATRIX

*Leave these Columns Blank

CAPABILITY	Yes or No Standard	Optional	*	*	*	Comments/Exceptions
COMMUNICATIONS INTERFACE, NETWORKS, AND SECURITY REQUIREMENTS						
A. System Communications	✓					See detailed comments under appropriate section of RFP
B. Digital Network Interface	See comment					
C. Local Area Networking	✓					
D. Interfaces with Outside Sources	✓	Addl cost				
E. Universal Agent Position	PARTIAL					
F Computer Telephone Integration	No					
G. GUI Workstation	✓					
RELATIONAL DATABASE MANAGEMENT, MARKETING/WORK ORDER INFORMATION REPORTING REQUIREMENTS						
A. System Reports	user written with system tools.					
B. Service/Work Order Reports	✓	"				
C. CSR/CIC Activity Report		"				
D. Work Order/Supervisor/Group Session Statistics		"				
E. Relational Database and Query Tools		"				
F Exceptions		"				
INTERACTIVE VOICE RESPONSE SYSTEM REQUIREMENTS (FUTURE)						
TRAINING REQUIREMENTS						
A. Supervisor and System Administrator Courses	✓					
B. CSR/CIC Instructions	✓					
C. Information Systems/Maintenance Courses	✓					
D. General Management Training	✓					

CAPABILITIES SUMMARY MATRIX

*Leave these Columns Blank

CAPABILITY	Yes or No Standard	Optional	*	*	*	Comments/Exceptions
MAINTENANCE SUPPORT AND OPERATING ENVIRONMENT REQUIREMENTS						
A. Maintenance Response Time	See RFP Section For details					
B. Alternative Maintenance Contracts						
C. Remote Diagnostics						
D. Service Locations						
E. Redundancy, Backup, and Spare Parts Reqmts						
F Routine Maintenance Requirements						
G. Warranty						
H. System Documentation and Updating						
I Ongoing Software and Help Desk Support						
J. Operating Environment Requirements						
SYSTEM COSTS						
A. Itemized Feature/Option Prices						
B. Installation Price						
C. Estimated Operating Expenses						
D. Cash Flow Analysis for Lease, Rent, Purchase						
INSTALLATION AND CUTOVER						
A. Installation Schedule	See section for detailed info					
B. Acceptance Test and Diagnostics						
C. Cutover Plan						
D. Cutover Support						
E. Post-Cutover Support						

CAPABILITIES SUMMARY MATRIX

Attachment
(to be returned to AWC
with response to RFP)

COMPANY NAME AUGUSTINE & CO. MSL

PRODUCT NAME MSL

*Leave these Columns Blank

CAPABILITY	Yes or No		*	*	*	Comments/Exceptions
	Standard	Optional				
CUSTOMER INFORMATION APPLICATION SYSTEM						
A. Graphical User Interface (GUI)		YES				
B. IBM AS/400 Emulation		YES				Via Terminal Emulator Product
C. Multiple Sessions		Yes				with AS/400 Fitted with Netware Host Facility
D. Computer Telephone Integration (CTI)		Yes				Interface to Selected Equipment Vendor
E. Autodialing/Callback Queues		Yes				" " "
F. Agent Monitoring		Yes				Custom Adaptation
G. Agent Announcements		Yes				Custom Setup
H. Remote Laptop	Yes					
I. Developer Tool Kit						Discuss
J. Utility Billing System	Yes					Powerful
K. Accounting System Feature		Yes				Adapt Interface - or Use Our Accounting System
L. Cash Receipt Management	Yes					
M. Service/Work Order Management	Yes					
N. Case Management	Yes					
O. Contact Management and History	Yes					
P Credit and Collections	Yes					
Q. Meter Reading and Interface System Online	Yes					Already in use by AWC

CAPABILITIES SUMMARY MATRIX

*Leave these Columns Blank

CAPABILITY	Yes or No Standard	Optional	*	*	*	Comments/Exceptions
CUSTOMER INFORMATION APPLICATION SYSTEM (Cont'd)						
R. Computer-Aided Dispatching						Can be provided
S. Rates and Rate Indexes	Yes					
T. User Defined Screen Facility						For Queries
U. Imaging Technology		Yes				
V. Integrated Mapping and GIS Interface		Yes				
W. Hand-Held and Mobile Data System Interface	Yes					
X. Payment Processing and Direct Debits	Yes					
Y. Installation and Budget Payment Facilities	Yes	Yes				Custom Adapted Budget Payments
Z. Case-Based Reasoning System						
AA. Meter Inventory Processing	Yes					
AB. Extensive Search Criteria	Yes					
AC. Complete Cust. Dep./Ref. Processing Application	Yes					
CALL CENTER SOFTWARE OPERATING REQUIREMENTS						
A. Customer Inquiry Clerk Guides	Yes	No				Custom Interface
B. Service/Product Descriptions						Custom ADapt
C. Customer Contact/Service History	Yes					
D. Interest Codes		?				
E. Call Scheduling and Callbacks	Yes					
F. Text, Title, Key Word Searches		Yes				
G. Alternative Service Offerings						Custom
H. Online Rates Quotation	Yes					
I. Dialing Features		Yes				Interface to Unit Supplier
J. List Maintenance and Extractions						
K. Service/Work Order/Install/Fulfillment Support	Yes					
L. Online Reporting	Yes					
M. Call Activity and Account Summary	Yes					
N. Security and Control	Yes					
O. Computer Telephone Integration		Yes				Interface to Unit Supplier
P. Transfer/Verification		Yes				
Q. Developer Tool Kit						Discuss

CAPABILITIES SUMMARY MATRIX

*Leave these Columns Blank

CAPABILITY	Yes or No		*	*	*	Comments/Exceptions
	Standard	Optional				
COMMUNICATIONS INTERFACE, NETWORKS, AND SECURITY REQUIREMENTS						
A. System Communications		Yes				
B. Digital Network Interface		Yes				
C. Local Area Networking	Yes					
D. Interfaces with Outside Sources	Yes					
E. Universal Agent Position		No				Can be provided
F. Computer Telephone Integration	Yes					
G. GUI Workstation		Yes				
RELATIONAL DATABASE MANAGEMENT, MARKETING/WORK ORDER INFORMATION REPORTING REQUIREMENTS						
A. System Reports	Yes					
B. Service/Work Order Reports	Yes					
C. CSR/CIC Activity Report		Yes				
D. Work Order/Supervisor/Group Session Statistics		Yes				
E. Relational Database and Query Tools	Yes					Will use open standard Query Facilities
F. Exceptions		Yes				
INTERACTIVE VOICE RESPONSE SYSTEM REQUIREMENTS (FUTURE)						Will Interface
TRAINING REQUIREMENTS						
A. Supervisor and System Administrator Courses						Training Sessions will be co-designed by AWC and
B. CSR/CIC Instructions						MSL
C. Information Systems/Maintenance Courses						
D. General Management Training						

CAPABILITIES SUMMARY MATRIX

*Leave these Columns Blank

CAPABILITY	Yes or No Standard	Optional	*	*	*	Comments/Exceptions
MAINTENANCE SUPPORT AND OPERATING ENVIRONMENT REQUIREMENTS						
A. Maintenance Response Time	YES					24 Hour coverage can be provided under agreement
B. Alternative Maintenance Contracts	Yes					
C. Remote Diagnostics	Yes					
D. Service Locations						Discuss
E. Redundancy, Backup, and Spare Parts Reqmts						N/A - Msl will not supply equipment
F. Routine Maintenance Requirements	Yes					
G. Warranty	Yes					
H. System Documentation and Updating	Yes					
I. Ongoing Software and Help Desk Support	Yes					
J. Operating Environment Requirements						N/A
SYSTEM COSTS						
A. Itemized Feature/Option Prices						See attached price sheet
B. Installation Price						
C. Estimated Operating Expenses						
D. Cash Flow Analysis for Lease, Rent, Purchase						
INSTALLATION AND CUTOVER						
A. Installation Schedule						To be discussed
B. Acceptance Test and Diagnostics						
C. Cutover Plan						
D. Cutover Support						
E. Post-Cutover Support						

CAPABILITIES SUMMARY MATRIX

Attachment (to be returned to AWC with response to RFP)

COMPANY NAME. SEVERN TRENT SYSTEMS

PRODUCT NAME. OPEN-VISION

CAPABILITY	Yes or No		*	*	*	*Leave these Columns Blank Comments/Exceptions
	Standard	Optional				
CUSTOMER INFORMATION APPLICATION SYSTEM						
A. Graphical User Interface (GUI)	Yes					
B. IBM AS/400 Emulation	No	*				Some interfacing effort is required.
C. Multiple Sessions	Yes					
D. Computer Telephone Integration (CTI)	No	*				Some interfacing effort is required.
E. Autodialing/Callback Queues	No	*				Some interfacing effort is required.
F. Agent Monitoring	Yes					
G. Agent Announcements	Yes					
H. Remote Laptop	Yes	*				Some interfacing effort is probably required.
I. Developer Tool Kit	No	*				
J. Utility Billing System	Yes					
K. Accounting System Feature	Yes					
L. Cash Receipt Management	Yes					
M. Service/Work Order Management	Yes					
N. Case Management	Yes					
O. Contact Management and History	Yes					
P. Credit and Collections	Yes					
Q. Meter Reading and Interface System Online	Yes					

CAPABILITIES SUMMARY MATRIX

CAPABILITY	Yes or No Standard	Optional	*	*	*	*Leave these Columns Blank Comments/Exceptions
CUSTOMER INFORMATION APPLICATION SYSTEM (Cont'd)						
R. Computer-Aided Dispatching	No	*				Some interfacing effort is required.
S. Rates and Rate Indexes	Yes					
T. User Defined Screen Facility	No					
U. Imaging Technology	No	*				Some interfacing effort is required.
V. Integrated Mapping and GIS Interface	No	*				Some interfacing effort is required.
W. Hand-Held and Mobile Data System Interface	Yes	*				Partially through interface
X. Payment Processing and Direct Debits	Yes					
Y. Installation and Budget Payment Facilities	Yes					
Z. Case-Based Reasoning System	Yes					
AA. Meter Inventory Processing	Yes					
AB. Extensive Search Criteria	Yes					
AC. Complete Cust. Dep./Ref. Processing Application	Yes					

CALL CENTER SOFTWARE OPERATING REQUIREMENTS						
A. Customer Inquiry Clerk Guides	Partial	Yes				
B. Service/Product Descriptions	Yes					
C. Customer Contact/Service History	Yes					
D. Interest Codes	Yes					
E. Call Scheduling and Callbacks	No	*				Use 3rd party software or add capability
F. Text, Title, Key Word Searches	Yes					
G. Alternative Service Offerings	Yes					
H. Online Rates Quotation	Yes					
I. Dialing Features	No	*				Some interfacing effort is required.
J. List Maintenance and Extractions	No	*				Can be provided with 3rd party software
K. Service/Work Order/Install/Fulfillment Support	Yes					
L. Online Reporting	Yes					
M. Call Activity and Account Summary	Yes					
N. Security and Control	Yes					.
O. Computer Telephone Integration	No	*				Some interfacing effort is required.
P Transfer/Verification	Yes	*				We plan a customization to provide the capability
Q. Developer Tool Kit	No	*				

INTERACTIVE VOICE RESPONSE SYSTEM REQUIREMENTS (FUTURE)	Yes	*				Part accomplished by other system
TRAINING REQUIREMENTS						
A. Supervisor and System Administrator Courses	Yes					
B. CSR/CIC Instructions	Yes					
C. Information Systems/Maintenance Courses	Yes	*				CIS functional training included, other will be additional
D. General Management Training	Yes					

CAPABILITIES SUMMARY MATRIX

CAPABILITY	Yes or No Standard	Optional	*	*	*	*Leave these Columns Blank Comments/Exceptions
MAINTENANCE SUPPORT AND OPERATING ENVIRONMENT REQUIREMENTS						
A. Maintenance Response Time		*				We are proposing a study to define the hardware required by AWC to operate OPEN-VISION.
B. Alternative Maintenance Contracts		*				
C. Remote Diagnostics		*				
D. Service Locations		*				
E. Redundancy, Backup, and Spare Parts Reqmts		*				
F. Routine Maintenance Requirements		*				
G. Warranty		*				
H. System Documentation and Updating		*				
I. Ongoing Software and Help Desk Support		*				
J. Operating Environment Requirements		*				
SYSTEM COSTS						
A. Itemized Feature/Option Prices	Yes					
B. Installation Price	Yes					Hardware costs to be defined later
C. Estimated Operating Expenses	Yes					STS costs excluded; 3rd party costs defined later
D. Cash Flow Analysis for Lease, Rent, Purchase	No					Cash Flow Analysis to be defined later

INSTALLATION AND CUTOVER						
A. Installation Schedule	Yes					Have included STS software; others provided later
B. Acceptance Test and Diagnostics	Yes					Have included STS software; others provided later
C. Cutover Plan	Yes					
D. Cutover Support	Yes					
E. Post-Cutover Support	Yes					

CAPABILITIES SUMMARY MATRIX

Attachment
(to be returned to AWC
with response to RFP)

COMPANY NAME HTE, Inc.

PRODUCT NAME CIS

*Leave these Columns Blank

CAPABILITY	Yes or No		*	*	*	Comments/Exceptions
	Standard	Optional				
CUSTOMER INFORMATION APPLICATION SYSTEM						
A Graphical User Interface (GUI)	Y					
B IBM AS/400 Emulation	Y					
C Multiple Sessions	Y					
D Computer Telephone Integration (CTI)	Y					
E Autodialing/Callback Queues	Y					
F Agent Monitoring	Y					
G Agent Announcements	Y					
H Remote Laptop	Y					
I Developer Tool Kit	Y	Y				Menu_Driver standard, GUI 400 optional
J Utility Billing System	Y					
K Accounting System Feature	Y					
L Cash Receipt Management	Y					
M Service/Work Order Management	Y					
N Case Management	Y					
O Contact Management and History	Y					
P Credit and Collections	Y					
Q Meter Reading and Interface System Online	Y					

IBM CallPath provides standard as proposed, subject to PBX and hardware

CAPABILITIES SUMMARY MATRIX

*Leave these Columns Blank

CAPABILITY	Yes or No Standard	Optional	*	*	*	Comments/Exceptions
CUSTOMER INFORMATION APPLICATION SYSTEM (Cont'd)						
R Computer-Aided Dispatching	Y					UTE work orders/FM with IBM CallPath
S Rates and Rate Indexes	Y					
T. User Defined Screen Facility	Y	Y				Standard with menu driver, optional with GUI
U Imaging Technology	Y					interfaces only
V Integrated Mapping and GIS Interface	Y					mapping standard, GIS interfaces optional
W. Hand-Held and Mobile Data System Interface	Y					
X. Payment Processing and Direct Debits	Y					
Y Installation and Budget Payment Facilities	Y					Foundation exists, need to review requirements
Z Case-Based Reasoning System	Y					
AA Meter Inventory Processing	Y					
AB Extensive Search Criteria	Y					
AC. Complete Cust. Dep./Ref. Processing Application	Y					
CALL CENTER SOFTWARE OPERATING REQUIREMENTS						
A Customer Inquiry Clerk Guides	Y					
B Service/Product Descriptions	Y					
C Customer Contact/Service History	Y					
D. Interest Codes	Y					
E Call Scheduling and Callbacks	Y					
F Text, Title, Key Word Searches	Y					
G Alternative Service Offerings	N					
H Online Rates Quotation	Y					
I Dialing Features	Y					
J List Maintenance and Extractions	Y					
K Service/Work Order/Install/Fulfillment Support	Y					
L. Online Reporting	Y					
M. Call Activity and Account Summary	Y					
N Security and Control	Y					
O Computer Telephone Integration	Y					
P Transfer/Verification	Y					
Q Developer Tool Kit	Y	Y				Standard with menu driver, optional with GUI

CAPABILITIES SUMMARY MATRIX

*Leave these Columns Blank

CAPABILITY	Yes or No Standard	Optional	*	*	*	Comments/Exceptions
COMMUNICATIONS INTERFACE, NETWORKS, AND SECURITY REQUIREMENTS						
A System Communications	Y					
B Digital Network Interface	Y					
C Local Area Networking	Y					
D Interfaces with Outside Sources	Y					
E Universal Agent Position	Y					
F Computer Telephone Integration	Y					
G GUI Workstation	Y					
RELATIONAL DATABASE MANAGEMENT, MARKETING/WORK ORDER INFORMATION REPORTING REQUIREMENTS						
A System Reports	Y					
B Service/Work Order Reports	Y					
C CSR/CIC Activity Report	Y					
D Work Order/Supervisor/Group Session Statistics	Y					
E Relational Database and Query Tools	Y					
F Exceptions	Y					
INTERACTIVE VOICE RESPONSE SYSTEM REQUIREMENTS (FUTURE)						
TRAINING REQUIREMENTS						
A Supervisor and System Administrator Courses	Y					
B CSR/CIC Instructions	Y					
C. Information Systems/Maintenance Courses	Y					
D General Management Training	Y					

IBM CallPath provides standard as proposed, subject to PBX and hardware

CAPABILITIES SUMMARY MATRIX

*Leave these Columns Blank

CAPABILITY	Yes or No Standard	Optional	*	*	*	Comments/Exceptions
MAINTENANCE SUPPORT AND OPERATING ENVIRONMENT REQUIREMENTS						
A Maintenance Response Time	Y					
B Alternative Maintenance Contracts	Y					
C Remote Diagnostics	Y					
D Service Locations	Y					
E Redundancy, Backup, and Spare Parts Reqmts	Y					
F Routine Maintenance Requirements	Y					
G Warranty	Y					
H System Documentation and Updating	Y					
I Ongoing Software and Help Desk Support	Y					
J Operating Environment Requirements	Y					
SYSTEM COSTS						
A Itemized Feature/Option Prices	Y					
B Installation Price	Y					
C Estimated Operating Expenses	Y					
D Cash Flow Analysis for Lease, Rent, Purchase	Y					
INSTALLATION AND CUTOVER						
A Installation Schedule	Y					
B Acceptance Test and Diagnostics	Y					
C Cutover Plan	Y					
D Cutover Support	Y					
E Post-Cutover Support	Y					

IBM CallPath provides standard as proposed, subject to PBX and hardware

APPENDIX 1

Vendor Responses To The Capabilities Summary Matrix

VENDOR RESPONSES TO CAPABILITIES SUMMARY MATRIX

	NUMBER OF YES ANSWERS TO EACH CATEGORY				
CATEGORY	ORCOM	J D EDWARDS	H T E	SEVERN TRENT	AUGUSTINE
CUSTOMER INFORMATION APPLICATION SYSTEM POSSIBLE YES' RESPONSES – 29	29	25	29	21	25
CALL CENTER SOFTWARE OPERATING REQUIREMENTS POSSIBLE YES' RESPONSES – 17	17	14	16	12	12
COMMUNICATIONS INTERFACE NETWORKS & SECURITY REQMTS POSSIBLE YES' RESPONSES – 7	7	6	7	7	6
RELATIONAL DATABASE MGMT MARKETING/W O INFORMATION REPORTING REQUIREMENTS POSSIBLE YES' RESPONSES – 6	6	6	6	6	6
INTERACTIVE VOICE RESPONSE SYSTEM REQMTS (FUTURE) POSSIBLE YES' RESPONSES – 1	1	1	1	1	0
TRAINING REQUIREMENTS POSSIBLE YES' RESPONSES – 3	3	3	3	3	0
MAINTENANCE SUPPORT AND OPERATING ENVIRON REQMTS POSSIBLE 'YES" RESPONSES – 10	10	0	10	0	7
SYSTEM COSTS POSSIBLE YES' RESPONSES – 4	4	0	4	3	0
INSTALLATION AND CUTOVER POSSIBLE YES" RESPONSES – 5	5	0	5	5	0
TOTAL POSSIBLE "YES" RESPONSES 82	82	55	81	58	56
COSTS					
SOFTWARE	$3.134.290		$9.400.000		
HARDWARE	$39.074				
IMPLEMENTATION	$1,903.500		$12,000,000		
SUB–TOTAL	$5.076 864	$2.500.000	$21.400.000	$5.500.000	$176.500
EXTENDED SUPPORT	$470.144 OR $564.172		$1.700.000		$18.225

CAPABILITIES SUMMARY MATRIX

Attachment
(to be returned to AWC
with response to RFP)

COMPANY NAM **OrCom Systems, Inc.**

PRODUCT NAM **OrCom Mirror Pond Customer Information System**

*Leave these Columns Blank

CAPABILITIES	Yes or No		*	*	*	Comments / Exceptions
	Standard	Optional				
CUSTOMER INFORMATION APPLICATION SYSTEM						
A. Graphical User Interface (GUI)	X					Included in OrCom Proposal.
B. IBM AS/400 Emulation	X					OrCom applications are IBM AS/400 Based
C. Multiple Sessions	X					
D. Computer Telephone Integration (CTI)		X				OrCom's CIS application can be interfaced to third party applications.
E. Autodialing / Callback Queues		X				OrCom's CIS application can be interfaced to third party applications.
F Agent Monitoring		X				OrCom's CIS application can be interfaced to third party applications.
G. Agent Announcements	X					
H. Remote Laptop	X					
I. Developer Tool Kit	X					
J. Utility Billing System	X					
K. Accounting System Feature	X					
L. Cash Receipt Management	X					
M. Service / Work Order Management	X					
N. Case Management	X					
O. Contact Management and History	X					
P Credit and Collections	X					
Q. Meter Reading and Interface System Online	X					

CAPABILITIES SUMMARY MATRIX

*Leave these Columns Blank

CAPABILITIES	Yes or No		*	*	*	Comments / Exceptions
	Standard	Optional				
CUSTOMER INFORMATION APPLICATION SYSTEM (Cont'd)						
R. Computer-Aided Dispatching		X				
S. Rates and Rate Indexes	X					
T. User Defined Screen Facility	X					
U. Imaging Technology	X					
V. Integrated Mapping and GIS Interface		X				
W. Hand-Held and Mobile Date System Interface	X					
X. Payment Processing and Direct Debits	X					
Y. Installation and Budge Payment Facilities	X					
Z. Case-Based Reasoning System	X					
AA. Meter Inventory Processing	X					
AB. Extensive Search Criteria	X					
AC. Complete Cust. Dep./Ref. Processing Application		X				Interfaces to existing financial applications are necessary.
CALL CENTER SOFTWARE OPERATING REQUIREMENTS						
A. Customer Inquiry Clerk Guides	X					
B. Service/Product Descriptions	X					
C. Customer Contact/Service History	X					
D. Interest Codes	X					
E. Call Scheduling and Callbacks		X				
F Text, Title, Key Word Searches	X					
G. Alternative Service Offerings	X					
H. Online Rates Quotation	X					
I. Dialing Features		X				
J. List Maintenance and Extractions	X					
K. Service/Work Order/Install/Fulfillment Support	X					
L. Online Reporting	X					
M. Call Activity	X					
N. Security and Control	X					
O. Computer Telephone Integration		X				
P Transfer/verification	X					
Q. Developer Tool Kit	X					

