TERASEN GAS INC.

Customer Care Enhancement Project
Application for a
Certificate of Public Convenience and Necessity

to Insource Customer Care Services and
Implement a New Customer Information System

June 2, 2009

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June 2, 2009

British Columbia Utilities Commission
6th Floor, 900 Howe Street
Vancouver, BC
V6Z 2N3

<u>Attention</u>: Ms. Erica M. Hamilton, Commission Secretary

Dear Ms. Hamilton:

Re: Terasen Gas Inc. ("Terasen Gas" or the "Company")

Customer Care Enhancement Project Application for a Certificate of Public Convenience and Necessity ("CPCN") to Insource Customer Care Services and Implement a New Customer Information System ("CIS")

Terasen Gas hereby applies to the British Columbia Utilities Commission (the "BCUC" or the "Commission") pursuant to section 45 of the *Utilities Commission Act*, R.S.B.C. 1996, Chapter 473, for a CPCN for insourcing core elements of customer care services and for the implementation of a new Customer Information System as detailed in this Application (the "Customer Care Enhancement Project" or the "Project").

Terasen Gas seeks approval for the creation of a non-rate base deferral account attracting allowance for funds used during construction and approval to record incremental operating and maintenance costs associated with the Project that are incurred prior to the Project implementation date of January 1, 2012, for the purposes of permitting cost recovery.

Terasen Gas also seeks approval pursuant to sections 59 – 61 of the Act for the creation of a rate base deferral account into which the accumulated amount in the non-rate base deferral account will be transferred, effective January 1, 2012, for the purpose of recovering costs through customer rates.

The customer care function of Terasen Gas is a vital part of providing service to our customers, and consequently represents a core element of our business. It is the main point of interaction between customers and the Company in all aspects of our business. In order for the Company to continue to serve customers well, the customer care function needs to adapt and change as customers require new and different services. Underpinning this ability to provide service excellence is a technology platform, referred to as a Customer Information System, or CIS.

Terasen Gas has conducted an extensive review of the available customer care operating models and technology alternatives in response to the evolution of the energy marketplace and our business requirements, changing customer expectations regarding customer service, the availability of hybrid outsourcing models, and the availability of CIS platforms that offer greater flexibility than the existing legacy CIS. Based on that review, conducted with the assistance of experienced consultants, we concluded that bringing the core elements of the customer care function into Terasen Gas and implementing a new CIS technology platform under the control of the Company is in the best interests of customers and Terasen Gas. We believe that the Company is capable of implementing the Project in an effective and efficient manner.

Terasen Gas has proposed a written regulatory review process in section 1.3 of the Application, including Information Requests and Final Submissions. The proposed regulatory process also contemplates a workshop on June 16, 2009, at which time the Company will review the Application and respond to queries from stakeholders. We believe a written process is reasonable and appropriate for the Commission's review of this Application. The proposed regulatory timetable was created in consideration of the Company's heavy regulatory agenda over the course of the remainder of the year. More importantly, the proposed timetable provides for a decision date of November 30, 2009, which is necessary in order to meet the Project implementation schedule and effective date of January 1, 2012.

If you have any questions or require further information related to this Application, please do not hesitate to contact Danielle Wensink, Director, Customer Care & Services at (604) 592-7497.

Yours very truly,

TERASEN GAS INC.

Original signed by: Ian Miki

For: Tom A. Loski

Attachments

cc (email only):   Parties to the TGI 2004-2009 Multi-Year PBR Settlement
                    Parties to the Terasen Gas (Vancouver Island) Inc. 2006-2009 Negotiated Settlement

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IN THE MATTER OF THE UTILITIES COMMISSION ACT

R.S.B.C. 1996, CHAPTER 473

AND IN THE MATTER OF AN APPLICATION BY

**TERASEN GAS INC. FOR THE CUSTOMER CARE ENHANCEMENT PROJECT –
THE INSOURCING OF CUSTOMER CARE SERVICES AND IMPLMENTATION OF A
NEW CUSTOMER INFORMATION SYSTEM (CIS)**

**To: The Secretary
British Columbia Utilities Commission
Sixth Floor, 900 Howe Street
Vancouver, British Columbia
V6Z 2N3**

1.   Application

Terasen Gas Inc. ("Terasen Gas" or the "Company") hereby applies to the British Columbia Utilities Commission (the "BCUC" or the "Commission") pursuant to section 45 of the Utilities Commission Act, R.S.B.C. 1996, Chapter 473 (the "Act"), for a Certificate of Public Convenience and Necessity ("CPCN") for (1) insourcing key elements of the Company's customer care services; and (2) the implementation of a new Customer Information System ("CIS"), as detailed in this Application (the "Project").

Terasen Gas also seeks approval for the creation of a non-rate base deferral account attracting allowance for funds used during construction ("AFUDC") and approval to record incremental operating and maintenance ("O&M") costs associated with the Project that are incurred prior to the Project implementation date of January 1, 2012, for the purposes of permitting cost recovery.

Terasen Gas seeks approval pursuant to sections 59 – 61 of the Act for the creation of a rate base deferral account into which the accumulated amount in the non-rate base deferral account will be transferred, effective January 1, 2012, for the purpose of recovering costs through customer rates.

1.1   Executive Summary

The customer care function of Terasen Gas is a vital part of providing service to our customers, and consequently represents a core element of our business. It is the main point of interaction between customers and the Company in all aspects of our business. Providing customers with sustained service excellence rests on Terasen Gas consistently being able to offer a range of communication options, billing and payment alternatives, and additional product and service options.   It also requires the ability to manage communications related to outages and

restoration of service, provide accurate and timely monthly bills, promptly address customer concerns, and ensure the Company's representatives have appropriate product and service knowledge and regional understanding.

In order for the Company to continue to serve customers well, it needs to adapt and change as customers require new and different services. Underpinning this ability to provide service excellence is a technology platform, referred to as a Customer Information System, or CIS. This platform is used to manage the business processes needed to deliver customer care services. The ability of Terasen Gas to respond to evolving customer service needs is essential to maintaining service excellence in the future. We have undertaken an extensive review of the available customer care operating models and CIS technology alternatives to determine what model and CIS technology will best support our needs going forward. We have concluded based on this review that insourcing the core elements of the customer care function and implementing a new CIS technology platform under the control of the Company is in the best interest of customers and the Company. Terasen Gas is confident that these changes can be implemented effectively and efficiently. The proposed implementation date of January 1, 2012, is the earliest practical date that will deliver an effective Project implementation and best position Terasen Gas to adapt to change going forward.

1.1.1 Current Customer Care Model and CIS

The Company's customer care function is currently outsourced to CustomerWorks LP. This arrangement has been in place since January 1, 2002. At that time, the key drivers that favoured an outsourcing model for the customer care function were cost certainty, maintaining or enhancing customer service levels, and implementation risk transfer related to expanding and redefining operations to support the repatriation of the 535,000 Lower Mainland customers. These customers had historically been supported through an outsourcing arrangement with BC Hydro. At the time of the outsourcing decision in 2001, the Company had already committed to a packaged CIS solution founded on the then market-leading Peace CIS platform. The move to a new comprehensive outsourcing model was consistent with a broader industry trend. The arrangement with CustomerWorks LP succeeded in meeting the original outsourcing objectives by providing customers and Terasen Gas with cost certainty and risk transfer, as well as delivering generally satisfactory customer service over much of the time since 2002. When service has fallen short of contractual standards, which has happened more frequently of late, CustomerWorks LP has been required to pay contractual penalties to Terasen Gas. The payment of penalties to Terasen Gas accompanied by service shortfalls, is not a sustainable model going forward.

Eleven years have passed since the Peace CIS system was selected by BC Gas, and eight years have passed since the decision was made to enter into a comprehensive outsourcing arrangement with CustomerWorks LP. There have been four key developments in the intervening period that affect the Company's customer care function.

First, the evolution of the Company's business environment since 2002 has changed the customer care needs of Terasen Gas. The ability of Terasen Gas to retain and add customers is increasingly challenged by volatile commodity prices, housing trends towards smaller multi-unit dwellings, and the growing availability and customer awareness of alternative energy sources. Policy-driven factors such as the Carbon Tax, greatly expanded energy efficiency and conservation initiatives as well as a broader range of energy options available require a skilled,

knowledgeable, and flexible customer care staff. The energy marketplace and the Company's business model will continue to significantly evolve over the next number of years. Terasen Gas must be able to manage that evolution in a proactive manner in order to provide the services its customers will expect.

Research of customer perceptions, as well as anecdotal evidence, suggests that customers now expect public utilities to provide a greater range of communication channels than Terasen Gas is generally able to provide today. This includes more flexibility in moving from traditional voice response centres and hardcopy bill presentment to stronger web support including online transactional tools and enhanced electronic bill presentment and payment options. Moving forward, the Company will best meet these requirements through direct control of core customer care services and the implementation of a new CIS.

Second, the outsourcing market has matured. Additional options are available for outsourcing that were not generally available in 2002. In 2008, the Company retained UtiliPoint International Inc. to undertake a study of "Outsourced Customer Care Models in the North American Utility Industry and Beyond", a copy of which is attached as Appendix B. The study indicated that the original drivers for comprehensive outsourcing and resulting operational, pricing and governance models are changing. Many of the early adopters of comprehensive outsourcing arrangements are reconsidering their original decisions and adjusting their operating models to provide for a hybrid of insourced and outsourced functions. Terasen Gas is at a similar decision point due to its evolving needs, and our proposal is consistent with the industry trend.

Third, the Company has concluded that the current legacy CIS platform used by the outsourcer is not a sustainable, long-term solution for Terasen Gas. The fundamental reshaping of the Company's business environment over the past seven years has already required significant changes to the CIS. Implementing these changes was and continues to be increasingly challenging and costly given the architectural design of the current CIS platform and a diminishing pool of knowledgeable, experienced resources to support it. CIS platforms have evolved since 2002 and are now based on a significantly improved technical design that provides utilities with features that are not available in older systems. These newer systems have become true "packaged" solutions that are better equipped to evolve over time to support business changes. In particular, these newer systems inherently provide support for configurable customer choice programs, complex metering alternatives, and more advanced billing formats and delivery mechanisms.

Fourth, our corporate capacity to build projects, manage operations, and integrate sophisticated systems has expanded significantly over the past seven years. This is evidenced by the success of our operating model and financial results delivered to the benefit of our customers and shareholder.

Thus, Terasen Gas is at a decision point similar to where we were in 2001. Change is needed if we are going to successfully meet the needs of our customers and the energy market into the future. This Project is critical to our business and to our customers. We are well positioned to deliver it.

1.1.2 Alternatives Analysis and the Proposed Project

In proposing the Project, Terasen Gas has followed the recommendations of UtiliPoint, contained in the report attached as Appendix "B". UtiliPoint identified three models: comprehensive, or Business Process, outsourcing; hybrid models referred to as "Strategic Sourcing"; and full insourcing. According to UtiliPoint, a utility's assessment of the best option should consider a variety of factors:

> *"The best business strategy for the utility customer service is one where the customer service group business strategy:*
> - *Supports the ownership of technologies that underpin business success*
> - *Enables the development of high quality business processes from those technologies according to business needs to deliver superlative customer service*
> - *Facilitates the management of outside vendors with strong management contracts that improve over time and change in flexible fashion with the needs of the utility business*
> - *Acts as a complement to the business model of the enterprise."*

UtiliPoint endorsed a hybrid model as being appropriate for Terasen Gas.

Terasen Gas concluded that insourcing the key elements of the Company's customer care function, including ownership and control of a new CIS, represents the best solution to meet and complement our changing business needs cost-effectively and prioritized to our schedule. Terasen Gas will continue to outsource specialist functions where it remains the best solution, as in the case of statement printing and remittance processes.

There are several reasons why the hybrid outsourcing model proposed in this Application is the best model for Terasen Gas:

- The integrated CIS solution that Terasen Gas is proposing will result in greater control over end-to-end business processes that will be managed internally using the Company's own resources.

- The direct management of call centre and billing staff will allow for greater flexibility in developing and implementing future service changes and in providing customized staff training and education to allow representatives to better serve our customer needs within British Columbia.

- The new CIS, the SAP Customer Care & Service module, identified through the process undertaken with the assistance of experts, will integrate with the Company's existing SAP enterprise application architecture and will leverage existing knowledge and experience related to the existing broader suite of SAP applications.

- The leading CIS platforms available today do not present the same risks as those Terasen Gas sought to manage through outsourcing in 2002 because CIS technology has matured and there is a greater support resource pool provided by leading vendors and their alliance partner networks.

The total cost of the Project is estimated to be $155 million including AFUDC. The total O&M costs to provide the required customer care services after the Project is completed are estimated to be $47 million in 2012, the first full year after the completion of the Project. On a

cost of service basis, which includes the cost to implement the Project and the O&M costs that are expected to be incurred to support the new Customer Care function, the annual cost per customer is estimated to be $71.50 per customer in 2012. On a levelized basis over a 20 year period starting in 2012, the changes implemented as part of this Project result in an annual cost of $73 per customer for the new insourced Customer Care function. The changes are planned for implementation starting in late 2009, and to be completed in time to permit a go-live on January 1, 2012.

The business processes that are part of the customer care function are critical to the ability of Terasen Gas to provide service excellence and are fundamental to our business. As a result of the evolution in the outsourcing market and the evolution of CIS technology, Terasen Gas can now retain the additional flexibility inherent in an insourcing model, without assuming unacceptable levels of implementation risk. We believe that the Project is in the public convenience and necessity and should proceed at this time.

1.2 Applicant

1.2.1 Name, Address and Nature of Business

Terasen Gas is a company incorporated under the laws of the Province of British Columbia and is a wholly-owned subsidiary of Terasen Inc., which in turn is a wholly-owned subsidiary of Fortis Inc. Terasen Gas maintains an office and place of business at 16705 Fraser Highway, Surrey, British Columbia, V4N 0E8.

Terasen Gas and its affiliate companies provide sales and transportation services to residential, commercial, and industrial customers in more than 125 communities throughout British Columbia. The three Terasen utilities, Terasen Gas, Terasen Gas (Vancouver Island) and Terasen Gas (Whistler), provide service to approximately 930,000 customers in the Inland, Columbia, and Lower Mainland service areas on Vancouver Island, the Sunshine Coast, and in Whistler. The distribution network of the Terasen utilities delivers gas to more than ninety-five percent of the natural gas customers in British Columbia. The Terasen utilities also provide extensive energy efficiency and conservation programs as well as technical advice and support regarding a broad range of energy matters to our customers. We also provide integrated alternative energy systems including biogas, solar thermal, geoexchange and district energy systems.

1.2.2 Financial Capability of Applicant

Terasen Gas is regulated by the BCUC. Terasen Gas is capable of financing the Project either directly or through its parent, Terasen Inc. Terasen Gas has credit ratings for senior unsecured debentures from Dominion Bond Rating Service and Moody's Investors Service of A and A3 respectively. Terasen Inc. has credit ratings for senior unsecured debentures from Dominion Bond Rating Service and Moody's Investors Service of BBB (High) and Baa2 respectively.

1.2.3 Technical Capability of Applicant

Terasen Gas has one of the largest (as defined by implemented functional components) SAP systems in Canada. The Company has a long established track record of successful implementation of SAP projects, from the initial implementation of SAP Financials, HR and

Supply Chain functions in 1998, through the subsequent implementations of Meter Management, Work Management, Preventive Maintenance and numerous functional and technical upgrades to all components of the SAP product. Terasen Gas is well versed in the SAP methodology, and has experienced resources and procedures to ensure appropriate Project oversight and long-term sustainability. Terasen Gas has twenty years of experience in successfully coordinating and managing multiple third-party service providers to deliver complex systems successfully.

Terasen Gas also has demonstrated the capability to successfully manage the construction of facilities with the Company's operating facilities in Surrey and Burnaby.

The Company is also confident that it has all the requisite capabilities to hire the additional employees required for the proposed customer care model.

Terasen Gas and its affiliated companies have also gained significant insight over the past seven years about what is required to support the business processes necessary to provide quality service to approximately 930,000 customers. The consolidation of our customers onto a common CIS platform and the knowledge that has been gained through oversight of the outsourced end-to-end customer experience positions the Company to implement a customer care service strategy that will benefit both customers and the Company over the long term.

1.2.4   Name, Title, and Address of Contact

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1.2.5   Name, Title, and Address of Legal Counsel

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1.3   Proposed Regulatory Agenda and Timetable

Terasen Gas is of the view that a written regulatory review process, including Information Requests and Final Submissions, is reasonable and appropriate for the Commission's review of this Application.

Terasen Gas proposes the following regulatory timetable. The timetable considers the timing of all of the significant applications that will be filed by Terasen Gas and its affiliate companies in 2009. It acknowledges the corresponding workload required by the Commission, the Company, and intervenors. It is proposed to promote an efficient regulatory process:

Action	Date
File Application	**Tuesday, June 2, 2009**
Procedural Order (up to Procedural Conference)	**Friday, June 5, 2009**
Intervenor Registration	**Monday, June 15, 2009**
Workshop	**Tuesday, June 16, 2009**
Procedural Conference	**Monday, June 22, 2009**
Procedural Order (Timetable and Process)	**Wednesday, June 24, 2009**
BCUC IR No. 1	**Friday, June 26, 2009**
Intervenor IR No. 1	**Wednesday, July 8, 2009**
TGI Response to IRs No. 1	**Thursday, July 23, 2009**
BCUC IR No. 2 (if Required)	**Friday, August 7, 2009**
Intervenor IR No. 2 (if Required)	**Friday, August 7, 2009**
TGI Response to IRs No. 2 (if Required)	**Monday, August 24, 2009**
Planned Evidentiary Update	**Friday, August 28, 2009**
Planned Evidentiary Update Workshop	**Thursday, September 3, 2009**
BCUC IR No. 3 (on Planned Evidentiary Update)	**Friday, September 11, 2009**
Intervenor IR No. 3 (on Planned Evidentiary Update)	**Friday, September 11, 2009**
TGI Response to IRs No. 3 (on Evidentiary Update)	**Friday, September 25, 2009**
TGI Final Argument Submissions	**Friday, October 2, 2009**
Intervenor Final Argument Submissions	**Friday, October 16, 2009**
TGI Reply Argument Submissions	**Friday, October 30, 2009**
Anticipated BCUC Decision	**Monday, November 30, 2009**

The regulatory timetable proposes a workshop with the Commission and intervenors shortly after the filing of the Application. The workshop is intended to facilitate an efficient regulatory process and to reduce the number of information requests required.

The regulatory timetable contemplates Terasen Gas filing an Evidentiary Update in August of this year, when the Company anticipates having further information about certain costs relating to insourcing customer care services following a number of negotiations with key vendors. The Company does not anticipate having to update the estimate of costs to implement and support the new CIS. This Evidentiary Update will provide an assessment of the costs to implement the customer care services insourcing requirement of the Project so that these costs are brought to the same level of certainty as those already established for the CIS implementation.

The proposed regulatory timeline is designed to permit a Commission decision by November 30, 2009. A decision by this date is critical to ensure that the planning required before the actual implementation can begin is concluded in time to meet the Company's implementation date of January 1, 2012. This date is the earliest feasible implementation date. Pursuing this implementation date is desirable from the perspective of both minimizing the potential for service shortfalls in the interim, and positioning Terasen Gas to respond to rapidly evolving customer needs. Terasen Gas has based its implementation plan, with the estimated capital and operating and maintenance costs, on the above noted decision date. Should the Commission determine that changes to the Project are warranted, the timing of the implementation plan may be affected. Potential incremental costs that have not been identified as part of the scoping efforts to date may be required.

2.   Project Description and Schedule

The purpose of this section is to describe the role of the customer care function; the Company's existing customer care environment and the infrastructure used to support it; the new customer care delivery model and necessary supporting CIS technologies applied for in this Application; the Project schedule; and the estimated Project costs.

2.1   The Role of the Customer Care Function

The customer care function is the primary means through which customers interact with the Company. The customer care component of a public utility such as Terasen Gas generally includes a combination of service activities and infrastructure devoted to providing initial and ongoing service to customers. The specific customer care services provided by Terasen Gas are set out in the following table.

Table 1
Service Activities Performed as Part of the Customer Care Function

	Service	Description
1.	Customer Contact	Communicating with customers via telephone, fax, electronic mail, internet and regular mail to open or close accounts and respond to customer inquiries and requests. The traditional technology channel for customer contact is the call centre supported by both self-serve and agent handled options.
2.	Meter Reading	Most utility services are based on metered commodity usage. Meter readings provide the basis for determining the amount of billable consumption for a scheduled billing period. Currently meter reading is performed manually on a bi-monthly basis. When an actual meter reading is not available at the time a monthly bill is being prepared, an estimated reading is calculated.
3.	Billing	The billing function includes establishing and maintaining rates and prices, determining tax applicability, calculating usage based on specific equipment and installation characteristics, calculating charges and taxes based on usage, applying special charges and payments, and formatting and printing statements to be delivered to customers. Currently the majority of the monthly statements are produced in paper form and are delivered by mail. On request, statements can also be produced in electronic format for customers who prefer to retrieve their statement electronically from the Company's internet site.
4.	Payment Processing	Receiving and processing customer payments. While a large number of customers continue to make payment of their monthly statement by mail, a growing number use electronic means, such as direct deposit or online payment through their bank's website.

	Service	Description
5.	Contract Management	Contract management includes the agreements specifically negotiated to support industrial and transportation customers. In recent years this has been extended to include contracts in support of marketers providing commodity service to customers under the commercial and residential customer choice programs.
6.	Collections	Managing activities to secure payment of arrears balances on active accounts including specific messaging, notification and disconnection of services related to active customers. The collections function also includes the placement, reporting and recovery processes related to terminated account balances.
7.	CIS System Support and Maintenance	Supporting daily system operations, interface requirements and controls, application changes including configuration changes and enhancements to support changing business needs, and periodic technical upgrades to ensure ongoing sustainability.

Providing these customer care services requires the following infrastructure and human resources:

- recruitment, training and monitoring processes to ensure the necessary human resources to carry out the customer care services as well as scheduling, monitoring and quality assessment tools required to measure and manage ongoing customer service quality;

- facilities and tools devoted to customer care services, including computers, telephones, office space and call centre technologies required to support optimal call routing, customer self serve and performance reporting; and

- software, interfaces and related information technology to manage and support the customer care services. The CIS is the core software for managing customer communications and billing. It includes the data repository of all current and historical information required to support all of the customer care business processes.

Technical resources, methodologies and controls are also needed to ensure:

- system stability and corrective actions where necessary;

- performance levels are met;

- interface requirements are met where applicable;

- a comprehensive understanding of the underlying business rules to ensure system changes can be implemented effectively and efficiently;

- quality control over new functional and technical implementations to ensure cost-effective sustainability; and

- auditable controls to ensure legal and regulatory compliance can be demonstrated.

Throughout North America public utilities have used different business models in order to provide customer care. Traditionally customer care services in the utilities industry have been supported internally. More recently, some utilities have chosen to outsource customer care services completely while others employ a mixture of the two, outsourcing some services and providing others in-house. Complete, or end-to-end, outsourcing arrangements that include the provision of customer care services, responsibility for managing and owning the business processes and the CIS platform are referred to as Business Process Outsourcing or BPO. Outsourcing customer care services selectively but retaining internal control and management responsibility for the business processes and CIS platform is referred to as Strategic Sourcing.

2.2 Terasen Gas' Current Customer Care Operating Model

In 1999, Terasen Gas (then BC Gas) received approval from the Commission to implement its own CIS solution called Project Mercury based on a successful pilot project implemented in 1998 for 35,000 customers. Project Mercury was to consist of a CIS and call centre infrastructure to support the centralization of call handling for all of Terasen Gas' Interior customers as well as replacing the legacy CIS platform which could no longer be supported. The expectation at that time was that the Company would need to begin to develop operational capabilities and implement technologies that could support the transition of Lower Mainland customer care service delivery from BC Hydro to BC Gas. The underlying CIS platform selected was the Peace CIS, which was the most robust packaged CIS solution available in the marketplace at that time.

Prior to 2002, Terasen Gas' customer care services were provided to its Interior customers primarily through in-house facilities and resources. Lower Mainland customers were supported through a transitional outsourcing arrangement with BC Hydro resulting from the 1988 purchase by Terasen Gas of the Lower Mainland gas division of BC Hydro. By 2001 BC Hydro had advised that it also needed to address its CIS legacy issues and it was not interested in continuing to support the Company's gas customer needs for the Lower Mainland service area. To accommodate this change, Terasen Gas began work on a service delivery strategy for the 535,000 repatriated Lower Mainland customers. The strategy involved an increased build-out of the Surrey office location, which was expected to house the additional staff needed to support the additional customers.

A review completed after the implementation of the first two components of Project Mercury concluded that since the capital costs were likely to be higher than forecast and implementation risks had increased, it would be prudent to explore alternatives to a fully in-sourced customer care model. The capital cost shortfall related primarily to the facilities required to support the customer care services rather than the CIS system. This ultimately led Terasen Inc. to enter into discussions with Enbridge Inc., which was in the process of assessing the Peace CIS platform for industrial billing. At that time Enbridge also had significant excess call centre and billing support capacity in its existing operating environment that could be leveraged to accommodate the customer service needs of Terasen Gas. Enbridge also had already invested in call centre related technologies that would be required for Terasen Gas' larger customer base post-repatriation. The discussions with Enbridge concluded with the agreement to form "CustomerWorks LP" (CustomerWorks) as a joint venture that would provide outsourced utility customer care services to both companies, as well as marketing these services to the utility industry. The Peace CIS platform, the industry leader in CIS at the time, was an important asset in the formation of the joint venture.

Terasen Gas transferred its customer care assets, employees, and responsibility for the complete management of the customer care processes effective January 2002 to CustomerWorks after receiving Commission approval. The arrangement was formalized in the Client Services Agreement. The agreement received Commission approval on April 17, 2002 by Commission Order No. G-29-02 and remains in place today.

2.2.1 The Client Services Agreement

The Client Services Agreement had an initial term of five years. After the expiry of the initial five year term in 2006, the agreement automatically renewed without change for 2007. The agreement has a clause whereby the Company at its option may continue to roll the contract over annually for additional one year terms. The services included in the agreement are customer contact (call handling and correspondence services), meter reading, billing support, industrial and off-system sales, credit and collections, and the technical support of the current CIS.

In mid 2002, CustomerWorks LP reached an agreement with Accenture Inc. for the delivery of customer care services under the Client Services Agreement. Since that agreement was negotiated, Accenture Utilities Business Process Outsourcing Services, a subsidiary of Accenture Inc., has provided all customer care services set out in the Client Services Agreement to Terasen Gas on a subcontracted basis.

In 2005 the Commission approved the conversion of Terasen Gas (Vancouver Island) Inc. ("TGVI") and Terasen Gas (Whistler) Inc. ("TGW") customers from the Banner customer information system and largely insourced customer care operating model used by these companies, to the outsourced model used by Terasen Gas Inc. under the Client Services Agreement with CustomerWorks LP for the base services provided in the agreement. The services under this amendment to the Client Services Agreement were to be provided to TGW and TGVI using the same underlying business processes and technologies as were being provided to the Company's Lower Mainland and Interior customers. This change was implemented in March 2006.

Further material amendments were made to the Client Services Agreement in 2004 and in 2007 to support commodity unbundling for commercial and residential customers.

2.2.2 Current Customer Care Costs

Currently, the total cost of the customer care function is the cost of the Client Services Agreement plus the cost of the Terasen Gas contract management group that oversees the delivery of services as stipulated in the agreement. This group is also responsible for managing the implementation of new service requirements and regulatory and legislative changes. The total cost of the customer care function for all of the Terasen Gas companies is set out in Table 2 that follows.

Table 2
Annual Total Customer Care Costs in $000s, except for cost per customer amounts, for all Terasen Utilities.

	Service Component	2002	2003	2004	2005	2006	2007	2008	2009p
1	Base Contract (CSA)	35,487	42,278	42,864	43,526	47,186	49,179	50,117	52,026
2	Other Services	40	52	41	120	151	203	173	217
3	Scope Changes	-	52	29	8	-	104	106	98
4	**Subtotal**	**35,527**	**42,383**	**42,935**	**43,654**	**47,337**	**49,486**	**50,396**	**52,340**
5	Cost /Customer	46.02	54.50	54.40	54.45	52.50	53.87	54.11	55.58
6	Administration	221	250	330	445	456	436	517	776
7	Banner Conversion	-	-	-	-	(706)	124	1,549	1,462
8	**Total Customer Care**	**35,748**	**42,632**	**43,264**	**44,099**	**47,088**	**50,046**	**52,463**	**54,578**
9	Cost /Customer	46.30	54.82	54.82	55.01	52.22	54.48	56.32	57.96

Source: TGI Finance, SAP; T5

The costs for the period of 2002 to 2008 are actual costs incurred. The 2009 costs in Table 2 are projected costs. The total cost of the Client Services Agreement for the Terasen Utilities is projected to be $52.3 million in 2009 and to increase to $56.1 million by the end of 2012. This increase is the result of the automatic one-half of inflation adjustment made each year to the per customer charge and the addition of new customers to the system. The projected annual increase in the total cost as a result of the inflation adjustment alone is expected to be approximately $600,000 for 2012 and beyond. The cost per customer will rise from a projected $55.58 in 2009 to $57.86 in 2012 based on the inflation adjustment. Changes necessitated by regulation or legislation during this period would add to that cost.[1]

Line 6 includes the total cost of the contract management group, and line 7 includes the cost of service of the conversion of the TGVI customers from the Banner System to the Peace Energy customer information system that was completed in March 2006. Total costs for the entire customer care function for the Terasen Utilities are expected to increase from a projected $57.96 per customer in 2009 to $59.96 in 2012.

2.3   Project Components and Infrastructure

The current outsourcing arrangement has met the original outsourcing objectives. However, we believe that it is in the best interests of our customers and the Company to move towards a hybrid or Strategic Sourcing model. The reasons for this are described in the next section, which sets out the justification for the Project. In order to understand the Project description that follows, Terasen Gas' primary concerns with the current customer care model are outlined below:

- The Company does not believe that the CIS platform used by the outsourcer is a sustainable, long term solution for Terasen Gas. Over the past seven years, the fundamental reshaping of the Company's business environment has required significant changes to the CIS. Implementing these changes has been increasingly challenging and costly given the architectural design of that CIS platform and a diminishing pool of knowledgeable, experienced resources to support it. CIS platforms have evolved since 2002 and are now based on a significantly improved technical design that provides

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[1] The introduction of the carbon tax, and the requirement of TGI to collect it, is an example of a legislative change that resulted in an additional cost under the Client Services Agreement.

utilities with features that are not available in these older systems. Newer systems have evolved into true "packaged" solutions that continue to evolve over time to support changes in the utilities industry. In particular, these newer systems inherently provide support for configurable customer choice programs, complex metering alternatives and more advanced billing formats and delivery mechanisms.

- The arrangement with CustomerWorks LP has generally met its objectives. However, our business has and continues to become more complex with the implementation of expanded energy efficiency initiatives and new products and services responding to our evolving marketplace. The new operating model will give Terasen Gas more direct control over business processes going forward to keep pace with the changing needs of Terasen Gas and its customers.

The Project is centered on two key changes: the insourcing of the key elements of customer care services, and the implementation of a new CIS. The Company engaged third party experts beginning in 2008 to provide assistance in the planning and evaluation process for all of the major Project components.

2.3.1 Customer Care Services

The Project represents a significant change to the customer care operating model currently in use. The new model includes the in-house delivery of all key customer contact points including call centre, billing and collections, ownership of critical assets and the outsourcing of certain transactional activities. A summary of the model is noted below:

- the insourcing of customer care functions after 2011, including call handling, back-office billing, industrial billing, customer escalation handling and correspondence, and collections;

- the continued outsourcing after 2011 of third party services including bill printing, payment processing, and agency collections for finalized accounts;

- an interim manual meter reading solution until such time as an automated solution is developed and implemented; and

- the acquisition of the assets, facilities, technologies and human resources to support providing services to customers through in-house capabilities, including establishing the billing organization and two call centre locations.

The following table sets out the structure for how customer care services are provided today and how they will be provided in the future. The detailed description of these service categories is provided earlier in Table 1 in Section 2.1.

Table 3
Future Structure for Performance of Services

	Service Description	Current	Future
1.	Customer Contact	**Outsourced -** supported through call centres in New Brunswick, Ontario and Oregon.	**Insource** - support through Terasen Gas managed call centres. Terasen Gas will continue to outsource translation services through a third party agreement with a specialist provider.
2.	Billing and Payment Processing	**Outsourced -** supported through work groups in New Brunswick and the Philippines.	**Insource** - support through Gas managed resources and facilities. Terasen Gas will continue to outsource statement printing and mailing and remittance processing under third party agreements.
3.	Collections	**Outsourced -** supported through work groups in New Brunswick and the Philippines.	**Insource** - support debt collection on active accounts through Terasen Gas managed resources and facilities. Terasen Gas will continue to outsource debt collection on finalized arrears balances through third party collection agencies.
4.	Contract Management	**Outsourced -** supported through work groups in British Columbia and New Brunswick.	**Insource** - support through Terasen Gas managed resources and facilities.
5.	Customer Information System Support and Maintenance	**Outsourced -** supported through work groups in British Columbia, New Brunswick, Ontario and the Philippines.	**Insource** - support through Terasen Gas managed resources and facilities building on current internal technical skills and tools. Terasen Gas will leverage its current outsourcing agreement with Telus for the ongoing maintenance of the technical infrastructure (servers, desktops, network, etc) on which the new CIS will run.
6.	Meter Reading	**Outsourced -** supported through joint meter reading processes established between Terasen Gas and BC Hydro.	**Outsource/Insource (short term)** - continue manual meter reading in the interim until an automated solution is developed.

