

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

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3 **At p. 8 it states that “Group Billing options are currently offered to approximately**
4 **300 customers and 6,500 accounts.” The evidence at p. 8 states that “Group Billing**
5 **provides a consolidated electricity bill for customers with multiple accounts and**
6 **electronic data file containing billing details for each individual account owned by**
7 **the customer. With this information, customers can better manage their electricity**
8 **charges and payments.” What more is required in order to provide an acceptable**
9 **level of service to these customers and why is this not already an acceptable level of**
10 **service?**

11
12 **A.** The level of service currently provided to most Group Bill customers meets their needs.
13 Despite the limitations of a 20 year old Customer Services System and compared to
14 receiving multiple bills each billing period for various different premises, the
15 consolidated bill currently provided is preferred by these customers.

16
17 Automating the manual part of the current process will reduce the manual effort by
18 Customer Relations staff and allow more customers to take advantage of consolidating
19 multiple billing accounts. Increasing the automation around these processes will reduce
20 the manual effort of Customer Relations staff resulting in operating cost savings.