CAPABILITIES SUMMARY MATRIX

*Leave these Columns Blank

CAPABILITIES	Yes or No		*	*	*	Comments / Exceptions
	Standard	Optional				
COMMUNICATIONS INTERFACE, NETWORKS, AND SECURITY REQUIREMENTS						
A. System Communications	X					
B. Digital Network Interface		X				
C. Local Area Networking	X					
D. Interfaces with Outside Sources		X				
E. Universal Agent Position	X					
F Computer Telephone Integration		X				
G. GUI Workstation	X					
RELATIONAL DATABASE MANAGEMENT, MARKETING/WORK ORDER INFORMATION REPORTING REQUIREMENTS						
A. System Reports	X					
B. Service/Work Order Reports	X					
C. CSR/CIC Activity Report	X					
D. Work Order/Supervisor/Group Session Statistics	X					
E. Relational Database and Query Tools	X					
F Exceptions	X					
INTERACTIVE VOICE RESPONSE SYSTEM REQUIREMENTS (FUTURE) TRAINING REQUIREMENTS						
A. Supervisor and System Administrator Courses		X				
B. CSR/CIC Instructions		X				
C. Information Systems/Maintenance Courses		X				
D. General Management Training		X				

CAPABILITIES SUMMARY MATRIX

*Leave these Columns Blank

CAPABILITIES	Yes or No		*	*	*	Comments / Exceptions
	Standard	Optional				
MAINTENANCE SUPPORT AND OPERATING ENVIRONMENT REQUIREMENTS						
A. Maintenance Response Time	X					
B. Alternative Maintenance Contracts	X					
C. Remote Diagnostics	X					
D. Service Locations	X					
E. Redundancy, Backup, and Spare Parts Reqmts.	X					
F. Routine Maintenance Requirements	X					
G. Warranty	X					
H. System Documentation and Updating	X					
I. Ongoing Software and Help Desk Support	X					
J. Operating Environment Requirements	X					
SYSTEM COSTS						
A. Itemized Feature/Option Prices	X					
B. Installation Price	X					
C. Estimated Operating Expenses	X					
D. Cash Flow Analysis for Lease, Rent, Purchase		X				
INSTALLATION AND CUTOVER						
A. Installation Schedule	X					
B. Acceptance Test and Diagnostics	X					
C. Cutover Plan	X					
D. Cutover Support	X					
E. Post-Cutover Support	X					

CAPABILITIES SUMMARY MATRIX

Attachment
(to be returned to AWC
with response to RFP)

COMPANY NAME JDEdwards

PRODUCT NAME UCIS

*Leave these Columns Blank

CAPABILITY	Yes or No		*	*	*	Comments/Exceptions
	Standard	Optional				
CUSTOMER INFORMATION APPLICATION SYSTEM						
A. Graphical User Interface (GUI)	✓					SEE Detailed Discussion UNDER APPROPRIATE SECTION OF RFP RESPONSE
B. IBM AS/400 Emulation	✓					
C. Multiple Sessions	✓					
D. Computer Telephone Integration (CTI)	NO					
E. Autodialing/Callback Queues	PARTIAL					
F. Agent Monitoring	✓					
G. Agent Announcements	✓					
H. Remote Laptop	✓					
I. Developer Tool Kit	✓					
J. Utility Billing System	✓					
K. Accounting System Feature	✓					
L. Cash Receipt Management	✓					
M. Service/Work Order Management	✓					
N. Case Management	✓					
O. Contact Management and History	✓					
P. Credit and Collections	✓					
Q. Meter Reading and Interface System Online	✓					

CAPABILITIES SUMMARY MATRIX

*Leave these Columns Blank

CAPABILITY	Yes or No Standard	Optional	*	*	*	Comments/Exceptions
CUSTOMER INFORMATION APPLICATION SYSTEM (Cont'd)						
R. Computer-Aided Dispatching	✓					SEE detailed COMMENTS UNDER appropriate section of RFP
S. Rates and Rate Indexes	✓					
T. User Defined Screen Facility	✓					
U. Imaging Technology		✓				
V. Integrated Mapping and GIS Interface	NO					
W. Hand-Held and Mobile Data System Interface	NO					
X. Payment Processing and Direct Debits	✓					
Y. Installation and Budget Payment Facilities	✓					
Z. Case-Based Reasoning System	NO					
AA. Meter Inventory Processing	✓					
AB. Extensive Search Criteria	✓					
AC. Complete Cust. Dep./Ref. Processing Application	✓					
CALL CENTER SOFTWARE OPERATING REQUIREMENTS						
A. Customer Inquiry Clerk Guides	NO					
B. Service/Product Descriptions	✓					
C. Customer Contact/Service History	✓					
D. Interest Codes	Discussion needed					
E. Call Scheduling and Callbacks	✓					
F. Text, Title, Key Word Searches	PARTIAL					
G. Alternative Service Offerings	Discussion needed					
H. Online Rates Quotation	✓					
I. Dialing Features	3rd party ✓					
J. List Maintenance and Extractions	✓					
K. Service/Work Order/Install/Fulfillment Support	✓					
L. Online Reporting	✓					
M. Call Activity and Account Summary	✓					
N. Security and Control	✓					
O. Computer Telephone Integration	NO					
P. Transfer/Verification	NO					
Q. Developer Tool Kit	✓					

CAPABILITIES SUMMARY MATRIX

*Leave these Columns Blank

CAPABILITY	Yes or No Standard	Optional	*	*	*	Comments/Exceptions
COMMUNICATIONS INTERFACE, NETWORKS, AND SECURITY REQUIREMENTS						
A. System Communications	✓					See detailed comments under appropriate section & REF
B. Digital Network Interface	See comment					
C. Local Area Networking	✓					
D. Interfaces with Outside Sources	✓	Addl cost				
E. Universal Agent Position	PARTIAL					
F Computer Telephone Integration	No					
G. GUI Workstation	✓					
RELATIONAL DATABASE MANAGEMENT, MARKETING/WORK ORDER INFORMATION REPORTING REQUIREMENTS						
A. System Reports	user written with system tools					
B. Service/Work Order Reports	✓	"				
C. CSR/CIC Activity Report		"				
D. Work Order/Supervisor/Group Session Statistics		"				
E. Relational Database and Query Tools		"				
F Exceptions		"				
INTERACTIVE VOICE RESPONSE SYSTEM REQUIREMENTS (FUTURE)						
TRAINING REQUIREMENTS						
A. Supervisor and System Administrator Courses	✓					
B. CSR/CIC Instructions	✓					
C. Information Systems/Maintenance Courses	✓					
D. General Management Training	✓					

CAPABILITIES SUMMARY MATRIX

*Leave these Columns Blank

CAPABILITY	Yes or No Standard	Optional	*	*	*	Comments/Exceptions
MAINTENANCE SUPPORT AND OPERATING ENVIRONMENT REQUIREMENTS						
A. Maintenance Response Time	See RFP Section for details					
B. Alternative Maintenance Contracts						
C. Remote Diagnostics						
D. Service Locations						
E. Redundancy, Backup, and Spare Parts Reqmts						
F. Routine Maintenance Requirements						
G. Warranty						
H. System Documentation and Updating						
I. Ongoing Software and Help Desk Support						
J. Operating Environment Requirements						
SYSTEM COSTS						
A. Itemized Feature/Option Prices						
B. Installation Price						
C. Estimated Operating Expenses						
D. Cash Flow Analysis for Lease, Rent, Purchase						
INSTALLATION AND CUTOVER						
A. Installation Schedule	See section for detailed info					
B. Acceptance Test and Diagnostics						
C. Cutover Plan						
D. Cutover Support						
E. Post-Cutover Support						

CAPABILITIES SUMMARY MATRIX

Attachment
(to be returned to AWC
with response to RFP)

COMPANY NAME AUGUSTINE & CO. MSL

PRODUCT NAME MSL

*Leave these Columns Blank

CAPABILITY	Yes or No		*	*	*	Comments/Exceptions
	Standard	Optional				
CUSTOMER INFORMATION APPLICATION SYSTEM						
A. Graphical User Interface (GUI)		YES				
B. IBM AS/400 Emulation		YES				Via Terminal Emulator Product
C. Multiple Sessions		Yes				with AS/400 Fitted with Netware Host Facility
D. Computer Telephone Integration (CTI)		Yes				Interface to Selected Equipment Vendor
E. Autodialing/Callback Queues		Yes				" " "
F. Agent Monitoring		Yes				Custom Adaptation
G. Agent Announcements		Yes				Custom Setup
H. Remote Laptop	Yes					
I. Developer Tool Kit						Discuss
J. Utility Billing System	Yes					Powerful
K. Accounting System Feature		Yes				Adapt Interface - or Use Our Accounting System
L. Cash Receipt Management	Yes					
M. Service/Work Order Management	Yes					
N. Case Management	Yes					
O. Contact Management and History	Yes					
P Credit and Collections	Yes					
Q. Meter Reading and Interface System Online	Yes					Already in use by AWC

CAPABILITIES SUMMARY MATRIX

*Leave these Columns Blank

CAPABILITY	Yes or No		*	*	*	Comments/Exceptions
	Standard	Optional				
CUSTOMER INFORMATION APPLICATION SYSTEM (Cont'd)						
R. Computer-Aided Dispatching						Can be provided
S. Rates and Rate Indexes	Yes					
T. User Defined Screen Facility						For Queries
U. Imaging Technology		Yes				
V. Integrated Mapping and GIS Interface		Yes				
W. Hand-Held and Mobile Data System Interface	Yes					
X. Payment Processing and Direct Debits	Yes					
Y. Installation and Budget Payment Facilities	Yes	Yes				Custom Adapted Budget Payments
Z. Case-Based Reasoning System						
AA. Meter Inventory Processing	Yes					
AB. Extensive Search Criteria	Yes					
AC. Complete Cust. Dep./Ref. Processing Application	Yes					
CALL CENTER SOFTWARE OPERATING REQUIREMENTS						
A. Customer Inquiry Clerk Guides	Yes	No				Custom Interface
B. Service/Product Descriptions						Custom ADapt
C. Customer Contact/Service History	Yes					
D. Interest Codes		?				
E. Call Scheduling and Callbacks	Yes					
F. Text, Title, Key Word Searches		Yes				
G. Alternative Service Offerings						Custom
H. Online Rates Quotation	Yes					
I. Dialing Features		Yes				Interface to Unit Supplier
J. List Maintenance and Extractions						
K. Service/Work Order/Install/Fulfillment Support	Yes					
L. Online Reporting	Yes					
M. Call Activity and Account Summary	Yes					
N. Security and Control	Yes					
O. Computer Telephone Integration		Yes				Interface to Unit Supplier
P. Transfer/Verification		Yes				
Q. Developer Tool Kit						Discuss

CAPABILITIES SUMMARY MATRIX

*Leave these Columns Blank

CAPABILITY	Yes or No		*	*	*	Comments/Exceptions
	Standard	Optional				
COMMUNICATIONS INTERFACE, NETWORKS, AND SECURITY REQUIREMENTS						
A. System Communications		Yes				
B. Digital Network Interface		Yes				
C. Local Area Networking	Yes					
D. Interfaces with Outside Sources	Yes					
E. Universal Agent Position		No				Can be provided
F. Computer Telephone Integration	Yes					
G. GUI Workstation		Yes				
RELATIONAL DATABASE MANAGEMENT, MARKETING/WORK ORDER INFORMATION REPORTING REQUIREMENTS						
A. System Reports	Yes					
B. Service/Work Order Reports	Yes					
C. CSR/CIC Activity Report		Yes				
D. Work Order/Supervisor/Group Session Statistics		Yes				
E. Relational Database and Query Tools	Yes					Will use open standard Query Facilities
F. Exceptions		Yes				
INTERACTIVE VOICE RESPONSE SYSTEM REQUIREMENTS (FUTURE)						Will Interface
TRAINING REQUIREMENTS						
A. Supervisor and System Administrator Courses						Training Sessions will be co-designed by AWC and
B. CSR/CIC Instructions						MSL
C. Information Systems/Maintenance Courses						
D. General Management Training						

CAPABILITIES SUMMARY MATRIX

*Leave these Columns Blank

CAPABILITY	Yes or No Standard	Optional	*	*	*	Comments/Exceptions
MAINTENANCE SUPPORT AND OPERATING ENVIRONMENT REQUIREMENTS						
A. Maintenance Response Time	YES					24 Hour coverage can be provided under agreement
B. Alternative Maintenance Contracts	Yes					
C. Remote Diagnostics	Yes					
D. Service Locations						Discuss
E. Redundancy, Backup, and Spare Parts Reqmts						N/A - Msl will not supply equipment
F. Routine Maintenance Requirements	Yes					
G. Warranty	Yes					
H. System Documentation and Updating	Yes					
I. Ongoing Software and Help Desk Support	Yes					
J. Operating Environment Requirements						N/A
SYSTEM COSTS						
A. Itemized Feature/Option Prices						See attached price sheet
B. Installation Price						
C. Estimated Operating Expenses						
D. Cash Flow Analysis for Lease, Rent, Purchase						
INSTALLATION AND CUTOVER						
A. Installation Schedule						To be discussed
B. Acceptance Test and Diagnostics						
C. Cutover Plan						
D. Cutover Support						
E. Post-Cutover Support						

CAPABILITIES SUMMARY MATRIX

Attachment (to be returned to AWC with response to RFP)

COMPANY NAME: SEVERN TRENT SYSTEMS

PRODUCT NAME: OPEN-VISION

CAPABILITY	Yes or No		*	*	*	*Leave these Columns Blank Comments/Exceptions
	Standard	Optional				
CUSTOMER INFORMATION APPLICATION SYSTEM						
A. Graphical User Interface (GUI)	Yes					
B. IBM AS/400 Emulation	No	*				Some interfacing effort is required.
C. Multiple Sessions	Yes					
D. Computer Telephone Integration (CTI)	No	*				Some interfacing effort is required.
E. Autodialing/Callback Queues	No	*				Some interfacing effort is required.
F. Agent Monitoring	Yes					
G. Agent Announcements	Yes					
H. Remote Laptop	Yes	*				Some interfacing effort is probably required.
I. Developer Tool Kit	No	*				
J. Utility Billing System	Yes					
K. Accounting System Feature	Yes					
L. Cash Receipt Management	Yes					
M. Service/Work Order Management	Yes					
N. Case Management	Yes					
O. Contact Management and History	Yes					
P. Credit and Collections	Yes					
Q. Meter Reading and Interface System Online	Yes					

CAPABILITIES SUMMARY MATRIX

CAPABILITY	Yes or No Standard	Optional	*	*	*	*Leave these Columns Blank Comments/Exceptions
CUSTOMER INFORMATION APPLICATION SYSTEM (Cont'd)						
R. Computer-Aided Dispatching	No	*				Some interfacing effort is required.
S. Rates and Rate Indexes	Yes					
T. User Defined Screen Facility	No					
U. Imaging Technology	No	*				Some interfacing effort is required.
V. Integrated Mapping and GIS Interface	No	*				Some interfacing effort is required.
W. Hand-Held and Mobile Data System Interface	Yes	*				Partially through interface
X. Payment Processing and Direct Debits	Yes					
Y. Installation and Budget Payment Facilities	Yes					
Z. Case-Based Reasoning System	Yes					
AA. Meter Inventory Processing	Yes					
AB. Extensive Search Criteria	Yes					
AC. Complete Cust. Dep./Ref. Processing Application	Yes					

CALL CENTER SOFTWARE OPERATING REQUIREMENTS						
A. Customer Inquiry Clerk Guides	Partial	Yes				
B. Service/Product Descriptions	Yes					
C. Customer Contact/Service History	Yes					
D. Interest Codes	Yes					
E. Call Scheduling and Callbacks	No	*				Use 3rd party software or add capability
F. Text, Title, Key Word Searches	Yes					
G. Alternative Service Offerings	Yes					
H. Online Rates Quotation	Yes					
I. Dialing Features	No	*				Some interfacing effort is required.
J. List Maintenance and Extractions	No	*				Can be provided with 3rd party software
K. Service/Work Order/Install/Fulfillment Support	Yes					
L. Online Reporting	Yes					
M. Call Activity and Account Summary	Yes					
N. Security and Control	Yes					.
O. Computer Telephone Integration	No	*				Some interfacing effort is required.
P. Transfer/Verification	Yes	*				We plan a customization to provide the capability
Q. Developer Tool Kit	No	*				

INTERACTIVE VOICE RESPONSE SYSTEM REQUIREMENTS (FUTURE)	Yes	*				Part accomplished by other system
TRAINING REQUIREMENTS						
A. Supervisor and System Administrator Courses	Yes					
B. CSR/CIC Instructions	Yes					
C. Information Systems/Maintenance Courses	Yes	*				CIS functional training included, other will be additional
D. General Management Training	Yes					

CAPABILITIES SUMMARY MATRIX

CAPABILITY	Yes or No Standard	Optional	*	*	*	*Leave these Columns Blank Comments/Exceptions
MAINTENANCE SUPPORT AND OPERATING ENVIRONMENT REQUIREMENTS						
A. Maintenance Response Time		*				We are proposing a study to define the hardware required by AWC to operate OPEN-VISION.
B. Alternative Maintenance Contracts		*				
C. Remote Diagnostics		*				
D. Service Locations		*				
E. Redundancy, Backup, and Spare Parts Reqmts		*				
F. Routine Maintenance Requirements		*				
G. Warranty		*				
H. System Documentation and Updating		*				
I. Ongoing Software and Help Desk Support		*				
J. Operating Environment Requirements		*				
SYSTEM COSTS						
A. Itemized Feature/Option Prices	Yes					
B. Installation Price	Yes					Hardware costs to be defined later
C. Estimated Operating Expenses	Yes					STS costs excluded; 3rd party costs defined later
D. Cash Flow Analysis for Lease, Rent, Purchase	No					Cash Flow Analysis to be defined later

INSTALLATION AND CUTOVER						
A. Installation Schedule	Yes					Have included STS software; others provided later
B. Acceptance Test and Diagnostics	Yes					Have included STS software; others provided later
C. Cutover Plan	Yes					
D. Cutover Support	Yes					
E. Post-Cutover Support	Yes					

CAPABILITIES SUMMARY MATRIX

Attachment
(to be returned to AWC
with response to RFP)

COMPANY NAME HTE, Inc.

PRODUCT NAME CIS

*Leave these Columns Blank

CAPABILITY	Yes or No		*	*	*	Comments/Exceptions
	Standard	Optional				
CUSTOMER INFORMATION APPLICATION SYSTEM						
A Graphical User Interface (GUI)	Y					
B IBM AS/400 Emulation	Y					
C Multiple Sessions	Y					
D Computer Telephone Integration (CTI)	Y					
E Autodialing/Callback Queues	Y					
F Agent Monitoring	Y					
G Agent Announcements	Y					
H Remote Laptop	Y					
I Developer Tool Kit	Y	Y				Menu_Driver standard, GUI 400 optional
J Utility Billing System	Y					
K Accounting System Feature	Y					
L Cash Receipt Management	Y					
M Service/Work Order Management	Y					
N Case Management	Y					
O Contact Management and History	Y					
P Credit and Collections	Y					
Q Meter Reading and Interface System Online	Y					

IBM CallPath provides standard as proposed, subject to PBX and hardware

CAPABILITIES SUMMARY MATRIX

*Leave these Columns Blank

CAPABILITY	Yes or No Standard	Optional	*	*	*	Comments/Exceptions
CUSTOMER INFORMATION APPLICATION SYSTEM (Cont'd)						
R Computer-Aided Dispatching	Y					HTE work orders/FM with IBM CallPath
S Rates and Rate Indexes	Y					
T User Defined Screen Facility	Y	Y				Standard with menu driver, optional with GUI
U Imaging Technology	Y					interfaces only
V Integrated Mapping and GIS Interface	Y					mapping standard, GIS interfaces optional
W Hand-Held and Mobile Data System Interface	Y					
X Payment Processing and Direct Debits	Y					
Y Installation and Budget Payment Facilities	Y					Foundation exists, need to review requirements
Z Case-Based Reasoning System	Y					
AA Meter Inventory Processing	Y					
AB Extensive Search Criteria	Y					
AC Complete Cust. Dep./Ref. Processing Application	Y					
CALL CENTER SOFTWARE OPERATING REQUIREMENTS						
A Customer Inquiry Clerk Guides	Y					
B Service/Product Descriptions	Y					
C Customer Contact/Service History	Y					
D Interest Codes	Y					
E Call Scheduling and Callbacks	Y					
F Text, Title, Key Word Searches	Y					
G Alternative Service Offerings	N					
H Online Rates Quotation	Y					
I Dialing Features	Y					
J List Maintenance and Extractions	Y					
K Service/Work Order/Install/Fulfillment Support	Y					
L Online Reporting	Y					
M Call Activity and Account Summary	Y					
N Security and Control	Y					
O Computer Telephone Integration	Y					
P Transfer/Verification	Y					
Q Developer Tool Kit	Y	Y				Standard with menu driver, optional with GUI

CAPABILITIES SUMMARY MATRIX

*Leave these Columns Blank

CAPABILITY	Yes or No		*	*	*	Comments/Exceptions
	Standard	Optional				
COMMUNICATIONS INTERFACE, NETWORKS, AND SECURITY REQUIREMENTS						
A System Communications	Y					
B Digital Network Interface	Y					
C Local Area Networking	Y					
D Interfaces with Outside Sources	Y					
E Universal Agent Position	Y					
F Computer Telephone Integration	Y					
G GUI Workstation	Y					
RELATIONAL DATABASE MANAGEMENT, MARKETING/WORK ORDER INFORMATION REPORTING REQUIREMENTS						
A System Reports	Y					
B Service/Work Order Reports	Y					
C CSR/CIC Activity Report	Y					
D Work Order/Supervisor/Group Session Statistics	Y					
E Relational Database and Query Tools	Y					
F Exceptions	Y					
INTERACTIVE VOICE RESPONSE SYSTEM REQUIREMENTS (FUTURE)						
TRAINING REQUIREMENTS						
A Supervisor and System Administrator Courses	Y					
B CSR/CIC Instructions	Y					
C. Information Systems/Maintenance Courses	Y					
D General Management Training	Y					

