

1 **Q. INFORMATION SYSTEMS**

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

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5 **PUB 28.0**

6 **Over the past 24-month period, how many complaints or enquiries has the**  
7 **Company received from customers who receive two consolidated bills each month**  
8 **concerning the possibility of receiving one?**  
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11 **A.** The Company has not separately tracked the number of complaints or enquiries from  
12 customers who wish to further consolidate their bills.

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14 A Customer Account Representative currently spends approximately 3 hours per day  
15 devoted to group bill administration, answering an average of 12 enquiries from  
16 customers daily. The majority of this time is spent manually addressing problems caused  
17 by deficiencies within the current process.

18  
19 For example, when a meter reading route is reorganized for reading efficiency purposes,  
20 this can have negative effects on group bill customers. The Company may have to  
21 remove one or more bills from a customer's group bill if the meter reading route change  
22 results in one or more of the customer's accounts being billed at a later time in the month.  
23 Customers who enjoy the convenience of group billing express their displeasure with this  
24 change, which is a deficiency of the current group bill program.

25  
26 Also, when a payment is received late but should have been credited to the customer's  
27 account earlier because of mail or bank processing delays, late payment charges and  
28 forfeited discount charges need to be reversed. For customers not on group bill, this  
29 reversal happens automatically within the Customer Service System and the customer's  
30 account is billed properly. For customers on group bill, these charges will reverse,  
31 however, the bill itself will not automatically generate and billing for those customers is  
32 consequently delayed. Manual intervention is required by a Customer Account  
33 Representative to get these affected accounts to bill properly.

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35 Deficiencies such as these serve as a disincentive to customers wishing to participate in  
36 the current group bill program. This project will implement improvements to make the  
37 group bill program more efficient and beneficial to all customers with two or more  
38 accounts.