As indicated earlier, Terasen Gas will establish two call centre locations including the technologies and staff to support all of the Company's current and future call centre needs. The specific location of each of these call centres has not been determined at the time of the filing of this Application. Terasen Gas has engaged external expertise to evaluate both the staffing and technology requirements to build the internal skill set required to support the business processes, as well as to ensure customer service quality. The tasks identified as being necessary to confirm the requirements related to call centre capabilities include:

- evaluating technology options for the required components through market based assessment and procurement processes to ensure cost effectiveness for customers;

- undertaking demographic and cost studies to establish appropriate location alternatives and the prudent level of costs to set up new call centre and back office billing facilities;

- engaging third party expertise to establish appropriate staffing requirements and assist in establishing recruiting and training programs to ensure the right staff with the necessary skill sets are in place to provide the quality of service expected by customers; and

- developing appropriate, flexible, market-competitive labour arrangements for staffing these facilities.

Terasen Gas completed an initial study supported by an external consulting firm to identify the staffing levels required to support the current services and projected activity levels. The analysis also defines an inventory of technologies and a preliminary cost estimate to acquire and implement these technologies.

Terasen Gas' staffing model indicates that 315 full time equivalent ("FTE") employees will be required to support the call center, billing and credit and collections services. This will include a blend of full time and part time staff in order to support the extended hours of operations Terasen Gas has historically provided to customers. The technologies also being evaluated at this time include:

- contract centre switch;

- workforce management system;

- quality logging and voice recording system;

- Integrated Voice Response;

- e-mail and knowledge management system;

- predictive dialler; and

- reader boards or displays.

These technologies are currently being evaluated through a market procurement process. The preliminary estimated cost to acquire and implement the technologies listed above is included in the Project costs provided in Section 5.

Terasen Gas has also engaged external expertise to evaluate land and building costs related to housing the call centres and billing organization. At this time Terasen Gas is proposing to pursue an ownership, rather than lease, option as this is expected to be the long-term lowest

cost option. The final estimated costs will be confirmed through the procurement process that is planned to be completed in June and July. The outcome of this process will be documented in more detail in the Evidentiary Update to this Application that will be provided in August of this year.

2.3.2   Customer Information System

The CIS is the core information technology infrastructure used for managing customers' accounts and meeting customer service demands. It is also the data repository for all customer, premise and equipment-related information including billing and payment details.

There are three major components of a CIS implementation are: the software, the implementation of the software (including the data conversion from the legacy systems and integration with the other Terasen Gas systems), and the sustainment organization to support the system in an operational environment. The Project contemplates the adoption of SAP as the platform, to be implemented by HCL Axon.

2.3.2.1   *Selection of SAP as Software Platform*

The selection of SAP as the platform was the product of an extensive evaluation process.

Terasen Gas engaged Micon Consulting, an independent consulting firm focused on the investor-owned and public sector utilities industry, to support the Company in the CIS software evaluation process. Micon has conducted over 100 business case development and product vendor – System Integrator evaluations over the past twenty-two years. A key consideration in engaging Micon was that it does not promote or sell any software nor does it have a business relationship with any vendor who sells or integrates commercial software. Micon's role was to facilitate the RFP / RFQ process and to assist Terasen Gas with the development of the requirements and the evaluation criteria based on their extensive expertise.

Details on the evaluation process are provided in Appendix C. Briefly, the steps in the process were:

- Develop requirements and alternative solutions;
- Determine Software Vendor candidates;
- Conduct Detailed Product Assessment;
- Select System Integrator; and
- Conduct contract negotiations.

After extensive market research, and with the assistance of Micon, Terasen Gas narrowed the range of potential new CIS product providers down to two companies – SAP and Oracle. These two providers are the industry leaders in terms of providing highly configurable CIS solutions with a proven history of ongoing core development and continued investment in their products. Both organizations also have significant installed client bases and have articulated future development plans related to their core products that Terasen Gas believes will meet our evolving business requirements.

Terasen Gas issued a Request for Proposal ("RFP") to both SAP and Oracle, and received responses from each company. Both products were capable of meeting the Company's requirements. Neither product was able to clearly demonstrate an overwhelming advantage over the other based on specific functionality. However, the actual product functionality was only one part of the comparison analysis. The total cost to acquire, implement, and run were addressed together regarding each component.

Terasen Gas, again working with Micon, undertook a rigorous procurement of services process to determine the best solution combining the software and the consulting support to implement the software. Companies that provide these implementation services are commonly referred to as "System Integrators" or "SIs".

2.3.2.2 Selection Process for System Integrator

Terasen Gas used a multi-phased short listing process to determine the recommended solution. Using Micon as the facilitator of all communications between Terasen Gas and the SIs, an initial RFP was issued. Based on these responses, an initial shortlist was determined. Then a more detailed Request for Quotation ("RFQ") was issued. Based on the responses, a further shortlist was determined. Oral presentations were then conducted with the short listed candidates. Once these presentations were concluded Terasen Gas, with the assistance Micon, combined the results gained through the system vendor evaluation, the information provided by the SIs for the implementation of the respective solutions, and the proposed approach for ongoing sustainment, to determine the ongoing operating costs and came to a recommended solution. The recommendation is the SAP CIS solution, implemented by HCL Axon.

Having successfully concluded Phase I through Phase IV, Terasen Gas is now in a position to start contract negotiations with SAP and HCL Axon.

2.3.2.3 Ongoing CIS Sustainment

As discussed in Section 2.4.3, the ongoing CIS sustainment will be provided by Terasen Gas staff.

Terasen Gas believes that the evaluation process was robust, rigorous, and transparent to all parties. Utilizing Micon as the single point of contact and facilitator of the process, Terasen Gas ensured that all parties received the same information in the same manner at the same time and that no party had any advantage in terms of time or information over any other party.

2.4   Schedule and Costs

As described earlier, Terasen Gas will acquire the facilities and technologies to bring a significant portion of the services outsourced under the current agreement into our ongoing operations. The implementation of the new CIS system is critical to our ability to take over the management of the business processes. The Company plans to transition the services at the same time as the technology changes are implemented. The planned "go-live" date for both the systems and services is January 1, 2012. A description of CIS project phases and insourcing project components, including high level schedules and preliminary costs are included below.

2.4.1 Project Schedule for Implementation of CIS System

The implementation of the CIS system is scheduled to last for 22 months from Project initiation to go-live. It is anticipated that there will be a three month "stabilization" period after the go-live planned for January 1, 2012 where minor adjustments and previously undetected errors will be addressed. The implementation plan consists of six phases. A high-level description of each phase is outlined below:

- **Phase 1 – Plan**
  This phase is scheduled to start in March 2010 and be two months in duration. In this phase, project facilities are established, equipment is ordered, the project is staffed and the team is trained in project methodology and tools.

- **Phase 2 – Blueprint / Analysis**
  This phase is scheduled to start in May 2010 and run for six months in duration. During this phase, all functional requirements are detailed into functional and technical specifications, all reports are identified and estimated, data conversion, testing, training, and change management strategies are defined and all initially planned efforts are validated.

- **Phase 3 – Design & Build**
  This phase is scheduled to start in November 2010 and run for seven months. In this phase all configuration, development of reports, interfaces, and data conversion programs are developed and unit tested. Unit testing is the practice of validating that each individual component developed works to specifications.

- **Phase 4 – Integration Testing**
  This phase is scheduled to begin in June 2011 and has a five month duration. During this phase, all of the components that were developed and individually tested in the previous phase are brought together and run end-to-end to validate the overall business outcomes. Also in this phase, full data conversions are tested and the overall cutover planning is detailed. Training material and system documentation is also developed and training plans are established.

- **Phase 5 – Business Readiness**
  This phase is scheduled to start in November 2011 and run two months in duration. In this phase, User Acceptance Testing is completed, all end user training is conducted, dress rehearsals for cutover are executed, and post go-live stabilization processes are detailed. This phase culminates with the go-live of the new CIS.

- **Phase 5 – Post Go-live Stabilization**
  During this phase, support resources from the implementation project are in place to support any issues or errors that occur after the system goes live. The duration of this period is dependent upon how quickly the system performs to the original specifications, how closely the original specifications aligned with actual business processes and is also a factor of testing quality.

A graphical overview of the project schedule follows:

Project Phase	Q4 2009	Q1 2010	Q2 2010	Q3 2010	Q4 2010	Q1 2011	Q2 2011	Q3 2011	Q4 2011	Q1 2012
Plan		▮								
Blueprint/Analysis			▮							
Design and Build					▮					
Integration Test							▮			
Business Readiness									▮	
Post Go Live										▮

For details regarding the depth of what was requested of the System Integrator for the execution of the above plan, see RFQ for CIS SI in Appendix "E".

2.4.2 Estimated Cost to Implement a New CIS

The initial total cost to implement the new CIS platform is $68 million, excluding AFUDC. A detailed cost breakdown is included in the Project cost provided in Section 5. It is not anticipated that there will be any material change to this figure. If any changes are required, then they will be included in the planned Evidentiary Update.

2.4.3 Project Schedule for Other Components

As described in Section 2.3.1, Terasen Gas will acquire the facilities and technologies to insource a significant portion of the services outsourced under the current agreement. Key to our ability to take over the management of the business processes is the implementation of the new CIS system. The plan is to transition the services at the same time as the technology changes are implemented. The planned "go-live" date for both the systems and services is January 1, 2012. Based on this milestone date the timing related to the ramp up of facilities, call centre and other supporting technologies as well as staff recruitment and training, can be determined.

2.4.3.1 Facilities

The timing of the establishment of the new call centre and billing support facilities will depend on the options selected. If, for example, building construction is required, then the lead time would be significantly longer than if building purchase or building lease arrangements are pursued. All of these options are being investigated. Additionally, with the support of an external expert in new call centre set-up, Terasen Gas is also assessing the availability of existing pre-build call centre capacity to determine if facilities are available for a more cost effective turn key solution. The current analysis includes looking at locations and facilities within B.C. and extending to other potential locations in Western Canada.

At this time Terasen Gas is proposing an ownership, rather than lease, option as this is expected to be the lowest cost option in the long term. Analysis relating to all of the options is ongoing, and further detail will be provided in the Evidentiary Update scheduled for August.

2.4.3.2 Call Centre Technologies

A list of required call centre technologies is included in Section 2.3.1. These technologies are standard utility industry tools and are provided by a wide variety of vendors with different implementation and support models. Over the next two months Terasen Gas will be initiating product selection Requests for Quotation to the leading technology providers in each category. We are currently working with an external consultant to develop the specific business requirements and selection criteria to be used in the procurement process. The Evidentiary Update will include the results of the process, including the final purchase and implementation costs as well as the ongoing maintenance costs.

We expect that the implementation effort for the call centre will start in the third quarter of 2010 and will be complete by mid-year 2011. At that time, the call centre will be required to begin the training of new employees.

2.4.3.3 Staffing

In order to be able to insource the call centre, back office billing, and collections business processes, Terasen Gas will hire approximately 315 FTE employees. Of this number, approximately 225 FTE employees are required to support call centre activities and the balance will be trained to perform the back office billing and collections work.

A small number of these new hires will be brought on-board during the CIS project to support that initiative and will become the "system experts", process documenters and trainers that will be required to assist in the recruitment and training of staff to support the ongoing provision of the services.

A prerequisite for staff training will be the availability of the CIS system and, to a lesser degree, the call centre technologies. Hiring for the majority of the new employees is expected to begin in Q2 of 2011 with training to begin in September 2011.

As part of ongoing CIS system sustainment Terasen Gas will build on its current knowledge and experience related to the SAP suite of applications. With the addition of the CIS related application modules and tools Terasen Gas will hire ten additional staff within the Information Technology group to manage and maintain the CIS system post 2011. Of the ten new hires, seven will provide the day-to-day sustainment of the various CIS functions in the CIS system and three will be incremental technical resources to support the functional analysts. This group would be part of the Enterprise Support and Delivery group. The model is consistent in the manner of how Terasen Gas manages other SAP-related business processes. It is Terasen Gas' experience, having tried various combinations of in-house and outsourced models for SAP sustainment over the years, that the most effective model is one where in-house staff having the deep understanding of Terasen Gas' business processes, and the integration of those processes within the entire Terasen Gas environment, provides the best day-to-day support.

A graphical overview of the project schedule follows:

	Q4 2009	Q1 2010	Q2 2010	Q3 2010	Q4 2010	Q1 2011	Q2 2011	Q3 2011	Q4 2011	Q1 2012
Buildings Technologies								* Buildings Complete		
CIS Replacement										* CIS Go Live
Call Centre								* Call Centre Infrastructure Complete		
Staffing										
Recruiting										
Training										

2.4.3.4 Other Components Preliminary Cost

The preliminary total cost to implement the service insourcing is $82 million excluding AFUDC. A detailed cost breakdown is provided in Section 5. These implementation costs will be further refined through the procurement process that is currently underway so that refined costs can be provided in the planned Evidentiary Update.

2.5 Project Risks and Mitigation

Terasen Gas has reviewed the scope of changes that need to be made in support of this initiative and has developed a plan appropriate for implementing the Customer Care Enhancement Project. Terasen Gas believes that there are three key areas of focus to ensure appropriate risk mitigation efforts are in place for the implementation:

1. Schedule,
2. Resourcing; and
3. Facilities.

The key to maintaining any schedule is strict control of scope and deliverables. The proposal from HCL Axon is fixed price with payments based on project deliverables. There will be a rigorous change control process in place to ensure any changes to the scope from the original requirements are vetted appropriately to ensure that there will not be an adverse impact on cost or schedule. As part of Terasen's standards for an implementation project of this magnitude, a detailed risk register will be one of the first deliverables of the planning phase of the Project.

Terasen Gas is currently working through the details of the facilities and resourcing strategy and will have a risk mitigation plan in place.

Given the process followed to outsource the Customer Care function in 2002 and manage it since that time, Terasen Gas believes it has the expertise to re-establish direct control over the business processes that are part of this function and to alter them so that issues the Company currently faces are overcome.

From a technology perspective, Terasen Gas believes that it has the demonstrated capabilities to ensure the risks associated with large implementation projects are well understood and can

be managed. But this project will not be without risk. The magnitude of the effort required to implement a new CIS system, hire and train the required number of new employees to support customer care services, and acquire and equip new facilities to house the work required is significant. Terasen Gas is committed to ensuring risk mitigation plans are in place for each of these areas (as well as the project implementation risks).

In the process for determining the costs to implement the Customer Care Project, Terasen Gas requested vendors to quote in Canadian funds where they had operations based in Canada and from where they will source key inputs, and in US funds where they were based in the United States and from where they will source other key inputs. Once approval is received from the Commission to proceed with the Project, Terasen Gas will develop, if appropriate or feasible, a currency hedge for managing potential foreign exchange risk the Project faces.

2.6   Preliminary Impact Assessment

The Project will not have any negative impacts on the physical, biological or social environment. It will not have any potential impact on aboriginal communities.

3. Project Justification

The comprehensive outsourcing model currently in use has generally met its objectives. However, it is evident from recent experience that maintaining the existing comprehensive outsourcing scope of the current model and legacy CIS is not a sustainable solution for Terasen Gas.

Terasen Gas believes that the Customer Care Enhancement Project, including the insourcing of key elements of the customer care function and the supporting SAP CIS platform, is in the best interests of its customers and the Company. This Project should proceed on the earliest schedule, targeting a date of January 1, 2012. This timeline will guard against the potential for deteriorating customer services. More importantly, the Project will provide Terasen Gas with the flexibility to manage its customer care service activities in a manner that can best meet the evolving needs of customers over the next number of years.

Ownership of the customer experience is fundamental to our business, both in terms of the business processes, resources and the supporting technologies. In order to provide customers with more options in their ability to interact with the Company, facilitate their billing and payments choices, provide expertise related to energy conservation and develop and deliver programs to support the complexities of the energy marketplace, Terasen Gas must directly control the key components of customer care.

3.1 Service Excellence is in the Best Interests of Customers and the Company

The customer care function is fundamental to our business. It is the key point of interaction between the Company and its customers. Providing customers with service excellence rests on being able to consistently:

- offer a range of interaction options;
- offer billing and payment alternatives;
- provide additional product and service options in response to customer needs,
- manage customer communications related to outages or restoring service following an outage;
- provide timely and accurate meter reading data to support billing and address customer concerns; and
- ensure representatives have appropriate product and service knowledge and regional awareness in order to understand and relate to customer needs and experiences.

Underpinning this ability to provide customer services is the main technology platform or CIS. As described in section 2, the CIS is important because it is a key enabler for how customer care services are delivered and how customers are able to interact with the Company.

Customer expectations are influenced in part by their experience with Terasen Gas but also by their experiences with other organizations, other industries, and other markets. These customer interactions with other service providers establish what they view as acceptable levels of service and billing options. As a result, Terasen Gas must acknowledge and understand other

organizations' customer service models, especially where a successful adaptation to market evolution in meeting customer expectations is demonstrated. In many cases, this means that energy utilities such as Terasen Gas must look outside their own industry in order to understand different responses to competitive challenge[2] and to model their activities for the future.

Terasen Gas' customers compare service experiences across companies regardless of sector. Service offerings and quality provided by Terasen Gas are compared to organizations such as financial institutions and telecommunications providers. In order for customer care delivery at Terasen Gas to meet evolving customer requirements, the Company must ensure that service offerings are comparable and that quality stands in line with or above others.

Terasen Gas' reputation depends on the continued delivery of service excellence. Difficulties experienced under the current outsourcing arrangement with meeting performance requirements can have longer term consequences that are of greater significance than might be suggested by any contractual performance penalties awarded to Terasen Gas.

More importantly, customer service requirements continue to evolve. In 2008, Ipsos-Reid conducted focus groups on behalf of Terasen Gas to explore customer needs and expectations. Following these focus groups, in early 2009, Angus Reid Strategies conducted a survey of Terasen Gas customers to understand customer expectations and preferences related to telephone and online services. Results of these studies are included in Appendix E and Appendix F. From these studies, Terasen Gas understands that its customers prefer to conduct business with companies depending on their own schedules and through their preferred communication channels. With today's continuing expansion of communication channels, customer preferences for interacting with service providers are shifting. While our customers' preferred method for interacting with the Company today continues to be reaching a live agent (first choice for 31%), this is followed closely by 24% of customers whose first preference is to interact with Terasen Gas via the Company's website.

Customers also expect Terasen Gas to offer a variety of service options through telephone and online communication channels, including self service transactional capabilities, to address account issues and information requests. Two thirds of all utility customer call centre transactions fall into the following categories: transfer service or turn service on/off, check account balances, and to make special arrangements to pay account balances[3]. For example, the Angus Reid Strategies study identified that over 85% of Terasen Gas customers expect to have the ability to start, stop or transfer their service using the Company's online channel. Currently these customer expectations are not met as Terasen Gas provides only limited online self-service transactional functionality as a result of the current CIS capabilities. Newer CIS applications have been developed to meet these types of customer expectations as part of their base functionality. Utilities that embrace the trend to offer customers self-directed transactional capabilities by integrating technology and self-service will be better positioned to build customer satisfaction and loyalty.

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[2] Terwilliger, C. & Lu, F. (2004). Getting utility customers to use online services. E–Source. EBiz-F-14.
[3] Gogel, F. & Boys, M. (2000). Internet customer care. E-Source. Utility Customer Care Series. UCC -2.

3.2   The Company's Evolving Business Environment

Terasen Gas' business environment has changed considerably since 2002 and continues to evolve. As a consequence the Company's customer care needs are also changing. British Columbia's 2007 Energy Plan and changes to the Utilities Commission Act in 2008 are leading to a more complex energy marketplace, including new customer programs and information needs.   The Project will best position Terasen Gas to participate in supporting the types of changes described in the Energy Plan and the amendments to the Act.

British Columbia's provincial government has committed to addressing issues of climate change and energy efficiency. Initiatives resulting from this commitment are changing Terasen Gas' operating environment, the Company's energy efficiency program offerings and creating new information needs for customers. Today's customer care operating model limits the ability for representatives to internalize regional issues and understanding when working with customers. Through an internal customer care organization, the representatives of Terasen Gas will have improved knowledge of our broader environment and the impact of events in our marketplace in order to better understand and relate to customer experiences. The Company will also have ownership of employee selection and training and will be able to more effectively develop the customer focused culture at Terasen Gas, including, for example, the creation of specialized representative groups as required to provide detailed energy efficiency knowledge or new product and service information to customers.

Newer customer information systems have more inherent functionality. They are designed using more current technologies that allow for much greater onsite configuration capabilities. The current technology will support more timely and cost effective changes, such as the addition of new products, programs or services and mandated revisions including new taxes or tax rate adjustments. Looking forward, the developers of these applications have also indicated that they are prepared to make a significant resource commitment to apply to the future development of these products so that they are better able to meet the needs of this evolving business environment.

Government policy has placed public utilities such as Terasen Gas in a position of having a direct role in addressing climate change. With the publication of the Energy Plan in 2007 and amendments to the Utilities Commission Act in 2008, the Provincial government is targeting the broader implementation of clean, alternative energy, the increasingly efficient use of traditional energy sources and a reduction in carbon emissions when sources that produce carbon emissions are used. Billing changes for customers such as the Innovative Clean Energy Levy in 2007 and the Carbon Tax in 2008 resulted from the policy direction. Government policy also contemplates that the use of advanced metering offers the potential for providing consumption information to consumers so that they are placed in a better position to conserve energy and make decisions concerning energy efficiency alternatives. Terasen Gas will also be providing integrated alternative energy solutions including biogas, solar, thermal, geoexchange and district energy systems. Through implementing the new CIS and creating an internal customer care delivery organization, the Customer Care Enhancement Project will position Terasen Gas to most effectively respond and adapt as additional initiatives are undertaken and customer needs evolve.

More and more, we are seeing a shift in customer preference for cleaner fuels and more efficient use of all energy forms. Customers are seeking to reduce their energy usage and

emissions through their actions as seen by the increasing penetration of new, more efficient appliances and the use of programmable thermostats[4]. A key emerging area of customer interest is energy conservation supported by more accurate and timely information related to energy consumption. Residential customers are interested in better understanding their home energy use and using that knowledge to manage their consumption and subsequent billing. This, combined with customer awareness related to their contribution to the carbon footprint, and specific initiatives particularly for government and institutional customers has resulted in demands for more timely, accurate information.

Terasen Gas has recently received an increasing number of requests for detailed consumption histories that can include multiple accounts and currently require extensive manual effort to provide to customers. The ability to capture and communicate more timely information is another key driver for Terasen Gas in assessing its new CIS and the customer care services model going forward. Customers are also expecting the Company to have the skills and knowledge to respond to customer queries related to the value and availability of high efficiency appliances and programs.

These changes in the business environment have had a direct effect on Terasen's customer care function, including:

- The need for a CIS platform that can efficiently incorporate new products and services such as enhanced energy efficiency and conservation programs;

- Representatives that understand regional issues and their implications when working with customers; and

- The need to provide customers with more information regarding their energy use and actions they can take to change their consumption.

The proposed CIS platform and modified outsourcing model will position Terasen Gas to address these needs. Terasen Gas will much more quickly and cost effectively be able to implement new energy conservation programs, communicate information and opportunities to customers, and measure and bill for alternate energy sources.

3.3   New Options for Strategic Outsourcing

In 2001 full meter to cash outsourcing began to gather momentum as a solution for utilities needing to minimize the risks associated with significant technical and operational changes or expansions and control of future operating costs. The comprehensive BPO (Business Process Outsourcing) model evolved in response to this need. Providers entering the marketplace did so through the acquisition of resources and systems provided by the outsouring utility clients.

Eight years later, current and renegotiated arrangements tend to be different. More recent arrangements have a much more targeted and strategic focus. This model is referred to as Strategic Outsourcing.   The UtiliPoint report in Appendix B includes the following table describing the foundation for achieving maximum flexibility.

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[4] 2008 Residential End Use Study. Prepared for Terasen Gas by Sampson Research Inc. April 2009.

In-House Control	Hosting/Managed Service Outsourcing	Business Process Outsourcing Phase 1
Customer Information System (CIS)	CIS Application and Server Infrastructure	Bill Print and Mail
Customer Service Business Processes, Business Rules and Protocols	Interactive Voice Response Infrastructure	Payment Remittance (all channels)
Center of Excellence Governance, Change Management, 3rd Party Relationship Management		Contact Center - Call Center
		Collections

UtiliPoint's specific recommendations for Terasen Gas are:

- Bring the CIS in-house or back under the immediate control of utility management;

- Re-allocate business process outsourcing responsibility to more than one vendor often in smaller, transactional focused contract; and

- Ensure shorter term, flexible contracts to suit dynamic business needs.

These recommendations are reflective of current best practices in outsourcing.

3.3.1   Evolution of Customer Care

Although Business Process Outsourcing continues in the utility industry, it has not experienced the rapid adoption that was forecast five or ten years ago. The broad Business Process Outsourcing model, while attractive in the early 2000s, is no longer a leading choice for utilities. For some organizations, outsourcing has provided a means of supporting business processes through an interim period while utility clients focus on their long-term strategies. As utilities are frequently refining their strategic direction in light of changes in the industry, in many cases the business processes are being returned to utility management and delivery. In cases where the decision is made to continue to outsource, only the more simple and measurable transactional processes are outsourced and overall control of complex business processes and key technology assets is being retained by the utility client. As the outsourcing market continues to evolve it is unclear whether these simpler transactional services will continue to be supported externally or whether companies will eventually transition these services back as they build internal capacity.

For Terasen Gas the arrangement that has been in place since 2002 has benefited both the Company and its customers. Solutions have been found to handle the changes required to date although accommodations were made in the case of the more complex changes that could not be handled by the current CIS. In particular, the technical solution for customer choice was largely built as a custom application. The current CIS did not have the functional depth to accommodate what was required to implement the customer choice programs offered to commercial and residential customers.

One of the most significant developments in the outsourcing market is a move away from including critical business systems and applications as part of Business Process Outsourcing. Key systems and applications are now migrating back to the utility owners for a variety of reasons. The primary reason for utility control of critical systems is the need to understand the capabilities and opportunities inherent in the technologies to meet the changing needs of the Company and its customers. Outsourced providers are contracted to provide a defined scope of services. They do not have the internal utility knowledge to evaluate opportunities on behalf of their utility clients, nor are they motivated to implement changes that do not result in increased revenues or cost savings that benefit them directly.

From the perspective of companies like Terasen Gas, the need to obtain maximum value from all supporting applications requires greater integration between systems. Terasen Gas has made significant investments in operational technology platforms which the Company and customers are unable to fully benefit from given the outsourced customer information system. It is difficult to leverage the customer information system in parallel with other technologies Terasen Gas has implemented and operates to enhance customer service quality. There are few means available to invest in upgrades, enhancements, and interfaces that assure the full value of these investments will flow back to the Company and its customers.

Companies who were "early adopters" in the fledgling outsourcing marketplace have taken a range of actions in 2007 and 2008 as these arrangements transition beyond their initial term. Some agreements are being redefined in terms of both scope and quality of service, with a strong focus on the transactions that are more easily handled and measured through a generic outsourcing model. More complex functions in general are being brought back into the utilities and the governance models to support outsourcing have a much stronger ownership and control component on the utility client side. In cases where a lack of consistency in service quality, and the inflexibility of the outsourced environment to handle changing business needs are issues, business processes and control over supporting technologies are being repatriated. Table 4 below provides a summary of recent renegotiations and outsourcing contract changes in the utility industry. Terasen Gas is not alone in the direction the Company is taking with the Project with respect to insourcing core elements of the customer care function.

Table 4
Outsourcing Renegotiations in the Utility Industry[5]

Year	Country	Event	Recent Changes
1995	USA	New Centuries Energy (now XCEL) outsources IT to IBM Global Services.	
2000	USA	XCEL renegotiates outsourced IT deal with IBM Global Services.	In 2007 XCEL has started to adopt a strategic sourcing plan bringing parts back in-house.
2002	Canada	Enbridge outsources business process to CustomerWorks LP who assigned responsibility for the provision of the services to Accenture in 2002.	Enbridge adopted a strategic sourcing plan in 2007 evaluating different parts of the business separately, including bringing the CIS control back in-house. The renegotiated contract extends only to the end of the initial 10 year term and is now a direct contract with Accenture who was providing the services through a contract assignment from CustomerWorks LP.
	Canada	Terasen Gas outsources business process to CustomerWorks LP who assigned responsibility for the provision of the services to Accenture in 2002.	In 2008 Terasen Gas is evaluating a strategic sourcing plan which will result in the majority of the customer facing functions moving in-house.
	Canada	Hydro One outsources business processes to Capgemeni / Vertex UK.	Hydro One is positioning to execute a strategic sourcing plan evaluating the different parts of their business separately.
2003	Canada	Enmax outsources business process to Accenture.	In 2008 Enmax began to bring all outsourced functions back in-house and plans to complete it in 2009.
	USA	Southern Co. Gas outsources business processes to Accenture.	Southern Co. Gas brought all outsourcer functions back in house in 2007.
2004	USA	Williams outsources business processes to IBM Global Services.	Williams brought the business outsourced to IBM / Vertex UK back in-house in 2007.
2005	USA	NiSource outsources business processes to IBM / Vertex UK.	NiSource is adopting a strategic sourcing plan in 2008, bringing selected functions back in-house.

In terms of current changes for utilities facing similar concerns, Enbridge, the other initial participant in the CustomerWorks LP arrangement has recontracted for services directly with Accenture rather than continuing in their relationship with CustomerWorks LP. The new arrangement covers the provision of customer care services only for the balance of the original

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[5] Outsourced Customer Service Models in the North American Utility Industry and Beyond, Utilipoint International Inc., 2008.

10 year term. As part of this change Enbridge is also replacing their legacy CIS and implementing SAP. Their CIS replacement project, expected to complete in September of this year, will result in full control of CIS moving back into the utility.

Enmax, which faced similar challenges, also moved to a SAP CIS solution earlier this year. Part of their strategy included the full repatriaton of outsourced customer care services. As with Enbridge, control over the CIS and ongoing sustainment are now managed from within the utility.

3.4   Project Alternatives

Over the past year, Terasen Gas undertook analysis of its current customer care delivery model, the status of the utility customer care outsourcing industry and the utility CIS marketplace. In reviewing its customer care approach, the Company evaluated three alternatives:

1. the status quo, i.e. maintaining the current scope of our outsourcing arrangement with CustomerWorks LP using the legacy Peace CIS platform;

2. comprehensive outsourcing to another outsource service provider with a new CIS platform; and

3. insourcing core elements of the customer care delivery and the current CIS application for current and future customer and Company requirements.

The Company's analysis of these options was grounded in its goal to provide the best "end-to-end" customer experience possible and deliver excellence in customer service while maintaining a focus on ensuring operations are cost-effective. Specifically, any alternative adopted by Terasen Gas would have to achieve the following goals:

- ensure service excellence throughout the duration of the customer relationship;

- provide customers with the service channels, service levels, and information that they require;

- provide increased benefits and better value to customers;

- be more responsive to change, both customer driven and in response to changing regulatory initiatives and business environment developments;

- ensure solutions will be cost-effective and sustainable for the long term;

- build a long term operating strategy focused on delivering cost-effective, quality customer service; and

- build an integrated solution that leverages the strengths of existing systems, minimizes modifications to those systems and minimizes system interfaces.

Each of the three options considered are discussed below.

3.4.1 Status Quo: Maintaining the Current Scope of Our Outsourcing Arrangement with CustomerWorks LP and the Peace CIS Platform

Terasen Gas believes that continuing to outsource the current scope of services is not sustainable using the legacy CIS.

The current CIS platform used to provide the majority of the customer care services to the Company's customers has not evolved in functionality at the same pace as its competitors. The initial Peace implementation for the Company took place eleven years ago, in 1998. Although the industry was moving to a more competitive, packaged CIS model in the late 1990s, at the time the CIS was implemented at Terasen Gas, Peace Software was the only application provider who had a viable packaged CIS solution on the market. Terasen Gas was one of the first North American adopters of the application. Over the years since this application was first implemented for Terasen Gas, the CIS marketplace has evolved considerably. The Peace CIS has moved increasingly into the retailer space in terms of client focus and functionality based on new client demands. The application design has not evolved to support the evolving needs of major utility customers in comparison to competing applications. The Peace CIS no longer meets the Company's current and expected business needs. The product has had two ownership changes in the last two years and the owner of the application has communicated its intent to follow a client-specific "build-to-fit" strategy rather than a packaged solution approach. While this approach may be suitable for other clients, it is too much like a custom built application approach as opposed to a true "packaged solution" with the attendant benefits of standardized product design, consistent versioning across its client base and greater support capabilities.

To achieve higher operational efficiency, a CIS must support integration of complex business processes that cross several enterprise applications, including Customer Relationship Management (CRM), Enterprise Resource Planning (ERP – Financial, HR, and Supply Chain processes) and Enterprise Asset Management (EAM). It is Terasen Gas' view that CIS integration can best be achieved by going beyond traditional integration models, such as the inclusion at the data model level, user exits, application programming interfaces (APIs) and enterprise application integration. The integration architecture must support composite applications by integrating business processes in a Service Oriented Architecture (SOA) that is capable of delivering functionality such as web services. This major IT architectural trend is in part a direct result of the realization of leading software vendors that the inflexibility, high total cost of ownership and upgradeability issues of the current legacy systems must be addressed. Over the last ten years Terasen Gas has made significant investments in technologies and has largely standardized to the SAP architecture and suite of products. Utilities that are actively pursuing business process improvement typically favour CIS platforms such as SAP and Oracle because they enable cross-functional business process improvement initiatives built on an enterprise service architecture.

The service provided under the Client Services Agreement has generally been acceptable. When service levels provided by CustomerWorks LP have not met the contractual requirements, CustomerWorks LP has been required under the contract to pay penalties. Recently, the number of penalties paid by CustomerWorks LP has been increasing. The payment of the penalties by CustomerWorks LP is no substitute for consistent customer service that meets our requirements. Having direct control over core elements of the customer service function provides the flexibility to make adjustments to customer care before service levels decline.

