

1 Q. Document the benefits to consumers resulting from the new Customer
2 Information System. What additional information will be available to
3 customers related to their bills? Will the bill itself be revised to add
4 information? Will customers have access to additional billing and
5 consumption information over the internet?
6

7 A. Hydro did not have an integrated online Customer Information System before
8 the implementation of J. D. Edwards system therefore the main benefit to
9 consumers is the availability of up-to-date customer information throughout
10 all areas of the Hydro system. Any customer inquiries can be immediately
11 dealt with. Work orders can be issued immediately to field staff and
12 subsequently monitored and reviewed by Customer Services staff.
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14 Additionally, the time span between meter reading and billing has been
15 reduced by approximately two weeks. The previous delay in getting bills out
16 to customers resulted in a number of inquiries and complaints since the
17 billing period lagged from the actual consumption period.
18

19 The new system has also provided Hydro with additional development
20 capability to implement additional payment options including preauthorized
21 payment and equalized billing. This capability did not exist with the previous
22 system.
23

24 The bill itself will be revised as additional system features such as finance
25 charges or equal payment plans are added. No other revisions are currently
26 planned.

1 Hydro has no short-term plan to provide access to additional billing and
2 consumption information over the internet. Over the next year, Hydro will
3 evaluate the importance of this service feature to our customers with a view
4 to implementation at a later date.