IBM CallPath provides standard as proposed, subject to PBX and hardware

CAPABILITIES SUMMARY MATRIX

*Leave these Columns Blank

CAPABILITY	Yes or No Standard	Optional	*	*	*	Comments/Exceptions
MAINTENANCE SUPPORT AND OPERATING ENVIRONMENT REQUIREMENTS						
A Maintenance Response Time	Y					
B Alternative Maintenance Contracts	Y					
C Remote Diagnostics	Y					
D Service Locations	Y					
E Redundancy, Backup, and Spare Parts Reqmts	Y					
F Routine Maintenance Requirements	Y					
G Warranty	Y					
H System Documentation and Updating	Y					
I Ongoing Software and Help Desk Support	Y					
J Operating Environment Requirements	Y					
SYSTEM COSTS						
A Itemized Feature/Option Prices	Y					
B Installation Price	Y					
C Estimated Operating Expenses	Y					
D Cash Flow Analysis for Lease, Rent, Purchase	Y					
INSTALLATION AND CUTOVER						
A Installation Schedule	Y					
B Acceptance Test and Diagnostics	Y					
C Cutover Plan	Y					
D Cutover Support	Y					
E Post-Cutover Support	Y					

IBM CallPath provides standard as proposed, subject to PBX and hardware

APPENDIX 2

Software Product Evaluation Summary and

Demonstration Script

# SOFTWARE PRODUCT EVALUATION SUMMARY
FIELD(1)
FIELD(2)

	BILLING	IMPORTANCE RATING	RATING
1.	Customized Bill Printing	5	
2.	Selective Inserting for Bill Printing	4	
3.	Zip+4	4	
4.	Rapid Method of Inserting Messages on Customer Bills	5	
5.	Multiple Rate Proration For Billing	5	
6.	Master Accounts	5	
7.	Support of Cubic Feet & Gallon Meters	5	
8.	Customized Customer Bill Calculations	5	
9.	Various Options For Estimating	5	
10	Automatic Payments and Bank Deductions	5	
11	Customized Automatic Credit Adjustment Calculations	5	
12.	Use of Hand-held devices for Meter Readings	5	
13	Usage Data and Reporting	5	
14.	Mass Rerouting	4	
15.	Contributions to Funds for Troubled Customers	4	
16.	Third Party Notification	5	
17.	Landlord-revert Agreements	5	
18.	Combining of Multiple Bills	4	
19.	Duplicate Bills	5	
20.	Budget Billing	5	
21.	Off-Cycle Billing	3	
22.	Automatic Generation of Service Orders Based on Billing Edit	5	
23.	Meter Management	4	
24.	Rate Analysis	5	
		TOTAL	
			x30%
		BILLING WEIGHTED TOTAL	

RATINGS	
5	OUTSTANDING
4	BETTER THAN AVERAGE
3	AVERAGE
2	LESS THAN AVERAGE
1	POOR
0	NOT AT ALL

# SOFTWARE PRODUCT EVALUATION SUMMARY
FIELD(1)
FIELD(2)

	ACCOUNTS RECEIVABLE	IMPORTANCE RATING	RATING
1.	Cash Payment Validation	5	
2.	Electronic Payment Transfer	5	
3.	Cash Payment Allocation	5	
4	Various Options for Aging Accounts Receivable	5	
5.	Automatic Journal Entry Preparation	5	
6.	Customer Deposits	5	
7	Demonstrate the Process of Historical Billing History. Data Records for the Purpose of Calculating Billing Refunds.	4	
8.	Charge-Off Procedure Including Automatic Transfer to Collection Agencies	4	
9	Charge-Off (history of balance)	4	
10.	Aging by Item	5	
		TOTAL	
			x20%
		ACCOUNTS RECEIVABLE WEIGHTED TOTAL	

	CUSTOMER RESPONSE	IMPORTANCE RATING	RATING
1.	Call and Dispute Tracking	5	
2.	Accounts with Special Conditions Clearly Flagged When First Accessed.	4	
3.	Automatic Letter Generation for Customer Notifications	4	
4.	Message Broadcasting by Named Lists	4	
5.	Integrated Work Management System	5	
6.	Integration with a Geographical Information System (GIS)	4	
7	Use of Imaging for Customer Service Files	5	
8.	Bulletin Board	5	
9.	Unlimited Notepad	4	
10.	Regulatory Commission Complaint Database	5	
11.	Water Quality Complaint Database	4	
		TOTAL	
			x20%
		CUSTOMER RESPONSE WEIGHTED TOTAL	

RATINGS	
5	OUTSTANDING
4	BETTER THAN AVERAGE
3	AVERAGE
2	LESS THAN AVERAGE
1	POOR
0	NOT AT ALL

SOFTWARE PRODUCT EVALUATION SUMMARY

FIELD(1)	TECHNICAL/INFRASTRUCTURE REQUIREMENTS	FIELD(2) IMPORTANCE RATING	RATING
1	Demonstrate a 24-Hour System Availability 6+ Days per Week	5	
2	Demonstrate the Support of Outbound Dialing System	4	
3	Demonstrate the Ability to control by Multiple control Fields	5	
4	Demonstrate the Use of Caller-ID for Improved Call Routing and Customer Service	4	
5	Demonstrate The Support of Easy-to-Use Query Tools	4	
6	Demonstrate a System-Level Documentation	5	
7	Demonstrate Context-Sensitive Help Screens and End-User Documentation	4	
8	Demonstrate the Ability to Run Test Companies for Training and Application Testing Purposes	4	
9	Demonstrate a Clear Control for Recovery Purposes if System Crashes and Needs to be Restored	5	
10.	Demonstrate Security and Auditility	5	
11	Demonstrate the Core of the System and How it Stays the Same for Each State	5	
12	Demonstrate a Secured System Access from Employee Homes	3	
13	Demonstrate Image Storage and Retrieval	4	
14	Demonstrate a Rapid Application Development and Maintenance	3	
15	Demonstrate how to Provide for Change Management and Documentation	3	
16	Demonstrate a System that is Based on a Centralized Relational Database	5	
17	Demonstrate how to Deliver a End-User Ease of Use	4	
18	Demonstrate the Implementation of a Relational Database Design	5	
19.	Demonstrate the Evolution to Client/Server Technology	5	
20	Demonstrate a Data Model that Reflects our Business a Implicit Data Model	5	
21	Demonstrate the Use of Proven, Widely-Accepted Computer Language(s)	5	
22.	Demonstrate the Provision for Software Reuse	5	
23	Demonstrate the Development of a Clear Data Model	5	
24	Demonstrate How the Product Provides System-Level Documentation	4	
25.	Demonstrate the Ability to Interface with LAN-based Packages	5	
26	Demonstrate the Provision for Disaster Recovery Implications	5	
27	Demonstrate the Support of Microsoft Standards including Windows API, Ole, DDE, and DLL Support	5	
28	Demonstrate Additional Hardware Requirements implied by this Product	5	
29	Demonstrate the ease of moving through screens	5	
30	Demonstrate the Modification of Screens by Company	5	
31	Demonstrate how the Procedure Provides Detailed Documentation of Costs	5	
32.	Demonstrate Timely Application Modifications	5	
33	Demonstrate the cost of the ON-Going Software Maintenance Contract	5	
34	Demonstrate a Rate Structure to Software Modifications Made (outside normal releases)	5	
35	Demonstrate the cost of Implementing the Product	5	
36	Demonstrate the cost of Training Associated with Implementing the Product	5	
37	Demonstrate Backup and Recovery	5	
38.	Demonstrate the capability to Import/Export Files Either Magnetically or Electronically	5	
39	Demonstrate the Utilization of Existing Hardware	5	
		TOTAL	
			x20%
		TECHNICAL/INFRASTRUCTURE REQUIREMENTS WEIGHTED TOTAL	

SOFTWARE PRODUCT EVALUATION SUMMARY

FIELD(1)
FIELD(2)

	VENDOR SUPPORT SERVICES	IMPORTANCE RATING	RATING
1	Discuss the Implementation of Regular User Group Meetings	3	
2	Discuss the provision of Timely Application Modifications (customization)	5	
3	Discuss the Help-Desk Support	4	
4.	Discuss How Your Company Assists in conversion to the Product	5	
5.	Discuss the Time Required to Implement the Product	5	
6	Discuss the Implementation and Cost	5	
7	Discuss the Financial Stability of Firm	5	
8	Discuss the Time Required to Implement the Product	4	
		TOTAL	
			x10%
		VENDOR SUPPORT SERVICE WEIGHTED TOTAL	

RATINGS	
5	OUTSTANDING
4	BETTER THAN AVERAGE
3	AVERAGE
2	LESS THAN AVERAGE
1	POOR
0	NOT AT ALL

SOFTWARE PRODUCT EVALUATION SUMMARY FIELD(1) FIELD(2)
WEIGHTED TOTAL
30% Billing
20% Accounts Receivable
20% Customer Response
20% Techmical/infrastructe Requirements
10% Vendor Support Services
GRAND TOTAL
List three reasons why American Water Works should choose this vendor's product
1
2
3
List three reasons why American Water Works should not choose this vendor's product
1
2.
3

Application Software Product Evaluation

Evaluator: _____

Ventor/Product: _____

5 - Very Important
4 - Important
3 - Necessary
2 - Not Necessary - Would like
1 - Not Necessary

Group

Billing 30%

	Importance Rating (1-5)	Rating (0-5)	Total	Comments
1 Customized bill printing (graphs, messages, multiple meters, etc.)	5			

(A.) Print a current bill, a final bill, and delinquent notice. Show how each is so designated on the bill.
(B.) Demonstrate immediate printing of a duplicate bill.
(C.) How does you system produce a final bill?
(D.) Show how your system is capable of printing graphs on the bill to compare customer's usage history.
(E.) How does your system distinguish special fees/charges on the bill, i.e.:
** Activity and new service fees
** Reconnect fee
** Return check fee
** Penalty
** Deposit

(F.) Demonstrate how the format is adjusted if all categories are used or only one.

2 Selective inserting for bill printing	4			

(A.) How does your system handle bill inserts for a select group of bills?

Application Software Product Evaluation

	Importance Rating (1-5)	Rating (0-5)	Total	Comments
3 Zip+4 (including entry-time address validation)	4			

(A.) Demonstrate how your system verifies the accuracy of the zip+4 code when entered into the system.

4 Rapid method of inserting messages on customer bills	5			

(A.) Demonstrate the size of the message area available.
(B.) Demonstrate how special messages can rapidly be printed on:
** An individual bill
** A group of bills
** All bills for a specific time period
** One time message for one individual
** One time message for all accounts
(C.) Demonstrate how your system connects the type of messages with the credit history.
(D.) Demonstrate the type of software used to identify postnet barcode.
(E.) Demonstrate what software is used for post net barcode.

5 Multiple rate proration for billing	5			

(A.) Demonstrate how proration would take place if rates were changed in the middle of a billing cycle.
(B.) Demonstrate how your system handles the proration of a monthly water service charge/ minimum sewer charge.
(C.) Demonstrate how proration would take place if the meter size was changed in the middle of a billing cycle.
(D.) Demonstrate how your system prorates a fire service account when a customer is added in the middle of a billing cycle.
(E.) Demonstrate proration of bill amount up to date of filing bankruptcy.
(F.) Demonstrate how your system reflects a bankruptcy in the customer history, credit rating or other on-line fields.
(G.) Demonstrate more than one proration in a billing period.
(H.) Demonstrate the management feature options and

(I.) Demonstrate how accounts with special conditions are handled. (Irrigation meters, hydrants, by size and number.)

	Importance Rating (1-5)	Rating (0-5)	Total	Comments
6 Master accounts (multiple meters for one account, compound meters, subtract meters, etc.)	5			

(A.) Demonstrate how to set up and activate an account with multiple meters in your system.
(B.) Demonstrate how your system prints multiple meter numbers with applicable usage for one account on the bill.
(C.) Demonstrate how your system bills minimum and excess usage on both water and sewer.
(D.) Demonstrate how your system handles the billing for a compound meter.
(E.) Demonstrate how your system handles the billing for usage on a deduct meter.
(F.) Demonstrate how to add an additional meter to an existing account with multiple meters.
(G.) Demonstrate how to change a regular account to an account with multiple meters.
(H.) Demonstrate how to final bill one meter from an account with multiple meters.
(I.) Demonstrate more than one proration billing period.

7 Support of cubic feet & gallon meters (conversion for calculations, reporting, etc.)	5			

(A.) Demonstrate how your system converts usage for bill calculation for a meter which measures volume in gallons and is billed by CCF volume.
(B.) Demonstrate how your system records the usage in gallons or cubic feet:
** On the bill
** On revenue reports
** On historical data
(C.) Demonstrate how your system handles past usage history when a meter is changed from cubic feet to gallons or vice versa.

Application Software Product Evaluation

	Importance Rating (1-5)	Rating (0-5)	Total	Comments
8 Customized customer bill calculations, (flat rate, quarterly, monthly, bimonthly, read bimonthly/bill monthly, read quarter/bill monthly, fire service, penalties, etc.)	5			

(A.) Demonstrate how billing is handled for:
- ** A flat rate water customer
- ** A quarterly billed customer
- ** A monthly billed customer
- ** A bimonthly billed customer
- ** A read bimonthly/billed monthly customer
- ** A read quarterly/billed monthly customer
- ** A flat rate sewer customer

(B.) Demonstrate how your system calculates a sewer charge on volume of water used.

(C.) Demonstrate how your system calculates bills with 2 or more meter changes in one month.

(D.) Demonstrate how your system calculates bills for fire services based on the size of the connection.

(E.) Demonstrate how your system calculates a bill based on the number of public hydrants.

(F.) Demonstrate the flexibility of your system to move the due date for social security customers.

(G.) Demonstrate how your system calculates penalties.

(H.) Demonstrate how sewer billing is handled when the account is an apartment complex and the bill is calculated on a per unit volume.

(I.) Demonstrate how your system handles additional, local or corrected billing.

(J.) Demonstrate how your system handles the calculation of retro billing. How far back will it allow a customer to be dated?

(K.) Demonstrate how miscellaneous charges are billed. (Miscellaneous Invoices)

(L.) Demonstrate the ability to store and access tax lien information.

(M.) Demonstrate how your system calculates compound interest on a late payment charge.

(N.) Demonstrate how your system handles advanced sewer billing.

(O.) Demonstrate how sewer is calculated when a customer is billed a winter average usage instead of actual usage.

(P.) Demonstrate how many different tax rates can be calculated through your system.

(Q.) Demonstrate how your system handles seasonal sewer accounts.

(R.) Demonstrate Extension Deposit agreement tracking

	Importance Rating (1-5)	Rating (0-5)	Total	Comments
9 Various options for estimating (meter readings)	5			

(A.) Demonstrate how your system arrives at a consumption/reading for estimating a bill.
(B.) Demonstrate how estimated consumption/reading is shown on the bill.
(C.) Demonstrate how estimated billing is shown on the consumption history.
(D.) Demonstrate how your system handles a reading which is lower than the estimated reading from the previous month.

10 Automatic payments and bank deductions (XPress Cheque, ACH, save-a-check)	5			

(A.) Demonstrate how to set up a customer on automatic bank draft.
(B.) Demonstrate how your system handles the payments coming from the bank.
(C.) Demonstrate how to "hold" the withdrawal of a payment from the bank and when it is reinstated.
(D.) Demonstrate how your system handles the bank draft for a landlord in a landlord-revert agreement.

11 Customized automatic credit adjustment calculations	5			

(A.) Demonstrate how your system applies a credit adjustment for both water and sewer.
(B.) Demonstrate how a "credit adjustment" for sewer only would be handled.
(C.) Demonstrate how your system handles credit adjustments for multiple reasons.
(D.) Demonstrate how your system handles credit adjustments with multiple methods of calculation.
(E.) Demonstrate how your system adjusts the first billing period for a customer who has been over-estimated.
(F.) Demonstrate how your system adjusts the first billing period for a customer who was billed a partial bill and was over-estimated.

Application Software Product Evaluation

	Importance Rating (1-5)	Rating (0-5)	Total	Comments
12 Use of hand-held devices for meter readings	5			

(A.) Demonstrate how a meter reading route is resequenced in the system when it has been resequenced by meter reader through the hand-held device on demand.
(B.) Demonstrate how meter location codes, which are modified at hand-held, are updated in the system.
(C.) Demonstrate how your system reports meter reading exceptions:
** Foggy dials
** Consecutive zeroes
** Consecutive estimate
** Inactive with consumption
** Stuck meter
(D.) Demonstrate how meter reader notes created in hand-held are added to the system and updated.
(E.) Demonstrate how meter reader notes are deleted from the system.
(F.) Demonstrate how routes along with meter reading notes are transferred to the hand-held device.
(G.) After meter reads have been loaded into the billing system, how does the system validate for reasonability of read prior to billing?
(H.) Demonstrate how changes are made to reading when it is determined there is an incorrect read prior to billing.
(I.) Demonstrate how your system handles dial rollover.
(J.) Demonstrate how your system establishes when a reading is out of range when the meter is read.
(K.) Demonstrate your system's billing operation procedures.

13 Usage data and reporting	5			

(A.) Demonstrate how your system can accumulate usage data for specified accounts for billing to one entity.
(B.) Demonstrate a hardcopy usage data report.
(C.) Demonstrate how many different types of data format media your system can output to (diskette, paper, tape, etc.)

	Importance Rating (1-5)	Rating (0-5)	Total	Comments
14 Mass rerouting (e.g., ARC software)	4			

(A.) Demonstrate how your system handles mass rerouting on demand.

15 Contributions to funds for troubled customers (dollar energy)	4			

(A.) Demonstrate how contributions for needy can be accumulated in your system when made with a payment.
(B.) Demonstrate how your system transfers contributions to the proper organization.
(C.) Demonstrate how your system handles various amounts of contributions.
(D.) Demonstrate how your system handles contributions made with the bank draft.
(E.) Demonstrate how your system tracks donors making contributions and supplies annual contribution receipts.

16 Third party notification	5			

(A.) Demonstrate how to set up a third party for notification in your system.

17 Landlord-revert agreements	5			

(A.) Demonstrate how to set up a landlord-revert account.
(B.) Demonstrate if there are any situations where an account will not revert to the landlord's name. (when tenant is final billed for nonpayment?)

Future Needs

18 Combining of multiple bills	4			

(A.) Demonstrate how your system could combine multiple bills for the same customer and the customer receives only one bill.

Application Software Product Evaluation

	Importance Rating (1-5)	Rating (0-5)	Total	Comments
19 Duplicate bills	5			
20 Budget billing	5			
21 Off-cycle billing	3			
22 Automatic generation of service orders based on billing edit	5			
23 Meter management (testing, history)	4			

(A.) Demonstrate immediate printing of a duplicate bill.

(A.) Demonstrate how your system is capable of handling a customer who is on a budget plan.
(B.) Demonstrate how the account is equalized.
(C.) Demonstrate how a customer is notified of our-of-range consumption when on a budget plan.

(A.) Demonstrate how billing is handled when meter reading for part of a billing cycle is delayed.

(A.) Demonstrate how service orders are automatically created from meter readers' codes.

(A.) Demonstrate how to add a shipment of meters inventory.
(B.) Demonstrate how to remove a meter from one location to another; or from a premise to a specific truck.
(C.) Demonstrate how having a duplicate meter number is voided.
(D.) Demonstrate how your system shows tracking of meters by size and type as well as the various premise locations of a specific meter.
(E.) Demonstrate meter inventory file tracking.
(F.) Demonstrate how meter test results or repairs are maintained.
(G.) Demonstrate how you handle a register exchange.

(H.) Demonstrate what happens when a builder requests a meter(s) at one or more locations, that would be a new service where there has never been service before.

(I.) Demonstrate budgeting meter reading schedules, input, changes and reports.

	Importance Rating (1-5)	Rating (0-5)	Total	Comments
24 Rate analysis (bill analysis)	5			

(A.) Demonstrate accounting reports generated by the system on the basis of billing (Bill Analysis, 329's, Revenue Summary)

Vendor Percentage _____ %

Accounts Receivable 20%

	Importance Rating (1-5)	Rating (0-5)	Total	Comments
1 Cash payment validation (cash drawers and scanners, immediate system update, cash deposit)	5			

(A.) Demonstrate how a payment by check is processed.
(B.) Demonstrate how a payment in cash is processed.
(C.) Demonstrate what type of receipts are produced.
(D.) Demonstrate how the account numbers are validated for accuracy.
(E.) Demonstrate how payments, once entered into the system, can be related to payment processor batches. Batch number, sequence number.
(F.) Demonstrate procedure to "match" an "unmatched" payment.
(G.) Demonstrate a payment applied on-line.
** Lockbox procedure
** Automatic payment processing
** Manual
** Correct out-of-state balance batches

Application Software Product Evaluation

	Importance Rating (1-5)	Rating (0-5)	Total	Comments
2 Electronic payment transfer (BUYPASS, lockbox, etc.)	5			

(A.) Demonstrate how payments, transferred into the system, can be related to payment processor batches. Batch number, sequence number.

3 Cash payment allocation (water, sewer, refuse, taxes, etc.)	5			

(A.) Demonstrate how a payment can be distributed between water revenues, sewer revenues, refuge, taxes, penalties and fees.
** Demonstrate the flexibility in calculations and penalties capabilities.

(B.) Demonstrate how a payment for the utility and a non-utility services is processed.

(C.) Demonstrate how a single payment is applied to several accounts.

(D.) Demonstrate how an NSF check is debited to the customer's account.

(E.) Demonstrate how a customer is tracked for shut off because of an NSF payment.

(F.) Demonstrate what notification accounting will receive on NSF payments and other penalties.

(G.) Demonstrate payment plan, set up, billed, and paid.
** Show how to set up a payment plan and how they are shown in the system.
** Show how such a plan can be billed.
** How does your system handles penalties when a customer is on a payment plan?
** Show what happens when a customer is delinquent in making payments on a payment plan. Show how a plan is paid off.
** Show how your system tracks a customer's previous history of the payment plan. Is there a way to "flag" an account to disallow a plan.

(H.) Demonstrate how a payment is backed out if part of the payment was in cash and part was paid by check and the check comes back NSF.

(I.) Demonstrate the procedure to refund customer money when they have credit on an overpayment on a final bill.