Increasing competitive pressures, an expanded energy efficiency portfolio and customer expectations mean the scope and quality of services need to change. Terasen Gas is also expecting the degree of change will continue to increase and it must be positioned to respond quickly and cost effectively. Our recent experience has demonstrated to us that we will require greater flexibility going forward to meet our current and expected operational requirements that the current outsourcing agreement is able to provide. The Company is of the view that customers will be better served if core customer care services are delivered by Terasen Gas using resources it directly controls.

3.4.2 Comprehensive Outsourcing to Another Provider with New CIS

In 2001 Terasen Gas faced significant challenges both in terms of systems and service delivery capabilities. At that time approximately two-thirds of all customer care service support was outsourced to BC Hydro as a transitional provision of the Lower Mainland gas division purchase in 1988. The Company was in the process of replacing the legacy CIS in use for the Interior customer base with the Peace CIS. At the same time we were required to repatriate the Lower Mainland customer base in response to notice from BC Hydro of their intent to pursue their own CIS direction based on an "electric only" solution. In addition to the uncertainties over cost and the challenges of the successful adoption of the new CIS platform, Terasen Gas faced the challenge of tripling its operating capacity and redefining its business processes to support a much greater customer base. Business Process Outsourcing as an option for utilities was just starting to develop. The twelve years of successful outsourcing under the BC Hydro transitional agreement gave Terasen Gas confidence that outsourcing could be successful. CustomerWorks LP, through the Enbridge participation, had existing capacity to accommodate the operational needs of Terasen Gas without the need to build or develop capabilities in house at that time.

The outsourcing marketplace has matured and the availability of outsourced providers has increased. The structure of these new agreements have changed to the degree that Terasen Gas believes it is appropriate to move away from comprehensive outsourcing to a Strategic Sourcing model that promotes greater flexibility. As articulated in the UtiliPoint report:

> *"UtiliPoint's overarching recommendation that the "right model" for outsourcing customer service at Terasen is a hybrid-approach capturing the best features of ITO, Hosting, Managed Services and BPO that corresponds to market realities particularly in terms of supplier maturity, capability, and reliability.*

Over the last seven years the Client Services Agreement has generally achieved an acceptable level of service and performance in a cost effective manner. When modifications were required to the CIS, they have been implemented. The CIS employed by CustomerWorks LP does represent a notable obstacle to the necessary evolution of the customer care function. Going forward, however, Terasen Gas believes that the comprehensive outsourcing model must also change regardless of the CIS platform employed.

3.4.3 Insourcing of Core Customer Care Functions

The Company's assessment concludes that the solution that best achieves service excellence and allows the Company to adapt to the evolving business environment and changing customer needs is ownership of the core assets needed to provide the customer care services and direct

control of the delivery of customer care. Key in this regard is the CIS platform and the call centre technologies required to support direct management of the critical customer facing business processes. The Company is currently unable to deliver the benefits that increased integration with other Company systems and processes will offer. Given the critical role the CIS plays as an enabling platform for the provision of customer services, it is difficult to enhance these services without changing the asset ownership arrangement that is currently in place. It is not beneficial to invest in integration initiatives related to core utility systems because of the short term planning horizon of the outsourcer. Outsourcers do not have the same incentive as business owners to invest in the critical assets needed to maintain service excellence. Terasen Gas believes that insourcing the core service elements will best ensure that the full value of these technology investments flow back to the Company and its customers. Terasen Gas concludes that now is the time to take direct control and ownership of a new CIS. It is also the best time to bring core customer care services back in house.

3.4.4 Future Customer Care Requirements

As indicated earlier, customer preferences and expectations for interacting with the Company are subject to continual change. In general, customers expect to receive timely, accurate monthly bills and to be able to resolve any issue with their service without delay. Customers today are also expecting their utility to provide expert advice related to energy conservation and understand regional and economic conditions impacting them.

Over the past five years Terasen Gas has experienced significant changes in the billing area. These include the billing and tracking requirements related to both the commercial and residential Customer Choice programs. Additionally, Terasen Gas has implemented two new consumer taxes, the provincial Innovative Clean Energy Levy in 2007 and the new provincial Carbon Tax in 2008. The applicability and design of both of these taxes was challenging to implement. The complexity was further challenged by the current CIS and the core system skill set of the current outsourced service provider.

Further changes to our business requirements are expected over the next few years. In particular, Terasen Gas anticipates designing and developing new programs specifically targeting energy efficiency and conservation. This will require not only enhanced billing and tracking capabilities but also a highly knowledgeable workforce to support customer inquiries. In response to customer demand for enhanced billing and payment options Terasen Gas also requires technology changes to support these demands in a timely and cost effective manner. Terasen Gas is also expecting the evolution and expansion of Customer Choice to currently non-qualifying service areas which will result in additional changes to the CIS.

Today, Terasen Gas handles approximately 1.3 million inbound calls a year at call centres in New Brunswick, Ontario and Oregon. These volumes have been relatively stable over the past three years although there has been a shift in terms of communication channels. More customers are using the web as their preferred method of communicating with the Company rather than the more traditional phone channel.

An additional challenge Terasen Gas anticipates in the future will be the restructuring of meter reading services to support a stand alone natural gas option. BC Hydro is moving toward a fully functional smart metering solution, expected to be complete by the end of 2012, which at this point does not accommodate support for a parallel gas read through the same infrastructure.

Terasen Gas intends to continue to outsource manual meter reading to continue to take advantage of the cost benefits associated with a joint gas / electric read for as long as that option is available. However, Terasen Gas would expect to bring forward a technology project in the near term once BC Hydro has confirmed its plans to move forward with their smart metering initiative. Meter reading has always been outsourced for the majority of Terasen Gas' service area as a residual benefit to customers following the 1988 sale by BC Hydro of the Lower Mainland gas division. As a result, Terasen Gas has never developed adequate in house technologies to perform this function. The legislative requirement for BC Hydro to move to smart metering will leave Terasen Gas customers at risk for a significant increase in manual meter reading costs in the future. Terasen Gas intends to begin looking at technology solutions to mitigate this risk.

The 2007 Energy Plan sets out a strategy for making the province energy self-sufficient and reducing carbon emissions. The Plan cites conservation, energy efficiency, and clean energy as key elements to help realize these objectives. It also contemplates that the use of advanced metering offers the potential for providing consumption information to consumers so that they are placed in a better position to conserve energy and make decisions concerning energy efficiency alternatives. Terasen Gas is working to further develop and expand its role in supporting the Energy Plan and its responsibility for designing and developing programs to help its customers. Terasen Gas will be offering integrated energy solutions to its customers including biogas, solar, thermal, geoexchange, and industry energy systems. In order to be successful in the future and to support our customers in being successful Terasen Gas must be able to implement both operational and technological change.

4. Stakeholder Consultation

The Company met with a number of stakeholders to advise them of the Project in advance of filing this Application. In addition, the Company reviewed the Project at the Terasen Gas Customer Advisory Council meeting on May 27, 2009. Stakeholders in attendance were:

Access Gas	Direct Energy
Active Renewable	Elk Valley Coal
Alta Gas	EMPR
BC Apartment Owners & Managers	Energy Savings
BC Greenhouse Growers' Association	Fraser Health
BC Hydro PowerSmart	Lehigh Northwest Cement
BC Parks Board	Miles Industries
BC Public Interest Advocacy Centre	Montecito Towers
BCIT	Owen Bird Law Corp
BCUC	Powerex
BP Canada	Retirement Concepts
Cadillac Fairview	RT O'Callaghan & Associates
Canadian Utility Construction	Target Products
Capilano University	University SFU Community Trust
City of Vancouver	Vancouver Parks Board
Commercial Energy Consumers	Westport Innovations
Crosby Property Management	Willis Energy

TGI did not conduct any specific consultation with First Nations for this Project. The Project has no potential to adversely impact the physical, biological or social environment so as to trigger a duty to consult. The only potential physical impact would be in the potential construction of facilities, if required. The expectation is that this would occur in previously developed areas on previously disturbed, privately held land.

5. Project Cost

This section of the Application describes the Project implementation cost and impact on customers' rates. The Project expenditures will permit the Company to establish an internal customer care delivery organization and directly control and maintain the Company's own customer information system assets. Once the Project is implemented, it will enable greater flexibility in preparing for and responding to change and managing future costs. As such, we believe that it is in the best interests of customers and the Company to implement the Project to obtain the benefits outlined in this Application.

5.1 Project Implementation Costs

The total Project implementation costs are estimated to be $155 million including AFUDC. There is a capital and O&M component to the Project that is included in this total as follows:

- the total capital cost is estimated to be $136 million;

- the total incremental O&M cost that is estimated to be incurred prior to the go-live of the Project on January 1, 2012 is expected to be $14 million; and

- total AFUDC is estimated to be $5 million.

The estimated cost to implement the new CIS platform is known with relative certainty.

The Company plans to file an Evidentiary Update in August that will include an updated cost estimate to implement the insourcing of customer care services. The estimated cost of the technology required to operate the new call centres is included in the implementation costs. However, the evaluation of a number of alternatives needs to be completed before the final costs to establish the call centres will be known with certainty.

As indicated earlier, this Project involves the implementation of a new Company-owned and operated CIS platform and the insourcing of customer care services. The insourcing of customer care services requires the establishment of two company owned and operated call centres that will be used for customer contact management and for back office billing. The following table provides a breakout of the implementation costs by these two components, as well as the year in which the expenditures are expected to occur.

Table 5

Preliminary Project Implementation Costs

Cost Component		$000s	Project Implementation			
		Total	2009	2010	2011	2012
1.	**Capital**					
2.	**- CIS Implementation**	68,400	7,000	22,000	33,200	6,200
3.	**- Services Insourcing**	67,900	1,400	33,800	31,700	1,000
4.	**Total Capital**	136,300	8,400	55,800	64,900	7,200
5.	**O&M**					
6.	**- Services Insourcing**	14,000		200	13,800	
7.	**Total O&M**	14,000		200	13,800	
8.	**AFUDC**	4,900		2,000	2,900	
9.	**Total Project Costs**	155,200	8,400	58,000	81,600	7,200

5.2 O&M Costs

The completion of the CIS implementation is planned to permit a go-live on January 1, 2012. All resources and staff needed to provide customer care services internally by Terasen Gas, including technical, facilities, and Human Resources support will be acquired as the Project is implemented, primarily in 2010 and 2011. During this period business processes will be established internally so that customer care services can be delivered starting with the CIS go-live. Operating costs will start to be incurred at that time. For 2012 the estimated total O&M costs that the new Customer Care function is expected to incur is $47 million, combined for all of the Terasen Gas companies. This amount represents a cost of $49 per customer, again combined for all of the Terasen Gas companies. These costs are expected to increase primarily at the rate of inflation after 2012.

5.3 Cost of Service and Rate Impact Analysis

On a cost of service basis, which considers the cost to implement the Project and the O&M costs that are expected to be incurred to support the new Customer Care function, the annual cost per customer is estimated to be $71.50 per customer in 2012.

Levelizing these costs over a 20 year period starting in 2012 results in an annual cost of $73 per customer for the new insourced Customer Care function.

From a rate impact perspective, the burner tip increase for a typical residential customer on the mainland of British Columbia would be approximately 0.64% in 2012 as a result of the implementation of the Project.

5.4   Cost Allocation by Utility

All costs to implement the Project will be incurred by TGI. Terasen Gas proposes reasonable allocation of the Project costs among TGI, TGVI and TGW. The Company believes that an allocation based on the number of customers served by each utility is reasonable because of the service provided from a common delivery platform.

5.5   Next Steps to Confirm Cost Estimates

Terasen Gas proposes to file an Evidentiary Update in August of this year with a revised Project cost estimate once a number of costs are finalized. As indicted earlier and in Section 2, the Company is in the process of finalizing the technology alternatives required for use by the new call centres, as well as their location. The current Project implementation cost estimate includes amounts based on information known at this time but they are not yet as certain as those required to complete the CIS implementation.

6. Conclusions

As was the case for BC Gas in 2001, Terasen Gas has reached a decision point in respect of its customer care function and CIS platform. However, the Company is in a different position today than it was in 2001 in four key respects:

a) The energy marketplace as well as customer expectations of service providers have changed. It is evident that much more change is coming in how consumers view energy, how they use it and in the forms of energy provided. These changes will affect our customer care requirements.

b) The outsourcing industry has evolved to provide new opportunities for different customer care models.

c) The technology platforms available on the market have improved significantly. Terasen Gas has developed an extensive SAP infrastructure over the past ten years, into which the proposed SAP CIS platform will be integrated.

d) Our corporate capacity to build projects, manage operations and integrate sophisticated systems has expanded significantly over the past seven years, as evidenced by the success of our operating model and financial results delivered to the benefit of our customers and shareholder.

These changes have created new challenges for the existing arrangement and its legacy CIS, and have given rise to new opportunities to consider different customer care models. This Project is critical to the future of our business. We are well positioned to implement it. Terasen Gas believes that this Project is necessary and in the public interest and that a CPCN should be granted as sought. A Commission decision by November 30, 2009, as contemplated by the proposed regulatory timetable, is necessary to meet the implementation schedule and effective date of January 1, 2012, for this Project.
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Appendix A
GLOSSARY

Appendix A – Glossary of Terms

AFUDC – acronym for *Allowance for Funds Used During Construction*, which allows for the cost of borrowing funds until a project is placed into service to be included in rates; the requirement for AFUDC forms a separate line item of the overall project cost.

BC Gas Inc. – predecessor name of Terasen Gas Inc. that was in use until 2003.

BCUC - acronym for the *British Columbia Utilities Commission*; the BCUC is the provincial body regulating utilities in British Columbia.

Business Process Outsourcing (BPO) - the contracting of a specific business task, including all responsibility for the management of the business processes and underlying information technology systems and applications required for the completion of an activity, such as call handling, to a third-party service provider.

Capital Cost – expenditures to acquire or improve assets with a service life of greater than one year.

CIAC – acronym for *Contributions in Aid of Construction*.

Client Services Agreement (CSA) – the contract between Terasen Gas and CustomerWorks LP that governs the delivery of customer care services by CustomerWorks to Terasen Gas.

Commission – alternate acronym for the *British Columbia Utilities Commission (BCUC)*.

CPCN – acronym for *Certificate of Public Convenience and Necessity*; a certificate is obtained from the BCUC under Section 45 of the Utilities Commission Act for the construction and, or operation of a public utility plant or system, or an extension of either, that is required for public convenience and necessity.

CPI – acronym for *Consumer Price Index*.

CIS - acronym for C*ustomer Information System*.

Deferred Costs – operating and maintenance costs that are incurred but that will be expensed in the future.

Implementation Costs – all costs incurred to implement the Customer Care Enhancement Project; some costs are treated as capital costs and others as operating and maintenance costs.

Insource - a business practice in which work that would otherwise have been contracted out is performed by internal Terasen staff.

Appendix B
UTILIPOINT

**Outsourced Customer Service Models in the
North American Utility Industry and Beyond**

Prepared for Terasen

By UtiliPoint International, Inc.

Confidentiality

This document contains information that is proprietary and confidential to UtiliPoint International, Inc. This information is provided for the sole purpose of permitting the recipient and the Company to evaluate the contents. In consideration of receipt of this document, the recipient agrees to treat this information as confidential and to not use this information for any purpose other than its intent nor reproduce or otherwise disclose this information to any 3rd Parties not sharing the same intent as the original recipient without the prior written consent of UtiliPoint International, Inc.

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July 2, 2008

UtiliPoint International, Inc. is pleased to provide the following Report deliverable detailing our survey and review of excellent customer service models in the North American utility industry and beyond.

As a differentiator, UtiliPoint has integrated our unmatched expertise and experience with our superior primary research capability. We believe that this UtiliPoint Report is a credible base from which Terasen can build an achievable vision for an efficient and successful customer service platform that will deliver value and return operational efficiencies now and for the foreseeable future.

This Report contains description of existing customer care models, analysis of what works well in today's utility outsourcing environment, and goal-oriented recommendations about Terasen's future customer service model. UtiliPoint believes that this Report provides the essential information that Terasen will need to develop its own model employing the examples and recommendations herein.

UtiliPoint appreciates the opportunity to be of ongoing service and assistance to Terasen Gas.

Sincerely,

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ANNOTATED CONTENTS

I.   ENGAGEMENT BACKGROUND

This Report section provides a summary of UtiliPoint's engagement with Terasen Gas, specifically a description of the scope of work and tasks corresponding to the UtiliPoint contract Phase 1 deliverables defining the scope and purpose of this Report.

II.   EXECUTIVE SUMMARY

This Report section provides a brief description of the process of outsourcing and the "outsourcing decision" at utilities. Key points are that Terasen is not unique as a utility that outsources customer service and that while many 'models' for outsourcing customer service exist and there is no "one right and true" model. However, a thoughtful analysis based process of learning from the market and interaction with experts in creating an outsourcing strategy - the process now being followed by Terasen – most often leads to prudent and desirable business outcomes.

III.   UTILITY CUSTOMER SERVICE OUTSOURCING

This Report section provides:

a) A lexicon and definition-oriented description of the landscape of utility outsourcing ranging from ITO to full BPO with a description of structures and models commonplace in the market both as standalone options and multi-source opportunities.

b) An overview of industry understanding and lessons learned about outsourcing drawn from primary research and interviews of the industry's most thoughtful utility executives.

c) Profiles of leading North American utilities and companies that have outsourced or considered outsourcing. Profiles illustrate key successes and critical lessons learned.

IV.   RECOMMENDED APPROACH TO OUTSOURCING

UtiliPoint's overarching recommendation that the "right model" for outsourcing customer service at Terasen is a hybrid-approach capturing the best features of ITO, Hosting, Managed Services and BPO that corresponds to market realities particularly in terms of supplier maturity, capability, and reliability**.**

V.   UTILIPOINT CONCLUSIONS AND RECOMMENDATIONS

UtiliPoint's specific recommendations segmented into topical areas for vision, strategies, and some key tactics for achieving a well integrated, hybridized outsourcing solution for customer care and billing.

VI.   UTILIPOINT INTERNATIONAL QUALIFICATIONS

UtiliPoint's brief description of our qualifications that enable us to produce this Report and deliverable.

VII.   DELIVERABLE SUBMISSION LETTER

UtiliPoint's agreement with Terasen that the Report, as a research and decision support vehicle has met with expectations and is approved.

VIII.   GLOSSARY OF KEY TERMS

A practical and industry based glossary of key terms and definitions used in this UtiliPoint Report and generally by UtiliPoint subject matter experts.

I.   ENGAGEMENT BACKGROUND

Terasen Gas is revisiting its customer care and meter-to-cash solution and has assembled a working group to model and evaluate a change in service regime to take place by the end of 2011.

A key question is: *What kind of business operating model and technology platform strategy would be best to support the company's strategy and preferred operations approach?* Another critical component would be to answer the question: *How will the company's answer be positioned with the regulator and how might an appropriate understanding of operations and costs be described?*

Terasen Gas has retained UtiliPoint International for the purpose of providing expertise, insight, and actionable knowledge to the company on the broad subjects of utility customer care, customer service business processes, and outsourcing.

UtiliPoint International, as an expert consultant, became a part of Terasen's research, analysis, and decision road-mapping process by providing:

> 1) Independent, fact-based, and experience-informed insight and advice and
> 2) Research services that assist in the evaluation of customer service business options and validation of the veracity of potential solutions

Project Goals and Objectives

The primary goal behind UtiliPoint's research and consultative assistance in this deliverable is to provide Terasen with support for decision making around meter-to-cash business models processes in a manner consistent with company business, operations performance, and economic objectives.

The overall objective of this research was to develop an understanding of what other firms, both inside and possibly outside of the utility industry, have adopted in regards to their Customer Care model and practices. At the outset Terasen shared some thoughts with UtiliPoint as to the model it would like to pursue and through advisory and this deliverable has gained UtiliPoint's developing a comparison and understanding of Customer Care models being utilized across industries, their key features/attributes, the reasons/rationale behind the models/practices and what works and what does not work.

Project Accomplishments

Through direct, primary research and leverage of our in-house expertise, UtiliPoint has:

1.   Developed an outline and comparison of customer care models being utilized in industry, with the focus on the utility industry. Key features / attributes along with reasons/rationale behind the models/practices. Discussion of what has worked and what needs improvement has also been provided.
2.   Determined if Terasen Gas' proposed Customer Care model is being used elsewhere in the industry, and finding that to an extent it has, provided some detailed background information on the situation and circumstances.
3.   Understood the reasons and drivers behind the decision of some firms (those firms that outsource) are electing to bring back in-house some of the functions they previously outsourced.
4.   Discovered what changes utilities currently in outsourcing arrangements are looking for in their revised agreements.

This detailed written Report providing relevant exhibits, tables, and graphics is the deliverable and evidence of our effort on this project.

II.   EXECUTIVE SUMMARY

Charting the course to the "right" customer service model is principally a journey of identifying the balance between ownership, management, development of people, processes and technology. The best business strategy for the utility customer service is one where the customer service group business strategy:

- **Supports the Ownership of technologies that underpin business success**
- **Enables the development of high quality business processes from those technologies according to business needs to deliver superlative customer service**
- **Facilitates the management of outside vendors with strong management contracts that improve over time and change in flexible fashion along with the needs of the utility business**
- **Acts as a complement the business model of the enterprise**

For most North American utilities this "best use" business strategy for customer service has meant that utility organizations create strategies for developing outsourcing partnerships with proven, and maturing but not yet world class utility focused utility business process outsourcing providers.

For the purposes of this discussion and Report, BPO is defined as follows:

Business process outsourcing, or BPO, is the act of transferring responsibility for a significant part of a business process and its results to a third-party service provider. Typically, BPO also includes transfer of responsibility for all underlying Information Technology systems and applications related to the business process. BPO is not new. Many utilities, for example, have used third parties to manage facilities or perform certain back-office finance and accounting or human resources processes, such as credit and collection or benefits administration.

Utilities also have long outsourced components of their information technology (IT) operations. What is changing today is the scale and scope of BPO as well as the potential benefits utilities' hope to get from its expanded use. While not alone in their increased appetite for BPO, utilities employ some business functions and processes that are relatively unique to their industry and operate under a more stringent regulatory and financial environment – conditions that complicate BPO efforts. As a result, the attributes of BPO in the utility space – and the best practices for BPO success – are unique and vary by utility type, geography, regulatory jurisdiction and operating model.

Though outsourcing has been the most common and preferred "best use" strategy, across the industry outsourcing strategies have been mostly unique to each organization and outsourcing relationships have been as variegated as the utilities seeking contract for services. Similarly, UtiliPoint's research shows that there is no single right way to outsource, provided that outsourcing strategies are aligned to corporate strategies and measurable and focused business objectives.

Again, while there is no single "right" model for outsourcing customer service, there is a utility industry specific best practice in creating an outsourcing strategy and a foundation for supporting outsourced services. The figure below depicts the activities, processes and decisions entailed in a successful utility customer service outsourcing strategy.
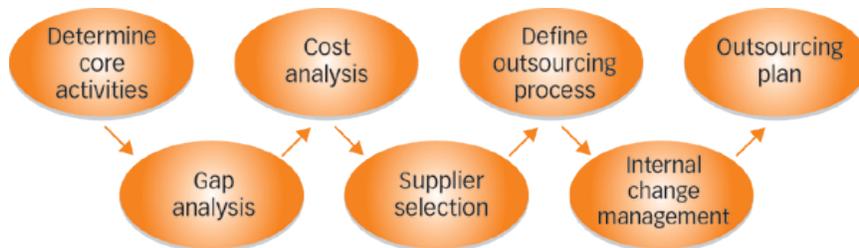
In UtiliPoint's experience this strategy formulation model works best when the model also presents a set of criteria that enables the company to determine the appropriate use of internal external capital and resources in a way that can be easily understood and endorsed by the utility regulator.

In addition to staying on the above strategy path a successful utility outsourcing strategy will clearly and succinctly provide answer the following questions:

- Why outsource?
- What needs to be kept in-house? Why?
- What is going to be outsourced?
- How much and when?
- What type of suppliers and how many?
- What type of supplier relationships should be constructed and how might they be terminated and/or renewed?
- What are the key metrics for determining success?
- What is the change management process (cost vs. flexibility vs. speed)?
-

A utility's business objectives and a company's commercial risk profile should drive the structure an outsourcing solution and minimize business risks. The culture of a utility, the structure of a contract, the governance structure within the organization and the capability of human resources also affect the shape of optimum utility outsourcing strategy and should set limits on a utility's approach to outsourcing. The remainder of this Report describes how some successful businesses have developed and defined their outsourcing strategy and enabled customer service success.

III. UTILITY METER-TO-CASH OUTSOURCING

Outsourcing is Not a Fad
Outsourcing is not a business fad or a temporary phenomenon. Across industries the global outsourcing market size estimates range from $130B to $220B encompassing both point and comprehensive solutions across various business functions and processes including but not limited to: finance and accounting; human resources, procurement and supply chain, general financial and administrative processes (e.g., loans processing, claims processing, tax support), marketing support; product development; legal, real estate and facilities management; and customer service.

Human resources and procurement predominate for comprehensive general and administrative solutions, but in the North American utility industry outsourcing of customer services is equally common. In fact, in 2007 eleven out of the top twenty US utilities (ranked by number of customers) had initiated new projects to assess business process outsourcing or information technology outsourcing and nine had actually launched new BPO or ITO sourcing initiatives. According to UtiliPoint research, in the North American Gas utility market approximately 35% of utilities had outsourced at least one business process or information technology function and an additional 22% planned to outsource additional functions.

In the past several years, due to changes in the outsourcing landscape in the first "wave" of utility business process and information technology outsourcing, many utilities are seeking to restructure, renew, and re-align their outsourcing contracts. Much of this renewal and re-alignment is aimed at outsourcing more discrete, self-contained, transaction oriented processes and information technology functions rather than holistic, multi-function business process or business units. Overall this approach reduces utility cost and risk and increases utility and customer satisfaction with outsourcing. The trend toward restructuring of outsourcing is grounded in the fact that outsourcing provides four central business benefits:

- Cost flexibility, and the opportunity to improve operations without large capital investment
- The ability to dedicate and or redirect focus to more strategic activities such as infrastructure security, customer service and environmental stewardship
- Generally improved efficiency with access to best practices and capabilities
- Reduction in gross business, capital, and operational risk

The figure below provides a review in brief of selected utility outsourcing agreements.

Progression of Outsourcing in the Utility Industry

UTILIPOINT International Inc.

1995 — New Centuries Energy (now XCEL) outsources IT to IBM Global Services

1997 — KN Energy (now Kinder Morgan) outsources business processes to en•able (later becomes Orcom)

1999 — Entergy outsources IT to SAIC
Entergy outsources their CIS IT to EDS

2000 — XCEL re-negotiates outsourced IT deal with IBM Global Services
PPL outsources IT to EDS
— Ontario Power Generation outsources IT to Capgemini

2001 — Alliance Data acquires UtiliPro and ConneXt
Alliance Data acquires Enlogix and renews outsourced customer care with Georgia Natural Gas
PSEG outsources IT and Enterprise Applications to EDS

2002 — Direct Energy outsources CIS IT to EDS for Texas customers outside CPL and WTU territory
— Enbridge outsources business processes to Accenture
— Terasen outsources business processes to Accenture
— Hydro-One outsources business processes to Capgemini / Vertex U.K.

2003 — Orlando Utilities Commission outsources customer care to Alliance Data. Alliance acquires Orcom (which wins customer care outsourcing for the Metropolitan Sewer District of St. Louis) and Centrica - Texas
Maine Public Service outsources utility enterprise management solutions to Delinea
Southern Co. GAS outsources businesses processes to Accenture
Entergy renews IT outsourcing with SAIC
— BC Hydro outsources business processes to Accenture
— Enmax outsources business processes to Accenture

2004 — TXU outsources business processes to an L.P with Capgemini
Washington Gas Energy Services outsources billing application services to Open-C solutions
Williams outsources business processes to IBM
Entergy Solutions outsources billing, creditand customer care services to Alliance Data
Cinergy outsources IT to CSC
— Direct Energy outsources customer care and billing in Alberta to ATCO Itek

2005 — NiSource outsources business processes to IBM/Vertex
City of Charlotte selects KUBRA for a Comprehensive Business Process Outsourcing (BPO) Solution
FirstChoice Power outsources meter-to-cash to Alliance Data
Alleghany Power - IT and F&A outsourced to EDS

2006 — WPS outsources meter-to-cash to Alliance Data
Kinder Morgan Retail outsources meter-to-cash to Accenture
Pinellas County outsources CIS hosting to Alliance Data
AGL Resources – Outsourced call centers, collection and engineering to Wipro (in 2006), also previously outsourced Apps
TXU ED - Contracted with InfrastruX Energy Services a JV between TXU and Infrustrux Group) for T&D design, construction and management services

2007 — Alliance Data renews Truckee Meadows Water Authority
Accenture signs Washington Gas for outsourcing of business processes

In recent years, many of these deals have come under renegotiations and in many cases, repatriations (or the bringing of functions back in-house). The figure on the next page demonstrates those deals.

UTILI*POINT*® International Inc. — Outsourcing Renegotiations in the Utility Industry

Year		Event	Update
1995	🇺🇸	New Centuries Energy (now XCEL) outsources IT to IBM Global Services	
2000	🇺🇸	XCEL re-negotiates outsourced IT deal with IBM Global Services	In 2007 XCEL has started to adopt a strategic sourcing plan bringing parts back in-house.
2002	🇨🇦	Enbridge outsources business processes to Accenture	Enbridge has adopted a stragetic sourcing plan in 2007, evaluating different parts of the business separately, including bringing CIS back in-house.
	🇨🇦	Terasen outsources business processes to Accenture	In 2008, Terasen is entertaining a strategic sourcing plan to entertain in-house vs. outsourced parts of the business.
	🇨🇦	Hydro One outsources business processes to Capgemini / Vertex U.K.	Hydro One is positioning to execute a strategic sourcing plan evaluating the different parts of their business separately.
2003	🇨🇦	Enmax outsources business processes to Accenture	In 2008 Enmax has begun to bring all outsourced functions back in-house and plans to complete it in 2009.
	🇺🇸	Southern Co. GAS ourtsources business processes to Accenture	Southern Co. GAS has brought all outsourcer functions back in-house in 2007 and 2008.
2004	🇺🇸	Williams outsources business processes to IBM	Williams has brought the business outsourced to IBM back in-house in 2007.
2005	🇺🇸	NiSource outsources business processes to IBM/Vertex	NiSource is adopting a strategic sourcing plan in 2008, bringing selected functions back in-house.

The Typical CIS/Customer Care Outsourcing Model

In today's utility marketplace it is important to understand several key terms when referring to outsourcing. Today, many CIS outsourcing services providers identify themselves simply as "Outsourcers" or often as "Application Service Providers" (ASP's) for CIS or a variation thereof.

The following figure presents the model components of CIS outsourcing followed by a typical progression of instantiation.
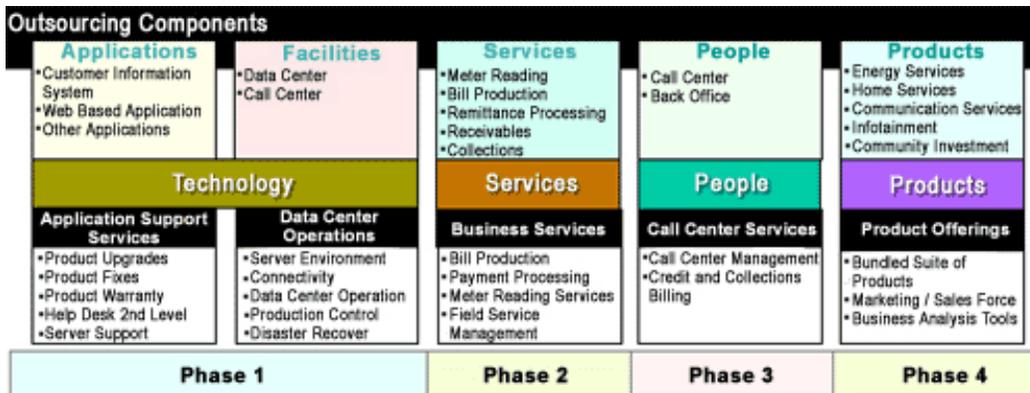
In the utility market, the CIS outsourcer typically provides the transition services necessary to migrate the customer to the outsourced environment where operation, support and maintenance services are provided for a defined contract period. The solution may include: the CIS application, hardware, system software, database software, data center facilities, connectivity to a point on the customers network, business services including payment processing, metering, and bill production, call center services, and a franchise of product and service offerings.

Historically, the outsourcing solution vendor has viewed the evolution of offerings as being implemented in a phased approach. Phase one has typically been focused on the technology aspect of the solution by successfully implementing the application and operating it within the data center. Phase two often focuses on the turnover of business services and business processes associated with metering, cashiering, billing, etc. Next, phase three focuses on transitioning the call center or forming a joint call center. The fourth phase generally finds the utility outsourcer becoming a franchiser offering various products and services as part of a national or regional brand.

