

1 **Q. *Re: Tab 7.1 - 2013 Application Enhancements – Group Billing Enhancements***

2
3 **Please provide details as to the “...significant efforts on a daily basis to ensure the**
4 **changes are done properly and billing statements are acceptable to customers.”**
5

6 A. Group Billing allows customers who have multiple accounts billing within 5 or 10
7 calendar days of each other to consolidate these multiple accounts on one bill and receive
8 one request for payment.
9

10 While consolidating electricity bills provides desirable customer features, occasionally
11 there are circumstances which are not fully supported by the current automated process.
12 Examples include customers closing an electricity account, customers making late
13 payments or not paying the full amount owing on a consolidated bill. These situations
14 prompt customer requests for account balance information, payment transfers and/or
15 manual bills.
16

17 Increasing the automation around these processes will reduce the manual effort of
18 Customer Relations staff resulting in operating cost savings.