(J.) Demonstrate how your system handles payments taken after the teller has made their daily deposit (carryover batch).

(K.) Demonstrate how to handle a customer payment without no stub.

	Importance Rating (1-5)	Rating (0-5)	Total	Comments
4 Various options for aging of Accounts Receivable	5			

(A.) Demonstrate what appends when a customer is delinquent in making payments on their account or on a payment plan.

5 Automatic journal entry preparation	5			

(A.) Demonstrate how an NSF check from a customer would be assessed the return check fee and the journal entry make to accounts receivable.
(B.) Demonstrate journal entry to reports for account receivable for water and sewer revenues, credit adjustments, cash and miscellaneous entries.
(C.) Demonstrate how overpayments are handled for contributions if the dollars are for separate general ledger accounts and history.
(D.) Demonstrate how refunds to customers would be handled for overpayments to customers accounts.
(E.) Demonstrate how to refund customer a credit balance created by an overpayment.
(F.) Demonstrate how monies (credit or debit) are transferred form one account to another.
(G.) Demonstrate how miscellaneous entries (credits or debits) are journalized.
(H.) Demonstrate closing procedures posting of revenues subsequent to the prior months closing.
(I.) Demonstrate the tracking and refunding of unclaimed credits to the state.

6 Customer deposits (automatic refunds, escheat)	5			

(A.) Demonstrate how deposit interest is accrued.
(B.) Demonstrate how deposits are tracked and maintained in the system.
(C.) Demonstrate how deposits are refunded to the customer's account, and archived.
(D.) Demonstrate how a deposit is applied to current charges on an account.
(E.) Demonstrate how a deposit is applied in case of delinquency.
(F.) Demonstrate how manual deposit refunds with interest are handled.
(G.) Demonstrate how a deposit is refunded with interest.
(H.) Demonstrate non-refund of deposit for bad credit rating.

Application Software Product Evaluation

(I.) Demonstrate tracking, refunding and journal entry for Customer Deposits escheated to the state.
(J.) Demonstrate the audit trails for updates.

	Importance Rating (1-5)	Rating (0-5)	Total	Comments
7 Demonstrate the process of historical billing history, data records for the purpose of calculating billing refunds.	4			
8 Charge-off procedure including automatic transfer to collection agencies	4			

(A.) Demonstrate how payments are made to written off accounts.
(B.) Demonstrate the automatic transfer process of charged-off accounts to a collection agent.
(C.) Demonstrate the Recommendations for Charge-off Listing and criteria used.
(D.) Demonstrate the Approved Recommendations for Charge-off criteria used and transactions needed to zero customer's balance as well as necessary journal entries.

9 Charge-off (history of balance)	4			

(A.) Demonstrate the past history date of charge-off payments, the note pads and the procedure to automatically delete at a specific period in time.
(B.) Demonstrate availability to search for customers regardless of district or state.
(C.) Demonstrate how the Miscellaneous Invoices are interacted with charge-off accounts and the customer accounts.

Future Needs

	Importance Rating (1-5)	Rating (0-5)	Total	Comments
10 Aging by item	5			

(A.) Demonstrate how payments are allocated on current, 30-day, 60-day, 90-day arrears basis.

Vendor Percentage _____ %

Customer Response 20%

	Importance Rating (1-5)	Rating (0-5)	Total	Comments
1 Call and dispute tracking	5			

(A.) Demonstrate a system whereby the software tracks all incoming calls and coordinates them with activity on an account, whether an order is input or not, i.e., inquiries, DPA's.

(B.) Demonstrate a system whereby the software tracks account disputes with a detailed outline of the complaint.

(C.) Demonstrate a system whereby printouts can be provided to any tracking methods.

(D.) Demonstrate demographics of a customer by:
- city
- zip code
- age, etc., and develop a profile for dispute.

(E.) Demonstrate a tracking method that is attached to the customer record to reflect a relationship with monthly billing and the possibility of consecutive calls.

(F.) Demonstrate a program that provides automatic dates and initials on every change made within the system.

(G.) Demonstrate how a clerk can research a customer by:
** Account number
** Service address

** Customer number
** Meter number
** Route sequence number
** Social security number
** Service number

(H.) Demonstrate how a clerk can research a bill if a customer does not have a bill.

(I.) Demonstrate how an Inquiry screen can show detailed charges for the past two (2) years.

(J.) Demonstrate how an Inquiry screen can show financial history, bills, payments, deposits, adjustments, credit history, written-off payments, and write-offs.

(K.) Demonstrate how an Inquiry screen can show consumption history for estimation.

(L.) Demonstrate nonpay procedures for delinquent accounts.

	Importance Rating (1-5)	Rating (0-5)	Total	Comments
2 Accounts with special conditions clearly flagged when first accessed. (disputes, health care, etc.)	4			

(A.) Demonstrate a system whereby the software would be designed to alert the user to special conditions through a flashing message for areas, such as:
** Deferred payment agreements
** Health-related condition
** Notepad
** In arrears
** In dispute

(B.) Demonstrate how additional codes can be added.

(C.) Demonstrate how to delete a code.

(D.) Demonstrate how to query history of system codes.

(E.) Demonstrate how a system can retain prior miscellaneous field changes.

3 Automatic letter generation for customer notifications	4			

(A.) Demonstrate a program whereby the software produces letters to notify the customer about:
- access to inside meter readings, meter changes, nonpay
- premise leaks
- high bills
- split services

(B.) Demonstrate a program that provides confirmation letters on changes to account, i.e., name change, mailing address, or term of service.
(C.) Demonstrate a method for creation, control and distribution of letter notification.
(D.) Demonstrate how letters can notify the customer of miscellaneous invoices and recreate a file for billing history and charge-off information.

	Importance Rating (1-5)	Rating (0-5)	Total	Comments
4 Message broadcasting by named lists	4			

(A.) Demonstrate how the software sends messages to individuals or groups through a directory selection.

Future Needs

5 Integrated Work Management System (automatic scheduling, paperless system, use of hand held devised/mobile computing, cost estimating	5			

(A.) Demonstrate how software handles automatic scheduling for field work.
(B.) Demonstrate how hardware can be utilized to create a paperless system.

6 Integration with a Geographical Information System (GIS)	4			

(A.) Demonstrate the geographical information system to control the number of service orders by geographical area set up as a grid system.
** Through the use of an account number.
** Show the number of service orders.

Applicatio Software Product Evaluation

	Importance Rating (1-5)	Rating (0-5)	Total	Comments
7 Use of imaging for customer service files	5			

(A.) Demonstrate use of software to extract all customer service field orders.
(B.) Demonstrate use of software to replicate diagrams and drawings.

8 Bulletin Board (in-house, topical bulletin board)	5			

(A.) Demonstrate a multiple screen use for daily, weekly and monthly information regarding field activity.
** On-call supervisor
** Water quality
** Safety issues
** Weather conditions
** Staffing problems
** Job duties
** Political/public relation issues that communicate information to and from local call centers.

Future Needs

9 Unlimited notepad (customer premise and service	4			

(A.) Demonstrate how information regarding customer activity can be recorded on the customer's account.
(B.) Show multiple screen listing for customer data.
(C.) Demonstrate a system that can eliminate old files through a user entry delete date.

10 Regulatory commission complaint database	5			

(A.) Demonstrate a system that is utilized by management, yet can be viewed by staff.
(B.) Demonstrate a program that attaches complaints to the customer and account.
(C.) Demonstrate a program that creates a filing system to eliminate paper and files.

(D.) Demonstrate a program that reviews complaints for sewer system information, for example:
- applications, billing, adjustments, termination

(E.) Demonstrate a query that can extract information on commission complaints based on case numbers, violations, name, address, geographics, etc.

(F.) Demonstrate a program that flags accounts with a complaint and stops nonpay activity.

(G.) Demonstrate a program that provides a question and answer database with company and customer.

	Importance Rating (1-5)	Rating (0-5)	Total	Comments
11 Water Quality complaint database	4			

(A.) Demonstrate a process for establishing a water quality service order that is attached to the customer and/or the account.

(B.) Demonstrate a program that illustrates a summary update of Water Quality activity calls by category, location, etc.

(C.) Demonstrate a program that addresses a question and answer outline with the customer to determine a smell, taste, odor, etc., situation.

(D.) Demonstrate a system that can flag accounts when a section of the city experiences a Water Quality problem.

Vendor Percentage _____%

Technical/Infrastructual Requirements 20%

	Importance Rating (1-5)	Rating (0-5)	Total	Comments
1 Demonstrate a 24-hour system availability, 6+ days per week (save while active capability)	5			
2 Demonstrate the support of outbound dialing system (predictive dialing)	4			

Application Software Product Evaluation

	Importance Rating (1-5)	Rating (0-5)	Total	Comments
3 Demonstrate the ability to control by multiple control fields (municipality, operating center, company, etc. supports acquisitions)	5			
4 Demonstrate the use of caller-ID for improved call routing and customer service	4			
5 Demonstrate the support of easy-to-use query tools	4			
6 Demonstrate a system-level documentation	5			
7 Demonstrate context-sensitive help screens and end-user documentation (both on-line and printed; business procedure scripting)	4			
8 Demonstrate the ability to run test companies for training and application testing purposes	4			
9 Demonstrate a clear control for recovery purposes if system crashes and needs to be restored	5			
10 Demonstrate security and audibility	5			
11 Demonstrate the core of the system and how it stays the same for each state	5			
12 Demonstrate a secured system access from employee homes	3			
13 Demonstrate image storage and retrieval	4			
14 Demonstrate a rapid application development and maintenance (CASE)	3			
15 Demonstrate how to provide for change management and documentation	3			
16 Demonstrate a system that is based on a centralized relational database	5			

	Importance Rating (1-5)	Rating (0-5)	Total	Comments
17 Demonstrate how to deliver a end-user ease of use (CUA, fast-paths)	4			
(A.) Follows common user access standards for user interfaces. Has the same look and feel as other software.				
(B.) Maintains a consistent user interface throughout the entire software application.				
18 Demonstrate the implementation of a relational database design ..	5			
(A.) Data integrity, easy to change, industry standard, flexible reporting.				
(B.) Prove that files are in their normal form.				
19 Demonstrate the evolution to client/server technology	5			
(A.) Currently moving towards client/server or have a strategy to get to client/server.				
20 Demonstrate a data model that reflects our business's implicit data model	5			
(A.) Software package's assumptions about business objects, concepts, events, and their relationships match our business reality.				
(B.) Data model is represented with an entity relationship diagram.				
21 Demonstrate the use of proven, widely-accepted, computer language(s)	5			
(A.) Examples of these could be, but not limited to: Cobalt, RPG, Powerbuilder, visual basic, and Oracle				
22 Demonstrate the provision for software reuse (object-orientation)	5			
23 Demonstrate the development of a clear data model	5			

Application Software Product Evaluation

	Importance Rating (1-5)	Rating (0-5)	Total	Comments
24 Demonstrate how the product provides system-level documentation (including on-line)	4			
(A.) Scripts to guide personnel through procedures. **(B.)** Present a system architectural view of application software design in some form of documentation.				
25 Demonstrate the ability to interface with LAN-based packages	5			
26 Demonstrate the provision for disaster recovery implications	5			
27 Demonstrate the support of Microsoft standards including Windows API, OLE, DDE, and DLL support	5			
28 Demonstrate additional hardware requirements implied by this product	5			
(A.) User printer selection				
29 Demonstrate the ease of moving through screens	5			
30 Demonstrate the modification of screens by Company	5			
(A.) Add/delete unused input areas				
31 Demonstrate how the procedure provides detailed documentation of costs	5			
32 Demonstrate timely application modifications	5			
33 Demonstrate the cost of the on-going software maintenance contract	5			
34 Demonstrate a rate structure to software modifications made (outside of normal releases)	5			
35 Demonstrate the cost of implementing the product	5			
36 Demonstrate the cost of training associated with implementing the product	5			

	Importance Rating (1-5)	Rating (0-5)	Total	Comments
37 Demonstrate backup and recovery	5			
(A.) Clear control points for recovery purposes if system crashes and needs to be restored. **(B.)** Provide rerun procedures for application software.				
38 Demonstrate the capability to Import/Export files either magnetically or electronically	5			
39 Demonstrate the utilization of existing hardware	5			

Vendor Percentage _____ %

Vendor Support Services 10%

	Importance Rating (1-5)	Rating (0-5)	Total	Comments
1 Discuss the implementation of regular user group meetings	3			
2 Discuss the provision of timely application modifications (customization) ..... **(A.)** Ability to respond to customer's regulatory requirement time constraints	5			
3 Discuss the help-desk support	4			
4 Discuss how your company assists in conversion to the product ...	5			
5 Discuss the time required to implement the product	5			

Applicati Software Product Evaluation

	Importance Rating (1-5)	Rating (0-5)	Total	Comments
6 Discuss the implementation and Cost	5			
- state decision - will it affect cost				
7 Discuss the financial stability of firm	5			
8 Discuss the time required to implement the product	4			
(A.) Deliver a product to the customer that is acceptable				

Vendor Percentage _____%

APPENDIX 3

Evaluation Committee Comments From Vendor Demonstrations and Interviews

QUESTIONNAIRE RECAP

ORCOM SYSTEMS

LIST THREE REASONS WHY AMERICAN WATER WORKS SHOULD CHOOSE THIS VENDOR'S PRODUCT:

PA-AMERICAN
1. Allows us to run existing hardware, i.e. terminals, SNA network.
2. Good track record for quality
3. Functionally rich.

W VA-AMERICAN
1. Path concept
2. Drill Down to bill image
3. Field level security
4. Utility defined screen facility
5. Primarily in utility business

NJ-AMERICAN
1. Established, well staffed organization that has vast experience with accounts the size of American System
2. Easily adaptable package to existing hardware
3. Good flexibility built into package, so that we can define many options

REGION
1. Integrated system which concentrates on utility business
2. Migration for client server utilizes present system
3. Ease of table/rule driven system

IND-AMERICAN
1. Integrated system
2. Migration path for client server with current ware
3. User group - east of table rule driven
4. Field level security

NEW ENG-AMERICAN
1. East to use system with good tracking and account information
2. They seem to have good support and a solid company behind them

IL-AMERICAN
1. Good use of screens, easy to follow and graphs are a nice feature
2. Financially stable, plus they have tripled in size over the last year
3. Large utility supplier. They were very knowledgeable of our needs

CAL-AMERICAN
1. Orcom is a stable company, utility-oriented and pro-active toward technology
2. The system has much flexibility-program exists, user defined screens, fields, labels, menus, etc.
3. The system has excellent navigation sets, guides users through the various screens

LIST THREE REASONS WHY AMERICAN WATER WORKS SHOULD NOT CHOOSE THIS VENDOR'S PRODUCT:

PA-AMERICAN
1. Not state-of-the-art technology: Not 0/0, Not RAD.
2. Smaller company

W VA-AMERICAN
1. No clear migration path to client-server
2. System cannot currently handle voluntary contributions to customer assistance programs.

N J-AMERICAN
1. No particular vendor packages that they interface with for GIS or Imaging purposes
2. Appears to be a slow transition toward client server technology
3. Existing package will need an undetermined amount of customization.

REGION
1. No total work management system
2. No GIS additional cost for a third party

IND-AMERICAN
1. No integrated GIS system themselves
2. No work management system.

NEW ENG-AMERICAN
NO COMMENTS

IL-AMERICAN
1. They didn't have a work management system

CAL-AMERICAN
1. The system has no screen pops, CTI or caller ID
2. Orcom works with various 3rd party vendors - e.g. for GIS, not a one-stop shop

QUESTIONNAIRE RECAP

J. D. EDWARDS

LIST THREE REASONS WHY AMERICAN WATER WORKS SHOULD CHOOSE THIS VENDOR'S PRODUCT:

PA-AMERICAN
1. Fully integrated/one vendor solution for CIS & Acctg./Financial, viable solution for present needs progressing to future needs
2. New system with good migration path to client server
3. Excellent design principles

W VA-AMERICAN
1. Outstanding interface with financial/accounting
2. Migration path to client server

NJ-AMERICAN
1. Been in business 17+ years - solid company
2. Has a clear plan on today's environment; migrating to future
3. Tight integration to their financial packages

REGION
1. Integrated system
2. Good migration path from existing system and client server
3. Open architecture

IND-AMERICAN
1. Highly integrated system, operations & customer service
2. Flexible user defined
3. Customer housed
4. Field level security

NEW ENG-AMERICAN
1. Been in business of software for 17 years and are willing to design software to meet our needs

IL-AMERICAN
NO COMMENT

CAL-AMERICAN
1. J. D. Edwards is very pro-active toward the technology, this is reflected by their attitude and commitment to provide a very flexible system.
2. This package will have good integration with their financial system that was highly regarded by the Finance Evaluation group last week.
3. Very good navigation, tailored menus, user-customization

LIST THREE REASONS WHY AMERICAN WATER WORKS SHOULD NOT CHOOSE THIS VENDOR'S PRODUCT:

PA-AMERICAN
1. Requires much modification, not very functional
2. First attempt at a CIS for J.D. Edwards

W VA-AMERICAN
1. Inexperience with water industry

N J-AMERICAN
1. Does not currently have all the functionality we want (seem to be willing to work with company to provide needed functionality)
2. Client server version is not going to be available until 1997
3. Implementation time is probably longer than other vendors, due to added necessary product enhancements

REGION
1. Enhanced EDIS system which does not justify necessity for the cost and painful loss of productivity caused by change. In other words, not developed
2. Continually going through many screens to main menu
3. System designed for gas utility - not water

IND-AMERICAN
1. It's an enhanced EDIS system
2. Balance water/sewer still implementing, gives 1997 for availability to CIS

NEW ENG-AMERICAN
NO COMMENTS

IL-AMERICAN
NO COMMENT

CAL-AMERICAN
1. This system is very far from complete. It seems to be under development, probably about 50% done.
2. No GIS, no CTI
3. Obviously no real customer base, no user groups, many unknowns

QUESTIONNAIRE RECAP
SEVERN TRENT

LIST THREE REASONS WHY AMERICAN WATER WORKS SHOULD CHOOSE THIS VENDOR'S PRODUCT:

PA-AMERICAN
1. Large, stable company
2. Ease of use
3. Excellent data model

W VA-AMERICAN
1. Activity queue
2. Storms work management
3. Experience with very large systems

NJ-AMERICAN
1. Using new technology, i.e. client server board
2. Program workable with management program
3. Opportunity to customize CIS package

REGION
1. Integrated system and has a work management system(storms)
2. User friendly for CIS menus and screens
3. Intelligent customer handling package

IND-AMERICAN
1. Integrated system, has a work management system (STORMS)
2. CIS menus and screens user friendly
3. ICH

NEW ENG-AMERICAN
1. Easy to use, state of the art, windows environment software
2. Budget billing, payment agreements and tracking. Meter history and tracking
3. Tracking and reporting of customer calls and the ability to make notes. Every customer service rep's dream

IL-AMERICAN
1. The screens were easy to follow
2. The messages and bulletin boards were good
3. Customer service oriented basis, with their screens

CAL-AMERICAN
1. The system has very strong integration with work management system, also a strong module. The rate analysis module also shows good integration and flexibility
2. System seems very flexible, i.e. budget bills, payment plans, scripts, etc. The graphs associated with some screens were very effective
3. Activity queus is an excellent feature, part of ICH module

LIST THREE REASONS WHY AMERICAN WATER WORKS SHOULD NOT CHOOSE THIS VENDOR'S PRODUCT:

PA-AMERICAN
1. Requires replacement of all terminals
2. No proven track record for client-server

W VA-AMERICAN
1. No established installations using demonstrated (proposed) product
2. Limited user-defined security features (no field level or screen level security)

N J-AMERICAN
1. CIS package not in use
2. Overall maintenance and support services are not clear and may not be satisfactory
3. With client server technology it may be too cost prohibitive for states who are not geared toward this feature

REGION
1. All we saw was a prototype - nothing live capabilities
2. Couldn't do screen modifications and customizations
3. No migration path to client server. All new hardware required, increasing the cost

IND-AMERICAN
1. Was a prototype, should have use of on-line demos
2. Cannot do screen modifications
3. Security on field level should be on functional level
4. No migration path to server, thus all new hardware required, increasing the cost

NEW ENG-AMERICAN
NO COMMENT

IL-AMERICAN
1. They couldn't do screen modifications
2. This vendor was not thorough, did not follow script and leaves me with a hesitation to their abilities

CAL-AMERICAN
1. There is no capability for screen pops or CTI. The package stops short of the requirements
2. There is no GIS capability, they indicated that it will be forthcoming, i.e. currently 'vaporware'
3. No strong interface to financial system. Seems weak on developmental tools/report writing

QUESTIONNAIRE RECAP

AUGUSTINE & ASSOCIATES

LIST THREE REASONS WHY AMERICAN WATER WORKS SHOULD CHOOSE THIS VENDOR'S PRODUCT:

PA-AMERICAN
NO COMMENT

W VA-AMERICAN
1. Cost savings
2. Use of automated meter reading software

NJ-AMERICAN
NO COMMENT

REGION
NO COMMENT

IND-AMERICAN
NO COMMENT

NEW ENG-AMERICAN
NO COMMENT

IL-AMERICAN
1. The screens were easy to read & retrieve

CAL-AMERICAN
1. Augustine & Assoc. know the water business and are

LIST THREE REASONS WHY AMERICAN WATER WORKS SHOULD NOT CHOOSE THIS VENDOR'S PRODUCT:

PA-AMERICAN
1. Small company
2. Poor design
3. No track record to scale up

W VA-AMERICAN
1. System does not track customer numbers
2. Too much customization involved
3. Not enough technical support staff to support AWC

N J-AMERICAN
NO COMMENT

REGION

1. Present system offers more than proposed, i.e., ACH capabilities
2. It appears mass customization would be necessary
3. The stability of the firm is dependent on very few individuals and operates on a very small scale

IND-AMERICAN

1. Current EDIS system does more than this product has to offer
2. No budget billing
3. No ACH capabilities
4. Not capable of mass utilization, set up for small municipalities. Financial stability is on a small scale

NEW ENG-AMERICAN

1. This company is not ready to supply what we need

IL-AMERICAN

1. Discourages with delivery. They were not prepared and had to be directed by Charles Day
2. The company is too small to do business with our company
3. The primary speaker did not treat his employee with respect. Why would he treat our employees differently

CAL-AMERICAN

1. This system would take much customization to meet our needs. It is lacking in many of the items defined as requirements.
2. Augustine & Assoc. is a very small company and would be unable, in my opinion, to support all of our offices.
3. The system requires PC's as work stations, would require mass purchase of PC's as well as software.