Since the mid-1990's when the emphasis was been on providing newly deregulated retailers and marketers with a complete front-office and back-office solution capable of supporting the company, outsourcing has evolved. Today, there are many variations of outsourcing offered in the market. The following diagram defines variations of outsourcing models at the highest level.
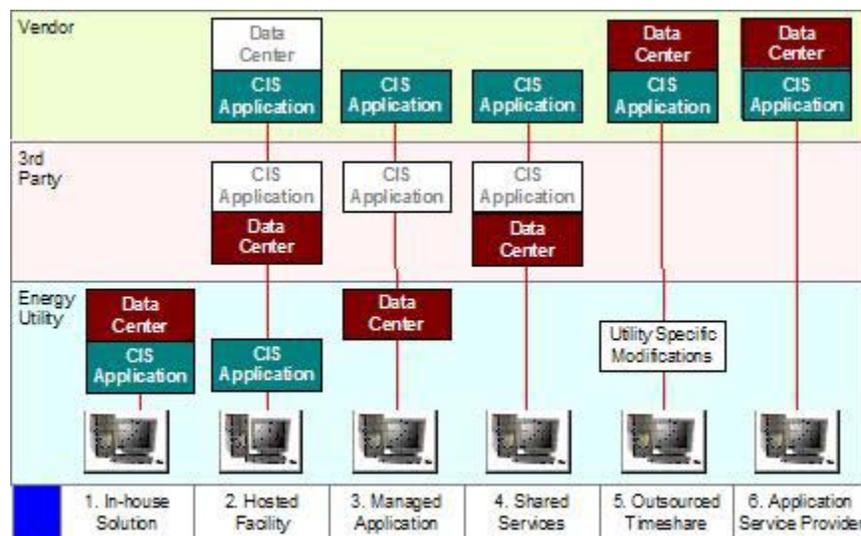
1. In-house Solution. This alternative is provided as a baseline for comparison to the various outsourcing options. It represents an in-house custom or product solution which the utility is operating and managing internally without the help of a third party or vendor. Historically, this has been the most popular operational model.

2. Hosted Facility. A third party or application vendor assumes responsibility for the management and operation of a remote or local data center. The application continues to be supported by product vendors or in-house personnel. This model once popular in the late 1970's to mid-1980's, has realized a recent resurgence making it the 2nd most selected CIS outsourcing approach.

3. Managed Application. The product vendor or a 3rd party assumes full responsibility for application maintenance & support, product releases, help desk, training, and consulting services. This model is the most popular as the utility retains physical control of the solution and its data.

4. Shared Services. Responsibility for application management and data center management is assigned to a 3rd party which may be: a third party vendor, an investor owned utility, a public owned utility, or other outside entities as identified. If the entity is an organization created by the utility to provide service to multiple subsidiaries it is known as a Shared Services environment. If an entity is external to the organization and is attempting to operate the solution for multiple energy utilities it is a co-sourced solution. The success of the co-sourced solution is spotty as it requires a significant investment in time to obtain agreement by multiple utilities on a CIS solution.

5. Outsourced Timeshare. The product is tailored to the specific needs of the utility and subsequently supported and operated from the outsourcer's facility. Service is provided through the Internet, VPN, or other provider connectivity. Typically, the utility does not own a product license; it is simply renting the application.

6. Application Service Provider. The base product is accepted with customization only allowed through product setup and definition tables. In theory the customer is renting time on the application with access

through the Internet with a very thin client required. For complex CIS solutions this model remains an elusive one. In reality vendors offer an Outsourced model and have named it an ASP solution.

The following figure presents a hosted facility solution consisting of three entities: the hosting provider, the solution integrator, and the software vendor. UtiliPoint believes that this model of outsourcing may be a strong option for Terasen customer service consideration. Variations of this model with the utility taking on the role of Solution Integrator may be appropriate depending on Terasen's economic and business objectives and constraints.
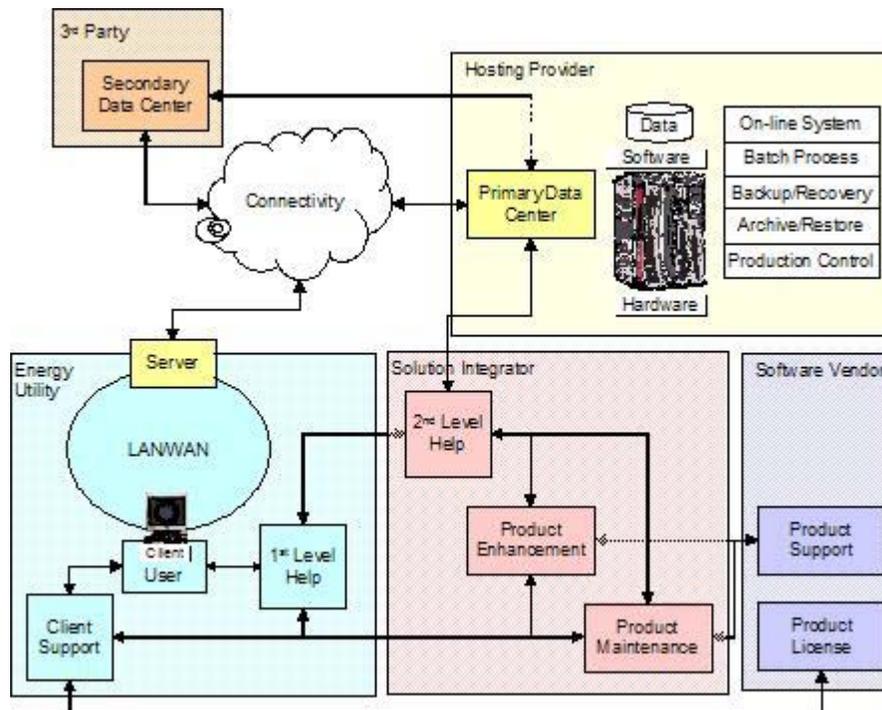
The key dimensions and virtues of this approach to outsourcing are structurally sound and straightforward. Typically in this model:

- The solution integrator will contract with a hosting provider to provide the facility and data center operation.
- The solution integrator will provide installation services and will function as the application support group for the CIS product solution.
- The utility will contract directly with the CIS vendor for the license. However, the utility will not contact the CIS vendor directly for product support. Instead the utility will contact the solution integrator who in turn may contact the CIS vendor to assist in resolving the problem.
- The hosting provider through the solution integrator will assume responsibility for all hardware, system software, database and other 3rd party providers required to provide the utility with this solution to a point of connectivity on the utility's network.

A variation of the above model is the vendor hosted solution. For the right software vendor of significant capability, competency and scale, UtiliPoint might recommend this model for Terasen especially if the preferred vendor has scaled its business to provide robust Software as a Service (SaaS capability).

The following figure depicts a hosted facility solution provided by the CIS Software Vendor.
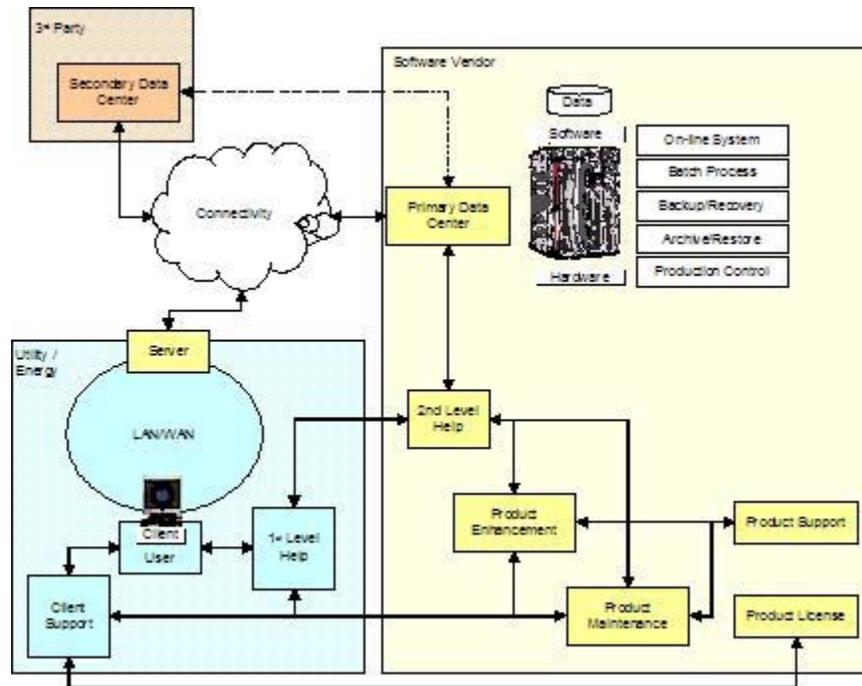
Conventionally in this model:

- The Vendor operates the solution within its own host data center.
- More than likely the vendor will be required to assemble the solution utilizing existing facilities from a hardware provider such as IBM, HP, etc.
- The solution is typically specific to the utility typically with no other customers running within the same environment.
- The vendor supports the software product providing all support, maintenance and enhancements.
- The vendor assumes responsibility for all hardware, system software, database and other 3rd party providers required to provide the utility with this solution to a point of connectivity on the utility's network.
- The vendor has licensed the software to the utility.

Customer Service Outsourcing Evolution

Since 2001, UtiliPoint International has performed an annual survey of over 300 utilities on the topic of customer service. One of the areas of concentration of the survey is on the important topic of outsourcing. According to the last completed survey, over 61% of respondents indicated that they have either outsourced a customer care function, or that they were planning to outsource one in the next two years.
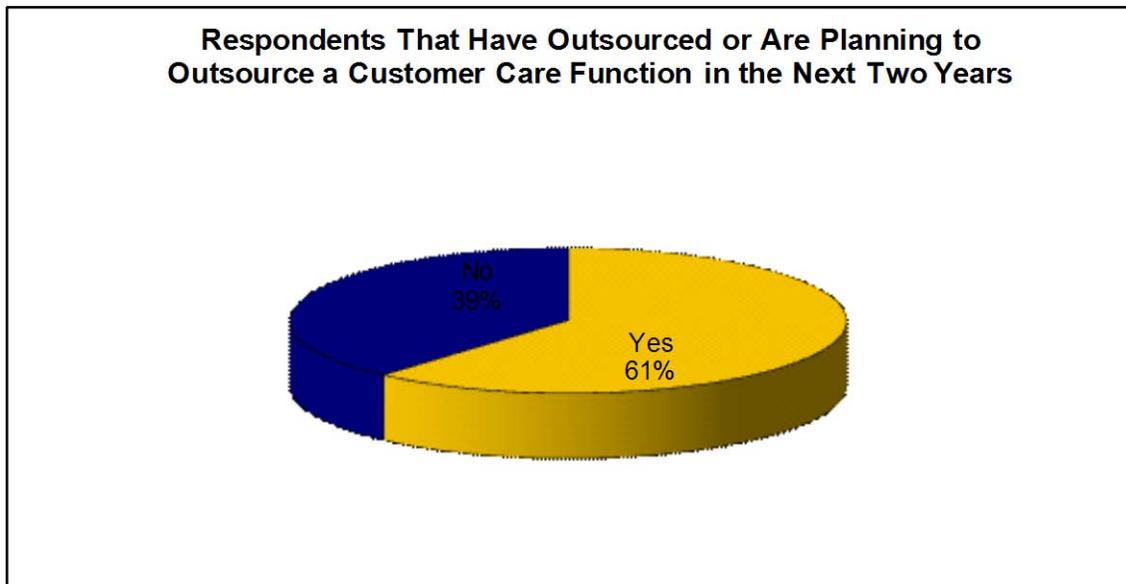
Source: UtiliPoint® International, Inc.

While outsourcing has grown substantially since the survey's inception, this marks the second consecutive year that there has been a decline in the outsourcing numbers. This would suggest that utilities are learning to be more selective and strategic in the way they approach outsourcing.
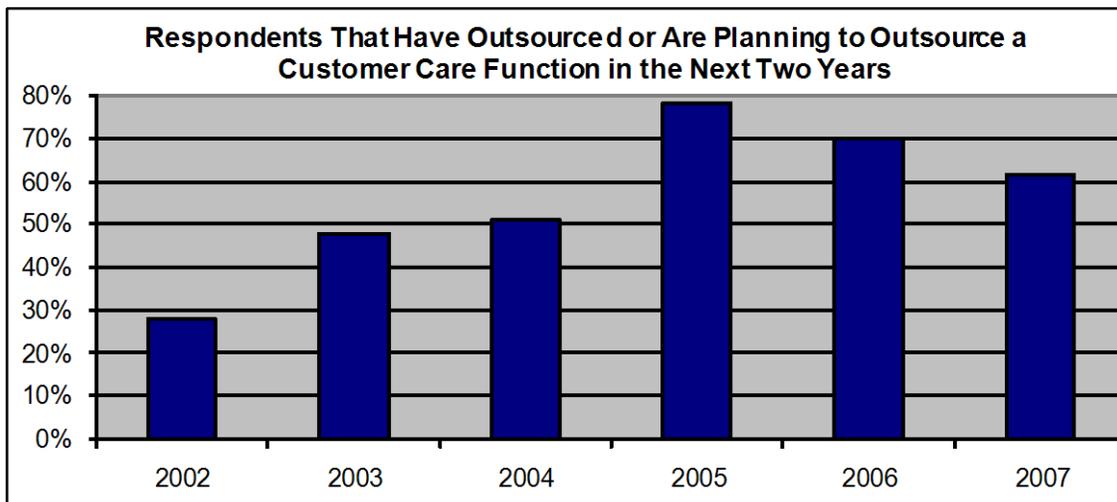
Source: UtiliPoint® International, Inc.

Respondents were specifically asked about twelve separate outsourcing functions. Bill printing by far was the most outsourced customer care function, with over 36% of utilities outsourcing this function. This was the fifth consecutive year that bill printing was cited as the leading customer care function being outsourced Financial and accounting systems were the least cited customer care functions, with less than 2% of survey respondents indicating that they were outsourcing this function.

Functions Being Outsourced

Function	%
Bill printing	~37%
Bill remittance	~19%
CIS	~4%
Computer support	~8%
Credit & collections	~18%
Data centers	~4%
Desktop computers	~3%
EBPP	~20%
Financial	~1%
IT departments	~8%
Phone centers	~9%
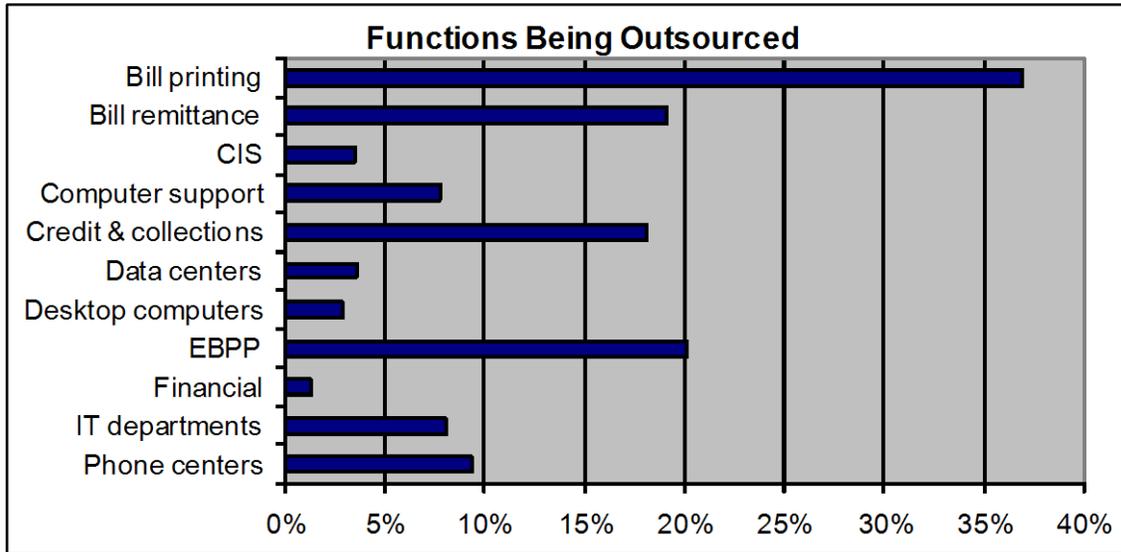
Source: UtiliPoint® International, Inc.

Besides the outsourcing of certain customer functions, respondents were also asked whether their utility was considering the outsourcing of business processes. According to UtiliPoint's definition of business process outsourcing, this occurs when an organization turns over the management and optimization of a business function or process, such as billing or accounts payable, to a third party that conducts the activity based on a predetermined set of performance metrics.

Of the respondents roughly 6% were considering business process outsourcing. This is down significantly from last year, when 16% of respondents indicated that they were considering business process outsourcing. This would suggest that utilities plan to be more selective and strategic in the way they approach outsourcing.

Is Your Utility Considering Business Process Outsourcing?

Yes 6%
No 94%
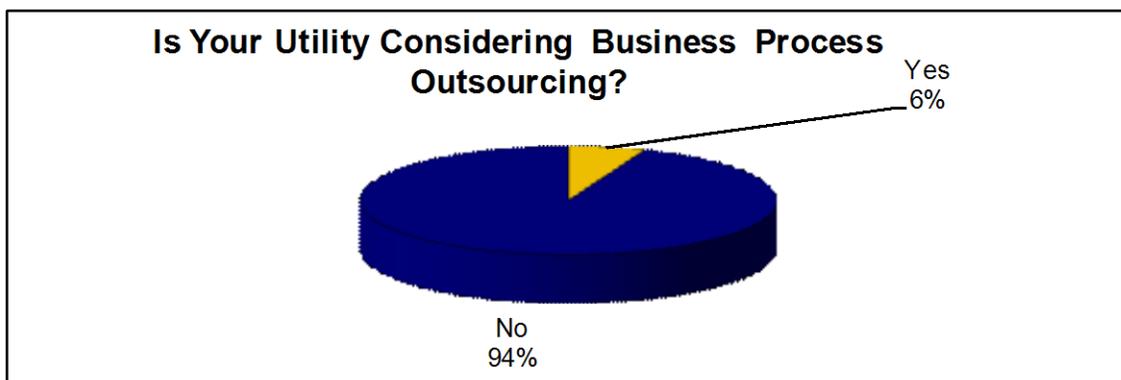
Source: UtiliPoint® International, Inc.

In speaking with leading utility executives, UtiliPoint has found that a key theme among utilities is standardization. Utilities are increasingly looking to decrease the number of vendors and platforms that they use. Utilities feel that having multiple applications for a given process adds complexity and cost.

Another common theme shared by many utility executives that outsource is that of regret. This is not a regret that they outsourced, but instead a regret that they had prepared better for the outsourcing arrangement. Utilities tend to wish that they had better clarity of business processes and rules, and a more collaborative approach to the outsourcing relationship.

For those utilities that strategically outsource some of their customer service functions, they see the main advantages are control and flexibility. Utilities in this camp see the main disadvantage of their "piecemeal" outsourcing approach as higher costs and a bigger strain on human resources. While these utilities feel that they could lower costs and lessen the strain on employees through a full BPO approach, they prefer the control and flexibility of their current approach.

For utilities that take the BPO approach, and outsource most of their meter-to-cash functions to one primary outsourcer, they see the main advantages to BPO are better leveraging transaction execution via more efficient channels, and focusing on customers and core competencies. Utilities that use BPO see the main disadvantages as more complicated change management and communication channels.

Today's utility outsourcing market, across the spectrum of point and comprehensive solutions is dynamic. Overall it is a rapidly changing and maturing market where as the figure below details the story is mostly positive for utility buyers of services.

The recent maturation of utility point and comprehensive outsourcing

3-5 Years Ago	Today's Market
» Immature market, limited choice of service providers beyond ITO	» Maturing market, increased service provider choice
» Sole source or ad hoc contracting	» Rigorous competitive selection
» Discount off baseline pricing	» Move to unit/volume pricing
» Detail of delivery determine post contract	» Greater Service Delivery Model (SDM) definition up front
» Service providers looking to acquire processing capability	» Service providers trying to fill existing capacity and facilities
» Little/no ongoing relationship management capability in clients	» Development of sophisticated governance and relationship management organizations
» Provider's offering ill defined; relied on "as is" client processes (custom)	» Increased standard offerings available (semi-custom)

Critical Lessons Learned From Outsourcing

As part of the effort to understand what lessons utilities had learned from CIS and customer care business process outsourcing, UtiliPoint interviewed a number of luminary utility executives. During our interviews we repeatedly heard a number of themes and lessons that are summarized below in the "Top Ten" list that follows:

Top 10 Lessons Learned in Business Process Outsourcing

1. *Look before you leap* –Know the pitfalls and the rewards before you decide if it's right for your business.

2. *Don't bite off more than you can chew* – BPO doesn't have to be an all or nothing proposition. Some of the smallest projects can yield the greatest returns.

3. *Evaluate all facets of Operations* – look beyond traditional, non-core functions to outsource. Companies are experiencing great success with operations that are both core and noncore to the business.

4. *Plan your work and work your plan* – put a solid methodology in place that acts as a roadmap to keep your BPO journey on track. .

5. *Measure, measure, measure* – stop, reflect and evaluate the results of your BPO strategy at logical intervals to determine whether its positive impact on your P&L or on business outcomes.

6. *Forget "The Jones's"* – don't be tempted to outsource just because everyone is doing it or to use a particular model because another utility is also doing it "this way." Make sure it's right for *you.*

7. *Never compromise on confidence and competence* – align with an outsourcing firm that has the necessary capabilities and can bring a high level of trust and experience to your project.

8. *Lock it in with predictable variability* – as labor costs everywhere escalate, protect your agreement with a sensible cost-plus contract.

9. *Have a readily executable "out clause"* – make sure that your contract specifies an exit clause, that won't take "a movement of heaven and earth" to execute.

10. *Make sense of it all* – ask yourself the critical question: "Does this make sense?"; "Does this fit in with the overall strategic direction of my company?"; "Am I getting the expected benefits?"

Profiles of Customer Care - Customer Service Case Study: Duke Energy

Profile of Company

Duke Energy has 3.9 million electric customers and about 500,000 gas customers in North Carolina, South Carolina, Indiana, Ohio, and Kentucky. The company's utility market covers 47,000 square miles. In 2006 the company bought Cinergy in a $9 billion stock swap. Reorganizing its business lines, that year Duke Energy sold its commercial marketing and trading businesses to Fortis, and in 2007 it spun off its natural gas transmission business as Spectra Energy.

Duke Energy U.S. Franchised Electric & Gas
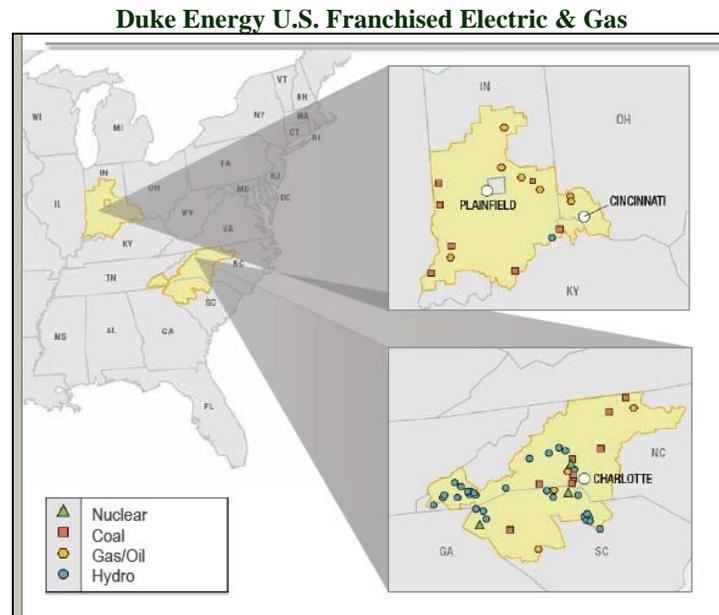
Jim Rogers, formerly Cinergy's chairman, president, and CEO, became the president and CEO of the company; the board of directors consists of 10 members from Duke Energy and five from Cinergy. The company has exited the European energy marketing business; it also left the proprietary (third-party) energy trading business in North America (primarily made up of Duke Energy North America or DENA, sold to LS Power Equity Partners for a Reported $1.5 billion). Duke has wound down its energy-trading joint venture with Exxon Mobil. The company has also scaled back on plans to expand its power generation portfolio.

Profile of Customer Service Organization

Structure

In 2006 Duke Energy began the process of integrating its customer service operations with those of newly acquired Cinergy. To guide this process Duke Energy developed eight new information technology (IT) principles. These principles are highlighted below.

➤ Optimize for Electric: The company plans to relentlessly pursue standardization and consolidation of IT processes, products, services, and configurations for the electric operating company. The company believes that it is in this way that scalability and cost savings will be achieved for electric mergers and acquisitions. The implications of this principle is that enterprise infrastructure (i.e. network, directory, related architecture and standards) will be optimized for the electric company, consolidated

implementations are the objective within the electric company, and non-electric businesses should utilize shared services where it does not drive complexity or complicate divestiture.

➢ Design for Scale: Information and technology will be a competitive advantage to achieving scale in the business. The implications of this principle are that solutions must accommodate significant transactional scale, but not be encumbered with large fixed costs so as to easily scale down when required; the IT organization must be capable of rapidly scaling up and down; and "loose coupling" (i.e. a change in one component has no effect on others) becomes a way to add and remove components with minimal impact.

➢ Enable a Virtual Workplace: Provide tools and enablement (cultural acceptance, change management) for Duke Energy's workforce to work productively independent of location. The rationale of this principle is that it supports the electric business model where operating units span an increasing number of acquired, regional business units, enables recruiting and retaining the right talent, and makes available a range of sourcing alternatives regardless of location. The implications of this principle is that services can be sourced globally, teams can organize and work together without being in the same physical location, individuals can work from anywhere at any time, collaboration technology must be a component of the infrastructure, and there will be greater reliance on digital information and less on paper.

➢ Simplify Processes & Systems: For each unique business process, the company plans to have a single solution. Each discrete, elementary process will be supported by one application because having multiple applications for a given process is in conflict with the concept of "simplified, standardized, scalable platform." It also adds complexity and cost. As a result, business process differences, where the same process is performed in a different manner, will have to be reconciled and standardized, enabling application consolidation. Additionally, the company will avoid customization of software to accommodate local process variations, and instead seek standardization of the process or find different solutions to support separate, discrete processes.

➢ Balance Risks, Costs, & Capabilities: Manage unit costs to a level of efficiency appropriate for the capabilities required by the business, and the level of risk management required to meet reliability and service level objectives. The rationale for this principle was that it would offer a better contribution to earnings through cost and value management, and failure to manage IT risk puts earnings and business operations at risk. The implications of this principle is that strong IT governance will be the tool to manage risk and will define how decisions are made, how IT is funded, and how IT is accountable to the business. By "strong governance" the company means formal decision mechanisms, clear and relevant policies and standards, effective controls, and measurable compliance. Additionally, the company plans to measure performance, be accountable for results, benchmark against other companies, and continuously improve.

➢ Manage Talent to Excellence: Recruit, develop, engage, deploy and retain our human capital to meet business goals, and provide opportunities for individual growth and self-fulfillment. The company felt that this principle is key to achieving a high-performance culture. The implications of this principle include the need to foster a culture that embraces change, the culture will need to change to enable optimal talent deployment, and talent pooling, management at all levels will have to adopt the mindset of moving employees in the direction of their talent, and employees will have to take responsibility for personal development and understanding where their talents lie.

➢ Source to Be Successful: A continuum of sourcing alternatives will enable a best practices approach to achieving scalability, efficiency, flexibility, speed, and effectiveness. Duke Energy feels that sourcing allows the company to focus their resources on core competencies, and sourcing alternatives help achieve scalability goals through transforming relatively fixed costs into variable costs. The implications of this principle include that outsourced services will become a greater and more strategic part of the delivery model; core competencies such as vendor management, contract management and relationship management become critical to success; strong governance, architecture and process-orientation are fundamental requirements of a multi-sourced delivery model; and that the company will seek external service providers who can provide good career paths (this becomes part of the service provider selection process).

➢ Reuse Before Buying, and Buy Before Building: The company plans to reuse what it has, provided it will scale; buy what's proven, unless seeking innovation; and build where no alternative exists. The company feels that this will avoid waste from implementing redundant solutions, and display a bias to "buy" rather than "build" to avoid hidden costs associated with custom development. The implications

of this principle is that processes and practices are needed to promote reuse as a first option, the company must buy with reuse and scalability in mind; software vendors must be influenced to embed company requirements; plans to reuse custom software have a greater burden to demonstrate scalability and maintainability; and controls are needed to assure custom development is only employed as a last resort.

The mission of the customer service organization is to "deliver consistently, at lower costs, increasing levels of service that result in highly satisfied customers."

Key Successes

Duke Energy's leadership team measure the customer service area chiefly uses customer satisfaction data to measure success. The company aggregates residential and large business surveys to develop a level of overall satisfaction. The company's goal is 76%, and the most recent measurement for the company was 80%. Duke Energy research has concluded that reliability and reasonable cost are the most important drivers of customer satisfaction.

Key Challenges

In 2008 Duke Energy leadership is focusing on three areas in 2008: asset modernization, proactive regulatory and legislative strategy, and operations and costs. The area of operations and costs will be the primary focus of the customer service organization. As such, the company will continue to look for ways to make the customer service area more efficient and to lower the costs associated with customer service.

The customer service area is also continuing to implement the eight principles for information technology (as described earlier in the Structure section). To this end, the company issued the following initiatives:

➢ Consolidate Nine Call Centers to Four
➢ At-Home Agent Program
➢ Call Centers Tied Together for Disaster Recovery
➢ Virtual Trouble Call Capabilities
➢ Consolidated Existing Call Center Outsourcing Contracts
➢ Consolidation of Bill Print, Mail and Remittance Processing
➢ More Pay Agents
➢ Consolidation of Credit Score Providers
➢ Outsourcing a Portion of Back Office Billing and Credit & Collections Work
➢ Improved IVR Capabilities
➢ Proactive Status Messaging
➢ Property Manager Portal
➢ Increased Call Center Quality Assurance Monitoring

Duke Energy currently serves customers in five different states. Over the years each state has developed its own set of business processes. Duke Energy is now instituting business process standardization to address this.

Enabling Technologies and Strategies

Duke Energy currently maintains two legacy (in-house) customer information systems. Each is augmented by commercial off-the-shelf adjacent technologies such as databases and interactive-voice-response systems. A key component of the company's customer service strategy is to move from the two legacy customer information systems to a platform that creates greater value in a roll-up environment. The company also intends to outsource a portion of back office billing and credit & collections.

Outstanding/Notable Business Processes or Best Practices

The merger of Duke Energy and Cinergy combined the only two utilities in the nation certified for excellence by J. D. Power. Duke Energy has continued to make significant investments in first call resolution and quality assurance, and the investment has resulted in improved customer satisfaction ratings.

Recommendations on the Uniqueness of Model

UtiliPoint believes that the customer service vision of Duke Energy will continue to be driven by process standardization and a continuing search for economies of scale. Given that Duke Energy currently retains both ownership and control of its customer technology, business processes, and operations the company has a lot of latitude to design, plan, and effect customer service change. As previously described, the company's emphasis on process standardization and economies of scale has given it additional leverage to pre-configure customer service goals and define success without much account for the externalities and variables that Terasen must consider in defining its new customer service model.

Customer Service Case Study: Enbridge

Profile of Company

Enbridge has four core businesses: Gas Distribution and Services, Liquids Pipelines, Gas Pipelines, and International. The company's gas utilities provide natural gas to more than 1.8 million customers in Ontario, Quebec, and New York, and is developing a gas distribution network in New Brunswick through Enbridge Gas New Brunswick. In 2007 the company had annual sales of over $12 billion and earnings of $721 million.

Enbridge Gas Distribution, Enbridge's natural gas distribution franchise in Ontario, is the second fastest growing gas utility in North America. In recent years Enbridge Gas Distribution has added more than 40,000 new customers per year, and expects to continue to grow at a similar pace, forecasting a customer base of 2 million by 2010.

Enbridge Gas Distribution is also working to capitalize on its changing regulatory environment with the anticipated introduction in 2008 of comprehensive incentive regulation, and the development of high-deliverability contract storage capacity.

Enbridge's resources are focused on four broad strategic thrusts. The major strategies are to:

➢ Continue to expand the Company's core businesses, increase its asset base through a variety of means including organic growth and acquisition of strategic assets. The four core businesses are Liquids Pipelines, Gas Pipelines, Gas Distribution and Services, and International;
➢ Develop new growth platforms, such as LNG regasification, marketing and storage, gas-fired power generation, wind power and new energy technologies;
➢ Capitalize on the Enbridge Energy Partners and Enbridge Income Fund vehicles through acquisition of assets from third parties and transfers of mature assets from Enbridge; and,
➢ Focus on operational excellence, including the application of incentive regulatory structures.

ENBRIDGE'S CORE BUSINESSES
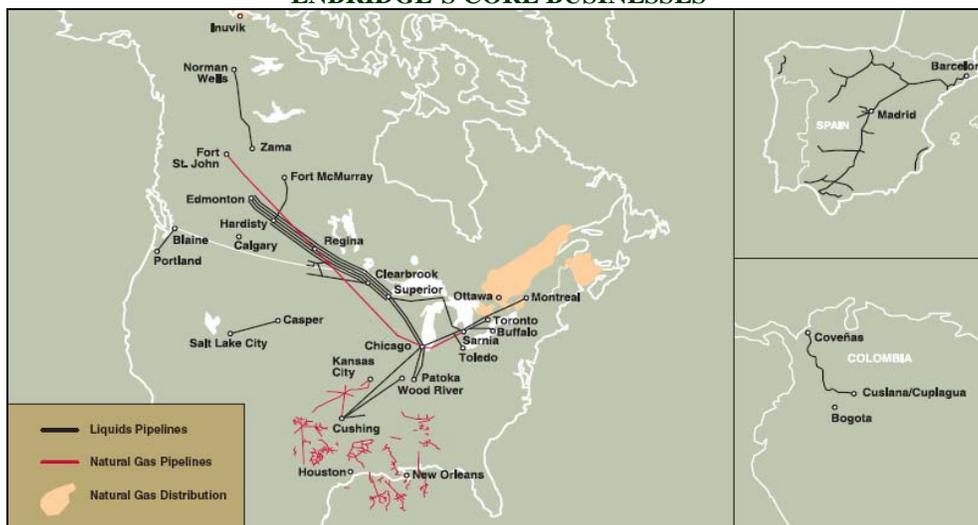
The company claims that its goal is to deliver superior earnings growth while maintaining its relatively low risk profile, and to continue to focus on delivering total returns to shareholders that exceed those of their peers. By building on its core competencies and making the necessary course corrections to take advantage

of new opportunities as they arise, Enbridge feels that it will remain well positioned to maintain long-term growth in earnings.

