

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

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3 **At p. 8 of the report at Tab 7.1, it states, “In order to provide an acceptable level of**
4 **service to these customers, CCC representatives often manually revise bills to meet**
5 **customer needs.” What are the most common types of revisions referred to?**
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7 A. The types of revisions vary based on the customer situation. However, generally the
8 CCC representative will review payments received since the customers last bill was
9 produced, cross reference the payment dates and amounts with the individual bills that
10 have been produced for the customer’s Group Bill plan for the billing period, make the
11 necessary financial adjustments in CSS and produce a manual bill to over-ride the
12 automated Group Bill. Adjustments can result from, amongst other things, customers
13 closing an electricity account, making late payments, or not paying the full amount owing
14 on the account from the previous billing period.