QUESTIONNAIRE RECAP

HTE

LIST THREE REASONS WHY AMERICAN WATER WORKS SHOULD CHOOSE THIS VENDOR'S PRODUCT:

PA-AMERICAN
1. Good mapping system
2. Good telephone integration system
3. Experience with remote devices (mobile computing, laptop)

W VA-AMERICAN
1. AWC users group
2. Can provide complete solution
3. Length of experience in customer service/utility billing software

NJ-AMERICAN
1. The system conversion by HTE would run extremely smoothly. They are established & detail oriented
2. They are focused on municipality and land management that would broaden our future capabilities for growth
3. They have all the technologies that we are interested in integrating

REGION
1. Good migration path to client-server, use of CRT's along with client server
2. Good training demonstrated organization & efficiency to provide good end-result for the user
3. Integrated system with work management system & call path, etc.

IND-AMERICAN
1. Good migration to client server
2. Good training plan, manual and scheduling
3. Integrated system and has a work management system (STORMS) and call path

NEW ENG-AMERICAN
NO COMMENT

IL-AMERICAN
1. They were well prepared, demonstrated team effort and were very knowledgeable in each area
2. Detailed mapping and geographical analysis
3. Equipment can be mounted in trucks and completed in field

CAL-AMERICAN
1. HTE addresses all aspects of CIS, call center, work management & interfaces to financial systems
2. Seems to have a pro-active attitude toward technology and integration, e.g., CTI

3. This system would utilize the existing AS/400 base installed at most all of our locations

LIST THREE REASONS WHY AMERICAN WATER WORKS SHOULD NOT CHOOSE THIS VENDOR'S PRODUCT:

PA-AMERICAN
1. Core system still batch oriented, data model flaws
2. Not very far along on client server (could be strength/weakness, don't have to replace hardware)
3. Inconsistency in user interface (cumbersome for end users)

W VA-AMERICAN
1. Limited private utility experience
2. Questionable technical support for municipal & utility systems

N J-AMERICAN
1. Cost
2. Why spend money on a system that is comparable to EDIS
3. Limited client server technology

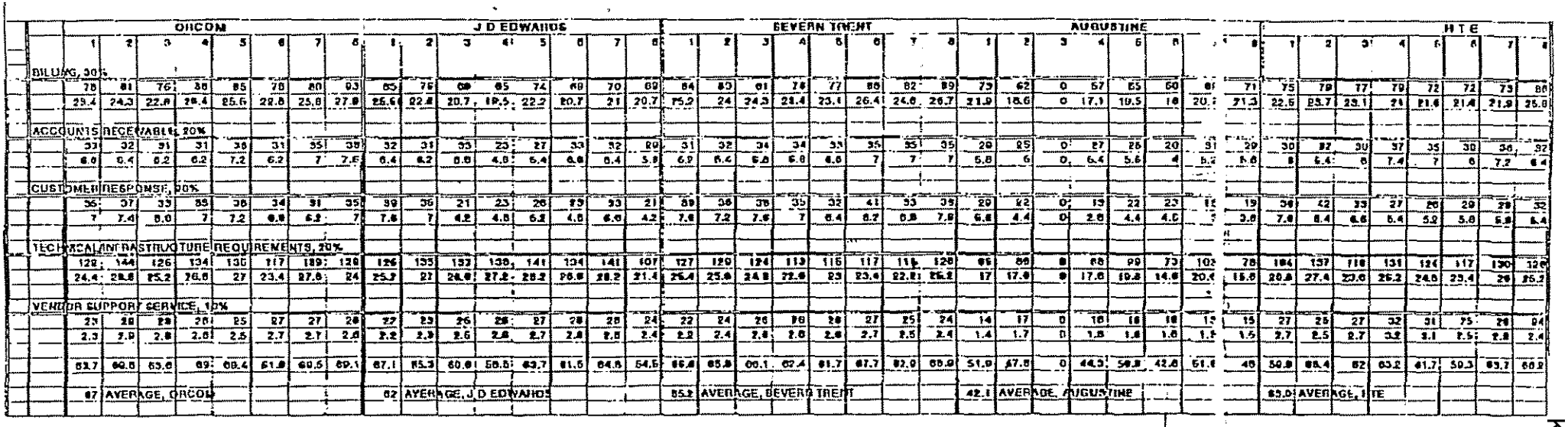
REGION
1. Every customization to the system will require expensive maintenance, never ending cost
2. Problem handling multiple districts and states
3. Problem for handling cubic feet and gallons conversion on the same acct.
4. Not user-friendly, the screens were too busy and there was too much backing out of screens to get to desired location

IND-AMERICAN
1. Customization to the system is extensive in cost
2. Cannot accommodate multiple districts in a state & states
3. Problem with cubic feet & thousand gallons billing for a single address

NEW ENG-AMERICAN
1. This seems like the same system we have now, with a few upgrades

IL-AMERICAN
1. They had a problem when handling multiple districts within a state
2. Problem converting from gallons to CF and vice versa
3. Lack of ease to read screens
4. Will American Water (the entire company) be required to talk to one staff (800#) and get immediate results. I'm concerned with delay

CAL AMERICAN
1. It seems that many modifications will be required. This is expensive & time-consuming
2. User made modifications (line screen customization) will be lost when new releases are installed
3. Many things still in development, e.g. GIS. The system seems to have evolved from a character-based system and has been given a windows-type interface



	ORCOM								J D EDWARDS								BEVERN TRENT								AUGUSTINE								HTE							
	1	2	3	4	5	6	7	8	1	2	3	4	5	6	7	8	1	2	3	4	5	6	7	8	1	2	3	4	5	6		8	1	2	3	4	5	6	7	8
BILLING, 30%																																								
	78	81	76	86	85	78	80	93	85	76	69	85	74	69	70	69	84	83	81	78	77	86	82	89	79	62	0	57	65	60	8	71	75	79	77	79	72	72	73	86
	23.4	24.3	22.8	25.8	25.5	23.4	24.0	27.9	25.5	22.8	20.7	19.5	22.2	20.7	21	20.7	25.2	24	24.3	23.4	23.1	25.8	24.6	26.7	21.9	18.6	0	17.1	19.5	18	20.1	21.3	22.5	23.7	23.1	21	21.6	21.6	21.9	25.8
ACCOUNTS RECEIVABLE, 20%																																								
	33	32	31	31	30	31	35	39	32	31	35	25	27	33	32	29	31	32	34	34	33	35	35	35	29	25	0	27	25	20	31	29	30	32	30	37	35	30	36	32
	6.6	6.4	6.2	6.2	7.2	6.2	7	7.8	6.4	6.2	6.9	4.9	5.4	6.6	6.4	5.8	6.2	6.4	6.8	6.8	6.6	7	7	7	5.8	5	0	5.4	5.6	4	5.4	5.8	6	6.4	6	7.4	7	6	7.2	6.4
CUSTOMER RESPONSE, 20%																																								
	35	37	33	35	36	34	38	35	39	36	21	23	26	29	33	21	39	36	36	35	32	41	33	39	29	22	0	19	22	23	15	19	36	42	33	37	26	29	29	32
	7	7.4	6.8	7	7.2	6.8	6.2	7	7.8	7	4.2	4.6	5.2	5.8	6.6	4.2	7.8	7.2	7.6	7	6.4	8.2	6.6	7.8	5.8	4.4	0	3.8	4.4	4.6	3	3.8	7.2	8.4	6.6	5.4	5.2	5.8	5.8	6.4
TECHNICAL INFRASTRUCTURE REQUIREMENTS, 20%																																								
	122	144	126	134	130	117	139	128	126	135	137	138	141	134	141	107	127	129	124	113	116	117	116	128	85	86	8	88	99	73	103	78	104	137	118	131	124	117	130	128
	24.4	28.8	25.2	26.8	27	23.4	27.8	24	25.2	27	24.6	27.6	28.2	26.8	28.2	21.4	25.4	25.8	24.8	22.6	23	23.4	22.8	25.6	17	17.2	8	17.6	19.8	14.6	20.6	15.6	20.8	27.4	23.6	26.2	24.8	23.4	26	25.6
VENDOR SUPPORT SERVICE, 10%																																								
	23	28	28	28	25	27	27	28	27	23	26	28	27	28	28	24	22	24	26	26	28	27	25	24	14	17	0	18	18	18	19	15	27	25	27	32	31	75	28	24
	2.3	2.8	2.8	2.8	2.5	2.7	2.7	2.8	2.7	2.3	2.6	2.8	2.7	2.8	2.8	2.4	2.2	2.4	2.6	2.6	2.8	2.7	2.5	2.4	1.4	1.7	0	1.8	1.8	1.8	1.9	1.5	2.7	2.5	2.7	3.2	3.1	7.5	2.8	2.4
	83.7	90.6	85.6	89	88.4	81.8	90.5	89.1	87.1	85.3	80.9	86.5	83.7	81.6	84.5	64.5	86.8	85.8	86.1	82.4	81.7	87.7	82.9	88.9	51.9	47.5	0	44.5	50.8	42.6	61.6	48	90.9	98.4	82	85.2	81.7	90.3	83.7	88.2
	87	AVERAGE, ORCOM							82	AVERAGE, J D EDWARDS							85.2	AVERAGE, BEVERG TRENT							42.1	AVERAGE, AUGUSTINE							85.0	AVERAGE, HTE								

EVALUATORS:

1 – PA–AMERICAN
2 – WVA–AMERICAN
3 – NJ–AMERICAN
4 – REGION
5 – IND–AMERICAN
6 – NEW ENG–AMERICAN
7 – IL–AMERICAN
8 – CAL–AMERICAN

APPENDIX 4

AWC Data Questionnaire Summary Sheet

CUSTOMER INFORMATION SYSTEM
DATA QUESTIONNAIRE RESPONSES

	COMPANY	CALIF	CONN/NY	AWWSC, IND	HAMPTON	ILLINOIS	IOWA	INDIANA	KENTUCKY	MASS	MISSOURI	NEW JERSEY	OHIO	PENNA	TENNESSEE	VIRGINIA	W VA
	NAME		McGOVERN	SMITH	STILEC	BROMLEY	YOUNG	McNEELY	BURNS	D L K		CURLEY	MOOR	LIPPERT	BARTLEY	GILLHAM	BICKERTON
1	CURRENT SOFTWARE	IN-HOUSE DATA GEN	EDIS	EDIS	EDIS	EDIS	EDIS	EDIS	EDIS	EDIS	EDIS	EDIS	EDIS	EDIS	EDIS	EDIS	EDIS
2	CURRENT HARDWARE	AVILON	IBM AS400	IBM AS400	IBM AS400	IBM AS400	IBM AS400	IBM AS400	IBM AS400	IBM AS400	IBM AS400	IBM AS400	IBM AS400	IBM AS400	IBM AS400	IBM AS400	IBM AS400
3	LOCATION	CHULA VISTA CALIF	HINGHAM MASS	RICHMOND, IND OHIO, IND	HINGHAM MASS,NY,CONN	BELLEVILLE	RICHMOND INDIANA	MOLESVILLE	LEXINGTON	HINGHAM	RICHMOND, INDIANA	HADDON HEIGHTS	RICHMOND, INDIANA	HERSHEY, PA PA & SOUTHERN	CHATTANOO	ALEXANDRIA	CHARLESTON
4	SHARED SITE?	ARIZ, N MEX	NEW HAMP	MISSOURI	NEW HAMP	5 IN ILLINOIS	YES	YES	NO	NY, CT, MASS	YES	YES	YES	YES	NO	MARYLAND	NO
5	MULT SYSTEM #'S? CONTINUE?	YES YES	NO	YES YES	YES YES	YES YES	YES YES	YES YES	NO	YES YES	YES YES	YES NO	YES YES	YES YES	NO	YES YES	YES YES
6	TOTAL CIS USERS?	60	16	333	6	200	24	37	40	3	30	103	35	223	55	41	250
7	CS PERSONNEL	40	12	333	4	134	11	37	16	3	19	83	15	150	34	14	80
8	CONCRNT CIS USERS	40	12	333	6	80	17	37	20	2	30	55	14	150	35	30	35
9	MULTPL CS LOCATNS	YES	YES		YES	YES	NO	YES	NO	NO	YES	YES	YES	YES	NO	YES	NO
10	NO CS PERSNL WHO																
	A WALK-INS	0	2		0	3	1	0	1		6	10	2	4	7		2
	B TELEPHONE	0	8		0	26	9	37	9		6	55	6	46	15		12
	C BOTH	40	0		4	0	0	0	0	1	7	0	4	1	0	11	1
11	TOT # CUSTOMERS	119,000	37,700		10,000	144,755	54,493	161,000	65,000	17,131	88,500	314,528	57,641	527,000	67,826	50,363	133,000
12	TELEPHONE EQUIP TYPE SOFTWARE	ATT PARTNER ATT MERLIN NONE	ATT MERLIN CAS		ATT MERLIN PLUS NONE	ROLM 9751 CBX 30E	NEC NEAX 1400 IMS TELMATE1200	ATT MERLIN LEGEND ATT CMS	NOR TELECOM OPTION II MERIDIAN	ATT CENTREX 6508 & 6510 NONE	CINPHONY ACD/ NSTAR	ATT SYSTEM 75 DEFINITY	ATT SYSTEM 75 DEFINITY	ATT G3V3 ATT CMS	N TELECOM MERIDIAN ACDC-2	ATT ISOTEC 228 ISOTEC V4.1	SIEMANS ROLM 9751 TELEMATE
	NO INCOMING LINES		6		5	16	6	16	13	5	6	20	7	61	9	19	38
	NO OUTGOING LINES		2		5	24	2	11	20		6	19	82	33	9	15	20
	VOICE RESPONSE SYS	NO	NO		NO	NO			YES		NO	YES	YES	NO	NO	NO	NO
	AUTO CALL DIST	NO	YES		NO	NO	YES		YES		YES	YES	NO	YES	YES	YES	YES
	PHONE MAIL	YES	NO		NO	YES	NO		YES		YES	YES	YES	YES	YES	YES	YES
	AVG NO INCOME CALLS		250			1194	236	1242	600	81	566	1349	393	1900	395		654
	MAX NO INCOME CALLS		350			1620	329	1583	1000	215	791	1896	567	3039	686		1320
	MIN NO INCOME CALLS		150			1032	164	898	350	30	457	1281	350	1255	285		586
13	ITEMS BILLED WATER															Y	
	DOMESTIC BILLED	Y	Y		Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	4	Y
	NO OF TARIFFS	25	2				3	17	7	2	7	5	1	9	3		7
	OTHER BILLED	N	Y					Y			Y	Y	Y	Y			Y
	FLAT RATE	N	N						Y		N		Y				
	FIRE SVC. SIZE	Y	Y		Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y
	FIRE SVC. PARTS	N	N		Y			Y			Y						
	OTHER	N	N		Y	Y		Y			N	Y	Y	Y		Y	Y PUB FIRE
	LATE PENALTY	Y	N		Y		Y	Y			N			Y	Y		
	SEWER CONSUMP	N	N					Y	Y		Y	Y		Y	Y	Y	Y
	NO OF TARIFFS								3		2	2		2	9		6
	SEWER FLAT	N	N				Y				Y			Y			Y
	NO OF TARIFFS										2			1			2
	LATE PENALTY SEWER	N	N								Y			Y			Y
	REFUSE/GARBAGE	Y	N				Y	Y			Y					Y	
	OTHER MUNIC SVC	Y	N								N			Y RECYCLE			
	SURCHG/WATER	Y	Y		Y			Y			N		Y	Y		Y	Y
	SURCHG/SEWER	N	N								N			Y			
	MUNIC WATER TAXES	Y	N			Y	Y		Y		Y				Y	Y	Y
	NO OF TAXES	10				6	2		7						3	1	1
	MUNIC SEWER TAXES	N	N								Y						Y
	NO OF TAXES																1
	PASS THRU ITEMS	Y	N			Y					Y	Y		Y			Y
		COUNTY TAX				STATE								PENNVEST			BUS & OCC
		PUC SURCHG				RECOVERY											FOR 22 MUNIC
		WTR MGMT				TAX											
		DIST SURCHG															
		DHS SURCHG															
	OTHER ITEMS	Y			Y	Y			Y		Y	Y		Y	Y	Y	
		RATION SRCHG			PRE-APRVD	FRANCHISE			WITHDRAWAL		CONNECT FEE	RECONN FEE		DOLLAR ENER	ACTIV. FEE	PURCH WATER	
		PENALTIES			PROJECTS	TAX			FEE		CHGD OFF	SEASONAL		INIT. FEE	NEW SVC FEE	SEWER SVC	
		OTHER INFO									RECONN FEE	SEWER					
		BANKING										ADVANCE CHG					

1,45
46

CUSTOMER INFORMATION SYSTEM
DATA QUESTIONAIRE

Please complete and return to Debbie Lippert by October 6,1995

Company Name _____

Completed by _____

1. Identify current CIS software used
   A. EDIS
   B. Other - Please specify _____

2. Identify current hardware platform (ie IBM AS/400 B45)

   _____

3. Specify the location where your CIS software is installed

   _____

4. Is this a shared site? Yes No
   If this is a shared site, please identify the other companies processed at this location

   _____

   _____

   _____

5. In your CIS operation, are multiple American Water System company numbers used? Yes No
   If yes, do you wish to continue this practice? Yes No

6. What is the expected total CIS users for your company? _____

7. What is the total number of customer service personnel with access to your CIS? _____

8. What is the total number of concurrent CIS users (people that are accessing the system at the same time)? _____

9. Does your company have multiple locations where customers may walk-in or call to contact customer service? Yes No

10. For each of your customer contact location, specify the number of customer service personnel that
    A. handle primarily walk-in customers _____
    B. handle primarily telephone contacts _____
    C. handle both walk-ins and calls _____

the total number for these three items should not exceed your response
o question 7)

11. For each of your customer contact location, specify the total number of customers served by your company _____

12. For each of your customer contact locations, identify the type of telephone switch equipment installed (manufacturer, make, and model)

_____

Type of call statistic software currently used _____
Number of incoming telephone lines _____
Number of outgoing telephone lines _____
Do you currently use any of the following
Interactive voice response system Yes No
If yes, identify maker _____
Automated call distribution Yes No
Phone mail Yes No

Average number of incoming calls per day _____
Maximum number of incoming calls per day _____
Minimum number of incoming calls per day _____

13. Please identify the various items which your company bills on its water bills:

_____ Domestic water based on metered delivery
- specify number of different tariffs _____
_____ Other metered water sales
_____ Flat rate water
_____ Fire Service based on size connections
_____ Fire Service based on components (sprinkler heads, etc)
_____ Other water - please specify _____
_____ Penalty for late pay on water
_____ Sewer based on water consumption
- specify number of different tariffs _____
_____ Flat rate sewer
- specify number of different tariffs _____
_____ Penalty for late pay on sewer
_____ Refuse/garbage fee
_____ Other municipal service fees - specify _____
_____ Surcharge on water
_____ Surcharge on sewer
_____ Municipal Water taxes - number of different taxes _____
_____ Municipal Sewer taxes - number of different taxes _____
_____ Other types of 'pass through' items on bill - specify (ie city B&O tax as a municipal surcharge)
_____
_____
_____

_____ Other items billed on water bill - specify
_____
_____
_____

APPENDIX 5

Case Tool Model For Client/Server Application -

J.D. Edwards

ONEWORLD™

The leading CASE tool which automates the development of Client/Server applications

JDEdwards®

JDEdwards®

Topics

- What If...
- What are we doing with it?
- What does it look like?

What If...

...custom changes follow you automatically from release to release

...your programming staff did not have to learn a new language to modify or create new functionality

...your users could adapt the form of their data dynamically at any time

JDEdwards

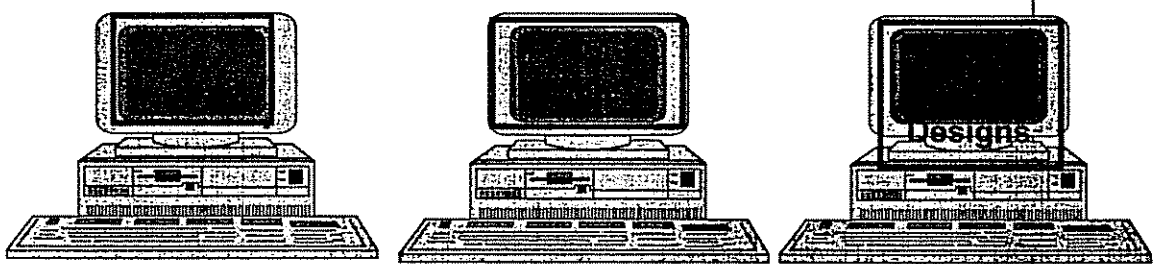
What If...

