

Q. INFORMATION SYSTEMS

APPLICATION ENHANCEMENTS (POOLED), p. 69 of 81, \$1,589,000

PUB 27.0

Of the 10% of the Company's customers who have two or more bill accounts, what percentage generally receives two consolidated bills each month instead of one as a result of the number of billing days between meter readings?

A. Approximately 20,000 customers have two or more accounts in their name totaling approximately 56,000 individual bill accounts.

Currently, 132 customers subscribe to the group bill program based on their desire to receive one consolidated bill. Of these, 34 customers or 26 percent still receive two or more consolidated bills each month.

This project will address deficiencies which currently exist within the group billing process. These deficiencies compromise the level of functionality and service to customers that the group bill program was initially intended to provide, and generally serve as a disincentive to customers wishing to participate in the program. The improvements to be made include providing customers with two or more accounts the opportunity to receive only one consolidated bill each month regardless of how many billing days there are between meter readings.

Overall, this project will implement improvements to make the group bill program more efficient and beneficial to all customers with two or more accounts. Improving the group bill program should result in increased customer participation in future.