American Water

Purpose: This document highlights the functionality provided by the ORCOM ECIS system that was not provided by the EDIS system.

Functionality:

1. Graphical User Interface (GUI): The ECIS operating system provides a GUI front end.
2. Collection Processes: ECIS allows for different processes based on type of account (i.e. industrial, commercial, residential, etc.). This allows a greater amount of automation. EDIS only had one collection process. The rest were manual.
3. Configurable System: ECIS is a configurable system, which allows more flexibility without requiring programming.
4. Credit History: ECIS will track the credit history of accounts with better detail. There are more events in the system that are capable of giving a credit 'tick'. In EDIS you only got a credit tick for billing events.
5. Utility Contacts:
    a. This enables the customer service representative to see the history of call/contacts the customer has made to the water company.
    b. Enables greater communication between the different departments (i.e. S/O closing to billing; call handling to supervisors, etc), resulting in faster resolution of customer concerns.
6. Change Log: ECIS allows the user to determine who made changes to an account. This helps in tracking down why a change was made to an account.
7. Meter Changes: ECIS reflects meter changes immediately in the system. EDIS had to run a nightly batch process to reflect the change in the system.
8. Customer Information: ECIS collects and provides the user with much more information about the Customer. This allows the user to have greater insight to the customers concerns.
9. Pull Bill: ECIS enables the user to automatically request a Pull Bill. EDIS required the user to call the data center and request the operator to look through the bills to pull the bill.
10. Customer, Account, and Premise relationship: ECIS separates the customer, account, and premise.
11. Navigation: Information is accessed faster in ECIS.
12. Service Orders:
    a. ECIS provides more room for comments on the service orders.
    b. When an order is closed the system is updated real-time.
    c. EDIS required a nightly batch process to close orders.
    d. The process of closing a service order is faster in ECIS
13. Billing:
    a. The billing exception process is more robust. ECIS catches more "bad bills" prior to the customer receiving the bill, thus reducing the number of adjustments.

   b. EDIS required the entire batch to be billed, ECIS can bill partial routes. This allows bills to get out the door faster and time to work the bill exceptions.
   c. ECIS provides functionality to Cancel and Bill Again. This allows "bad bills to be corrected prior to getting to the customer without an adjustment.
   d. ECIS does not have to prorate bills when there is a rate increase.
   e. ECIS has automated local billing in most cases.
14. Payment Allocation Matrix: ECIS provides greater flexibility when applying payments to accounts. The system will allow the payment to be split across several utility types.
15. System Security: ECIS provides field level security. This prevents accidental changing of information by unauthorized people.
16. Reporting and Metrics: ECIS provides greater reporting functionality.
17. Water Quality: ECIS provides a direct link to the water quality departments.
18. Letter Generation: ECIS provides the ability to see the letter that was sent to the customer.
19. Cash Posting: ECIS show a payment on an account as soon as it is entered into the system. EDIS requires a nightly batch process to be run.
20. Inactive with Consumption: ECIS will catch these exceptions at the Meter Batch level, where EDIS would let them go through to billing. This causes fewer bad bills and service orders to be generated.

As a result of the consolidated CIS system, it is easier to provide additional functionality. The ITS organization only has to create one version of a program. Thus the customers realize benefits fast, instead of having to wait until an interface is built for the different CIS applications. Here is a list of functionality that was rolled out as a result of a consolidated system:

1. On-Line Account Manager: O&M and Usage Data customers can access there reports / file over the web.
2. Service Order Scheduler: Advanced service order scheduling functionality. EDIS did not provide automated scheduling.
3. Credit Card Payments
4. Alerts Database and H2O on-line which provide:
   a. Real-time access to main break information
   b. Water Quality Issues
   c. Tariff and Rate information
   d. Descriptions and Visuals of Bill Inserts

Benefits Calculations – (John Young Document)

Sheet 1- Annual Costs

This workbook outlines the spread of cost across 03, 04 and 05. The 03 numbers are actual spend and the 05 numbers are best guess based on rollout scheduled and any required changes / support from MDSI. This is a cumlative cost based on the original cost estimates for the NER region, the increased costs submitted to the steering committee on the 1/16/04 and the full rollout cost estimated in the MDSI ROI spreadsheet. (All these documents can be found on the Service First Shared Folder held on the server WF_Ntserver).

Sheet 2- Rollout Schedule

This schedule outlines when benefits will be realised, the assumptions are:

- it takes a full 3 months from rollout completion to reach:
    - 3 months = 50% of estimated benefit
    - 6 months = 75% of estimated benefit
    - 9 months =100% of estimated benefit
    - Benefits once at 100% will return annually.
- The plan is based on quickest rollout by region to return largest benefit
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    - NER is running the intial pilot
    - SE is the largest region, followed by Central then Western
- Benefit is split by region, split is assumed to be based on approximate number of users
    - 48% from SE
    - 35% from Central
    - 17% from Western
    - NER benefits are identified in the NER benefits document

Sheet 3 - Benefits

This shows the breakdown of savings from headcount reduction / re-allocation and overtime savings.

Headcount

NER Savings are based on the numbers stated explicitly in the NER business case.

Savings for SE, Central and Western are based on the following assumptions:

Field Techs:

- Average salary of $60k p.a. inclduing all benefits
- 7 hour working day
- 600 techs across all regions, excl NER
- Saving of 1 hour (or 14%) per person per day
- Equals $5.142 m p.a
- split by % previous outlined

Data Entry/Clerical Clerks:

- Average salary of $45k p.a. inclduing all benefits
- 8 hour working day
- 60 clerks across all regions, excl NER
- Saving of 6 hours (or 86%) per person per day
- Equals $2.314 m p.a
- split by % previous outlined

Dispatchers:

- Average salary of $75k p.a. inclduing all benefits
- 8 hour working day
- 45 clerks across all regions, excl NER
- Saving of 4 hours (or 50%) per person per day
- Equals $1.687 m p.a
- split by % previous outlined

Overtime

NER Savings are based on the numbers stated explicitly in the NER business case.

Savings for SE, Central and Western are based on the following assumptions:

- $50 an hour for overtime
- 30 minutes overtime per person per day
- 600 techs
- Working 220 days per annum
- Total savings claimed - $3.3m
- Split is allocated by %'s stated above

Total Stated Benefit for all regions = $13,607,950 m p.a.

Sheet 4 – Headcount

NER Savings are based on the numbers stated explicitly in the NER business case.

All other region numbers are broken down by:

- Each region and role utilzing:
  - $ Value on *Sheet 3 – Benefits*
    Divided by
  - Assumed Avg salary stated at the top of each column (Calculated from MDSI ROI sheet)
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Sheet 5 – Reduction Profile

This sheet show the breakdown by quarter of when headcount reduction / allocaitons should take place.

This is calculated by taking the % benefit delivery number per region on ***Sheet 2 (Rollout Schedule)*** and multiplying it by the actual estimated headcount numbers by function on ***Sheet 4 (Headcount)***.

This gives a rolling quarterly target for each region to deliver.

Sheet 6 – Split by Region by Year

This sheet show the actual spend for 2003 and predicted spend for 2004 / 05 by each region.

NER breakdown is based on actual spend in 03 minus the re-forecast to complete presented to the steering committee on 1/12/03.

South-East and Central breakdown is based on a 60/40 split (SE 60 / C 40) of the estimated total spend in 04 on sheet 1 (annual costs) minus the NER forecasted spend.

Western forecast is based on total predicated spend in 05.