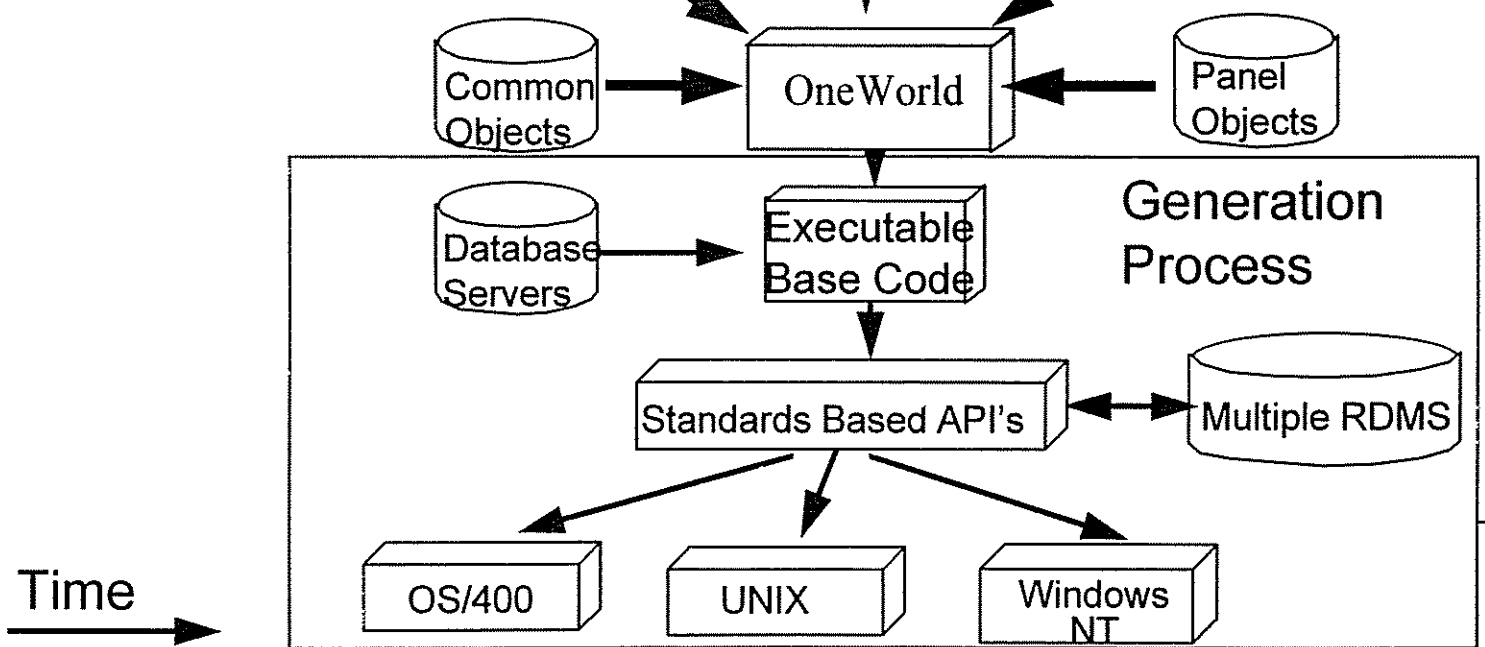
...you could transition from a text base solution to a graphical Client/Server solution in your own sweet time

...you could put your data base on any platform and/or DBMS you want

JDEdwards

Everest C/S Development





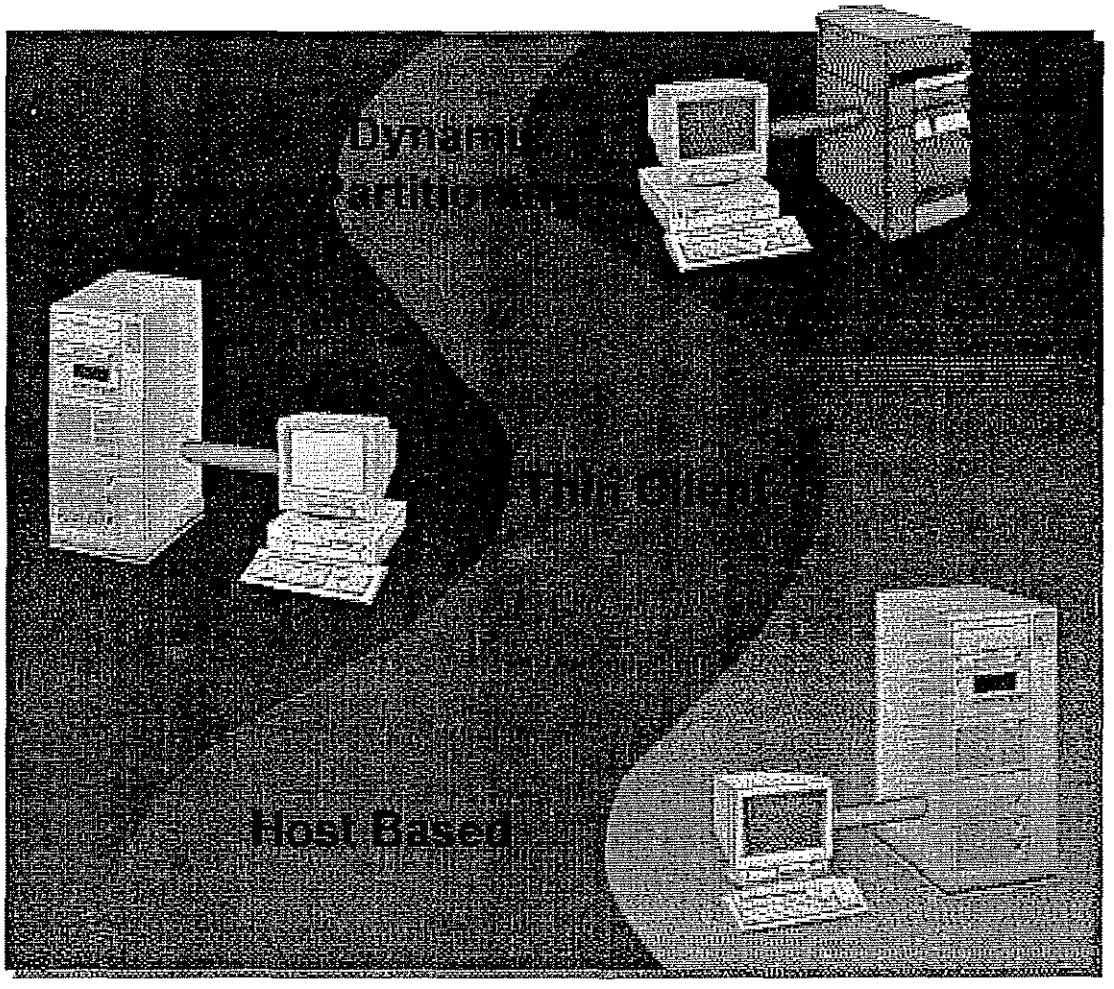
JDEdwards

JDEdwards®

What are we doing with it?

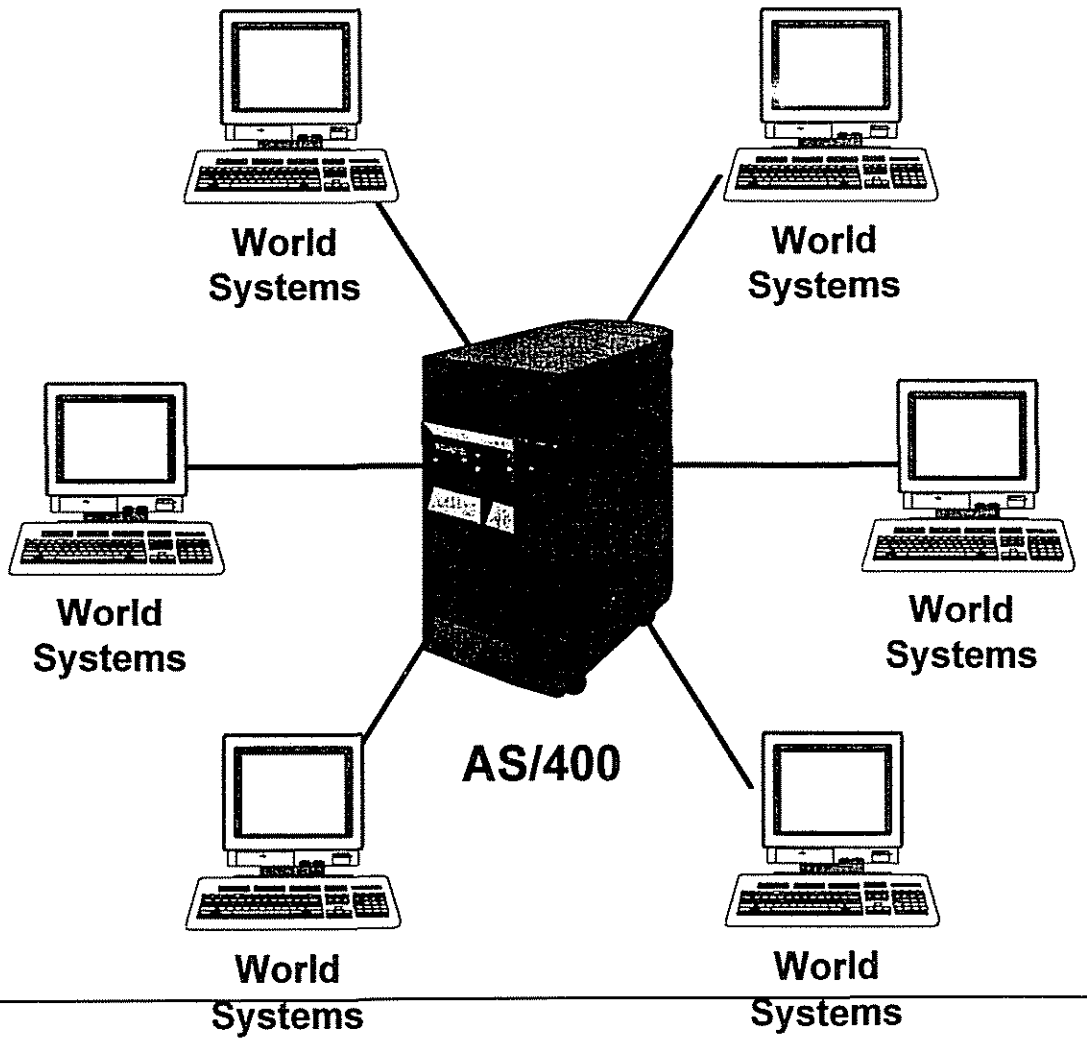
Three Choices — One Path

AS/400



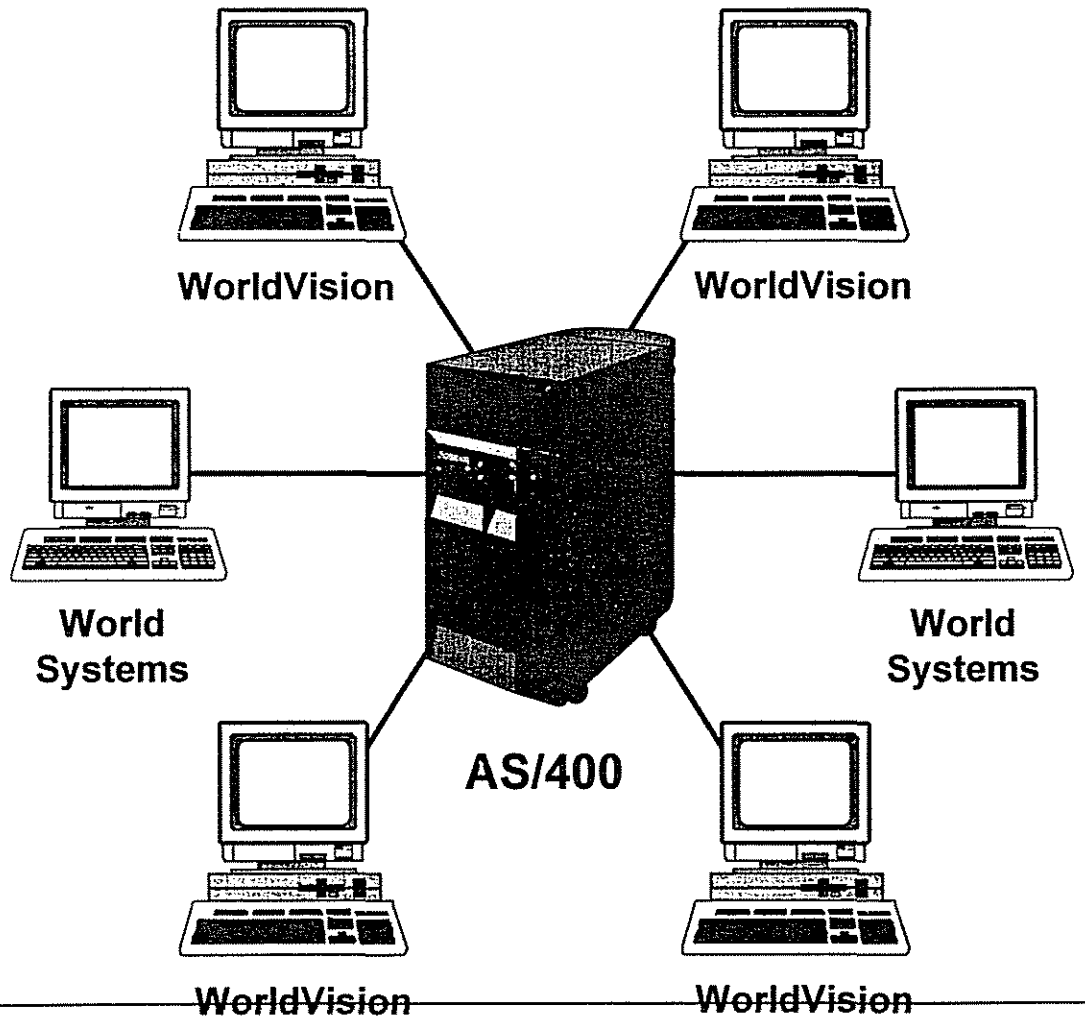
JDEdwards

Workstation by Workstation . . .



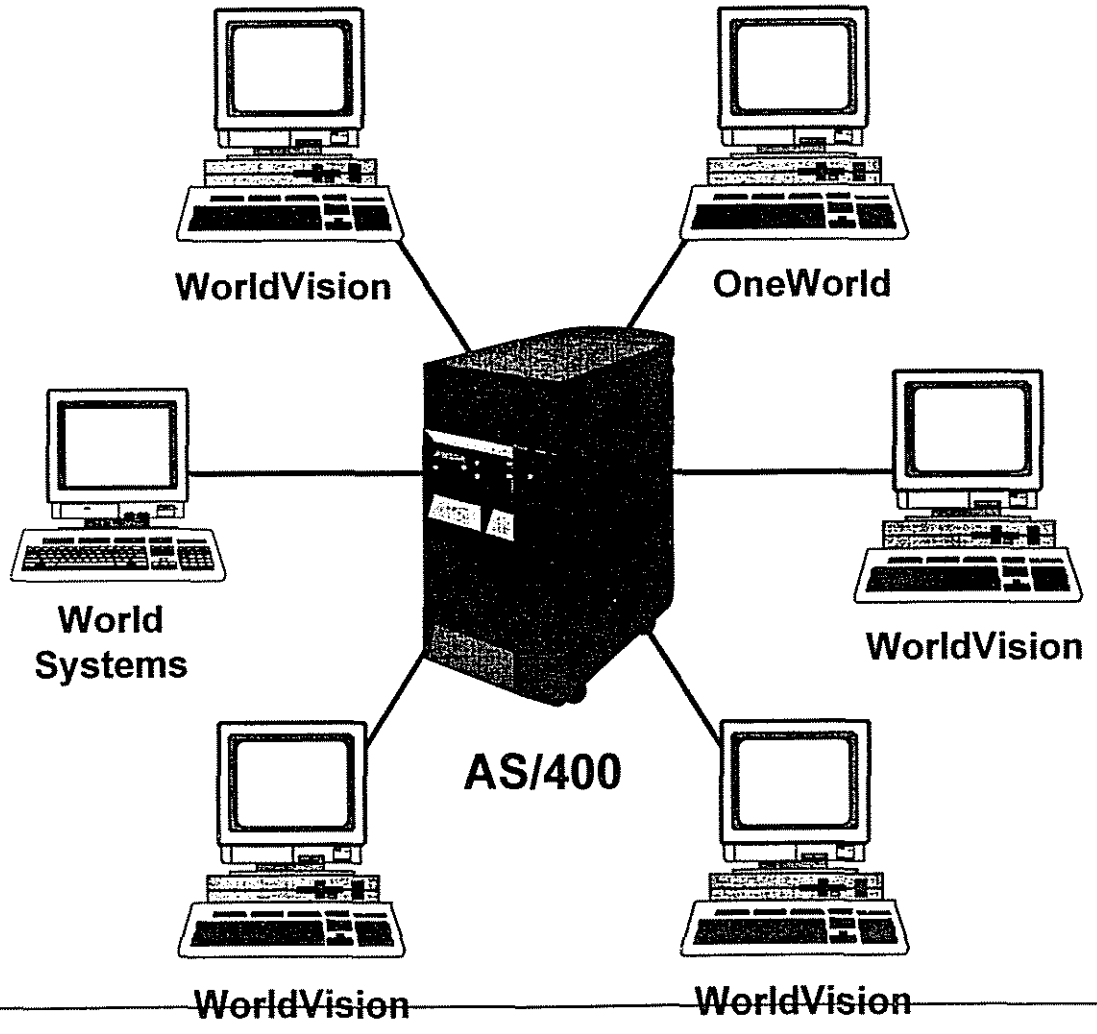
JDEdwards

Workstation by Workstation . . .



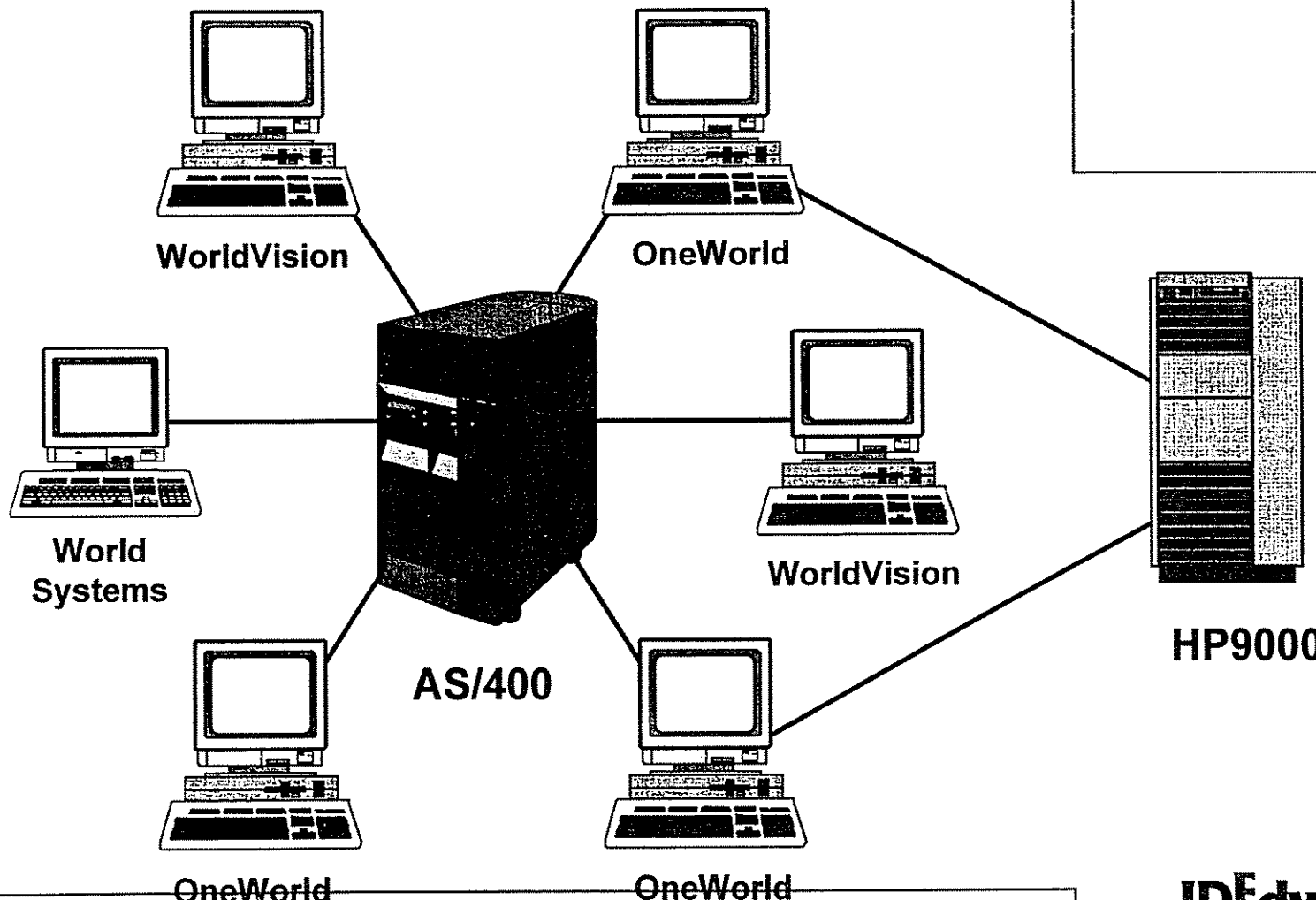
JDEdwards

Workstation by Workstation . . .



JDEdwards

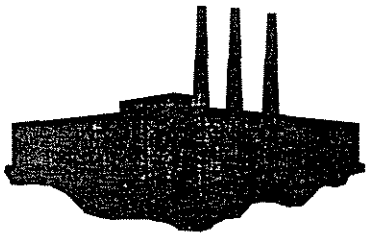
Workstation by Workstation . . .



JDEdwards

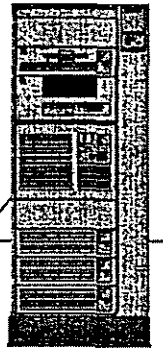
Application by Application . . .

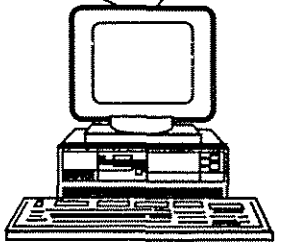
A/R



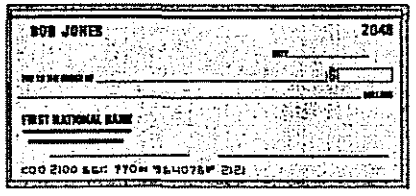
Manufacturing

AS/400
A7.1
DB2/400





World Systems



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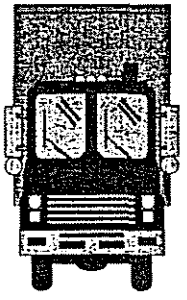

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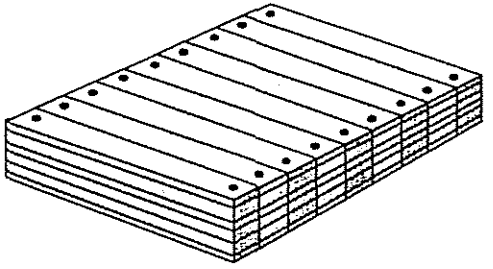
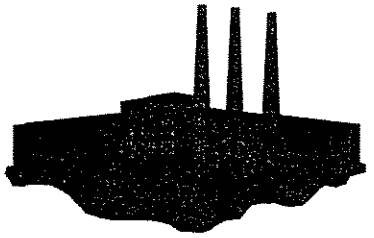


G/L

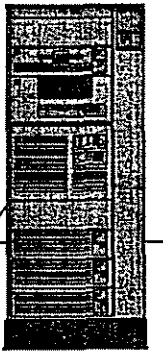
JDEdwards

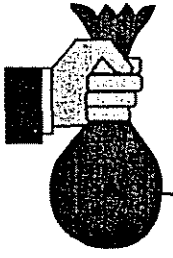
Application by Application . . .