New growth areas relating to construction heat, mass markets and distributed energy are also being pursued as part of a profitable utility growth portfolio. EGD will also lead research and development efforts into longer-term promising technologies that have the potential to retain and increase gas load and reduce operating costs while providing customer benefits. EGD has been successful in pursuing its industry facilitation strategy with the recent launch of "EnergyLink", a web-based tool that makes it easier for customers to find and install natural gas appliances.

Profile of Customer Service Organization

Structure

Accenture was awarded a minimum five-year contract to provide Enbridge Gas Distribution Inc. with business process outsourcing services related to billing, billing inquiry, collections, meter reading, and emergency and service call center management in 2007. The total cost is approximately $274 million over the five year term.

According to Enbridge, Accenture won the competitive bid based on its industry experience, proven delivery capabilities, governance model, and commercial terms, including price. The BPO agreement anticipates and accommodates upcoming regulatory change, including the Gas Distribution Access Rule (GDAR) and Open Bill Access. "It was important for us to partner with an organization that is flexible and that could provide end to end services for clear accountability," said Enbridge Vice President of Finance and Business Optimization Scott Player. "Accenture Utilities BPO Services is a client focused organization that is proactive in addressing our evolving needs and brings value over and above the service level agreements that are in place. They accomplish this through a strong customer service culture and by combining the best people with state of the art technology."

The Enbridge deal with Accenture represented a renewal of sorts of a 2002 outsourcing agreement. The deal was not a straight renewal as Enbridge had adopted a strategic sourcing approach where CIS is contemplated to being brought back in-house and has been awarded to SAP with a non Accenture integrator. In July of 2002 Accenture assumed responsibility for the customer management services for the more than 3.5 million utility customers in Canada served through CustomerWorks Limited Partnership (which was owned by Enbridge Inc. and BC Gas Inc.). To perform the services, Accenture formed a wholly owned subsidiary, CustomerWorks Inc., which is based in Toronto and Vancouver and has operations in Ontario, New Brunswick and British Columbia. The new company employed the 1,100 CustomerWorks employees, and was responsible for Enbridge's meter reading management, credit collections functions and customer call centre operations.

Key Successes

Until recently, there was no common set of procedures at Enbridge for handling complaints that could not be settled within the call center. Sometimes the complaint would be forwarded to a senior manager in the corporate head office; at other times, it might be passed along to one of Enbridge's regional offices. Managers had no easy way of monitoring the complaint handling process, and the speed with which customer issues were reviewed and resolved varied widely. Inevitably, some customers were left feeling frustrated and ignored.

After a thorough review of the company's complaint tracking processes, Enbridge created the position of Customer Ombudsman. At the same time, the company decided to replace its existing complaint-tracking system, based on Microsoft Access, with i-Sight Service and Complaints Software from Customer Expressions.

Now, every complaint that cannot be resolved by a CSR is logged in the i-Sight tracking system by the call center manager or supervisor to whom it has been escalated. From that point on, i-Sight maintains a detailed record of every decision or interaction related to the case.

At Enbridge, complaints that cannot be resolved by a call center manager are now escalated directly to one of three staff members in the Ombudsman's office. i-Sight provides them with the full case history and all relevant information about the customer's issue. If necessary, the staff member can forward the complaint either directly to the leader of the Ombudsman' office or to a designated support person in one of the regional offices. That individual would then follow up and record the outcome in i-Sight.

"One of the things we realized during our review was that we needed to make it as easy as possible for people to enter information in the tracking system," said Mike Mees, Enbridge's Customer Ombudsman, Enbridge Gas Distribution. "Our old system was not very user-friendly, so people tended to avoid it. On top of that, it was not easy to add new users. It required a fair bit of training and the employee needed to have access to one particular server on the network, which often required technical support."

"Since we implemented i-Sight, we have had fantastic feedback," Mees says. "The training is minimal and everybody who uses the tool has had a positive response. People love it because it helps them do their job and is so easy to use."

In addition, Mees and his staff can now easily assign cases to employees elsewhere in the organization. "Our old complaint tracking tool did not allow us to do that. If you wanted to refer a complaint to someone else, you had to follow up manually with that person." With the new system, it takes only a few clicks to assign a case directly to another staff member. "All of the administrative support people in our regional offices have access to the i-Sight tool, which makes things a lot easier and more efficient." Automatic alerts and reminders help to ensure that every case is handled promptly and professionally.

i-Sight also provides a full complement of pre-configured Reporting tools. In seconds, Mees can see how many complaints have been logged during a specified period, how many remain to be resolved, the average time to resolution, the most common problems, the geographic distribution of complaint cases, and much more. "With i-Sight it is easy to spot trends so that we can determine what is causing the complaints. And because i-Sight is so simple to use, we are confident that all of the complaints we receive will be properly logged in the system. As a result, we should have much better statistics."

Key Challenges

The primary business challenge cited by Enbridge for its recent outsourcing contract with Accenture was that it needed to improve customer satisfaction and minimize cost. The utility has been accused in the Toronto press of frequent billing mistakes that are slow to rectify. Together, Enbridge and Accenture Utilities BPO Services have set a mandate to reduce overall costs while improving customer satisfaction and minimizing bad debt. Enbridge has decided to leave the existing platform for CIS/billing and to adopt an SAP customer service strategy.

Enabling Technologies and Strategies

Enbridge Commercial Services (ECS) owns the customer information services system that CustomerWorks uses under license to provide services to Enbridge Gas Distribution. EGD is planning to have a new CIS system in service by July 2009 to meet regulatory requirements and to meet the need for a more robust and technologically up-to-date system. The Ontario Energy Board has approved a six-year rate recovery arrangement for the customer care services and a ten-year recovery of the $119 million in capital to be invested in the new CIS.

Outstanding/Notable Business Processes or Best Practices

Enbridge's Gas Distribution vision is to be North America's leading energy distribution and services company. To achieve this vision, the company has outlined the following strategic objectives:

- ➢ focus on safety, operational excellence and customer satisfaction
- ➢ grow core utility earnings
- ➢ improve return on invested capital
- ➢ develop human resources

Recommendations on the Uniqueness of Model

Enbridge represents one of the few examples of a utility that is on its second go-round of a major business process outsourcing contract. Having entered into an over-arching agreement with Accenture originally, as the term of the agreement approached its end, Enbridge decided to adopt a strategic sourcing approach where the multiple functions within the Meter-to-Cash process were bid separately. According to Enbridge the primary reason for remaining with Accenture on certain functions was the company's experience, proven delivery capabilities, governance model, and commercial terms, including price. However, the bid process was very competitive and the call centre piece was narrowly renewed by Accenture after Accenture agreed to remove the Customer Works mark-up. The CIS/Billing package has been awarded to SAP with another integrator.

Customer Service Case Study: ENMAX

Profile of Company

ENMAX Corporation is an energy distribution, supply and service company. It is a wholly owned subsidiary of The City of Calgary, headquartered in Calgary, CANADA. ENMAX operates and competes in Alberta's restructured electricity industry. In 2007, the company had shareholder's equity of $1.459 billion and net earnings of $141.8 million.

ENMAX is a vertically integrated company. It participates in energy generation (through supply contracts, wind power and run-of-river projects), transmission, distribution, retail and customer service. The approach helps ENMAX provide better service to customers and balance the risks of the energy industry via diversity.

Over the next five years, ENMAX plans to grow its customer base and products offered. It believes the growth will help it to remain competitive and to create shareholder value.

Profile of Customer Service Organization

Structure

Accenture was originally awarded a ten-year contract to provide Enmax with business process outsourcing services related to billing inquiry, credit & collections, meter reading, call centre and emergency and service call center management in 2003. The original agreement was not won under a bid process but was sole sourced to Accenture within management negotiations. The structure of the original deal was complicated by the fact that Enmax already outsourced its CIS/billing system to Toronto-based Enlogix. Enlogix has since changed hands twice to Alliance Data and now UK-based Vertex. The original Accenture deal had to be "wrapped around" the Enlogix portion of meter-to-cash. Enlogix (then Alliance Data) provided the CIS/billing while Accenture provided all other meter-to-cash functions.

Enmax has since adopted a strategic sourcing strategy and at one point looked like it may leave the call centre sourced while bringing all other functions back in-house. At this point, Enmax has decided to bring all functions back in-house. The call centre has already been brought back in-house and the CIS/billing applications will be converted and go-live from the original Enlogix application to SAP in January 2009.

Key Successes

The original deal with Accenture was done for two reasons: Alberta was deregulating and the internal staff had problems serving customers. The thought was that by sourcing to Accenture, the problems would get resolved and a party with experience in deregulated markets (Accenture) would help to unbundle the systems and processes required to serve an open retail market. Accenture did help get the systems in place for an unbundled Alberta market.

Key Challenges

Since the deal was not procured via RFP, the contract did not favor Enmax. Getting quotes for modifications would cost the company a large amount of money and the labour market in Alberta was such that the call centre was experiencing up to 125% attrition rate. Enmax found that its service provider had to move support off-shore to stay competitive and when it did so, quality suffered. The major challenge was

the loss of the business process ownership. Enmax felt that it could not manage its own business processes anymore.

Enabling Technologies and Strategies

The CIS has been the key enabling technology, especially in an unbundled province. With that said, the Enlogix platform is an earlier version of what is known in the industry as Banner. Banner has never been well suited to deregulated markets. Enmax has procured SAP and is implementing at the time of this report. It plans to go-live in January 2009 and has brought the CIS function back in-house for more control.

Outstanding/Notable Business Processes or Best Practices

Enmax does not have a favorable outlook on its outsourcing experience for meter-to-cash BPO. When asked about notable business processes, it answers that it has lost control of business processes and cannot be flexible in the market, something which is required of a deregulated province.

Recommendations on the Uniqueness of Model

Enmax represents one of the few examples of a utility that is on its second go-round of a major business process outsourcing contract. It decided to take a strategic sourcing approach evaluating each business processes for what should be sourced and to who. After undertaking that study internally, it decided to bring all functions and business processes back in-house. It is not to say that pieces of business processes or specific functions like application hosting, support, and maintenance could not be outsourced at some point in the future. For now, it is on a migration path to completely in-source by Spring 2009.

Customer Service Case Study: PEPCO

Profile of Company

Pepco, which was incorporated in Washington, D.C. in 1896 and became a domestic Virginia corporation in 1949, is a regulated electric utility that provides transmission and distribution services and is a wholly owned subsidiary of Pepco Holdings, Inc. (PHI). Pepco delivers electricity to more than 750,000 homes and businesses in the District of Columbia and its Maryland suburbs.

Pepco is committed to ensuring that their customers continue to receive the highest quality service available. They place a high value on being a good corporate citizen and conduct their business responsibly and in a manner designed to protect the health and safety of their employees, their customers, the general public and the environment. Pepco encourages and supports their employees who give their time and energy creating a brighter future for others.

Pepco has two distribution sister companies, Delmarva Power and Atlantic City Electric. Delmarva Power is a regulated electric utility that provides transmission and distribution services and delivers electricity to about 500,000 homes and businesses in the Delaware and along the Eastern Shore of Maryland. Atlantic City Electric is a regulated electric utility that provides transmission and distribution services and delivers electricity to more than 500,000 homes and businesses in a 2,700 square mile area in southern New Jersey.

Profile of Customer Service Organization

Structure

Pepco has a standalone customer service organization that is separate from the other companies. They companies all feed financial data to the holding company that utilizes the SAP financial and accounting application. Pepco utilizes separate customer information systems to support its customer base. Pepco's culture is more of a command and control style as compared to Delmarva Power which is more of a culture of self direction and empowerment. As a result Pepco is more silo focused and Delmarva Power is more processed focused.

The companies are moving toward a more consolidated approach to operational processes. The companies currently utilize the same training structure and are in the process of identifying functional areas that can be consolidated to gain efficiencies and standardization. Pepco is currently bringing e-billing back in house since they will save money and be able to consolidate Pepco, ACE and Delmarva Power onto a single platform. The companies are in the early planning stages of moving towards a centralized CIS solution, but are currently focused on other higher priority strategic project initiatives.

Delivery Mechanisms

Pepco, ACE, and Delmarva Power outsource many portions of the meter to cash functionality, but are in the process of identifying the best of breed and quality service to determine the best mix. They are not always clear what the criteria are for determining what to outsource versus what to keep in house, a piecemeal approach versus a holistic approach to the solution.

Currently the companies have separate support teams and organizations. Their primary focus is on Business Process Ownership and Control. They feel that this is necessary to gain efficiencies they need and at the same time be able to own the decisions so they can design the process to meet the requirements in what they believe is the best method.

Key Successes

PHI has been able to successful outsource many of its business functions while being able to control the business process. They work closely with the many outsources to provide training and direction of agents and representatives on the methodology and procedures that PHI wants followed. They have also realized significant cost savings by moving functionality to an outsourcer since their in-house union cost are considered very high. They believe they have been very successful in building SLA and metrics as well as partnerships with their outsourcers to manage their business. This includes working with the outsourcers to set pay rates to reduce turnover which has lead to a gain in accuracy and stability.

The current goal is to determine what the next steps are to get agreement among the different groups on how to increase the economies of scale. This is facing resistance based in union and cost pressures list in the challenges below.

Key Challenges

The company key challenges are to gain efficiencies and to address current restrictions in the generation supply capacities. PHI is looking at possible solutions to increase transmission lines to connect to additional generation capacity in the Midwest. Additional strategic projects are underway implement smart grid functionality to help reduce peak demand and to better utilize their infrastructure. They do not currently have any of their own generation capabilities and are under the constraints of the PJM market where the market demand can easily exceed market supply.

These challenges are not limited to technology advancements, but they will continue to face the integration of the merged company cultures. This will have an impact on both business process and strategic decisions. The company is also facing an issue with an aging work force and is looking at ways to reduce and streamline processes to reduce the need fight for quality resources. Since PHI is a union organization, the cost associated with supporting and maintaining the meter cash functional areas (call center / meter reading) are higher than many of the other utilities. This union contract also limits some of the approaches that they would like to introduce to help streamline their business processes.

The ability to get a decision on what the key strategies are and the cost associated them continues to be the big challenge in consolidating the various companies and to streamline the processes and reduce the redundant systems and teams.

Enabling Technologies and Strategies

As stated previously, Pepco Holding is currently in the process of consolidating their key business processes. The current strategic imitative is the selection of a new metering process for the transmission and distribution companies. They have selected ITRON as the MDM provider and are currently looking at leading AMI vendors. A pilot smart in metering program is scheduled to go into production in the next couple of weeks to help determine the customer response to a variety of rate structures and offerings. A key component of the company's customer service strategy is to integrate data, technology such as real time pricing, smart metering, home area networks, critical price period controls and messaging, and streamline customer interactions. They are looking for the right mix of vendors, outsourcers, and in-house staff to build the organizational structure to gain the efficiencies and flexibility to be ready for the next step.

Outstanding/Notable Business Processes or Best Practices

PHI believes they are excellent at meeting the customer's needs and have very good metrics around the customer service functions, but this all comes at a high price. The ability to continue to utilize outsources based on their past experience will be one of the driving factors in continued consolidation and reduction of cost. The desire is to also incorporate additional automation with new AMI and other smart metering technologies to reduce the cost and to increase the functionality while at the same time streamline the multiple processes across the organizations.

This is also being applied to the call center support functions. Currently PHI does not call route based on different skill sets or call type but utilizes the agents across all calls. They are researching if the introduction of more complicated billing and functionality will be better served by implementing more routing logic into their call center. The current philosophy is that a customer may have multiple questions and will be better handled by an agent that is trained to handle all call types.

Recommendations on the Uniqueness of Model

UtiliPoint believes that the direction to consolidate business processes and functional areas to reduce cost and streamline processes will help address some of PHI's current challenges. The implementation of the AMI and MDM automation and technologies will position them to be more prepared for the industry changes. The strength of utilizing outsources works for PHI due to the cost savings resulting from the high union cost as well as their ability to partner with the outsourcer effectively to retain control of their business process while introducing efficiency by reducing multiple systems into a standard application and process.

Customer Service Case Study: Direct Energy

Profile of Company

Direct Energy was formed in 2000 and has grown to become the largest energy retailer in North America, providing gas, electricity and related services to more than five million business and residential customers. By combining energy and home services, they offer a simple, one-company resource for natural gas and electricity, HVAC heating, ventilation and air conditioning (HVAC) equipment service and repair, and energy-efficient home improvements. Their Business Services supplies natural gas and electricity, energy advisory services and heating, ventilation and air conditioning (HVAC) services to commercial and industrial customers.

Direct Energy has grown into a C$8 billion (US$6.4 billion) organization with more than 4,800 employees. Since 2000, they have invested more than C$2.4 billion in the Ontario economy and, in 2004, expanded into the Alberta retail energy market by welcoming more than 1 million customer relationships from ATCO. In the U.S., they serve more than 1.5 million customers through our Direct Energy, CPL Retail Energy and WTU Retail Energy brands. In 2004, Direct Energy also acquired Residential Services Group, the leading independent provider of heating, ventilation and air conditioning (HVAC) and plumbing services to expand the scope of our home service offerings in North America. Direct Energy is an active participant on the energy value chain, working not only to provide customers with the energy products they need, but also helping them to control costs in the process. Direct Energy is wholly owned by Centrica plc, a Global Fortune 500 company that was formed in 1997 as a result of the demerger of British Gas.

Profile of Customer Service Organization

Structure

Direct Energy is organized into multiple energy companies. Direct Energy Texas currently outsources it call center, back office, and partial support to Alliance Data. They are currently in the process of re-evaluating their business arrangement and will bringing the applications support and development functions back in house in the Toronto office. The Toronto office currently supports the Ontario Gas company on the Peace Energy platform and the organic side of the Texas market. Alliance Data IT supports the CPL and WTU acquired incumbent customer base. Alliance Data currently runs the back office and call centers for both organic and incumbent customer bases. Direct Energy desires more ownership of the business process model and to control the pricing and staffing of the multiple changes they request.

Direct Energy Texas is consolidating on the Peace 8.x Energy platform and is planning to consolidate not only the technology structure to reduce infrastructure costs, but also use the new platform as a driver to move to streamline business processes across the Texas retail market. This would also help reduce the support staff needed to support the North America market since both Texas electric and Canadian gas customers would be using the same CIS platform.

Delivery Mechanisms

Direct Energy currently utilizes a variety of outsources to manage their business. Alliance Data owns the relationship with many of the vendors from remittance and bill print to third party call centers. Direct Energy also manages the relationships of many vendors from remittance and bill print to third party call centers. There is a significant amount of redundancy within their organization.

Their primary focus is on Business Process Ownership and Control. They feel that this is necessary to gain efficiencies they need and at the same time be able to own the decisions so they can design the process to meet the requirements in what they believe is the best method.

Key Successes

Direct Energy has been very focused in reducing their bad debt and in increasing their customer base. These two goals are often in conflict with each other. The easiest way to increase your customer base is to relax your deposit and collection requirements, but this has an adverse affect on the outstanding bad debt. Currently Direct Energy is working to better identify the target customer base and to build more intelligence into the credit score and collection processes to eliminate time wasted on collecting on the various customer groups. Direct Energy is very innovative and drives very hard to introduce and implement new marketing and increase its offering to its customer base. They are good at finding third party vendors that are agile and able to respond to its needs. They work closely with various marketing vendors to present the new products and services to their customer base through multiple channels. They put metrics in place to quantify the results and build incentive based reward structures.

Key Challenges

Direct Energy has many key challenges. They must control their cost while at the same time introduce new pricing and products. Change control is a major challenge for them in working with Alliance Data. They are restricted by their current contract and structure. Alliance Data is meeting or exceeding the majority of the SLAs that are in place per contract, but Direct Energy wants more control and flexibility. The Texas retail market is facing a lot of forced consolidation with many of the Retail Energy Providers in Texas going bankrupt and forcing the remaining REPs to be provider of last resort by the regulatory body.

The tremendous amount of redundancy in the infrastructure and third party provides greatly increase Direct Energy cost to serve and limits its ability to take advantage of its economies of scale. They believe by consolidating their meter to cash processes, they can better leverage transaction execution via more efficient channels and focus on their customers and core competencies. The ability to get a decision on what the key strategies are and the cost associated them continues to be the big challenge in streamlining the processes and reduce the redundant systems and teams. If they could change one thing in their outsourcing arrangement, they would wish for more clarity of business processes and rules and a more collaborative approach to the relationship.

Enabling Technologies and Strategies

As stated earlier, Direct Energy is currently in the process of consolidating their key business processes and platforms. The current strategic plan is to consolidate on the Peace 8.x platform and standardizing their business processes for the Texas market. Direct Energy must work with the Alliance Data and the various third party vendors to insure a smooth transition to the new platform. This includes selecting the third party vendors that they will use for the various business functions. They are looking for the right mix of vendors, outsourcers, and in-house staff to build the organizational structure to gain the efficiencies and flexibility to be ready for the next step.

Outstanding/Notable Business Processes or Best Practices

Direct Energy believes they are excellent at meeting the customer's needs and is very hands on with the customer relationship and experience. They are innovative and are open to sharing their desires and opinions with their partners. They have are quick to identify problem areas but are quickly frustrated with the time required to go through the change control process with the outsourcer to implement the change.

Recommendations on the Uniqueness of Model

UtiliPoint believes that the direction to consolidate business processes and functional areas to reduce cost and streamline processes will help address some of Direct Energy's current challenges. Standardizing on a CIS platform and bring the support in house should help reduce the turnaround time for change management assuming they are able to staff with trained and knowledgeable resources. They must continue to find the right mix of outsource partners and build contracts and relationships to give them the flexibility and control that they want to meet their requirements. The standardization of infrastructure will reduce the

high cost of redundancy and introducing efficiency by consolidating multiple systems into a standard application.

Customer Service Case Study: Massachusetts Mutual

Profile of Company

Founded in 1851, MassMutual Life Insurance Company c/k/a MassMutual is a mutually owned, regulated, financial protection, accumulation and income management company headquartered in Springfield, MA. The company is positioned as a premier provider of life insurance, annuities, disability income insurance, long term care insurance, retirement planning products, income management and other products and services for individuals, business owners, and corporate and institutional markets.

Publicly the company articulates that its guiding principle is to do the right thing for its policyholders by maintaining financial strength and stability particularly in regard to meeting future obligations. At the end of 2006 the company had more than 13 million customers worldwide and over $450 billion in assets under management and believes that it is well positioned to maintain a leadership position in the industry by improving operational efficiency and becoming a customer centric organization.

Profile of Customer Service Organization

Structure

About two years ago, MassMutual recognized that "business as usual" was not the right strategy for the 157 year old company, which by most measurements is a huge business success driven by excellent regulatory rapport, strong revenue growth, EVA and a product line of life insurance selling steadily in North America and globally.

The company's articulated mission is 'To provide our [sic] policyholders & customers with the highest value protection, accumulation & income management products & services through the best combination of:

- High product performance and quality service
- High dividends to participating policyholders
- Long-term financial stability from business sheet strength & business diversification.'

Inside the customer service organization, this mission has been interpreted as enabling the company to provide protection insurance products helping customers, general agents (distributors), producers (policy sales force) and employees "get there." (Reach financial objectives for life-planning in a seamless, convenient, and high satisfaction manner.)

Within customer service teams, the mission has been further translated into a vision to achieve the above goals wherein the strategic priorities are to:

- Deliver the corporations Customer-Focused Marketing messages and value propositions
- Improve the ease of doing business (completing transactions and inquiries)
- Lowering cost of customer service and increasing efficiency of customer service business processes using Lean and Six Sigma based improvement frameworks

Tactically, the goals and approach of the customer service organization are to:

1. Implement enhanced self service-model for producers and customers.
2. Increase customer and producer loyalty and retention through continuous customer learning and delivering responsive knowledgeable service
3. Develop & implement integrated customer service improvement capability focused approaches focused on reducing costs principally by reducing time-to serve

Delivery Mechanisms

MassMutual delivers its customer service in person through a network of career agents (producers) that sell and service MassMutual life insurance and investment products exclusively. MassMutual life insurance policy and investment holders may also choose service directly via the company's contact center using the telephone, email, and increasingly through a self-service Internet web-portal.

Unlike in the utility industry where customers might call the utility up to 4.2 times per year, MassMutual and other insurers receive on average 1.8 calls per annum per customer. However, the number and complexity of calls handled by insurers casts MassMutual in the same confederation of customer service challenges and opportunities as utilities.

Key Successes

UtiliPoint believes that MassMutual's business and customer service success is based largely on change in business process and business process improvement. The leadership team speaks of and exhibits a unanimous conviction that the focus should first be on business process and second on technology and then 3rd party service enhancement. By focusing on business process improvement in operations and customer service the company has achieved some very impressive results. The figure below provides an overview of some exemplary improvements and accomplishments realized to date.

Function	**Year End 2006**	**Year End 2007**	**YTD 2008**	**% Change**	**Trend**
Customer Service Enabled Policy Changes	6.1 days	5.4 days	4.0 days	Approx. 12%	downward
Customer Enabled Policy Reinstatements	12.9 days	6.5 days	2.6 days	Approx. 50%	downward
Policy Holder Owner or Benefit Changes	19.5 days	4.1 days	1.8 days	Approx. 79%	downward

Key Challenges

At the enterprise level, MassMutual faces a number of key business improvement challenges, not the least of which is the fact that there may be too many improvement initiatives underway. According to one executive interviewed by UtiliPoint, "The sheer number and size of projects underway could collapse the system…management is working hard to ensure that our aspirations do not outstrip our execution abilities."

From the perspective of customer service the challenges are also multifold:

- Customer vs. Product Orientation
- Antiquated Systems and Processes are Inefficient
- Difficult to Attract and Retain Talent
- Customer And Producer Expectations Are Growing
- Costs are Rising Due To "High Touch" Operation

Enabling Technologies and Strategies

MassMutual currently maintains a single, bespoke developed customer information systems augmented by commercial off-the-shelf adjacent technologies such as databases, interactive-voice-response systems, and customer relationship management applications, and business intelligence and analytic systems. A key component of the company's customer service strategy is to integrate data, technology capability, and transaction capability through enterprise resource planning enabled by a leading technology and services vendor. Subsequent to this current technology consolidation and business process improvement effort, the company intends to evaluate the business case for systems hosting, and limited customer service business process outsourcing potentially including customer contact center.

Outstanding/Notable Business Processes or Best Practices

Customer orientation is a clear theme for the MassMutual leadership team. UtiliPoint observes that MassMutual executives seem to realize that product focus and operational status quo is not acceptable. The leadership team believes that long-term, dynamic relationships with customers are truly the differentiator in the insurance business. Hence, this notion is being woven into both the critical decisions and the day-to-day activities of the company.

In addition to strong conviction, the above described management focus that MassMutual has brought to bear in customer management capability, technology investment, and business stakeholder alignment, to create a customer service success is largely a story of positive attitude and approach in encouraging and incenting behaviors including:

- Acting with Integrity
- Valuing People
- Leveraging Technology
- Working Collaboratively
- Achieving Results

The business cum customer service strategy at MassMutual is best depicted in the following figure wherein the customer is at the center of technology, operations, marketing and the other key functions of the enterprise.
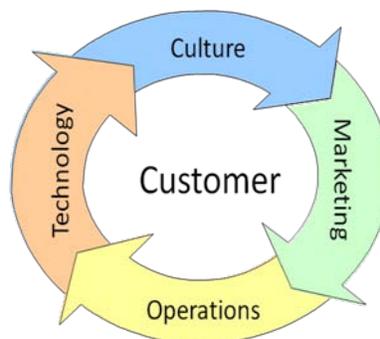
Recommendations on the Uniqueness of Model

UtiliPoint believes that customer service improvement at MassMutual reflects leadership vision, alignment, and business unit level buy-in regarding the centricity of the customer in the company's business model. Similar to the utilities business, where focus on the centrality of the customer has created an environment where both operational and business process improvement is not just possible, but is virtually the inevitable consequence of business change, MassMutual, as an insurer, has found a way to enhance its business outcomes through improvement in customer service.

Given that MassMutual currently retains both ownership and control of its customer technology, business processes, and operations the company has a lot of latitude to design, plan, and effect customer service change. As previously described the company's emphasis first on business process and subsequently on technology and economics has given it further leverage to preconfigure customer service goals and define success without much account for the externalities and variables that Terasen must consider in defining its new customer service model.

IV.   RECOMMENDED APPROACH TO OUTSOURCING

Much has been written and there is much to be said about the history and evolution of utility outsourcing in customer care and meter-to-cash processes. The most important takeaway of this history is the understanding that today's utility customer service and meter to cash outsourcing is positively dynamic, fluid and flexible. However, perhaps less positively, utility outsourcers are less standard, less sure-footed, less stable, and less reliable than utilities and regulators might ideally prefer.

Given this dynamism in utility customer care and meter-to-cash outsourcing, commonly held notions about the costs and benefits about outsourcing are being challenged. Primary and secondary outsourcing drivers that are now sought in utilities and in other services business worldwide are:

- Converting capital to expense
- Access to technology
- Centralization and standardization
- Unique expertise
- Improved management focus

- Capabilities at speed
- Lower labor costs
- Capacity fluctuations
- Business discipline and transparency
- Increased revenues

However today's utility industry outsourcing is driven largely by utility need to augment capability, replace capacity and shift or mitigate risk.

UtiliPoint Believes the ideal customer service outsourcing model is a hybrid of industry experience combining the best of technology hosting, transactions processing, and the limited delivery of select business processes. This hybridized approach to outsourcing incorporates some innovative approaches where the utility and an outsourcing partner or partners to complete and optimize some back-office processes, while at the same time employing an outsourcer (not necessarily one provider) to take care of standardized "transactions" in the customer service back office, with predictability, reliability and low cost.

The hybrid outsourcing model is a mix of technology, service, and business process capability that is flexible but also leverages the best of what the market currently has to offer.

In addition, the hybrid outsourcing model has three important virtues that make it both more desirable and efficacious than other industry and business outsourcing models.

1. Within the hybrid model the outsourcing partner provides the additional services and complementary labor and technology necessary to maximize the output of selected processes and functions identified by the utility.
2. The hybrid approach enables the outsourcing partner providing the automation technology, equipment, and labor needed to perform many duties without controlling business process or dictating technology.
3. The model provides crucial flexibility where from the outside customers see one interface and a single integrated system. However, from the inside there are multiple levers through which business process change might be effected, additional capability might be added, and specific business initiatives can be accomplished.

UtiliPoint believes that in today's market seeking the hybridized customer service outsourcing approach is not just possible but recommended.

V.   UTILIPOINT CONCLUSIONS AND RECOMMENDATIONS

In this Report UtiliPoint has leveraged our direct, primary research and in-house expertise to elucidate an outline and comparison of customer care models being utilized in industry along with the reasons/rationale behind the models/practices. As previously discussed, while there may be no "magic bullet" that guarantees outsourcing success, there are trends that many utilities are adopting in today's market. UtiliPoint has found that successful outsourcing is a process of aligning company business objectives with outsourcer capabilities and aptitudes coupled with strong and ongoing mastery, measurement, and management.

In looking across the industry we have identified trends very similar to the same kind of multi source service provider and hosting model currently contemplated by Terasen Gas. Therefore, to the extent that the contemplated model utilizes very well understood concepts, business structures, agreements, and business processes detailed has, provided some detailed in UtiliPoint's background information on the industry and discussed in the profiles of North American utilities, UtiliPoint is highly confident in the conclusion that Terasen should move forward into a coordinated and structured search for qualified service and technology suppliers and vendors that may be capable of bringing this vision to fruition within the appropriate budget and timeframe constraints.

Further in having understood the reasons and – mainly escalating cost and loss of business process control -- behind the decision of some utilities to bring back in-house some of the functions they previously outsourced. UtiliPoint recommends that Terasen seek discretely defined, transaction oriented, actively managed, and constantly measured contracts for service from suppliers with both business area and industry experience.

In addition, to redress the larger concerns of the industry and Terasen's specific concerns about outsourcing, UtiliPoint makes the following General Outsourcing and Governance Recommendations.

General Outsourcing Recommendations:

Regardless of the technology, the constellation of outsourcing vendors selected, and the governance model instantiated, UtiliPoint recommends based on our extensive knowledge of industry best practices that Terasen:

- Develop a disaster-recovery/business continuity-plan an ensure that it is in place before any new service providers begin transition and refine this disaster-recovery/business continuity plan during the transition of services and periodically during the course of the relationship. (This, not the contract should be the ultimate outsourcing strategy backstop.)

- Design, build and enable granular Activities Based Costing accounting capability to track, analyze, verify, and enable outsourcing governance capability and utility decision support

- Understand and believe that outsourcing is not, nor should be, a public service – utilities should want outsourcing vendor to make money in order to deliver central benefits of cost flexibility and risk mitigation at outstanding service levels

- Design, build, and instantiate a continuous meter-to-cash business process improvement program using one of any number proven Total Quality Management, Six Sigma, Lean, Lean-Sigma, or methods and approaches.

- View outsourcing as a procurement of transactional capability augmented by service provider competency as an enhancement to utility organizational flexibility, responsiveness, control over assets, and price plasticity.

- Negotiate a principled contract wherein a mid-term exit strategy, plan and cost profile are clearly articulated.

- Emphasize the contact center recognizing that a model, customer-focused call center that operates seamlessly, with motivated and well-equipped and trained employees is essential to supporting and coordinate all of the business services and processes within meter to cash and who meet every need of internal and external customers.

- Recognize that providing customers with flexible options to interact with the utility and make payments accuracy by leveraging technology is the key to being customer centric from a meter-to-cash perspective, but there is more to outstanding customer service than an outstanding bill production and remittance transaction.