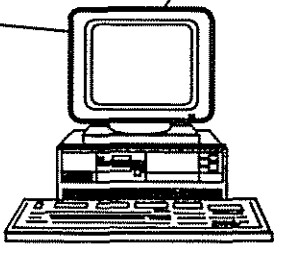
Manufacturing

AS/400
A7.1
DB2/400

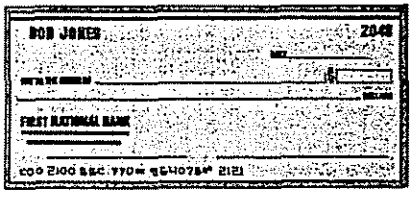




A/R



WorldVision



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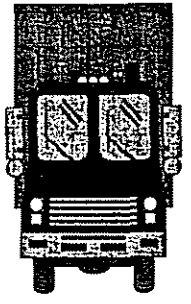

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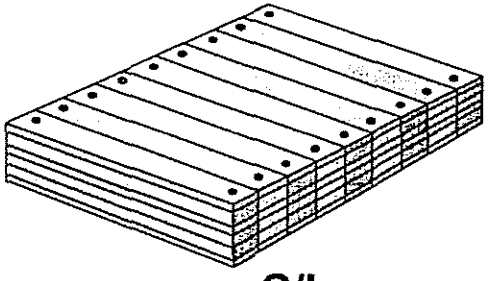
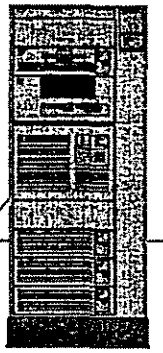


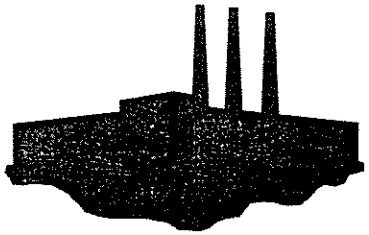
G/L

JDEdwards

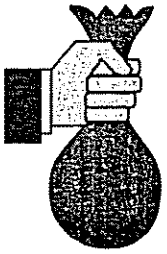
Application by Application . . .

AS/400
A7.1
DB2/400
V3R1

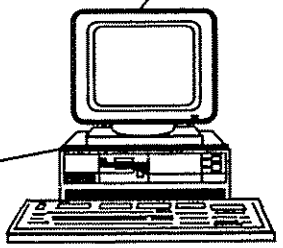




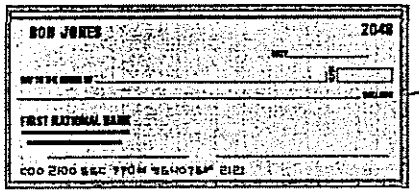
Manufacturing



A/R



OneWorld



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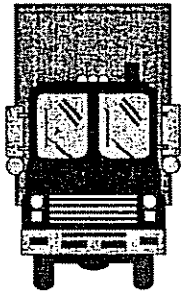

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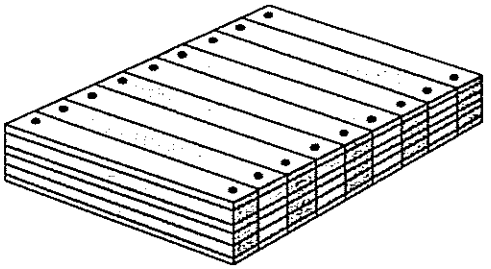
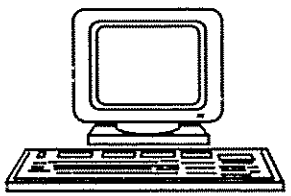


G/L

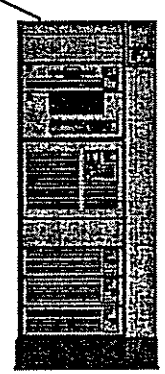
JDEdwards

System by System . . .

Server Perspective



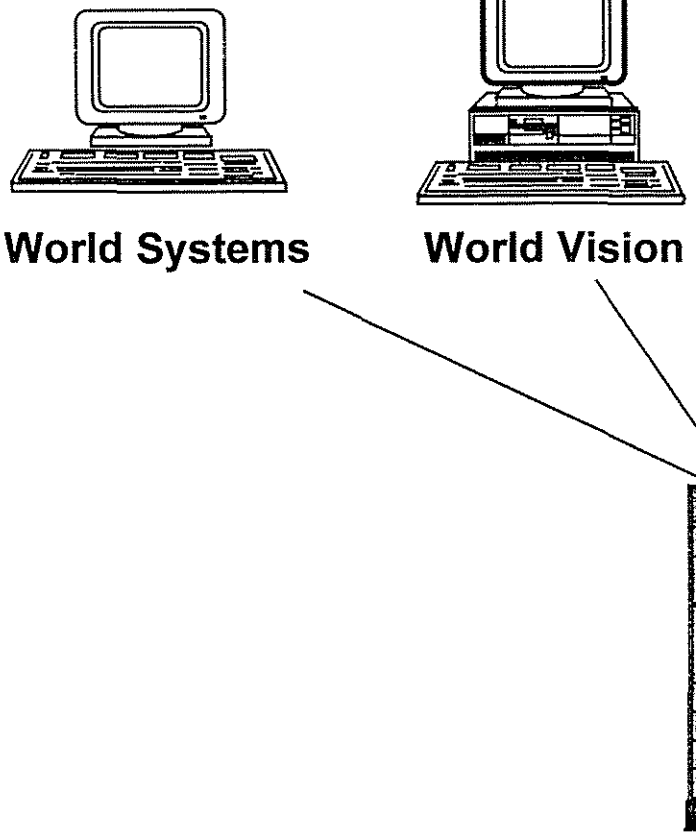
World Systems



AS/400
A7.1/V3R1

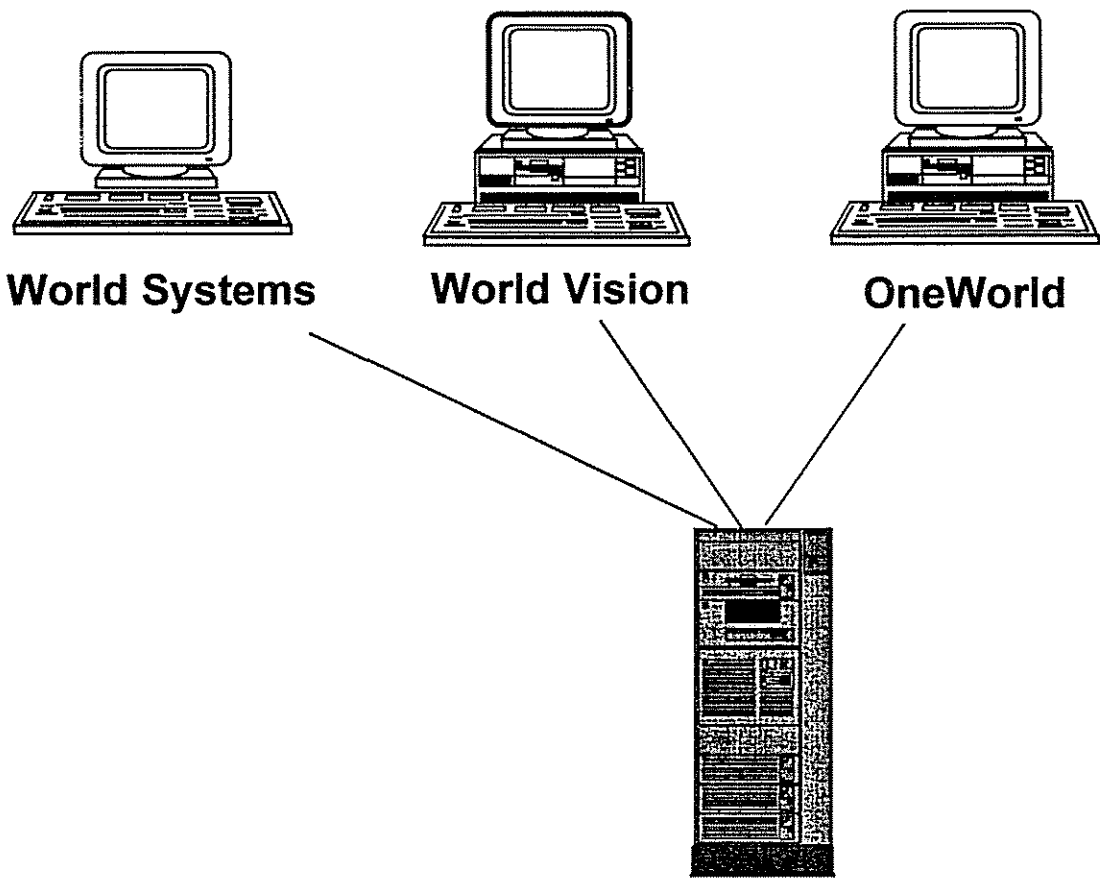
JDEdwards

System by System . . .



JDEdwards

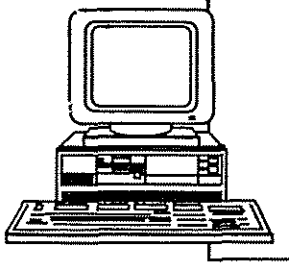
System by System . . .



JDEdwards

System by System . . .

Client Perspective

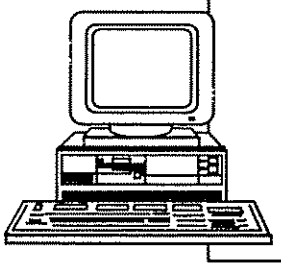


OneWorld

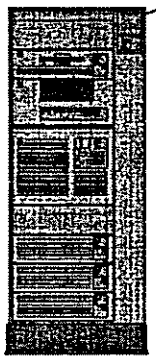
JDEdwards

System by System . . .

Client Perspective



OneWorld

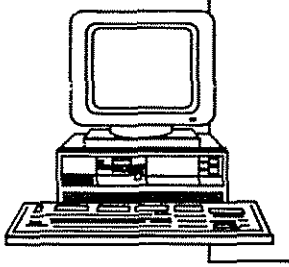


AS/400
A7.1
DB2/400

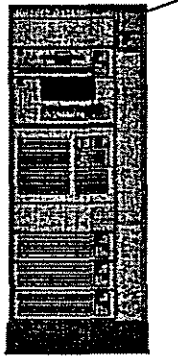
JDEdwards

System by System . . .

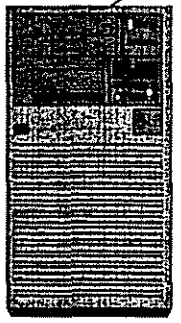
Client Perspective



OneWorld



AS/400
A7.1
DB2/400

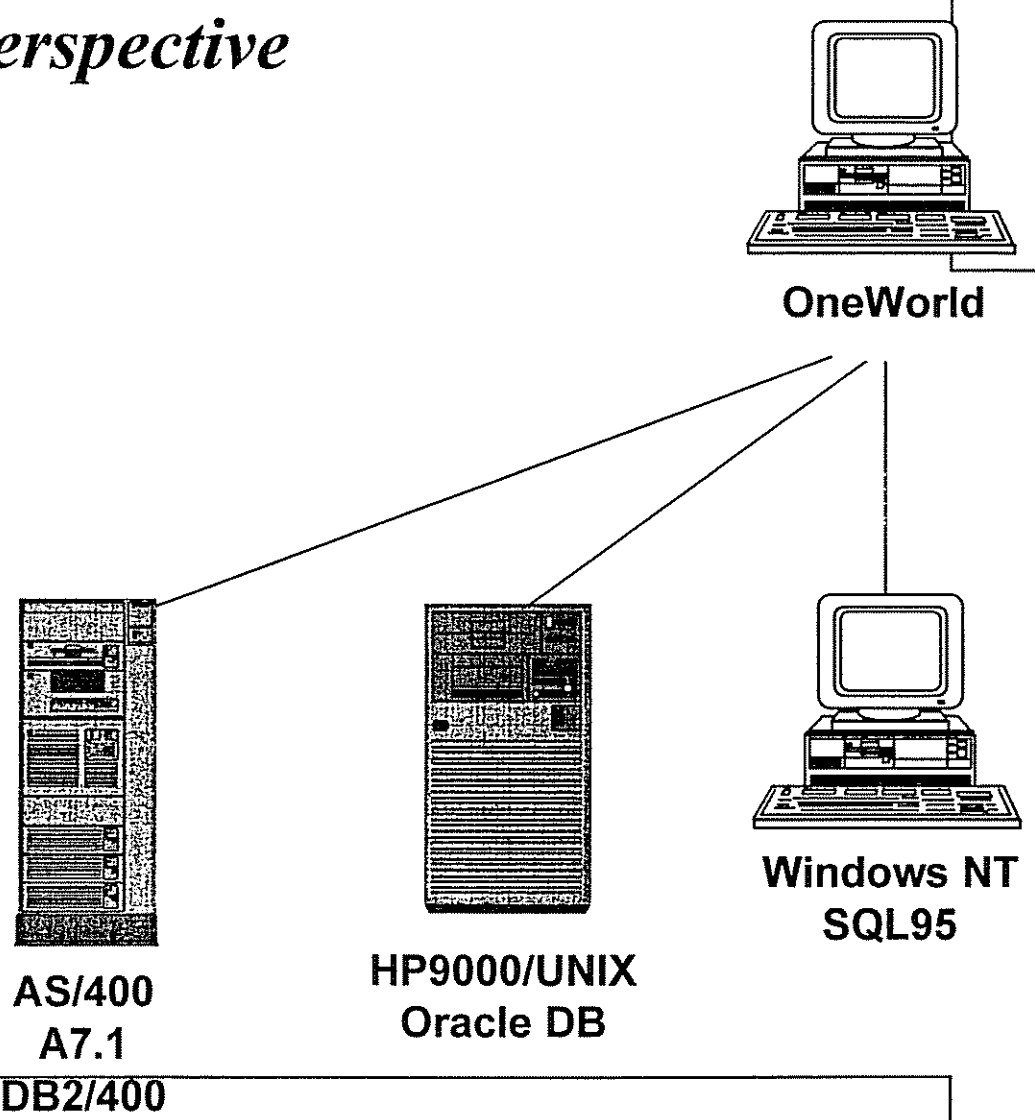


HP9000/UNIX
Oracle DB

JDEdwards

System by System . . .

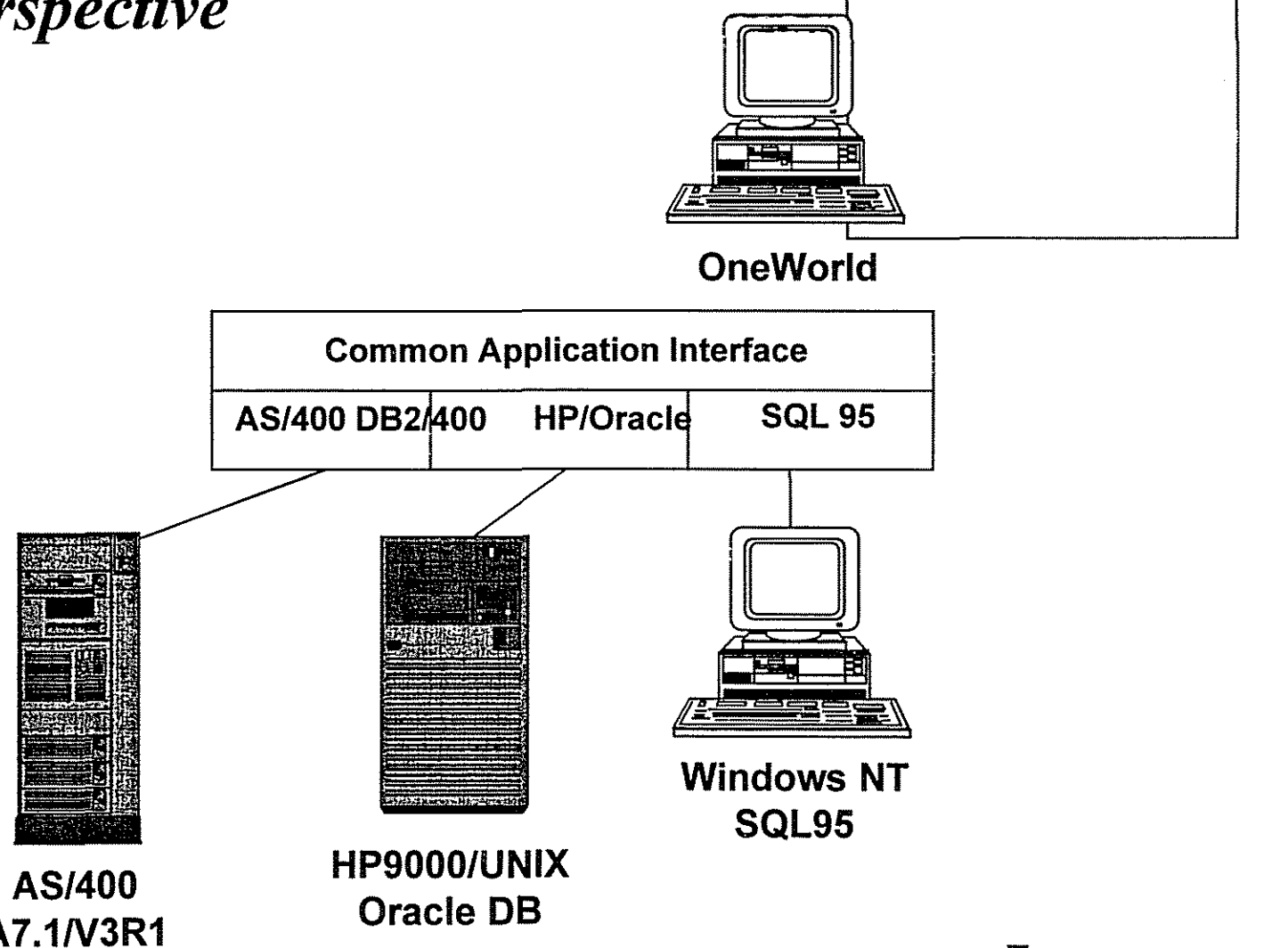
Client Perspective



JDEdwards

System by System . . .

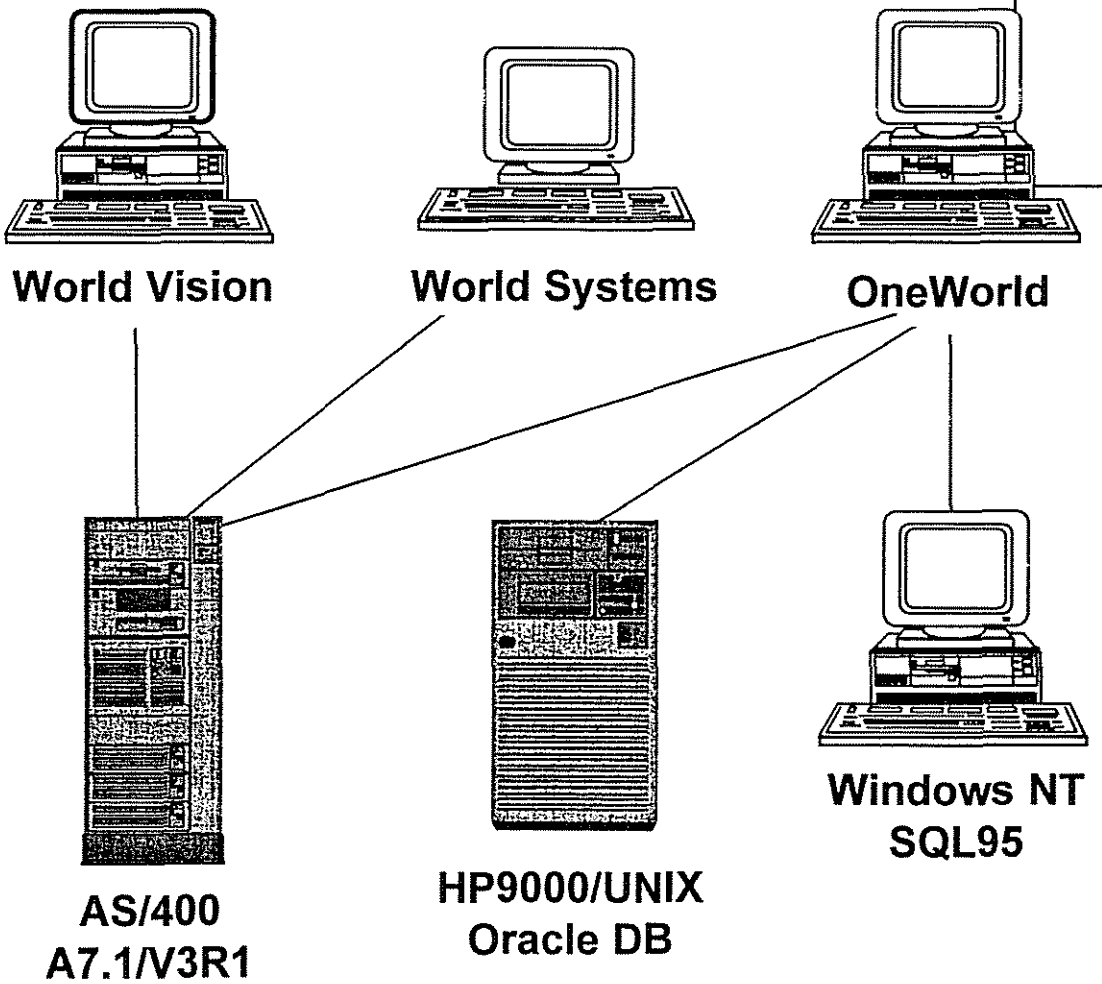
Client Perspective



JDEdwards

System by System . . .

Client Perspective

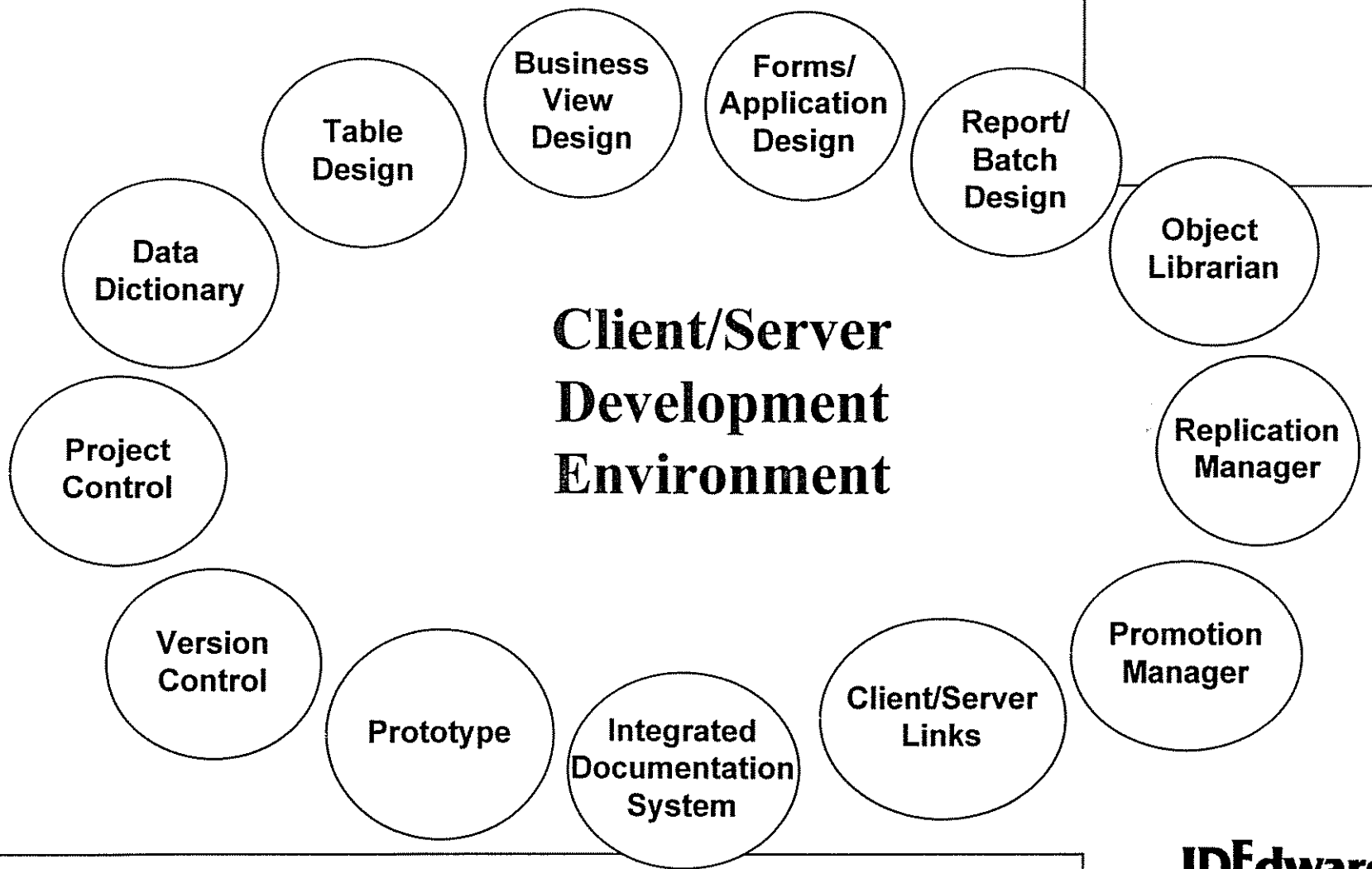


JDEdwards

JDEdwards®

What does it look like?

What does it look like?



JDEdwards

Conclusion

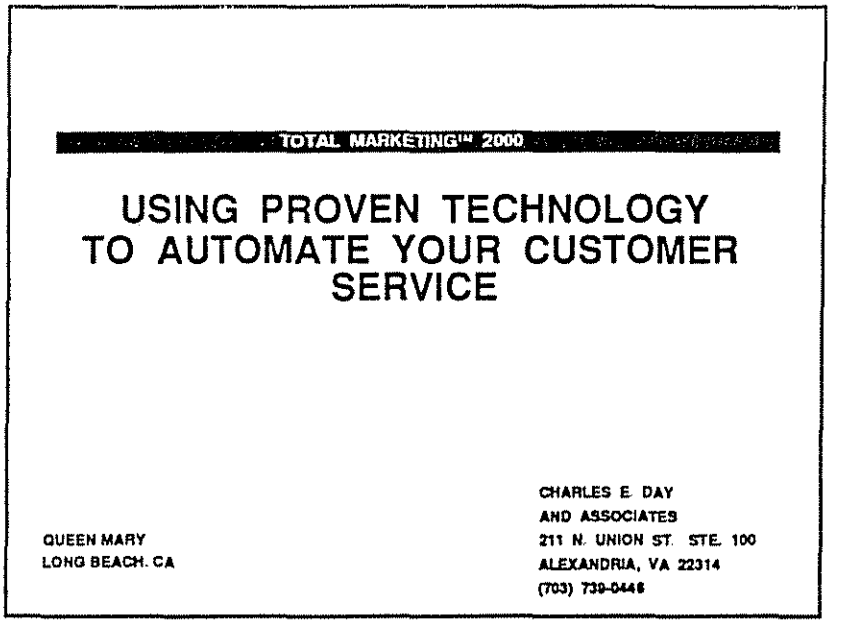
- Business Solutions for Today
- Client/Server Business Solutions
- Technology for the Future

JDEdwards

APPENDIX 6

"Using Proven Technology to Automate Your Customer Service" -

Charles E. Day and Associates



USING PROVEN TECHNOLOGY TO AUTOMATE YOUR CUSTOMER SERVICE

Overview of Presentation

TOTAL MARKETING IN 2000

- Call Handling Applications
- Advanced and Interactive System Features
- Database Management
- Information Management
- Call Management
- Customer and Sales Information Management
- Network and Systems Planning
- Operations Management

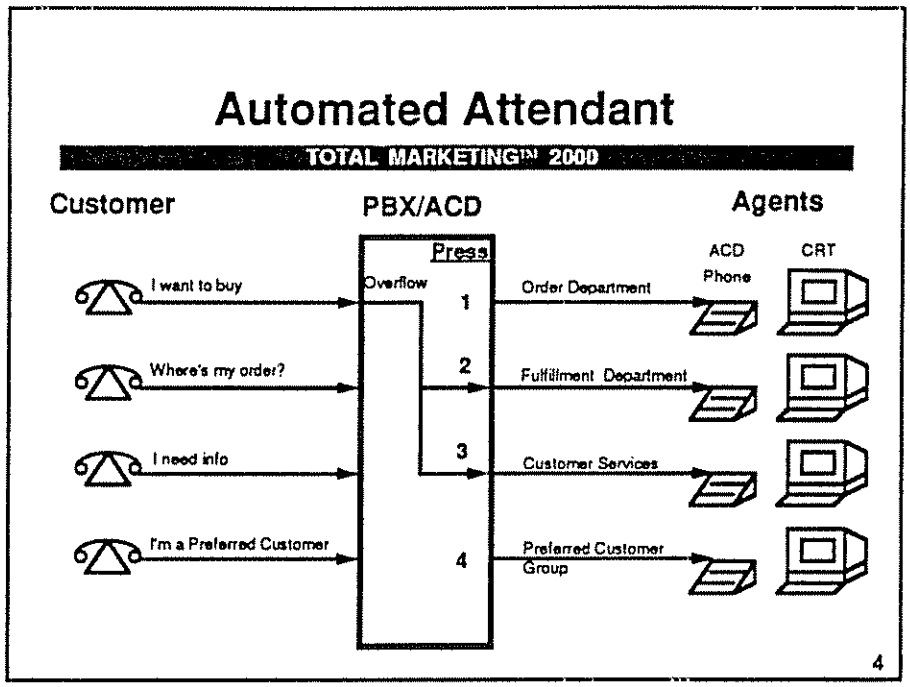
2

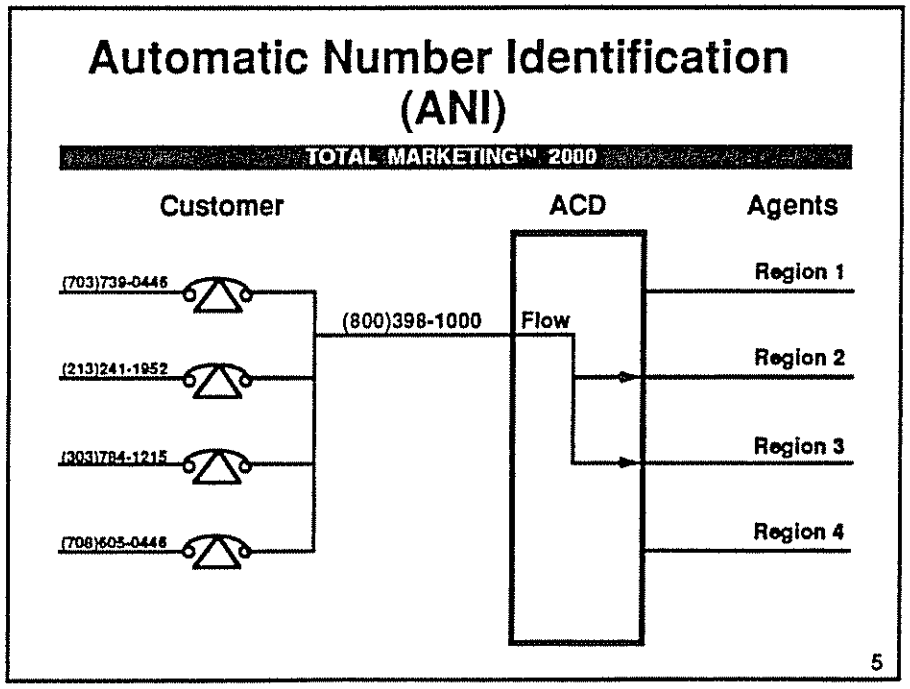
Call Handling Applications

TOTAL MARKETING IN 2000

- Automated Attendant
- Automatic Number Identification (ANI)/ Dialed Number Identification Services (DNIS)
- Automatic Call Distributor (ACD)/ Multiple Level Queue Handling
- Voice Messaging
- "After Hour" / "Peak Hour" Messaging

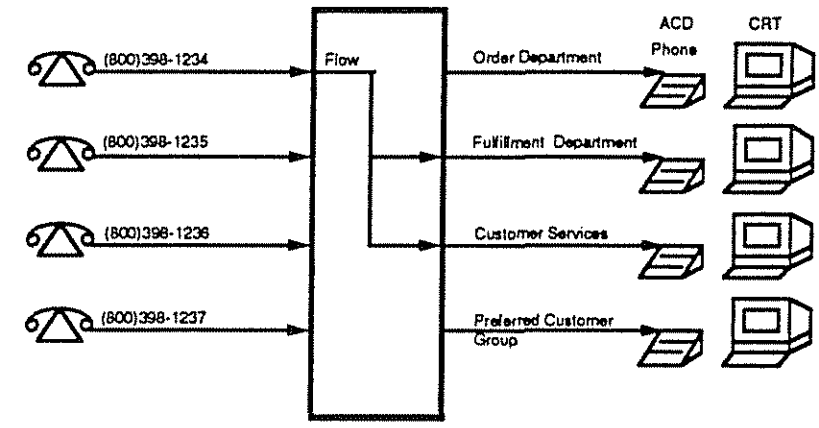
3


Automated Attendant
TOTAL MARKETING IN 2000
Customer
PBX/ACD
Agents
Press
Overflow
ACD
Phone
CRT
I want to buy
1
Order Department
Where's my order?
2
Fulfillment Department
I need info
3
Customer Services
I'm a Preferred Customer
4
Preferred Customer
Group
4


Automatic Number Identification
(ANI)
TOTAL MARKETING IN 2000
Customer
ACD
Agents
(703)739-0446
(800)398-1000
Flow
Region 1
(213)241-1952
Region 2
(303)784-1215
Region 3
(708)605-0446
Region 4
5

Dialed Number Identification Services (DNIS)

TOTAL MARKETING℠ 2000



6

Automatic Call Distributor (ACD) Multiple Level Queue Handling

TOTAL MARKETING℠ 2000

- **Change call routing/processing based on current conditions**
  - Ex. Overflow order calls to preferred customer agents only when 5 or more order calls are in queue
  - Ex. Activate Voice Mail call back messaging option when 10 or more calls of any type are in queue

Sample Call Processing Table

Order Call

1. Select Agent Group 1 (Order Dept.)
2. Select Agent Group 2 (Fulfillment Dept.)
3. Select Agent Group 3 (Service Group)
4. If more than 5 order calls in queue **then** Select Agent Group 4 (Preferred Customer Agents)

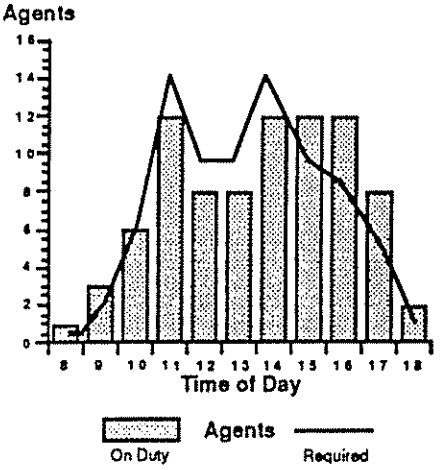
   else
5. If more than 10 calls in queue **then** offer caller option to leave call back message **else**
6. Play "All agents are busy message" (if not played within past 20 seconds) **then**
7. Go to step 1

7

Voice Messaging

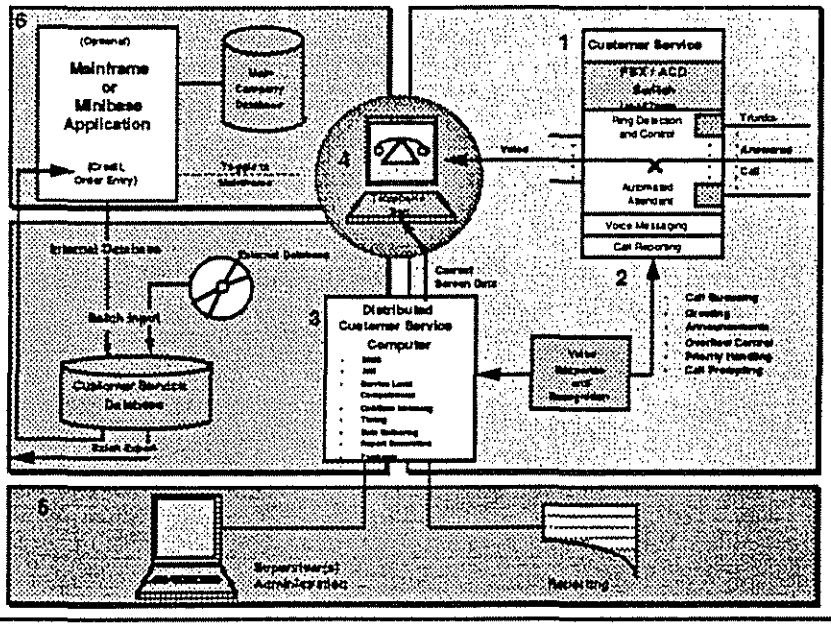
TOTAL MARKETING™ 2000

- Callers leave electronic call back message during busy periods
  - Reduces queue time
  - Smooths peak call periods



8

The Functional Parts of a Customer Service Systems Environment



9

Advanced and Interactive System Features

TOTAL MARKETING IN 2000

- Voice Response Unit (VRU)
- Computer Integrated Telephony
- Caller Prompting
- Information Delivery System
- Computer Facsimile
- Voice Recognition Systems
- Call Overflow and Diversion

10

Voice Response Unit (VRU) and Caller Prompting

TOTAL MARKETING IN 2000

Prompt for

- Type of call
  - Dial 1 to order
  - Dial 2 for info on previous order
  - Dial 3 for customer services
- Customer ID number
  - Identify caller
  - Use queue time to collect information needed by agent

11

Information Delivery System

TOTAL MARKETING[IN] 2000

Use corporate database to select appropriate agent group

- Connect ACD to a computer to provide ACD application with customer data
  - Identify preferred customers
  - Identify French or Spanish speaking customers
  - Customers with unshipped orders
  - Display customer and order info to agent when call is connected
  - Identify expired/about to expire customer orders
    - Suggest credit card for form of payment

12

Computer Facsimile and Voice Recognition Systems

TOTAL MARKETING[IN] 2000

Computer Facsimile

- PC Cards
- Back-end Processing
  Orders to Field, Customers or Fulfillment

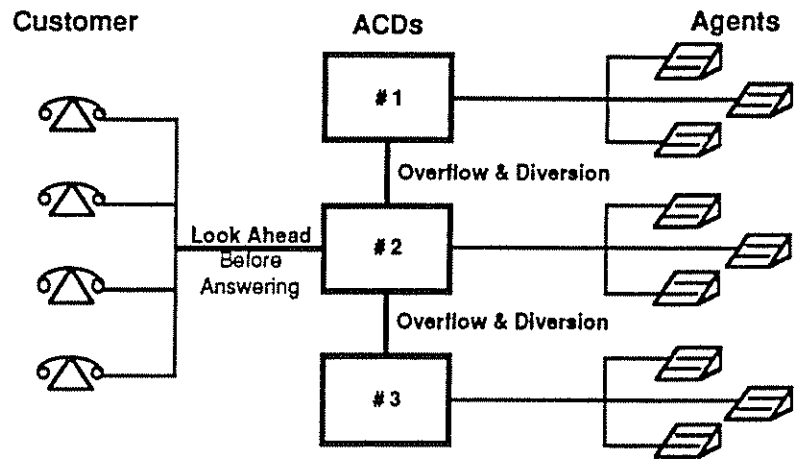
Voice Recognition Systems

- Improved Technology for "Yes," "No," and 0 to 9
- Test Application and Customer Use
- Arrange Appropriate Defaults

13

Call Overflow and Diversion

TOTAL MARKETING[IN] 2000



14

Database Management

TOTAL MARKETING[IN] 2000

Loading and Currentness

- With Introduction of Direct Mail Campaigns
- Staggering Mailings

Segmentation

- Product and Services
- Region
- Agent Specialties

Remote Interface and Retrieval

- Link Systems
  (Order, Customer Service, and Fulfillment)
- Common Terminals and Multiple Sessions

On-line Access Speed

15

Information Management

TOTAL MARKETING℠ 2000

- Call Guides
- Product Descriptions
- Customer Responses
- Marketing Analyses
- Upselling Affinities

16

Call Management

TOTAL MARKETING℠ 2000

- Call Record Retrieval
  - Network Information
  - Agent Transfers
  - Interdepartmental Transfers
- Autodialing and Predictive Dialing
- Telephone and Computer Terminal Interaction
- Automatic Number Identification (ANI) and Dialed Number Identification Services (DNIS)
- Computer Integrated Telephony (CIT) and *CallPath* Links

17

Customer and Sales Information Recording

TOTAL MARKETING™ 2000

Sales Recording

MAR-2-1992 3:33 PM

TSR	Hours	Phone Hours	Talk Time	Sales	Pct	Sales Avg	Pct	Conv%	Pct	DMC* Avg	Pct	Avg.* Call	Avg.* DMC*	Probability %	Pct	Revenue Avg	Pct
TAYLOR_P	03:15	03:12	2:52	28	4	8.3	4	50	1	17	4	1.6	2.0	93	4	552.71	1
ADAMS_J	03:15	03:10	2:49	27	5	8.0	6	50	1	16	5	2.1	2.3	92	5	202.47	8
SANDS_S	03:16	03:15	2:58	31	1	9.1	2	49	2	18	1	1.5	1.8	94	1	209.30	4
SMITH_M	03:16	03:15	2:57	23	7	7.1	7	46	4	14	6	1.8	2.0	91	6	283.39	3
BROWN_J	03:15	03:14	3:01	29	2	9.1	1	48	2	18	2	1.6	1.9	93	4	207.81	5
NELSON_A	03:16	03:12	2:42	27	5	7.9	7	48	3	16	6	1.7	1.9	93	5	402.68	2
ROSS_A	03:15	03:12	2:56	23	7	7.1	8	50	1	15	7	1.6	1.8	92	7	201.12	7
HOWELL_M	03:16	03:11	2:51	29	3	8.8	3	50	1	18	3	2.2	2.5	92	3	200.22	6

* DMC = Decision Maker Contact
* Call length in minutes

18

Customer and Sales Information Recording

TOTAL MARKETING™ 2000

- Sourcing Information
- Fulfillment Literature
- Communicating with Field Sales and Other In-house Departments
- Mainframe Integration

19

Network and Systems Planning

TOTAL MARKETING IN 2000

- **System Capacity Provisioning**
  - Allow Early On for Expansion
  - Monitor Key System Performance Indicators
  - Maximize the Benefits of Each Upgrade
- **Network and Business Volume Forecasting**
- **Busy Hour Analysis**
- **Employee Schedule Modeling**
  - Matching Staffing to Call Arrival Pattern
  - Allowing for Exceptions
  - Integrating Part-timers

20

Network and System Planning

TOTAL MARKETING IN 2000

Employee Scheduling Model Results

E. Name	DAYS OFF PATTERN	START	HOURS	QUIT	BREAK	LUNCH	BREAK
1	-----SS	800	8.5	1630	945	1230	1445
2	--M--SS	800	10.5	1830	945	1230	1515
3	---T-SS	800	10.5	1830	915	1230	1515
4	---T-SS	800	10.5	1830	930	1200	1500
5	-----SS	800	8.5	1630	930	1200	1430
6	--M--SS	800	10.5	1830	930	1230	1515
7	-----SS	800	8.5	1630	930	1200	1430
8	----FSS	800	10.5	1830	915	1200	1500
9	-----SS	800	8.5	1630	945	1230	1445
10	-----SS	800	8.5	1630	930	1200	1430
11	--M--SS	800	10.5	1830	945	1200	1500
12	--M--SS	800	10.5	1830	915	1230	1515
13	--M--SS	800	10.5	1830	915	1200	1500
14	--M--SS	800	10.5	1830	930	1230	1515

21

Operations Management

TOTAL MARKETING[IN] 2000

System Performance Statistics

- Denied Calls
- Abandoned from Queue
- Average Speed of Answer
- Response Time
- All Trunks Busy
- Call/Screen Transfer Rate

Representative Performance Reporting

- Calls handled
- Talk Time
- After-call-work Time
- Sales/Customer Conversions
- Upselling
- Performance Relative to Group

22

Operations Management

TOTAL MARKETING[IN] 2000

Representative Monitoring

Training Aids

- Role Play/Simulation
- On-line Voice/Screen Monitoring
- Typing Tutorials
- Self-paced Computer Assisted Training Techniques

23