- Seek service level agreements and performance measures in contract and in management that at a minimum are based on leading indicators as opposed to lagging indicators, and ideally incent the right behavior rather penalize the wrong or alternative behavior

Outsourcing Contract Recommendations

- Disclose that the company anticipates evolution and change in the risk universe and that a reasonable "cost-plus transaction fee" pricing model is desirable with controls to ensure transparency and to provide for change in the future.
- Recognize that the model of operations today is not sustainable over the long term and that modifications based on process improvement will be required,
- Insist on severability of services and agree to reasonable exit/unwinding costs providing viable escape for either party if the terms of relationship become intractable.
- Require benchmarking and agree that price and performance transparency should enhance relationship and provide for longer term business relationship not undo agreements that are reflections of past conditions not current business needs.
- Ensure that Terasen or a company designee will have a free hand in evaluating the services and that future contract negotiations will be based on the principles about getting business done efficiently and with reasonable profit margin not on company or vendor "positions" on particular issues.

Governance Recommendations

Among all "root cause" reasons why outsourcing relationships deteriorate and fail to meet business needs and expectations the most important and inevitable root cause is change. Since change is a constant in both the gas utility and the outsourcing market, avoiding "root failure" in outsourcing is both a process and a discipline of proactively evaluating and managing change.

It is nearly inevitable that over the course of an outsourcing contract alignment issues can and will emerge wherein business needs can change which may be in conflict with original rationale for outsourcing. Factors that that drive success of the outsourcing relationship may also be changing for either party in the relationship and it is often beneficial to re-define middle ground to enable both parties to be successful. The relationship needs to be aligned and measured to ensure progress is on track.

While there is no universally accepted approach to managing change, continuous review of each party's responsibility and risk profile to ensure the parties are focused on the right things is the hallmark of an optimal approach to governance.

Given the above, and our draw from an extensive library of industry best practices and successful outsourcing contract re-negotiations, UtiliPoint strongly recommends that Terasen:

- Develop a robust outsourcing governance capability within a "Center of Excellence" and within each outsourcing contract and relationship in order to manage risk; specifically:
    - Ensuring that each party meets contractual obligations
    - Ensuring effective and ongoing management
    - Creating a guaranteed responsiveness aimed at the rapid resolution of issues
    - Facilitating utility management control over assets and over business processes
    - Providing consistent direction to outsourcing provider
    - Institutionalizing any process or cost improvement on "both sides" of the relationship

- Design and empower the outsourcing Center of Excellence to manage each of the key governance processes and their complex relationship manifestations.
    - Service Quality Management
        - Service Performance Management
        - Stakeholder Satisfaction Management
        - Service Knowledge Sharing
        - Root Cause Analysis and Resolution Management
        - Financial Benefits Realization Tracking
        - Financial Performance Reporting
    - Issue Management
        - Escalated Operational Management
        - Critical Issues Management
        - Emergency Management
    - Change Management
        - Contract Change Management
        - Project Approval and Initiation
        - Program Management/Transition
        - Demand &Consumption Management
    - Commercial Management
        - Invoice Verification and Payments Management
        - Service Cost Allocation Management
        - Benchmarking
        - Asset Management (both sides of relationship)
    - Compliance Management
        - Regulatory Compliance
        - Internal and External Audit
        - Safety and Security
        - Data Integrity and Privacy
        - Policies, Procedures and Protocols Management
        - Business continuity management
    - Communication Management
        - Customer Relationship Management
        - Business Requirements Liaison
        - Corporate Communications Management
        - Relationship Alignment and Knowledge Exchange
        - 3rd Party Supplier/Vendor/Provider Communications

Ownership – Outsourcing Control Recommendations

UtiliPoint's expert research and review of utility industry outsourcing arrangements shows that utilities are not seeking to completely dismantle or abandon outsourcing relationships. Rather some utilities based on the desire to reassert control over certain key customer service activities and business processes are choosing to:

- Bring CIS in-house or back under the immediate control of utility management
- Re-allocate business process outsourcing responsibility to more than one vendor often in smaller, transaction focused contracts

- Shorten the duration and inflexibility of contracts aiming at agility, the predictable variabilization of costs and service levels to suit dynamic business needs.

UtiliPoint strongly recommends that Terasen take the same approaches in developing its new customer service model.

One such model that may provide the foundation for achieving maximum flexibility balanced by suitable business process control might be:

In-House Control	Hosting/Managed Service Outsourcing	Business Process Outsourcing Phase 1	Business Process Outsourcing Phase 2 (3-5 years from present)
Customer Information System (CIS)	CIS Application and Server Infrastructure	Bill Print and Mail	Interactive Voice Response Infrastructure and Management
Customer Service Business Processes, Business Rules and Protocols	Interactive Voice Response Infrastructure	Payment Remittance (all channels)	Supply Chain Management
Center of Excellence Governance, Change Management, 3rd Party Relationship Management		Contact Center - Call Center	Finance and Accounting
		Collections	Human Resources Benefits, Payroll and Administration

VI.   UTILIPOINT INTERNATIONAL QUALIFICATIONS

UtiliPoint continually works with our clients to create innovative strategies and provide invaluable independent analysis, perspective, and opinion that are firmly rooted in timely research to catalyze and enable measurable business success. Clients of UtiliPoint obtain breakthrough for their business challenges by working with us to put our knowledge into action. Our unique value allows companies to manage risk, validate business strategies and quantify new market opportunities through market intelligence, primary research and expert analysis.

UtiliPoint professionals have deep experience in the energy and utilities industry:

- UtiliPoint is a recognized and trusted source of utility industry research and data
- UtiliPoint professionals are routinely sought out by the industry for our valued insight
- UtiliPoint professionals have successfully conducted projects for more than 500 utility, technology provider and regulator clients worldwide since 1933

Unlike most other firms, UtiliPoint and its predecessor companies have been serving the utility industry for over 75 years with unquestioned independence and unique perspective on: issue analysis; business planning; strategy and program development; primary and secondary research; development of industry working groups; public issues and regulatory management; benchmarking.

VII.   GLOSSARY OF KEY TERMS

Application Service Providers - An ASP (Application Service Provider) manages and delivers end-user computer applications living in a data center, to end users through a wide area network, typically via some "per click" charge

Business Continuity Planning - Companies use business continuity planning to ensure that they are able to continue operating in the event of a technical failure or other emergency.

Business Intelligence - Business intelligence refers to the type of granular information that line-of-business managers seek as they analyze sales trends, customer buying habits and other key performance metrics of an organization.

Business Metrics - Business Metrics is a set of traditional and nontraditional business measurements - such as judging product and service quality, rating customer relationships and measuring employee satisfaction and commitment - that are seen as critical for improving a company's bottom line.

Business Process Outsourcing - Business process outsourcing (BPO) occurs when an organization turns over the management and optimization of a business function or process, such as billing or accounts payable, to a third party that conducts the activity based on a set of predetermined performance metrics.

Business Service Provider - Business Service Provider (BSP) is basically business process outsourcing based on a target platform. The outsourcing is to a target service provider process rather than an improved client outsourced process. The aim is to produce a re-use on standard processes for many clients and get the benefits of aggregation and standardization.

Hosted Facility - A third party or application vendor assumes responsibility for the management and operation of a remote or local data center. The application continues to be supported by product vendors or in-house personnel. This model, once popular in the late 1970's to mid-1980's, has realized a recent resurgence making it the second most popular outsourcing model.

Information Technology Outsourcing - IT outsourcing (ITO)is the outsourcing of information systems management and operations to a total technology solutions provider. This model recently has begun to include hosting models where a specific application is selected by the utility and hosted by another service provider.

In-House Solution - This alternative is provided as a baseline for comparison to the various outsourcing options. It represents an in-house custom or product solution which the utility is operating and managing internally without the help of a third party or vendor. Historically, this has been the most popular operational model.

Managed Application - The product vendor or a third party assumes full responsibility for application maintenance & support, product releases, help desk, training, and consulting services. This model is the most popular, as the utility retains physical control of the solution and its data.

Meter-to-Cash – A phrase used to describe the customer service processes that are involved between reading the customer's utility meter and receiving payment from the customer.

Return on investment - There are various ways to determine ROI. One way is to estimate the extra money a new IT system will bring in, or its cost savings, minus its cost and depreciation. Overall, companies have several tools to calculate the return on IT investments or how they will impact the bottom line. When figuring the real cost of IT projects, Norton recommends that a company factor in training and consider hiring a full-time project manager to lower the risk that the investment may not produce the return the company is expecting. He notes that most IT projects take longer to complete than initially projected, and companies should take care to add more development time to their expense and earnings projections.

Service-Level Agreement - A service-level agreement is a contract that defines the technical support or business parameters that an application service provider or other IT outsourcing firm will provide its clients. The agreement typically spells out measures for performance and consequences for failure.

Shared Services - Responsibility for application management and data center management is assigned to a third party which may be: a third party vendor, an investor owned utility, a public owned utility, or other outside entities as identified. If the entity is an organization created by the utility to provide service to multiple subsidiaries it is known as a Shared Services environment. If an entity is external to the

organization and is attempting to operate the solution for multiple energy utilities it is a co-sourced solution. The success of the co-sourced solution is spotty as it requires a significant investment in time to obtain agreement by multiple utilities on a CIS solution.

Six Sigma - Six Sigma is a highly structured program for improving business processes and represents the latest incarnation of the quality movement. The program, grounded in efforts to improve manufacturing quality during the 1980s, brings the methods and analytic tools of engineers to bear on the questions, What matters to customers? and Where will changes to work processes most improve these points?

Total Cost of Ownership - Total cost of ownership (TCO) has been a steady beacon in the information technology landscape since 1987, when Bill Kirwin, vice president and research director at Stamford, Conn.-based Gartner Group Inc., first applied the model to desktop systems. Gartner has since extended the model into LANs, client/server software, distributed computing, telecommunications, mainframe data centers and most recently, Windows CE and Palm OS handheld computers. Around the corner are models for storage technology and applications development.

VIII. ACCEPTANCE OF DELIVERABLE

Terasen   UtiliPoint International, Inc.

_____   _____
Authorized Signature   Authorized Signature

Name   _____
                                                       Name
_____   Jon T. Brock
Title   _____
                                                       Title: President & COO
_____   _____
Date   Date: July 2, 2008

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Appendix C
SELECTION PROCESS

APPENDIX C – Selection Process for CIS and System Integrator

The Project includes the adoption of a new industry-standard CIS, which is the key technology platform on which the delivery of customer care services rests. Terasen Gas expects that the new CIS will provide a basis to meet evolving business and customer needs. In recognition of the fact that the CIS represents a large component of the Project costs, Terasen Gas engaged in a particularly rigorous process designed to identify: (1) its specific business requirements in a CIS, both currently and in the future; (2) the most cost-effective system to meet the requirements identified; and (3) the appropriate party to implement the technology. This analysis spanned a number of months. Terasen Gas' review process, described in this Appendix, identified a single candidate CIS and a single system integrator. Terasen Gas is confident that it has exercised an appropriate level of due diligence in undertaking this review.

Overview of Assessment Process

Below is a simple schematic that depicts the process that Terasen Gas undertook in making the recommendation for the new CIS implementation:

Figure 1 – CIS Replacement Approach
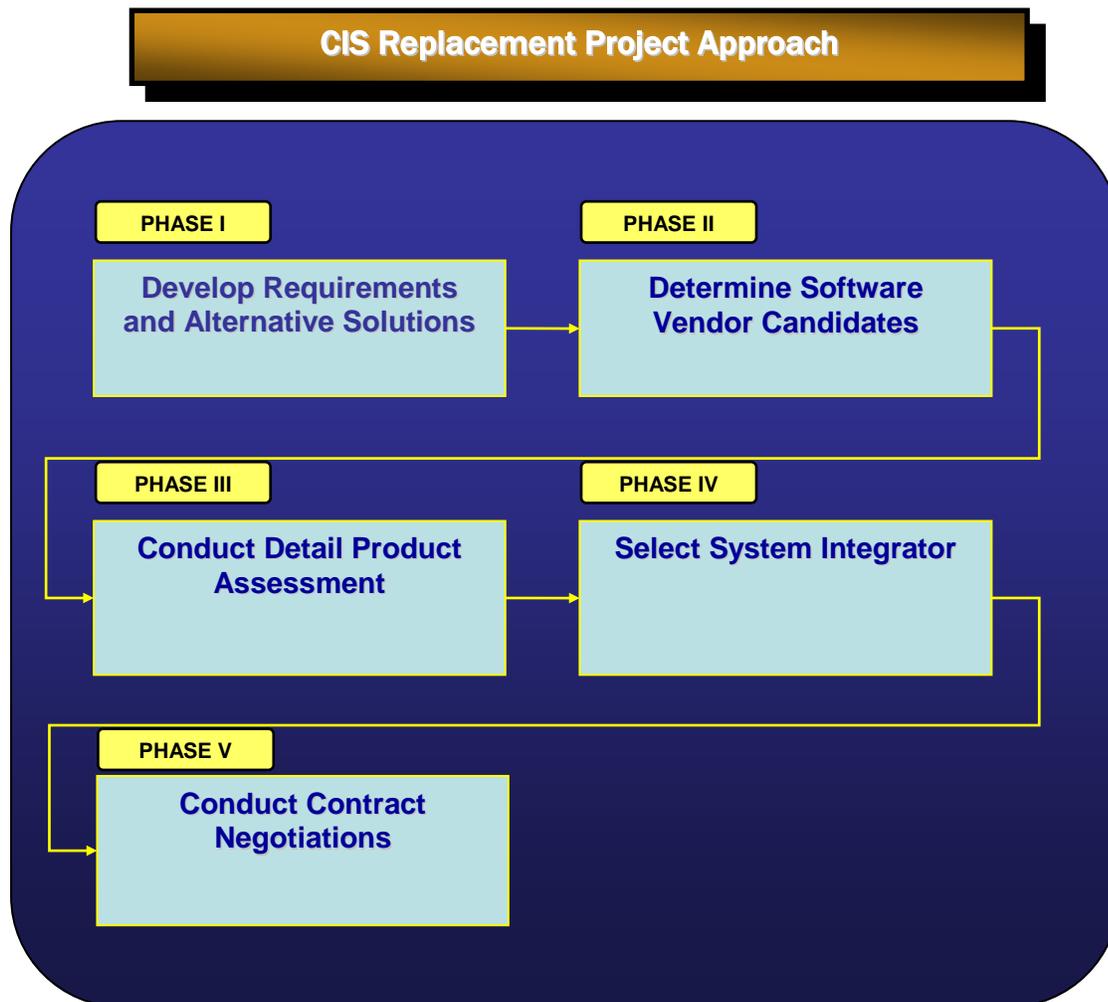
As described in Section 2, Terasen Gas engaged Micon Consulting to assist in the evaluation process. Micon has twenty-two years of experience in 100+ similar engagements. Micon's process, which Terasen Gas followed, was guided by the following principles:

- Forcing the vendors to be honest and truthful via a structured, detailed review process;
- Allowing the business areas to drive the process along with Information Technology (IT);
- Assuming the utility is best served by negotiating a fixed-fee contract;
- Assuming the Utility wants to know the exact number of changes/modifications to each commercial application to be purchased;
- Provides a process that allows management to know the alternatives (and related costs) at the start of the evaluation rather than at the end;
- Provides a methodology that utilizes detailed industry templates to facilitate and expedite the overall process; and
- Provides a process where the product vendor & system integrator are held accountable for documented and demonstrated functionality.

Each of the five phases of the evaluation process is discussed below.

Phase I: Develop Requirements and Alternative Solutions

In light of the key role played by the CIS in delivering Terasen Gas' customer care services, it is critically important that the CIS be able to meet existing business requirements and be sufficiently flexible to respond to evolving business needs. Thus, it was important for those involved in the assessment process to have a clear understanding of Terasen Gas' requirements from its CIS. This analysis is identified in the above schematic as Phase I: Develop Requirements and Alternative Solutions.

In engaging Micon Consulting, Terasen Gas utilized a proven methodology and a set of templates to meet the following objectives:
- Identify functional/technical requirements;
- Provide Industry Information;
- Develop various Alternative Solutions;
- Identify Alternatives costs, timeframes and risk; and
- Select an optimum Alternative(s).

In terms of process in this first phase, Terasen Gas first held a series of workshops with key Terasen Gas resources to identify functional and technical requirements. Requirements can range from what data the system is capable of storing to specific functionality that the system must be able to support. By way of an example, a requirement for rate pricing would be:

 "The System must allow each customer/contract/service agreement to have negotiated values for any or all billing components, charges, credits or discounts, and surcharges."

In excess of 3200 individual requirements were initially identified. Upon further detailed analysis, 2783 were deemed as requiring further evaluation. For the identified requirements, they were prioritized as follows:

- Priority 1 – Functionality that exists today and required for go-live;
- Priority 2 – Functionality not implemented today but required for the new system;
- Priority 3 – Functionality not required for the initial implementation but would likely be required at a future date; and
- Priority 4 – Functionality that is not required but considered "nice to have".

The purpose of this first phase, besides ensuring that Terasen had a detailed set of functional and technical requirements, was to narrow down the possible number of alternatives to the most likely to be successful prior to a larger, more expensive process. It was important to ensure that Terasen had a high level understanding of what was required, what its own capabilities were in supporting this initiative, and a high-level understanding on cost, duration and priorities. Through a series of workshops with Terasen Gas subject matter experts (SMEs), the detailed requirements were documented and prioritized. Once these requirements were documented, an additional series of workshops were facilitated by Micon with the key business and technology Terasen Gas SMEs to evaluate various implementation alternatives such as software vendor, implementation approach, resourcing mix of Terasen Gas staff and consulting support required and timeline. The outcome of these workshops provided Terasen Gas with focus and an industry standard benchmark which was presented to the executives.

Phase II: Determine Software Vendor Candidates

Phase II of Terasen Gas' analysis was to identify appropriate software vendor candidates. Terasen Gas considers it important that the CIS vendor have a good track record, and strong potential for longevity as demonstrated by their position in the marketplace as well as an indication of their continued investment in their product. The CIS market has undergone significant changes, and Terasen Gas anticipates that further changes are likely. Terasen Gas' preferred CIS providers have been identified as industry leaders. They have a demonstrated commitment to long-term investment and support of the customer base and a strategy to keep abreast of the changes that are likely to come up in the future.

Although Micon has extensive practical experience in this subject matter, Terasen Gas utilized the research firm Gartner as a valuable resource to provide additional independent information about the state of various technologies. Terasen Gas was already aware of the major players in the CIS marketplace but utilized the research from Gartner to supplement its own knowledge as well as access details that would not be available to Terasen on its own. Gartner provides this analysis in a documented format known throughout the IT industry as the "Magic Quadrant". The "Magic Quadrant" is Gartner's way of categorizing what it believes are the Leaders, Challengers, Visionaries, and Niche players in the specific area being evaluated based on various criteria including, but not limited to, Product & Service, Overall viability, Customer experience, etc.

The Gartner "Magic Quadrant" evaluation of the current CIS vendor marketplace that follows below indicates two clear leaders in the industry.

"Leaders are those vendors that would normally be included in shortlists for CIS products, for all types of utilities, worldwide. They perform profitably, grow their revenue and have a presence in all major markets. Their functionality is above average, and their technology and scalability (ability to support growth in volumes and capabilities) are leading edge. They offer solutions for retailers in different market models (such as regulated and competitive) and support large utilities with multiple commodity offerings as well as small single commodity utilities, along with utilities focused on different customer segments. These vendors would be followed and tracked by other CIS vendors.

Figure 2 – Magic Quadrant
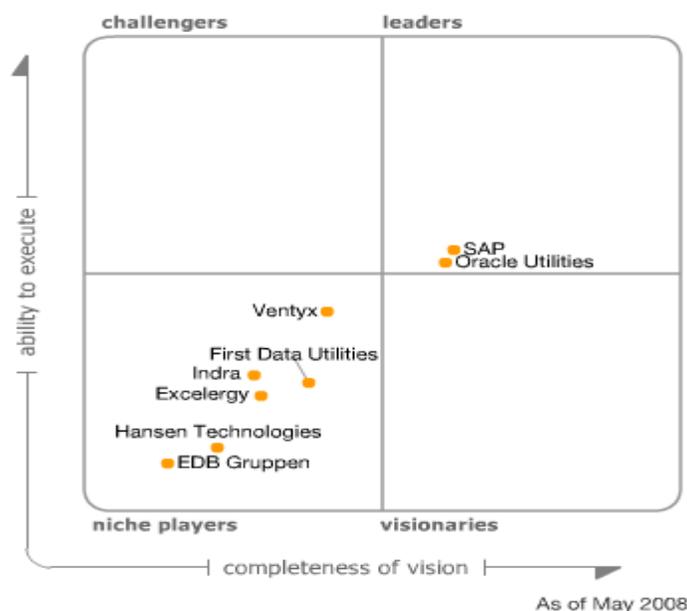
According to the Gartner report, leaders in this market have paired advanced technology with broad offerings and rich functionality. They are utility vertical businesses of the leading enterprise application vendors (such as SAP and Oracle). They have demonstrated the financial viability needed to fuel R&D to support new technology requirements (such as Web services and SOA) and enable business process integration across functional silos in utilities. SAP attained leadership status in 2003, and reconfirmed it due to the combined effects of its significant market share globally and continuing R&D investment in integration technologies and productized competitive market interface extensions. Oracle Utilities (then SPL WorldGroup) attained leadership status in 2004, and retained its leadership status in this rating due to improved corporate viability following acquisition by Oracle, solid business performance and future access to a corporate integration technology platform that can support the continuing drive for functional footprint extension.

"The Niche Players quadrant are situated here because of a geographical shortfall, narrow focus or lack of financial strength (that is, they have not achieved financial viability compared to the market leaders), or they have not come as far as the leaders in advancing their technologies or functionality. This prevents them from being universally suitable to all customers. Clients should review carefully the vendors' target markets and capabilities; they should include them in evaluations if the vendors match their business scope, geographic areas and specific needs."[1]

Based on market research from Gartner, the experience of Micon, and discussions with other utilities in a similar situation (Enbridge and Enmax), there were two clear leaders in the CIS

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[1] Gartner Publication ID Number: G00157606

Magic Quadrant for Utilities Customer Information Systems"

Publication date: 21 May 2008

space: SAP with its CCS modules and Oracle (through the acquisition of SPL). Given the relative marketplace dominance of these two software vendors, Terasen Gas decided to issue the RFP only to them.

Terasen Gas initially was not considering the Energy system from Peace as a longer term solution. At the time of the product evaluation Peace was up for sale only a year after it was acquired by its parent company, First Data. Prior to completing the evaluation on the other CIS options, Peace was acquired by Hansen Technologies out of Australia. The acquisition of Peace by Hansen addressed Terasen Gas' immediate concerns about economic viability. Terasen Gas contacted Hansen to discuss its longer-term product development strategy, product direction, support and partner strategies. Hansen was asked to complete the same functional requirements document that was provided to the other software vendors with the same completion instructions as articulated in the section detailing Phase III below. In addition, Hansen was asked to identify functionality it felt was not implemented properly by the current system support provider and the effort required to re-implement. Hansen's responses were not provided at the requested and comparative level of detail. Instead, overview narratives with insufficient detail were provided. Hansen also indicated in subsequent discussions that they were revisiting the direction that Peace had previously presented at the CIS industry conference earlier in the year. Hansen could not commit to the amount of continued investment into the Peace product or the direction of that investment. They could not confirm whether the Peace product would continue down the same product direction that the former owner had planned and lacked details as to future functionality or a committed-to release schedule. While they would work with any third party resources that Terasen Gas wished, Hansen themselves were not seeking a partnership model with other firms to ensure an adequate base of local skilled resources. Based on these discussions, Terasen Gas concluded that Hansen's plans were either lacking in detail or moving in a direction that was not consistent with Terasen Gas' needs and longer-term requirements.

Hansen indicated that they were re-assessing the prior Peace product strategy and direction as well as revisiting the direct investment in R&D that Peace had earlier indicated was going to be made over the next few years. Hansen's level of investment in R&D is significantly lower than that of the leaders in the CIS market Terasen Gas concluded that these strategies would not suit the Company's needs or strategic direction. The Peace product is a solid solution for the right company; however, Terasen Gas' analysis was that having three owners in the past two years taking the company in different directions has resulted in the Peace product failing to keep on pace with its competitors. Terasen Gas could not identify any compelling reason to prefer Peace over the SAP or Oracle that would outweigh Terasen Gas' concerns about using Peace as the foundation for the future CIS.

Phase III: Conduct Detailed Product Assessment

Phase III of the process for selecting a preferred CIS involved Terasen Gas, with the assistance of Micon, soliciting information from the identified providers, SAP and Oracle, through a Request for Proposal ("RFP") process regarding how their software products met Terasen Gas' requirements identified in Phase I. The RFP documents identified the detailed requirements to be addressed. The instructions for the software vendors were to respond to each requirement as to whether the requirement could be met in the base system, through configuration, through a user exit, through system modification, through a future release or "not supported". The categories represent the relative effort required to implement and support each of the

requirements. Typically, a requirement that can be met "in Base System" is relatively easy and cost effective to implement and support, while "Requires Modification" traditionally is the most complex. In future releases implies a decision by Terasen Gas to modify the application to meet the requirement or work around the requirement until the new release is installed.   A brief description of each of these categories is outlined below:

- **In Base System -**
  To qualify for this category, the requirement would be met as base functionality "out of the box" or enabled just with the implementation of the system requiring no other intervention.

- **Requires Configuration -**
  To qualify for this category, the requirement would be met by utilizing capabilities inherent in the product. An individual would be able to set parameters in the system or "configure" the system to enable the desired functionality.

- **Requires User Exit -**
  It is recognized by these software vendors that there are logical points in the functionality of a system where the company implementing their solution could have a very specific requirement to meet certain business outcomes such as rate formulas. A User Exit is a term given to that specific logical point. The software package code will hand off program logic to the "user exit" where the customer specific code will execute and then hand the program logic back to the package code. This allows the customer to implement their specific business rules without compromising the integrity of the software package.

- **Requires Modification -**
  Modification is the term when no user exit capability is available as described above. The software package must be changed or "modified" to meet the business requirement. This is much less desirable than the ability to use user exits as this compromises the ability of the software vendor to support the product as these modifications are not known to the vendor and the implication to the functioning of the rest of the system is unknown.

- **Available in Future Releases -**
  To qualify for this category, the requirement would be met by functionality that does not exist in the current version of the software but is planned to be made available either in base system, configuration or a new user exit in a future version of the product. In cases where this was identified, the future version and generally available release date were required.

- **Not Supported -**
  As the category implies, the requirement can not be met through any conventional means within the product capability, not planned in any future release at this time and any system modification required to implement would be of such risk that the software vendor would not support its implementation thereby jeopardizing future support.

Also required in the responses was the estimated work day effort to implement the requirements.

Upon receipt of the RFP responses, it was determined that both solutions could meet the requirements although not in exactly the same way. The next phase of the evaluation was for the vendors to demonstrate "how" these requirements would be met. Terasen Gas created hundreds of test script scenarios to have the software vendors demonstrate how the key requirements would be met. Demonstration workshops for the following categories were conducted with each software vendor over a period of eight days for each vendor. The Terasen Gas subject matter experts for each category who created the test scripts and could best understand the expected results as well as evaluate how those requirements were met participated in the various workshops. The key categories that were demonstrated were:

- Premise Information;
- Billing;
- Credit & Collections;
- Customer Choice, Web Access, and Marketing;
- Rates & Pricing;
- Cash Processing;
- Revenue Accounting;
- Meter & Equipment;
- Meter Reading;
- Customer Service Field Work;
- Reporting & Analytics; and
- Technical Overview.

An example of the details required to be demonstrated for a category is below:

- CREDIT AND COLLECTIONS
    - Credit and Collections Notes;
    - Third Party Notification;
    - New Service Request;
    - Cash Only Accounts – High Credit Risk Alerts;
    - Internal Credit Score;
    - Security Deposits;
    - Collection Rules and Activities;
    - Payment Agreements;
    - Returned Items;
    - Bad Debit Charge Off;
    - Notification of Bankruptcy;
    - Collection Activity Performance;
    - Collection Reports;
    - Non-cash Deposits; and
    - Security Deposit Maintenance.

The demonstration workshops are a key component of the evaluation process. The purpose of the demonstration workshops is to provide Terasen Gas with a clear demonstration of how the system could meet the requirements in a "real-life" scenario. Based on past experience, we believe that although a requirement could technically be met by a software product as per the written responses to the functional requirements criteria, the way in which that requirement is

met can be so unnecessarily complex or cumbersome that the proposed solution would not be acceptable to Terasen Gas. These workshops provide a good opportunity to ensure that a clear interpretation of the requirement can be demonstrated by the Software Vendor to Terasen Gas and that the way that the system meets that requirement is in a manner that would be acceptable to Terasen Gas.

An additional outcome of the workshops is to provide the opportunity to identify any new requirements that may have been missed in the original requirements document or to clarify any questions or issues as a result of seeing how specific requirements are met. Upon conclusion of the demonstration workshops, each vendor was directed to respond to a Request for Quotation (RFQ) document to be used in the final evaluation.

Upon receipt of the RFQ responses, Terasen Gas evaluated the responses and determined that both SAP and Oracle could meet the Company's requirements.

The criterion on which the evaluation was based was:

- The ability to meet functional specifications:
  - Customer/Premise Information;
  - Rates & Pricing;
  - Billing;
  - Cash Processing;
  - Customer Service/Field Work;
  - Revenue Accounting;
  - Credit & Collections;
  - Meter Reading;
  - Metering & Equipment;
  - Marketing;
  - Reporting;
  - Web Access; and
  - Customer Choice.

- The ability to meet technical specifications:
  - Technical Architecture;
  - System Administration;
  - System Operations (versioning, production, maintenance);
  - Data Architecture; and
  - Interface & Conversion.

- Test Scripting evaluations:
  - Customer/Premise Information;
  - Rates & Pricing;
  - Billing;
  - Cash Processing;
  - Customer Service/Field Work;
  - Revenue Accounting;
  - Credit & Collections;
  - Meter Reading;
  - Metering & Equipment; and
  - Marketing.

- Vendor Profile:
    - Established Vendor;
    - Direction and Focus;
    - Product Training;
    - Release Enhancement Process;
    - Utility Industry History;
    - Product Funding;
    - Litigation;
    - User Groups;
    - Research and Development; and
    - Quality Assurance.

- Software product Profile:
    - Proposed Product Version;
    - Release/Version Planning;
    - Service Packs;
    - Initial Proposed Products Implementation; and
    - Completed Implementations.

- Contractual Agreements:
    - License Agreement Costs;
    - License Terms and Conditions;
    - Software Maintenance Fees; and
    - Maintenance Agreement Terms and Conditions.

- Client References

Terasen Gas believes that the above criteria addressed all of the key considerations that each vendor had to respond to. They reflect Terasen's priorities and are consistent with Micon's experience in similar processes with other clients. While each product had its strengths and weaknesses, neither product was able to clearly demonstrate an overwhelming advantage over the other. Terasen Gas elected to continue the evaluation with both products to determine the costs associated with implementation, integration with the rest of the Terasen Gas systems, and ongoing support to determine the overall costs of the new solution prior to making a selection.

Phase IV: System Integrator Selection

Phase IV of the process was to select a system integrator (SI) for the CIS solution. A SI is the industry term for the 3rd party consulting support that a company requires to assist in the implementation of a software solution. Terasen Gas solicited both of the software vendors that had been identified as industry leaders in Phase II for their recommendation as to companies that would be best suited to implementing a CIS for Terasen Gas. Terasen Gas sought proposals based on the recommendations.

In cases where the SI had an SAP and an Oracle practice, they were encouraged to provide proposals for both solutions; however, no SI expressed an intent to bid on both solutions. Only Blue Heron Consulting, an Oracle specific SI, indicated they would submit a proposal for the

implementation of Oracle. Although having both SAP and Oracle practices, IBM, Accenture, and Cap Gemini all indicated they would be submitting proposals for an SAP implementation only. HCL Axon, an SAP specific SI, also indicated they would respond if asked. Deloitte and Wipro chose not to bid.

The overall approach for the selection of the SI was as follows: (1) issue an RFP; (2) shortlist based on the information provided in the responses; (3) clarify any outstanding details with the shortlisted Sis; (4) issue an RFQ; (5) shortlist respondents based on information provided in the RFQ if applicable, (6) conduct oral presentations with the shortlisted SIs; and (7) make a recommendation on the CIS solution based on information regarding the SI and information obtained through the software selection process. It was imperative for Terasen to understand the total cost of ownership for the recommended solution, not only in terms of acquiring and implementing the solution, but also the costs related to ongoing support for the solution. Terasen believed very strongly that it is only the combination of all of the elements that an informed decision could be made.

Terasen Gas issued an RFP document for the implementation of the software. Along with the same detailed functional and technical requirements that were provided to the software vendors, the SI's were to provide resourcing, time and cost estimates. The workday effort for each requirement as well as the categorization of each requirement as outlined above provided to Terasen Gas from the software vendors were included in the RFP. The direction was that if any vendor took exception to the categorization or effort that was provided by the software vendors, then it was up to the SI and the vendor to reach consensus on the point and have it reflected in their response.

Based on the information provided in the RFP, Cap Gemini was eliminated from further evaluation after being gauged against a short listing criteria that consisted of:

- Vendor Qualifications;
- Work Plan;
- Pricing; and
- Client References.

Conference call debriefs were conducted with each SI after the RFP responses were evaluated to clarify requirements, RFP response details, and to highlight areas of specific focus for each SI to incorporate into their response to the following RFQ.

Upon receipt of the responses from the SIs to the subsequent RFQ, Terasen Gas employed the same shortlisting criteria as was utilized in the RFP to arrive at a further shortlist. The rationale for using the same criteria was that it still represented the key decision criteria that Terasen felt was important. The RFQ process just allowed for greater levels of detail based on the clarifications from the RFP process. The candidates shortlisted were Blue Heron proposing an Oracle implementation and HCL Axon proposing an SAP implementation.

Terasen Gas requested oral presentations from both Blue Heron and HCL Axon, in which the candidate SI's outlined the details of their proposals. The oral presentations also provided the SIs (accompanied by the respective software vendor representation) with the opportunity to clarify any outstanding issues or questions in an interactive session with Terasen as to how each solution could best meet Terasen Gas' needs.

After oral presentations, Terasen Gas developed the overall decision criteria for the new CIS solution and implementation. Combining key elements of the software vendor and SI criteria, the overall solution criteria was developed as follows:

- Product Vendor:
    - o Functional specifications met;
    - o Vendor profile; and
    - o Technical architecture / strategic fit.

- System Integrator qualifications:
    - o SI company profile;
    - o Relevant experience / reference calls;
    - o Proposed personnel;
    - o Implementation Methodology; and
    - o Resource Availability.

- Work Plan:
    - o Estimated work days;
    - o Level of detail; and
    - o Use of Resources / resource mix with Terasen Gas Inc.

- Pricing:
    - o Total implementation costs;
    - o Transition / support costs; and
    - o Ongoing software maintenance costs.

Based on the above criteria, Terasen Gas determined that an SAP solution implemented by HCL Axon was the best proposal. As stated previously, it was the combination of the costs associated with acquiring and supporting the software as well as the costs and quality of the initial system integrator proposal on which the final decision was predicated.

Phase V: Conduct Contract Negotiations

Having successfully concluded Phase I through Phase IV, Terasen Gas is now in a position to start contract negotiations with SAP and HCL Axon.

Appendix D
CIS VENDOR RFQ

The TGI Request for Quotation is divided into the following 10 Documents:

- 1322 tpg.doc: Cover Page and Table of Contents
- 1322 S01.doc: Part 1 -Quotation Instruction to Bidder
- 1322 S02.doc: Part 2 - Functional and Technical Requirements
- 1322.S03.doc: Part 3 -Bidder's Quotation
- 1322 APA.doc: Appendix A – Functional Requirements
- 1322 APB.doc: Appendix B – Technical Specifications
- 1322 APC.doc: Appendix C – Proposal Qualification Questionnaire
- 1322 APD.doc: Appendix D – Interface Specifications
- 1322 APE.doc: Appendix E – Pricing Structure Statement
- 1322 APF.doc: Appendix F – Mutual Non Disclosure Agreement

REQUEST FOR QUOTATION

Customer Information System (CIS) Replacement Project – Phase 1 – Customer Information Software Selection

September 2008

Terasen Gas

Table of Contents

1.   **Invitation to Bid**

Terasen Gas Inc. ("Terasen") acting as agent for Terasen Inc. invites bidders ("Bidders") to submit quotations ("Quotations") for the Customer Information System Replacement Project Phase 1 – Customer Information Software Selection (the "Project") in accordance with the following instructions.

2.   **Project Scope and Process**

2.1.   Terasen has begun a process to replace their current Customer Information System. This process is comprised of two critical components:

(a)   The first component will involve the evaluation of application software to replace the existing Customer Information System ("CIS").

(b)   The second component will entail a second Request for Quotation which will evaluate systems integration ("SI") and application sustainment vendors.

The final selection of the chosen vendor(s) for the Project will be made based on the evaluation of a combination of both a software vendor and a SI /application sustainment vendor. Terasen anticipates the vendor(s) decision for the Project will be made in Q1 2009.

The Project and vendor(s) selection is subject to approval by the British Columbia Utilities Commission (BCUC). Any Project commencement or cancellation decision will be dependent on the results of the BCUC review. The result of the BCUC review is anticipated to occur in September 2009.

2.2.   This Request for Quotation ("RFQ"), on which you have been invited to bid, is the first component of the Project and is being issued to Bidders for provision of application software to meet Terasen's functional and technical requirements for a CIS.

2.3.   The evaluation process will include the following activities:

(a)   distribution of the RFQ;

(b)   submission of the Mutual Non Disclosure Agreement, attached hereto in Part 3;

(c)   a one to one and one half day product demonstration;

(d)   short listing of the vendors to a maximum of two (2); and

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    (e)   a seven (7) to nine (9) day detailed product demonstration performed by the short listed Bidders.

3.   Organizational Overview and General Background:

Terasen delivers natural gas and piped propane to homes and businesses throughout British Columbia (BC). Terasen is focused on connecting customers safely, efficiently and reliably to the energy and services they need.

With approximately 920,000 customers in 125 communities, Terasen provides service to 95 per cent of BC's natural gas customers and is one of the largest natural gas utilities in Canada.

Terasen operates three natural gas and propane assets:

Terasen Inc. — serving most of mainland BC from Vancouver east to the Kootenays and north to communities including Mackenzie, Chetwynd and Fort Nelson

Terasen (Vancouver Island) Inc. — serving Vancouver Island, Powell River and the Sunshine Coast

Terasen (Whistler) Inc. — providing piped propane to the Resort Municipality of Whistler

Terasen is regulated by the British Columbia Utilities Commission (BCUC).

Current and projected customer related volumes for Terasen are included in the following table for information that may be useful in the completion of Bidder's Quotation.

Terasen Customer Statistics

Business Activity	Current Volumes	Anticipated Volumes In five (5) Years
Jurisdictions	3	5
Electric only customers	0	300,000
Residential	0	275,000
Large Commercial & Industrial	0	25,000
Gas only customers	925,000	1,000,000
Residential	838,000	900,000
Large Commercial & Industrial	87,000	100,000
Water only customers	0	50,000

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Residential	0	47,000
Large Commercial & Industrial	0	3,000
Products and Services Only Customers	0	5,000
Multiple service customers	0	5,000
Residential	0	4,500
Large Commercial & Industrial	0	500
Electric meters	0	325,000
Gas meters	980,000	1,100,000
Water meters	0	500
Steam meters	0	0
Non-energy products offered	0	5
Average number of bills/invoices printed per day	47,000	50,000
Number of rates	1,200	2,500
Customer service centers	0	0
Average number of customer service center calls per day	4,500	5,000
Average number of customer emails received per month	2,000	5,000
Average number of walk-up customer services per day	5	5
Average number of service orders generated per day	350	400
Average number of walk-up payments per day	0	0
Average number of customer accounts in delinquency	90,000	92,000
Number of customers using web-based self-service	170,000 per year	280,000
Average number of self-service web page views	5	15

Notes:
Currently Terasen has three separate companies with separate tariffs. Terasen no longer supports local customer service offices and has a few walk-ins at their head office. Statistics above assume some potential gains in the electric and water market over the next fives years via acquisition.

4. Identification of Bidders:

Each Quotation shall include the Bidder's:

a) Name and address
b) Telephone number
c) Facsimile number
d) Signature of authorized signatory
e) Name (printed) of authorized signatory
f) Title of authorized signatory

5. **Information/Clarification**

   5.1. Terasen will accept requests for information or clarification regarding this RFQ. Such requests shall be addressed in writing via email to Joan Heil jheil@miconinc.com by the date indicated in the Timeline in Section 7 – Timeline below. All replies shall be confirmed in writing by Terasen and any reply other than in writing is invalid. Any instructions or information given to Bidders other than by Ms. Heil are invalid.

   5.2. A reply to all questions, if any, shall be made in the form of an addendum(s) which will be forwarded to all Bidders.

   5.3. No verbal agreement or conversation made or had at any time with any officer, agent or employee of Terasen, nor any oral representation by such officer, agent or employee, shall add to, detract from, affect or modify the terms of the Request for Quotation or be relied upon in any way whatsoever, unless specifically incorporated in a written addendum issued by Terasen.

6. **Knowledge of Work**

   6.1. Before submitting their Quotation, Bidders shall obtain all necessary information, local or otherwise as to risks, contingencies and other circumstances which may influence or affect their Quotation.

   6.2. All communications during the Request for Quotation period shall be made directly with:

   Ms. Joan Heil, Consultant
   The Micon Group
   1820 E. Ray Road, Suite A209
   Chandler, AZ 85225
   Office: (480) 656-8393
   Email: jheil@miconinc.com

7. **Time Line**

   The following table reflects the desired timing of the RFQ process:

Key Event	Deadline Date
Issue of Request for Quotation	September 10, 2008
Non-Disclosure Agreement Deadline	September 16, 2008
Close of RFQ Clarification Question Period	September 19, 2008

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Key Event	Deadline Date
Issue Final RFQ Clarification Responses	September 24, 2008
Product Demonstrations	September 17 – October 1, 2008
Proposal Submission Deadline	October 3, 2008
Start of Evaluation Period	October 3, 2008
Short List Vendors (to no more than 2)	October 8, 2008
Detailed Product Evaluation (Test Scripting) Start Date	October 20
Recommendation of Contract Award	Q1, 2009
Approval of Contract Award by BCUC	to be determined anticipated Q3, 2009

8.   **Quotation Format**

All Quotations must be submitted in the following format. The Bidder shall respond to each line item in each Attachment to each Appendix set out below:

8.1.   Degree of Functional Fit

Part 3 Appendix "A" contains an attachment which sets out the detailed listing of the functional requirements Terasen is looking for in a CIS solution. A compliant Quotation must include a response for each item in the list (not including summary level items) in accordance with the instructions set out in Appendix "A".

8.2.   Degree of Technical Fit

Part 3 Appendix "B" contains an attachment which sets out the technical issues Terasen is interested in understanding as they relate to the proposed CIS solution. A compliant Quotation must include a response for each item in the list (not including summary level items) in accordance with the instructions set out in Appendix "B".

8.3.   Bidder Qualifications

Bidders must provide detailed responses to the Quotation Qualification Questionnaire attached to Part 3 Appendix "C". Instructions are provided in Appendix "C".

8.4.   Interface Specifications

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Bidders must include comments regarding the impact of their product regarding the Interface Specification Document included in Part 3 Appendix "D". Instructions are provided in Appendix "D".

8.5.   Product Cost

Bidders must include a completed Pricing Structure Statement using the table attached to Appendix "E". This template provides both the basis for providing the initial license fees and the on-going software maintenance fees. Instructions are provided in Appendix "E".

(a)   Additional Required Software Components

Space is provided to include any and all required Bidder-provided application modules and/or third-party products required to operate the proposed solution.

(b)   Potential Discounts

If the Bidder is willing to discount the pricing of any proposed application module, the discount rate to be applied can be entered in the response to Appendix E. The values should be entered as a percent discount to be applied.

8.6.   Bidder's License Agreement

Bidders shall include their standard Software License Agreement, Software Maintenance Agreement and Licensed Software Escrow Agreement in their Quotation which will be reviewed and assessed for commercial reasonableness. This assessment is part of the selection criteria.

9.   Product Demonstration

Each Bidder is asked to deliver a maximum one and one half day product demonstration at Terasen's offices at 16705 Fraser Highway, Surrey, BC.

9.1.   The presentation schedule will be coordinated by Ms. Joan Heil and will be communicated to each Bidder. Demonstrations will be conducted between September 17 and October 1, 2008 and are scheduled to be conducted prior to the submission of the Bidder's Quotation.

9.2.   A detailed demonstration agenda will be provided and Bidder's must strictly adhere to the agenda.

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9.3. The presentation, at a minimum, must cover the following topics:

(i)   Introductions/Product Overview
(ii)   Navigation/User Interface
(iii)   Billing and Energy Data Management
(iv)   Customer Choice
(v)   Analytics and Reporting
(vi)   System Administration

10. Detailed Product Demonstration

A maximum of two (2) short list Bidders will be required to provide a Detailed Product Demonstration (Test Scripting) to the RFQ evaluation team and a team of Subject Matter Experts (SME's). These demonstrations will be provided on-site at Terasen and are expected to be seven (7) to ten (9) days in duration per Bidder. These scripted demonstrations will be based on test scenarios developed by Terasen and provided to short list Bidders with adequate time to prepare for the demonstrations. Bidders must indicate their commitment and ability to provide resources to provide the product demonstration. Terasen reserves the right, in its sole discretion, to video record the Detailed Product Demonstrations. Said video recordings will become the property of Terasen without any additional remuneration to the Bidder.

11. Delivery of Quotation

Three (3) paper sets of the Quotations, and three (3) CD's in MS Word 2003 and MS Excel 2003, shall be submitted in an envelope addressed to:

Mr. David Legge
Director – Information Technology
Terasen, Inc.
16705 Fraser Highway
Surrey, British Columbia
Canada V4N 0E8

The paper sets must be clearly marked with the words **"Customer Information System Replacement Project   Phase 1 – Customer Information Software Selection - Bidder Quotation"** and delivered up to but not later than 12:00 noon Pacific Time on October 3, 2008.

Faxed Quotation will not be accepted.

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All Quotations including spreadsheets must be provided in electronic form as MS Word 2003 and MS Excel 2003 documents. (PDF's will not be accepted).

12. Request for Quotation and Quotation Proprietary and Confidential

12.1. In addition to the specific information covered by the Mutual Non Disclosure Agreement, all information in this Request for Quotation is confidential and should not be disclosed by the Bidder except as required in the preparation of the Bidder's Quotation.

12.2. The Bidder may designate portions of its Quotation that are proprietary in nature and Terasen agrees not to disclose those portions except as required by the evaluation process.

13. Quotation Preparation Costs

Costs associated with preparing Quotations in response to this Request for Quotation are the sole responsibility of Bidders.

14. Acceptance and Rejection of Quotations

14.1. Quotations will be opened privately at the offices of Terasen. Following submission of the Quotation and within forty-eight (48) hours of being requested, Bidders shall provide such additional information as called for herein and as may be required by Terasen.

14.2. Terasen reserves the right to reject any or all Quotations, including without limitation the lowest Quotation even if the lowest Quotation conforms in all respects with the Request For Quotation, and to award the Contract to whomever Terasen in its sole and absolute discretion deems appropriate, notwithstanding any custom of the trade to the contrary nor anything contained in the Request For Quotation or herein. Terasen shall not, under any circumstances owe a duty of care or duty of fairness to any Bidder or, be responsible for any costs incurred by any Bidder in the preparation of its Quotation or for any damages whatsoever arising out of or related to the rejection of any Quotation.

14.3. Should a Bidder fail to complete its Quotation in strict compliance with the requirements of the Instructions to Bidders, Terasen, in its sole and absolute discretion, may nonetheless waive such non-compliance, seek clarification from and enter into negotiations with that Bidder and award the Contract to that Bidder, even if such failure in compliance would at law render the Quotation null and void. Failure to comply with any provision of the Instructions to Bidders described in mandatory terms

such as "must" or "shall" shall not result in a Quotation being disqualified or rendered void unless Terasen, in its sole and absolute discretion, elects not to consider the Quotation any further, otherwise Terasen in its sole and absolute discretion may waive such non-compliance and still consider the Quotation.

14.4. Without limiting the generality of the foregoing, Terasen reserves the right, in its sole and absolute discretion, to accept or reject any Quotation which in the view of Terasen, is incomplete, obscure, or irregular, which has erasures or corrections in the documents, which contains exceptions and variations, which omits one or more prices, which contains prices Terasen considers unbalanced.

14.5. Criteria which may be used by Terasen in evaluating Quotations and selecting the short-list of Bidders and the weight, if any, to be given to the criteria are in Terasen's sole and absolute discretion and, without limiting the generality of the foregoing, may include one or more of:

    (i)   total cost to Terasen;
    (ii)   the Bidder's track record in similar or related projects;
    (iii)   ability to meet business requirements of the Project;
    (iv)   understanding and ability to meet Terasen's Technical requirements;
    (v)   commercial reasonableness of the Bidder's standard Software License Agreement and Software Maintenance Agreement; and
    (vi)   quality and completeness of the Bidder's Quotation.

14.6. Should Terasen not receive any Quotation satisfactory to it in its sole and absolute discretion, Terasen reserves the right to cancel the Request for Quotation or re-tender the Request for Quotation. The Quotation shall remain valid, irrevocable and open for acceptance by Terasen without qualification for the period from the Closing Time for submission of Quotations, until the Project is approved by the BCUC. The approval by the BCUC is anticipated to occur in Q3, 2009. Terasen reserves the right to enter into negotiations with any one or more Bidders on any or all aspects of their Quotation.

14.7. Notwithstanding any other provision of the Request for Quotation, it is a fundamental condition of this call for Quotations and the receipt and consideration of Quotations by Terasen that Terasen and its employees, contractors, consultants and agents will not and shall not under any circumstances whatsoever, including without limitation whether pursuant to contract, tort, statutory duty, law, equity or otherwise, and including but not limited to any actual or implied duty of fairness, be responsible or

Customer Information Software (CIS) Replacement Project – Phase 1 Customer Information Software Selection

liable for any costs, expenses, claims, losses, damages or liabilities (collectively and individually "Claims") incurred or suffered by Bidders as a result of, arising out of, or related to any of the Request For Quotation, any Addenda, the preparation, negotiation, acceptance or rejection of any conforming or non-conforming Quotation, the rejection of any Bidder, the cancellation, suspension or termination of the tendering process, or the postponement, suspension or cancellation of the Work, and by submitting a Quotation each Bidder shall be conclusively deemed to waive and release Terasen and its employees, contractors, consultants and agents from and against any and all such Claims. Bidders shall indemnify and hold harmless Terasen and its employees, contractors, consultants and agents against any and all Claims brought by third parties against Terasen or any of its employees, contractors, consultants and agents which arise out of or are related to any one or more of the preparation, submission and negotiation of any Quotation by the Bidder. Without limiting the generality of the foregoing, Terasen shall not be under any obligation whatsoever to award the Work to the Bidder or anyone else and may cancel the Request for Quotation and reject any or all Quotations received at any time for whatsoever reasons Terasen in its sole, absolute and unfettered discretion considers to be its best interest.

1.   **Functional and Technical Requirements**

1.1   This document and the Appendices "A" and "B" referred to below and attached to Part 3 outline the Functional and Technical Requirements respectively of the Customer Information System Application.

1.2   The Bidder shall complete the Functional Requirements document attached to Appendix "A" as an indication of the proposed solution's functional fit with TGI requirements, which include but are not limited to the following business areas:

a) Customer Account Information
b) Rates
c) Billing
d) Order Processing
e) Credit & Collections
f) Meter Reading
g) Meter Inventory
h) Customer Choice
i) Marketing
j) Accounts Receivable
k) Cash Management
l) Reporting
m) Web Enablement

Instructions for response to the Functional Requirements document attached to Appendix "A".

1.3   The Bidder shall also complete the Technical Requirements document attached to Appendix "B" as an indication of the proposed solution's technical fit with TGI requirements, which include but are not limited to the following:

a) Technical Architecture
b) System Administration
c) System Operations
d) Data Architecture
e) Interfaces and Conversion

Instruction for response to the Technical Requirements document attached to Appendix "B".

1.   **PROJECT:**   **Customer Information System Replacement Project**
                       Phase 1 – Customer Information Software Selection

      SUBMISSION DATE: 12:00 P.M. (local time) October 3, 2008
                          Quotations are irrevocable until BCUC approval of the
                          Project.

2.   **FUNCTIONAL REQUIREMENTS DOCUMENT**

      The Bidder shall complete the Functional Requirements document included in
      Appendix "A" attached hereto.

3.   **TECHNICAL REQUIREMENTS DOCUMENT**

      The Bidder shall complete the Technical Requirements document included as
      Appendix "B".

4.   **QUOTATION QUALIFICATION QUESTIONNAIRE**

      The Bidder shall complete the Quotation Qualification Questionnaire document
      included as Appendix "C" attached hereto.

5.   **INTERFACE SPECIFICATIONS**

      The Bidder shall complete information on the Interface Specifications document
      included as Appendix "D" attached hereto.

6.   **PRICING REQUIREMENTS (GST extra, BCSST included if applicable)**

      6.1   **Pricing Structure Statement**

             The Bidder shall complete the Pricing Structure Statement included in
             Appendix "E" attached hereto in accordance with the instructions set out
             therein.

      6.2   **Currency**

             All prices shall be quoted in Canadian dollars. Where applicable, prices
             shall contain all duties and excise taxes.

      6.3   All prices must be firm for the duration of the resulting order of this
             Request for Quotation. Unless otherwise indicated on the face of this form
             or in a covering letter, any Federal or British Columbia sales taxes

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**Customer Information Software (CIS) Replacement Project – Phase 1 Customer
Information Software Selection**

applying against the goods covered by this Quotation shall be separate line items and shall **not** be included in the base price.

7.   **Form of Agreements**

7.1   Form of Standard Software License Agreement

The Bidder shall attach their Standard Software License Agreement their response to this Request for Quotation.

7.2   Form of Standard Software Maintenance Agreement

The Bidder shall attach their Standard Software Maintenance Agreement to their response to this Request for Quotation.

7.3   Licensed Software Escrow Agreement

In order to mitigate the risk to Terasen associated with the financial failure of the Bidder, Terasen desires to negotiate a Licensed Software Escrow Agreement. The availability of the proprietary technology of the Bidder is critical to Terasen in the conduct of its business and, therefore, Terasen needs access to the proprietary technology under certain limited circumstances. Terasen therefore desires to establish an escrow with an Escrow Services Vendor to provide for the retention, administration and controlled access of the proprietary technology materials of the Bidder.

The Bidder shall provide a statement indicating compliance with the desire of Terasen as it relates to a Licensed Software Escrow Agreement or any exceptions taken to the establishment of such an agreement. The Bidder shall also provide information concerning the cost (if any) to Terasen for the establishment of the agreement and any estimated annual cost to be paid to the Escrow Services Vendor for the management and verification of future releases and upgrades of the software vendor's licensed software and other deposit materials.

8.   **Mutual Non Disclosure Agreement**

The Bidder shall execute the Mutual Non Disclosure Agreement attached hereto as Appendix "F" and return it up to but no later than the due date indicated in Part 1 of this Request for Quotation.

Customer Information Software (CIS) Replacement Project – Phase 1 Customer Information Software Selection

9. In the event that Terasen issues any addenda please acknowledge receipt as part of your response in the following format:

Addendum #	Date Received

10. Quotation shall include the following attestation:

In Witness Whereof the Bidder has caused its seal to be affixed at _____ the _____ day of _____, 2008.

The seal of the Bidder was hereunder affixed in the presence of:

_____
Signature

_____

OR

_____
Print name

In Witness Whereof the Bidder has duly executed this Quotation at _____ on the _____ day of _____, 2008.

_____   _____
Signature   Witness

_____
Print name

_____
Title

Appendix A – Functional Requirements

1. Instructions to Bidders

1.1 Definitions

Please provide responses to each of the functional requirements as to the proposed product's ability to best achieve the functional targets according to the following definitions:

a) **In Base System:**
   All logic, programming, business rules and any associated workflow exists with the only potential requirement being set-up and population of "static" system tables

b) **Requires Configuration**
   All logic, programming and business rules (containing operands or attributes) exists with the requirement being to define the operand or attribute values, establish workflow(s) and set-up and populate "static" system tables

c) **Requires Enhancement/User Exit**
   Requires new logic, programming and/or business rules (containing operands or attributes) to be written **(coded and tested)**. Any of this associated "new" code will be outside of the base system and preserved when applying new product solution version releases. May also require the establishment of new workflow(s).

d) **Requires Modification to the Base Application System Code.**
   Requires new logic, programming and/or business rules (containing operands or attributes) to be written **(coded and tested)** directly into the base system solution application. The assumption is that any of this associated "new" code will not be preserved when applying new product solution version releases. May also require the establishment of new workflow(s).

e) **Available in Future Release:**
   Functionality is forthcoming in a planned future release. Please specify the release number/version along with a list of planned releases and associated dates.

**Customer Information Software (CIS) Replacement Project – Phase 1
Customer Information Software Selection**

1. 2 . <u>Response Requirements</u>

If the Respondent believes their solution cannot or would not be successful in satisfying a functional line item through configuration, enhancement or system modification, indicate as such by putting an "X" in the "Not Supported" column. For each of these as indicated, provide in the "Notes" column the reason your organization believes the solution can not provide the requested functionality and a suggestion, if any, as to how TGI could potentially achieve this requirement

a) For each function requiring configuration, enhancement and/or modification, provide an estimated level of workdays required in each respective column, a Total of Estimated Workdays, and the Total Cost.

b) If a functional requirement is repeated and your response indicates all workdays and related cost in another line item, provide the reference to that line item on the "duplicated" line.

2. A copy of the TGI Functional Requirements document is imbedded and may be accessed by double clicking on the following icon.

CIS Functional
Requirements

Customer Information Software (CIS) Replacement Project – Phase 1
Customer Information Software Selection

CIS Functional Requirements

REF #	PROCESS	CATEGORY	DESIRED FUNCTIONALITY	In Base System	Requires Configuration	Requires user exit	Requires modification	Available in Future Release	Not Supported	Module	Workday Estimate	Bidder Notes
	CUSTOMER PREMISE INFORMATION											
1	Customer/Account Data	Customer Information	The product shall have the ability to capture and maintain customer demographic information for residential and commercial customers.									
2	Customer/Account Data	Customer Information	Examples include but are not limited to:									
3	Customer/Account Data	Customer Information	Customer name									
4	Customer/Account Data	Customer Information	Mailing address, if different than the service address									
5	Customer/Account Data	Customer Information	Marital status									
6	Customer/Account Data	Customer Information	Deposit amount, if applicable									
7	Customer/Account Data	Customer Information	Telephone number (Multiple User Defined)									
8	Customer/Account Data	Customer Information	Provide the ability to designate a phone # as unlisted									
9	Customer/Account Data	Customer Information	Multiple user defined email addresses for an individual									
10	Customer/Account Data	Customer Information	Employee (of the company)									
11	Customer/Account Data	Customer Information	Employee (of the company) (spouse)									
12	Customer/Account Data	Customer Information	Declined to provide Social Insurance Number									
13	Customer/Account Data	Customer Information	Declined to provide date of birth									
14	Customer/Account Data	Customer Information	Date of birth									
15	Customer/Account Data	Customer Information	Renting or buying									
16	Customer/Account Data	Customer Information	Landlord's name, address, telephone number									
17	Customer/Account Data	Customer Information	If commercial:									
18	Customer/Account Data	Customer Information	Sole proprietorship.									
19	Customer/Account Data	Customer Information	Partnership									
20	Customer/Account Data	Customer Information	DBA									
21	Customer/Account Data	Customer Information	Franchise Indicator									
22	Customer/Account Data	Customer Information	Government									
23	Customer/Account Data	Customer Information	Corporation corporate offices, state/province incorporated, registration numbers, etc.)									
24	Customer/Account Data	Customer Information	Partnership need number of partners and personal data on all partners including, address, telephone etc.									
25	Customer/Account Data	Customer Information	Number of employees at location									
26	Customer/Account Data	Customer Information	Square footage									
27	Customer/Account Data	Customer Information	Type of heating (Size)									
28	Customer/Account Data	Customer Information	Type of cooling (Size)									
29	Customer/Account Data	Customer Information	Type of water heating (Size)									
30	Customer/Account Data	Customer Information	Total number of employees at all locations									
31	Customer/Account Data	Customer Information	Business/Corporate Federal Tax I.D.									
32	Customer/Account Data	Customer Information	LLC & LLP Date Incorporated									

CIS Functional Requirements

REF #	PROCESS	CATEGORY	DESIRED FUNCTIONALITY	In Base System	Requires Configuration	Requires user exit	Requires modification	Available in Future Release	Not Supported	Module	Workday Estimate	Bidder Notes
33	Customer/Account Data	Customer Information	Hours of operation									
34	Customer/Account Data	Customer Information	Number of days of operation									
35	Customer/Account Data	Customer Information	Business Type									
36	Customer/Account Data	Customer Information	Type of Equipment									
37	Customer/Account Data	Customer Information	Type and number of lights (size/wattage)									
38	Customer/Account Data	Customer Information	Limited Liability company (LLC)									
39	Customer/Account Data	Customer Information	Limited Liability Proprietorship/Partnership (LLP) indicator									
40	Customer/Account Data	Customer Information	Responsible party									
41	Customer/Account Data	Customer Information	Primary and Secondary Contact (Internal and External)									
42	Customer/Account Data	Customer Information	Critical Care Customer (Multiple Critical Care Types used for Outage Management) also used for other processing such as collections.									
43	Customer/Account Data	Customer Information	VIP Flag (Major Account, Assigned Account, Large Business)									
44	Customer/Account Data	Customer Information	Security Flag (Password)									
45	Customer/Account Data	Customer Information	Delegated Authority									
46	Customer/Account Data	Customer Information	Acceptable times to call customer									
47	Customer/Account Data	Customer Information	The product must comply with all state/provincial and local information privacy laws concerning theft protection and support the ability to allow or prevent certain information from printing when users print screen shots or other reports.									
48	Customer/Account Data	Customer Information	Examples include but are not limited to:									
49	Customer/Account Data	Customer Information	Social Insurance Number									
50	Customer/Account Data	Customer Information	Federal Tax I.D. Number									
51	Customer/Account Data	Customer Information	Unlisted Phone number									
52	Customer/Account Data	Customer Information	Drivers License Number									
53	Customer/Account Data	Customer Information	Email Address									
54	Customer/Account Data	Customer Classification	The product shall support the grouping of customers by various user defined classifications to meet reporting and analysis needs.									
55	Customer/Account Data	Customer Classification	Examples include but are not limited to:									
56	Customer/Account Data	Customer Classification	Residential									
57	Customer/Account Data	Customer Classification	Commercial (Large/Small)									
58	Customer/Account Data	Customer Classification	Industrial									
59	Customer/Account Data	Customer Classification	Wholesale									
60	Customer/Account Data	Customer Classification	Project Number									
61	Customer/Account Data	Customer Classification	Annual Revenue									

CIS Functional Requirements

REF #	PROCESS	CATEGORY	DESIRED FUNCTIONALITY	In Base System	Requires Configuration	Requires user exit	Requires modification	Available in Future Release	Not Supported	Module	Workday Estimate	Bidder Notes
62	Customer/Account Data	Customer Classification	Annual usage KWH and/or GJ									
63	Customer/Account Data	Customer Classification	Preference (do not contact)									
64	Customer/Account Data	Customer Classification	Do not contact (exclude from deregulation extract file, information not sent to 3rd party suppliers)									
65	Customer/Account Data	Customer Classification	Farming									
66	Customer/Account Data	Customer Classification	Direct / Resale									
67	Customer/Account Data	Customer Classification	Power Type (Source of Generation)									
68	Customer/Account Data	Customer Classification	Meter Primary Use									
69	Customer/Account Data	Customer Classification	Others as required (user defined)									
70	Customer/Account Data	Customer Classification	The product shall comply with all applicable data privacy laws for the security of customer identifiable data. For example the full customer name and SS number may not be displayed on select screens and sensitive customer data may be printed/masked when printed.									
71	Customer/Account Data	Customer Classification	Other sub-classifications (multiples should be allowed) or criteria should be available for additional reporting detail.									
72	Customer/Account Data	Customer Classification	Examples include but are not limited to:									
73	Customer/Account Data	Customer Classification	SIC code									
74	Customer/Account Data	Customer Classification	NAICS Code									
75	Customer/Account Data	Customer Classification	Annual consumption, load factor									
76	Customer/Account Data	Customer Classification	Jurisdiction for customer (non-premise related sales/services)									
77	Customer/Account Data	Customer Classification	Internal Company (Tracks non-energy sales and services)									
78	Customer/Account Data	Customer Classification	Business alias name									
79	Customer/Account Data	Customer Classification	Parent company/subsidiary									
80	Customer/Account Data	Customer Classification	Others as required (user defined)									
81	Customer/Account Data	Customer Classification	The product shall have the ability to change an account from one rate classification to another i.e. commercial to industrial, residential to commercial, commercial to transport, school to commercial, TOU to non-TOU, demand to non-demand, etc. and vice-versa.									
82	Customer/Account Data	Customer Classification	The product shall have the ability to maintain past and present account classifications.									

CIS Functional Requirements

REF #	PROCESS	CATEGORY	DESIRED FUNCTIONALITY	In Base System	Requires Configuration	Requires user exit	Requires modification	Available in Future Release	Not Supported	Module	Workday Estimate	Bidder Notes
83	Customer/Account Data	Customer/Account Information and History	The product shall have the ability to store (and view) the following customer information and store the historical/previous data.									
84	Customer/Account Data	Customer/Account Information and History	Examples include but are not limited to:									
85	Customer/Account Data	Customer/Account Information and History	Customer status at all premises									
86	Customer/Account Data	Customer/Account Information and History	Billing information including identification number, name, mail and service address etc.									
87	Customer/Account Data	Customer/Account Information and History	Diversion or suspected theft reports									
88	Customer/Account Data	Customer/Account Information and History	Participation in special programs, e.g. demand side management, marketing, special payment plans, easy pay									
89	Customer/Account Data	Customer/Account Information and History	Turn on and off date (requested and actual)									
90	Customer/Account Data	Customer/Account Information and History	Billing cycle/group									
91	Customer/Account Data	Customer/Account Information and History	Due date									
92	Customer/Account Data	Customer/Account Information and History	Customer selected due date/read date									
93	Customer/Account Data	Customer/Account Information and History	All financial transactions									
94	Customer/Account Data	Customer/Account Information and History	Meter type									
95	Customer/Account Data	Customer/Account Information and History	Meter size									
96	Customer/Account Data	Customer/Account Information and History	Meter location									
97	Customer/Account Data	Customer/Account Information and History	Meter reading notes									
98	Customer/Account Data	Customer/Account Information and History	Meter access (key management information)									
99	Customer/Account Data	Customer/Account Information and History	Meter reading data, date, source									
100	Customer/Account Data	Customer/Account Information and History	Revenue and/or usage adjustment data									
101	Customer/Account Data	Customer/Account Information and History	Rate and rate class									
102	Customer/Account Data	Customer/Account Information and History	Other service companies									
103	Customer/Account Data	Customer/Account Information and History	Miscellaneous information (i.e., number of bill copies), SIC codes, segment Ids									
104	Customer/Account Data	Customer/Account Information and History	Tax detail - including exempt, reduced tax, and non-exempt statuses									
105	Customer/Account Data	Customer/Account Information and History	History of trouble calls									

CIS Functional Requirements

REF #	PROCESS	CATEGORY	DESIRED FUNCTIONALITY	In Base System	Requires Configuration	Requires user exit	Requires modification	Available in Future Release	Not Supported	Module	Workday Estimate	Bidder Notes
106	Customer/Account Data	Customer/Account Information and History	Vendor (trading partner) relationships									
107	Customer/Account Data	Customer/Account Information and History	Special contracts, negotiated rates									
108	Customer/Account Data	Customer/Account Information and History	Services (available/historic/current/pending)									
109	Customer/Account Data	Customer/Account Information and History	Service status (historic/current/pending)									
110	Customer/Account Data	Customer/Account Information and History	Service location (where cut/where located)									
111	Customer/Account Data	Customer/Account Information and History	Budget bill history (including reconciliation history, month to month running actual and budget balance)									
112	Customer/Account Data	Customer/Account Information and History	Serves field Meter primary use -- examples: used for grain drier, water heater, heating, etc.)									
113	Customer/Account Data	Customer/Account Information and History	Heating degree days and cooling degree days									
114	Customer/Account Data	Customer/Account Information and History	Life support status									
115	Customer/Account Data	Customer/Account Information and History	Ownership/Landlord information (current owner, previous owner)									
116	Customer/Account Data	Customer/Account Information and History	Accounts Receivable History									
117	Customer/Account Data	Customer/Account Information and History	A customer's bill is returned marked "undeliverable" for both paper and electronic invoices. The product shall have the ability to indicate this on the customers account. The product shall have the ability to track and store the return indicator for a specified time.									
118	Customer/Account Data	Customer/Account Information and History	The product shall have the ability to provide online historical review of customer and premise information regardless of the current customer, premise or account status.									
119	Customer/Account Data	Customer/Account Information and History	The product shall have the ability to identify accounts on well-feed, i.e. farm tap, bypass, lines.									
120	Customer/Account Data	Customer/Account Information and History	The product shall have the ability to track and maintain history information on company equipment installed on customer premises (other than meters)									
121	Customer/Account Data	Customer/Account Information and History	The product shall have the ability to provide for consumer protection and account security password/pin# assignment									
122	Customer/Account Data	Customer/Account Information and History	The product shall have the ability to maintain information of customer choice of energy alternatives such as cogen, photovoltaic, hydro, etc.									
123	Customer/Account Data	Customer/Account Information and History	Maintain customer information on construction and home improvement projects									
124	Customer/Account Data	Customer/Account Information and History	The product shall have the ability to maintain customer information on font/visual impairment requirements.									
125	Customer/Account Data	Customer/Account Information and History	The product shall have the ability to maintain customer information on language preference									

CIS Functional Requirements

REF #	PROCESS	CATEGORY	DESIRED FUNCTIONALITY	In Base System	Requires Configuration	Requires user exit	Requires modification	Available in Future Release	Not Supported	Module	Workday Estimate	Bidder Notes
126	Customer/Account Data	Customer/Account Information and History	The product shall have the ability to setup multiple email addresses for a customer (each email address must have indication of when to use, when not to use, other contact information related to each specific email address)									
127	Customer/Account Data	Customer/Account Information and History	The product shall have the ability to track tax exemption certificates									
128	Customer/Account Data	Customer/Account Information and History	The ability to display billing history for a user-defined period of time.									
129	Customer/Account Data	Customer/Account Information and History	Customer number such as store number, purchase order number, loan number etc. (customer provided number stored and displayed on the monthly invoice)									
130	Customer/Account Data	Customer/Account Information and History	Bill presentation type (electronic, paper, EDI.)									
131	Customer/Account Data	Customer/Account Information and History	Total number of accounts associated to a single customer									
132	Customer/Account Data	Customer/Account Information and History	Customer free form text comments									
133	Customer/Account Data	Customer/Account Information and History	Payment history									
134	Customer/Account Data	Customer/Account Information and History	Payment programs (method of payment)									
135	Customer/Account Data	Customer/Account Search	The product shall have the ability to search customer, account, premise, order information, etc. The system should allow for searches by multiple fields.									
136	Customer/Account Data	Customer/Account Search	Examples include but are not limited to:									
137	Customer/Account Data	Customer/Account Search	Partial or phonetic spelling of any related address field									
138	Customer/Account Data	Customer/Account Search	Partial or phonetic spelling of customer and Doing Business As (DBA) names									
139	Customer/Account Data	Customer/Account Search	Email address									
140	Customer/Account Data	Customer/Account Search	Premise number									
141	Customer/Account Data	Customer/Account Search	Keyword or phrase									
142	Customer/Account Data	Customer/Account Search	Meter number									
143	Customer/Account Data	Customer/Account Search	Meter read route number									
144	Customer/Account Data	Customer/Account Search	Load control device number									

CIS Functional Requirements

REF #	PROCESS	CATEGORY	DESIRED FUNCTIONALITY	In Base System	Requires Configuration	Requires user exit	Requires modification	Available in Future Release	Not Supported	Module	Workday Estimate	Bidder Notes
145	Customer/Account Data	Customer/Account Search	Meter program I.D.									
146	Customer/Account Data	Customer/Account Search	Meter register I.D.									
147	Customer/Account Data	Customer/Account Search	Meter category									
148	Customer/Account Data	Customer/Account Search	Meter year purchased									
149	Customer/Account Data	Customer/Account Search	ERT Number									
150	Customer/Account Data	Customer/Account Search	SIC (NASIC)									
151	Customer/Account Data	Customer/Account Search	Load Serving Entity Zone (Sub Zone) (Emergency Shutdown Zone)									
152	Customer/Account Data	Customer/Account Search	State/provincial Id or case number									
153	Customer/Account Data	Customer/Account Search	Social Insurance or federal tax id									
154	Customer/Account Data	Customer/Account Search	Spouse, significant other, roommate name									
155	Customer/Account Data	Customer/Account Search	Customer short name (customer defined name)									
156	Customer/Account Data	Customer/Account Search	Customer name regardless of account status									
157	Customer/Account Data	Customer/Account Search	Account number									
158	Customer/Account Data	Customer/Account Search	Telephone number (Partial by Area Code/Exchange)									
159	Customer/Account Data	Customer/Account Search	Mailing address									
160	Customer/Account Data	Customer/Account Search	Drivers license number / State/Provincial I.D. number.									
161	Customer/Account Data	Customer/Account Search	Alpha/numeric or abbreviations									
162	Customer/Account Data	Customer/Account Search	Subdivision Name with Lot/Block									
163	Customer/Account Data	Customer/Account Search	Political subdivision (city/state/province)									
164	Customer/Account Data	Customer/Account Search	Geopolitical area (taxing authority, sales territory, franchise rule)									
165	Customer/Account Data	Customer/Account Search	Business name (customer/premise alias)									
166	Customer/Account Data	Customer/Account Search	Confirmation number (Field Order Number)									
167	Customer/Account Data	Customer/Account Search	Landlord name/owner's Id									

CIS Functional Requirements

REF #	PROCESS	CATEGORY	DESIRED FUNCTIONALITY	In Base System	Requires Configuration	Requires user exit	Requires modification	Available in Future Release	Not Supported	Module	Workday Estimate	Bidder Notes
168	Customer/Account Data	Customer/Account Search	Marketing project name									
169	Customer/Account Data	Customer/Account Search	Street aliases (i.e., E. McNichols a.k.a. E. 6 Mile; Vernier a.k.a. 8 Mile, etc.)									
170	Customer/Account Data	Customer/Account Search	Type of business									
171	Customer/Account Data	Customer/Account Search	Invoice number/Statement number									
172	Customer/Account Data	Customer/Account Search	Summary Group Name (Summary bill grouping)									
173	Customer/Account Data	Customer/Account Search	Define field, attribute, or characteristic for any user defined field.									
174	Customer/Account Data	Customer/Account Search	Provide for on-line retrieval of accounts by gas distribution node, heat zone, etc.									
175	Customer/Account Data	Customer/Account Search	Service delivery number									
176	Customer/Account Data	Customer/Account Search	Operating Company									
177	Customer/Account Data	Customer/Account Search	Jurisdiction									
178	Customer/Account Data	Customer/Account Search	Business unit									
179	Customer/Account Data	Customer/Account Search	Product/Service									
180	Customer/Account Data	Customer/Account Search	Map grid									
181	Customer/Account Data	Customer/Account Search	Circuit									
182	Customer/Account Data	Customer/Account Search	Transformer									
183	Customer/Account Data	Customer/Account Search	Equipment type (Make and Model, BTU Rating)									
184	Customer/Account Data	Customer/Account Search	Equipment number									
185	Customer/Account Data	Customer/Account Search	Billing status									
186	Customer/Account Data	Customer/Account Search	Archived accounts (grouped with other search item)									
187	Customer/Account Data	Customer/Account Search	Other accounts at a premise location (see all historic accounts at a premise without resubmitting search)									
188	Customer/Account Data	Customer/Account Search	The product shall support search for accounts based on exception type/order type including but not limited to the following, exception criteria, reading source, account type allowing users to build a list of accounts.									

CIS Functional Requirements

REF #	PROCESS	CATEGORY	DESIRED FUNCTIONALITY	In Base System	Requires Configuration	Requires user exit	Requires modification	Available in Future Release	Not Supported	Module	Workday Estimate	Bidder Notes
189	Customer/Account Data	Customer/Account Search	The product shall allow a user to return to a previous search result list without resubmitting the search query.									
190	Customer/Account Data	Customer/Account Search	The product shall allow a user to resubmit a previous search query without reentry of data.									
191	Customer/Account Data	Customer/Account Search	The product shall allow a user to abort or escape from a search that is taking too long to process.									
192	Customer/Account Data	Customer/Account Search	The product shall display all exceptions/orders for any account upon retrieval of the account.									
193	Customer/Account Data	Customer/Account Search	The product store the last 15 accounts accessed by the user including all transactions processed. The user can return to these accounts/transactions during a session. If the user logs out and back in they can reload this list.									
194	Customer/Account Data	Customer/Account Search	Provide the ability to search, select, and store accounts for later use. For example allow the user to store 100 accounts in a clipboard for easy access. The user can add or delete accounts from this clipboard as needed to help provide access to customer/account records.									
195	Customer/Account Data	Customer/Account Search	The product shall support historical transaction searches by user I.D.									
196	Customer/Account Data	Customer/Account Search	The product shall store and display all transactions for a account. (transaction log)									
197	Customer/Account Data	Customer/Account Search	The product shall store and display all transactions for a premise. (transaction log)									
198	Customer/Account Data	Customer/Account Search	The product shall store and display all transactions for a customer. (transaction log)									
199	Customer/Account Data	Customer/Account Search	The product shall support combination searches for example name within a town.									
200	Customer/Account Data	Customer/Account Search	The product shall support limiting or filtering search results.									
201	Customer/Account Data	Customer/Account Search	The product shall support restricting of searches by jurisdiction based on user preference.									
202	Customer/Account Data	Customer/Account Search	The product shall support search across multiple CIS systems/databases.									
203	Customer/Account Data	Customer/Account Search	The product shall have the ability to search on previous account number from old CIS.									
204	Customer/Account Data	Customer Contacts, Notes and Correspondence	The product shall have the ability to store and display Customer Contact information. including but not limited to the following; calls, letters, emails, or faxes regarding the service, the bill, the representatives, etc. attached to the account regardless of contact method.									

Functional Requirements 1322 APA.xls

Customer Account Premise Data

CIS Functional Requirements

REF #	PROCESS	CATEGORY	DESIRED FUNCTIONALITY	In Base System	Requires Configuration	Requires user exit	Requires modification	Available in Future Release	Not Supported	Module	Workday Estimate	Bidder Notes
205	Customer/Account Data	Customer Contacts, Notes and Correspondence	Examples include but are not limited to:									
206	Customer/Account Data	Customer Contacts, Notes and Correspondence	Inbound calls									
207	Customer/Account Data	Customer Contacts, Notes and Correspondence	Outbound calls									
208	Customer/Account Data	Customer Contacts, Notes and Correspondence	Inbound correspondence									
209	Customer/Account Data	Customer Contacts, Notes and Correspondence	Outbound correspondence									
210	Customer/Account Data	Customer Contacts, Notes and Correspondence	Reason for contact									
211	Customer/Account Data	Customer Contacts, Notes and Correspondence	The product shall support the attachment of documents to customer contact records.									
212	Customer/Account Data	Customer Contacts, Notes and Correspondence	The product shall create automated contact records based on user defined business rules. These contacts are created by the transaction and do not require additional input by the user unless desired.									
213	Customer/Account Data	Customer Contacts, Notes and Correspondence	The product shall create manual contact records based on user defined business rules. These contacts are created on demand by user input.									
214	Customer/Account Data	Customer Contacts, Notes and Correspondence	The product shall allow users to enter additional comments on both automated and manually created contacts.									
215	Customer/Account Data	Customer Contacts, Notes and Correspondence	The product shall allow users to filter contact records by user defined criteria such as contact type, date, status etc.									
216	Customer/Account Data	Customer Contacts, Notes and Correspondence	The product shall support file attachments to customer contacts including xml, images, text files, audio files, edi etc.									
217	Customer/Account Data	Customer Contacts, Notes and Correspondence	Ability to maintain contact history options (e.g., purge criteria, ability to selectively delete by contact type and age).									
218	Customer/Account Data	Customer Contacts, Notes and Correspondence	Contact records should contain specific data that can be accessed via online searches and via reports.									
219	Customer/Account Data	Customer Contacts, Notes and Correspondence	Contact records should contain the following:									

CIS Functional Requirements

REF #	PROCESS	CATEGORY	DESIRED FUNCTIONALITY	In Base System	Requires Configuration	Requires user exit	Requires modification	Available in Future Release	Not Supported	Module	Workday Estimate	Bidder Notes
220	Customer/Account Data	Customer Contacts, Notes and Correspondence	Customer name									
221	Customer/Account Data	Customer Contacts, Notes and Correspondence	Contact type									
222	Customer/Account Data	Customer Contacts, Notes and Correspondence	Action taken									
223	Customer/Account Data	Customer Contacts, Notes and Correspondence	Comments									
224	Customer/Account Data	Customer Contacts, Notes and Correspondence	Status									
225	Customer/Account Data	Customer Contacts, Notes and Correspondence	Associated order									
226	Customer/Account Data	Customer Contacts, Notes and Correspondence	Associated follow-up item									
227	Customer/Account Data	Customer Contacts, Notes and Correspondence	The product should track complaints via an online workflow process.									
228	Customer/Account Data	Customer Contacts, Notes and Correspondence	Customer contacts resulting in an order or account update should automatically be logged in the customer contact history.									
229	Customer/Account Data	Customer Contacts, Notes and Correspondence	The system shall track the disposition of all calls taken by CSA even if no update to CIS information is made.									
230	Customer/Account Data	Customer Contacts, Notes and Correspondence	The product shall have the ability to trigger a "follow-up" item in a work queue that is monitored for completion and routed to self or other user.									
231	Customer/Account Data	Customer Contacts, Notes and Correspondence	The ability to query contacts based on multiple key words.									

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REF #	PROCESS	CATEGORY	DESIRED FUNCTIONALITY	In Base System	Requires Configuration	Requires user exit	Requires modification	Available in Future Release	Not Supported	Module	Workday Estimate	Bidder Notes
232	Customer/Account Data	Customer Contacts, Notes and Correspondence	The ability to attach free form text memos to business objects.									
233	Customer/Account Data	Customer Contacts, Notes and Correspondence	Examples include but are not limited to:									
234	Customer/Account Data	Customer Contacts, Notes and Correspondence	Accounts									
235	Customer/Account Data	Customer Contacts, Notes and Correspondence	Premises (service location)									
236	Customer/Account Data	Customer Contacts, Notes and Correspondence	Customers									
237	Customer/Account Data	Customer Contacts, Notes and Correspondence	Meters									
238	Customer/Account Data	Customer Contacts, Notes and Correspondence	Service agreement/contract									
239	Customer/Account Data	Customer Contacts, Notes and Correspondence	Orders									
240	Customer/Account Data	Customer Contacts, Notes and Correspondence	Other user defined objects									
241	Customer/Account Data	Customer Contacts, Notes and	Ability to maintain multiple contact information related to the service address, account, customer such as building manager, landlord, employee, etc.									
242	Customer/Account Data	Customer Contacts, Notes and Correspondence	Ability to capture information regarding service issues or interruptions and have the ability to map back to proper transmission and distribution company or marketer in order to resolve them.									
243	Customer/Account Data	Customer Contacts, Notes and Correspondence	Ability to trigger remarks to be downloaded to the handheld meter reading device - even customer-level remarks (e.g., hostile customer remark should follow the customer if they move, and should also be sent to the meter reading device).									
244	Customer/Account Data	Customer Contacts, Notes and Correspondence	The product shall provide the ability to color code or highlight contacts based on priority or other parameters.									
245	Customer/Account Data	Premise Information	The product shall have the ability to enter new service address information on a piecemeal basis. such as the address is pending activation following successful completion of construction activities. The system will store all changes to this information over time. This premise-based information should include, but is not limited to the following:									

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REF #	PROCESS	CATEGORY	DESIRED FUNCTIONALITY	In Base System	Requires Configuration	Requires user exit	Requires modification	Available in Future Release	Not Supported	Module	Workday Estimate	Bidder Notes
246	Customer/Account Data	Premise Information	Premise identifiers including meter reading route, work district, city, business unit, jurisdiction etc.									
247	Customer/Account Data	Premise Information	Services available at the premise (Services provided by our company and services provided by other companies)									
248	Customer/Account Data	Premise Information	Town									
249	Customer/Account Data	Premise Information	Services (with status)									
250	Customer/Account Data	Premise Information	Lot/Block with Subdivision Name									
251	Customer/Account Data	Premise Information	Map grid/GIS information									
252	Customer/Account Data	Premise Information	Business Unit/Division									
253	Customer/Account Data	Premise Information	State/Province									
254	Customer/Account Data	Premise Information	Deregulation Status									
255	Customer/Account Data	Premise Information	Time zone at premise location (local time) The system must accurately manage and maintain data originating in different time zones. This should include the ability to import from various time zones based on the time zone being associated with the meter at the time of import, storage of the reading based on a standard time zone (such as GMT - Greenwich Mean Time) and exporting to a stated time zone associated with the export. Time zone identification should be identified as part of the Service Point attributes									
256	Customer/Account Data	Premise Information	Premise code (residence, duplex, apartment, etc)									
257	Customer/Account Data	Premise Information	Building information (square feet of heated space, type of heating, source of commodity, lot size, etc.)									
258	Customer/Account Data	Premise Information	Service Point Information Service Point Info - The system must have the ability to track and maintain service point info (meter changes, meter sets, multiplier changes, delivery pressure, unit of measure, communication module info, bill-cycle, read-cycle, rate, etc.) with effective dates and date/time of the changes.									
259	Customer/Account Data	Premise Information	Service number, user defined unique identification number may be system generated or determined by 3rd party									
260	Customer/Account Data	Premise Information	The product shall have the ability to identify a premise that may not have a valid service address									
261	Customer/Account Data	Premise Information	Payment history at the premise. This will take into account disconnection history, number or percent of charge offs at premise, similar names of previous tenants, and energy thefts.									
262	Customer/Account Data	Premise Information	The product shall have the ability to identify and track premises and facilities and support the relationships between premise, account and geographic/political information.									
263	Customer/Account Data	Premise Information	Display addresses in the same zip code and geographical area									
264	Customer/Account Data	Premise Information	Competitor/Other utility service premise									

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REF #	PROCESS	CATEGORY	DESIRED FUNCTIONALITY	In Base System	Requires Configuration	Requires user exit	Requires modification	Available in Future Release	Not Supported	Module	Workday Estimate	Bidder Notes
265	Customer/Account Data	Premise Information	Products and Services available									
266	Customer/Account Data	Premise Information	Directed marketing campaigns or programs									
267	Customer/Account Data	Premise Information	Rates (By service and jurisdiction)									
268	Customer/Account Data	Premise Information	Permit information (types required by jurisdiction)									
269	Customer/Account Data	Premise Information	Inspection information (types required by jurisdiction)									
270	Customer/Account Data	Premise Information	The system must flag service addresses that do not accept Canada Post delivery. For example all addresses in a down or region require the customer to have bills mailed to a P.O. Box.									
271	Customer/Account Data	Premise Information	Driving directions									
272	Customer/Account Data	Premise Information	Site name (landlord process) Apartment complex name.									
273	Customer/Account Data	Premise Information	The product shall have the ability to identify customers/accounts whose change in consumption (increase/decrease) qualifies them for another pricing or rate structure i.e. an increase in commercial usage indicated account should be reclassified to industrial price or a decrease in industrial usage indicates account now qualifies for a commercial price etc.									
274	Customer/Account Data	Customer/Premise Relationships	The product shall have the ability to capture a customer who has many stores or rental properties and wants all of these sites linked to one owner or corporation and be able to do the following:									
275	Customer/Account Data	Customer/Premise Relationships	When the mailing address for owner or corporation changes, will automatically update all accounts									
276	Customer/Account Data	Customer/Premise Relationships	Ability to define default information for a customer that will be used whenever establishing a new account for the customer. Examples include mailing address, telephone number, rate, tax exemption, direct debit information etc.									
277	Customer/Account Data	Customer/Premise Relationships	Ability to override customer default information									
278	Customer/Account Data	Customer/Premise Relationships	Ability for bills to be mailed to separate addresses									
279	Customer/Account Data	Customer/Premise Relationships	Ability to record the hierarchy of a corporate or government account separately from responsibility for the account									
280	Customer/Account Data	Customer/Premise Relationships	Ability to define these relationships across franchise boundaries									
281	Customer/Account Data	Customer/Premise Relationships	Ability to request mailing address at an account (e.g. separate from customer's "normal" mailing address) without losing the ability to aggregate to higher level									
282	Customer/Account Data	Customer/Premise Relationships	Ability to apply modifications to a "super facility" automatically at individual sites within the super facility.									
283	Customer/Account Data	Customer/Premise Relationships	Ability to capture new data and change mailing address in mass.									
284	Customer/Account Data	Customer/Premise Relationships	Ability to handle multiple customers names per account with option of having liability and credit history follow any one or all of the customers.									

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Customer Account Premise Data

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REF #	PROCESS	CATEGORY	DESIRED FUNCTIONALITY	In Base System	Requires Configuration	Requires user exit	Requires modification	Available in Future Release	Not Supported	Module	Workday Estimate	Bidder Notes
285	Customer/Account Data	Customer/Premise Relationships	Ability to view customer to premise and premise to customer relationships (current or past)									
286	Customer/Account Data	Customer/Premise Relationships	The product shall provide the ability to reconcile and unreconcile customer records when duplicate records exist.									
287	Customer/Account Data	Address Standardization	The product shall have the ability to enter and maintain address information including mailing address, premise address, temporary address, other address information.									
288	Customer/Account Data	Address Standardization	The product shall insure that all mailing addresses meet Canada Post standardization requirements where needed.									
289	Customer/Account Data	Address Standardization	The product shall have the ability to validate and standardize mailing address to meet postal requirements									
290		Address Standardization	The product shall have the ability to validate and standardize premise address to meet postal requirements									
291	Customer/Account Data	Address Standardization	The product shall have the ability to link premises to GIS/Map Grid information.									
292	Customer/Account Data	Address Standardization	The product shall have the ability to handle foreign mailing addresses									
293	Customer/Account Data	Address Standardization	The product shall handle additional postage requirements (bills are out sorted to a special handling work queue.)									
294	Customer/Account Data	Address Standardization	The product shall have the ability to support multiple mailing address in the record along with a range of dates (to and from). The range of dates would allow for the product to automatically put into effect and remove the mailing address per the customer's request.									
295	Customer/Account Data	Address Standardization	The product shall have the ability to prevent duplicate premise address entry. Each premise address must be unique within a town/city/zip code.									
296	Customer/Account Data	Address Standardization	The product shall have the ability to identify any exceptions found in the address validation process and route them to a work queue for follow up.									
297	Customer/Account Data	Address Standardization	The product shall have the ability to automatically update mailing addresses.									
298	Customer/Account Data	Address Standardization	The product shall have the ability to identify and add the zip/postal code for any address when a customer doesn't know the zip/postal code.									
299	Customer/Account Data	Address Standardization	The product shall have the ability to provide support for descriptive address. E.g. Several customers are located along highway 37 with the service address of each customer being highway 37. Information shall be provided on-line and on the service order to assist the user in identifying each premise.									
300	Customer/Account Data	Address Standardization	Energy delivery locations may include a user defined delivery point identification number. This number may be system generated or defined by a 3rd party. The system shall allow the user to search by this I.D. number to locate the premise address.									
301	Customer/Account Data	Address Standardization	The product shall support non-energy deliver service address locations.									
302	Customer/Account Data	Address Standardization	The product shall have the ability to support XY coordinates.									

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REF #	PROCESS	CATEGORY	DESIRED FUNCTIONALITY	In Base System	Requires Configuration	Requires user exit	Requires modification	Available in Future Release	Not Supported	Module	Workday Estimate	Bidder Notes
303	Customer/Account Data	Address Standardization	The product shall have the ability to support premise aliases.									
304	Customer/Account Data	Address Standardization	The product shall allow for modifications in the event of additions, map changes and/or input error									
305	Customer/Account Data	Address Standardization	The product shall automatically assign a premise or property identification number or service address identification number for new service addresses.									
306	Customer/Account Data	Address Standardization	Ability to link a service to a specific piece of equipment (pole, transformer, gate station, etc)									
307	Customer/Account Data	Address Standardization	Ability to do mass updates to street name. For example all premise locations within an address range, within a town and postal code have a new street name. 100 - 1000 Main St, within Happy Town, State/Province Zip/Postal Code becomes Dr. MLK St.									
308	Customer/Account Data	Address Standardization	Ability to do mass updates to zip code. For example all premise locations within an address range are split into a new zip code. 100 - 1000 Main St broken up into two zip codes 100 - 500 goes to new zip, 501 - 1000 stays with existing zip.									
309	Customer/Account Data	Address Standardization	Ability to do mass updates to business units/division via on-line process. For example 1000 premise locations are moved between company divisions.									
310	Customer/Account Data	Address Standardization	Ability to do mass updates to telephone number area codes. For example all telephone numbers 717-555-XXXX moved to new area code.									
311	Customer/Account Data	Customer Number Creation	The product shall have the ability to establish a customer represented by a unique system created non-intelligent identification number.									
312	Customer/Account Data	Account Number Creation	The product shall have the ability to identify a specific account by using a unique non-intelligent account number for a specific service(s) or product(s).									
313	Customer/Account Data	Account Number Creation	The product shall have the ability to construct an account number for a non-premise based goods/services									
314	Customer/Account Data	Employee Accounts	The product shall have the ability to flag employee accounts									
315	Customer/Account Data	Employee Accounts	Examples include but are not limited to:									
316	Customer/Account Data	Employee Accounts	Special security requirements									
317	Customer/Account Data	Employee Accounts	Special collections rules									
318	Customer/Account Data	Employee Accounts	Payroll deduction of bills									
319	Customer/Account Data	Employee Accounts	Support Payroll Deduction									
320	Customer/Account Data	Employee to Customer Relationship	The product shall have the ability to assign a particular employee or team of employees to an individual customer or account or groups of customers or accounts.									
321	Customer/Account Data	Employee to Customer Relationship	Examples include but are not limited to:									
322	Customer/Account Data	Employee to Customer Relationship	Online work queues									
323	Customer/Account Data	Employee to Customer Relationship	Printing contact information on bills									

CIS Functional Requirements

REF #	PROCESS	CATEGORY	DESIRED FUNCTIONALITY	In Base System	Requires Configuration	Requires user exit	Requires modification	Available in Future Release	Not Supported	Module	Workday Estimate	Bidder Notes
324	Customer/Account Data	Employee to Customer Relationship	Routine calls to responsible teams or individuals									
325	Customer/Account Data	Employee to Customer Relationship	Exception processing									
326	Customer/Account Data	Employee to Customer Relationship	Approvals									
327	Customer/Account Data	Address Table Maintenance	A new housing development is being planned. New streets are being added, which requires a new street name to be input into the product files. The product shall support user maintenance of street name tables.									
328	Customer/Account Data	Mass Address Maintenance	The product shall have the ability to add and validate a new street name (including address range, destination, direction, and abbreviation) to the product files.									
329	Customer/Account Data	Mass Address Maintenance	The product shall have the ability to perform changes or deletions of street names including mass changes due to annexation, changes to zip code boundaries or telephone area code boundaries.									
330	Customer/Account Data	Mass Address Maintenance	The product shall have the ability to link an address to multiple super facilities, e.g., a university may be the high level with the lower level being individual buildings on campus.									
331	Customer/Account Data	Mass Address Maintenance	The product shall have the ability to modify a super facility field and automatically apply information to all facilities within the super facility.									
332	Customer/Account Data	Mass Changes	A user needs the ability to review and approve mass changes to system data before they are applied.									
333	Customer/Account Data	Mass Changes	Examples include but are not limited to:									
334	Customer/Account Data	Mass Changes	Budget billing: Rate changes requiring that all budgets be changed by xx%									
335	Customer/Account Data	Mass Changes	Fuel adjustment charge rate change									
336	Customer/Account Data	Mass Changes	Riders and Rates									
337	Customer/Account Data	Mass Changes	Landlord agreement/instructions – update all premises linked to the agreement.									
338	Customer/Account Data	Mass Changes	Refunds: Calculate and apply refunds to multiple accounts based on user defined criteria.									
339	Customer/Account Data	Password/ Special Circumstances Alert	The product shall have the ability to display the special circumstances information upon entry of initial screen and/or on subsequent screens accessed for an account.									
340	Customer/Account Data	Password/ Special Circumstances Alert	The product shall have the ability to handle pre-displayed messages when information needs to be flagged i.e. senior citizen, managed account, etc.									
341	Customer/Account Data	Password/ Special Circumstances Alert	The product shall have the ability to handle the need for multiple customer alerts i.e. cash only accounts, low income, violent customer, and special needs.									

Customer Account Premise Data

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REF #	PROCESS	CATEGORY	DESIRED FUNCTIONALITY	In Base System	Requires Configuration	Requires user exit	Requires modification	Available in Future Release	Not Supported	Module	Workday Estimate	Bidder Notes
342	Customer/Account Data	Password/ Special Circumstances Alert	The product shall have the ability to block a request for utility service based on ID per customer request.									
343	Customer/Account Data	Password/ Special Circumstances Alert	The product shall allow access to screens based upon level of authority within system and user profile (i.e., team leader functions, lead functions, CSR functions).									
344	Customer/Account Data	Password/ Special Circumstances Alert	The product shall have the ability to add/modify/terminate/delete special condition flags either at the property or customer level.									
345	Customer/Account Data	Aggregation Data	Support data requirements for aggregation (a supplier serving more than one customer) or retailing.									
346	Customer/Account Data	Aggregation Data	Ability to move customers in and out of groups for the purposes of billing under aggregators or marketers and balancing of nominations.									
347	Customer/Account Data	Aggregation Data	Maintain a history of customers; identify groups in which they were members and aggregators/marketers that supplied them commodity or product/services.									
348	Customer/Account Data	Wholesale Accounts	Retain information specific to large volume industrial, commercial, and wholesale accounts.									
349	Customer/Account Data	Wholesale Accounts	Examples include but are not limited to:									
350	Customer/Account Data	Wholesale Accounts	Sales information									
351	Customer/Account Data	Wholesale Accounts	Transportation information									
352	Customer/Account Data	Wholesale Accounts	End-use curtailment priority									
353	Customer/Account Data	Wholesale Accounts	Alternate fuel tracking									
354	Customer/Account Data	Wholesale Accounts	Account Manager									
355	Customer/Account Data	Miscellaneous	The product shall have the ability to convert from previous installation nomenclature to customer specific terminology.									
356	Customer/Account Data	Miscellaneous	The product shall support simultaneous multi-language operations for all processes including field labels, scripting, on-line help, correspondence, notations.									
357	Customer Service	Account/Contract Setup	The product shall have the ability to do the following:									
358	Customer Service	Account/Contract Setup	Accommodate unbundling of services which allows the customer to select options for the company to provide procurement, transportation, storage, distribution, service, and management of energy and non-energy services. The customer may select a portion or all of these services to be provided by the company or they may arrange for other vendors to provide a portion or all of these services.									
359	Customer Service	Account/Contract Setup	Support the initiation of non-energy services and service/maintenance contracts (on customer-owned equipment)									
360	Customer Service	Account/Contract Setup	Copy a new contract draft (billing parameters) from an existing contract.									
361	Customer Service	Account/Contract Setup	The product shall provide the ability to identify an account/contract covered by price protection.									

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REF #	PROCESS	CATEGORY	DESIRED FUNCTIONALITY	In Base System	Requires Configuration	Requires user exit	Requires modification	Available in Future Release	Not Supported	Module	Workday Estimate	Bidder Notes
362	Customer Service	Account/Contract Setup	Accommodate two standard industry codes, one identifying the primary use of energy and the second identifying the economic activity the customer is engaged in at the facility. For example, Shell Oil's primary business is oil refiner; however, the primary activity at a particular facility is an office building and the energy is used for space and water heating									
363	Customer Service	Available Service/Products	Online review of energy and non-energy services (for example energy efficiency programs and R&D projects. available to the customer at the requested location.									
364	Customer Service	Available Service/Products	Present applicable rate schedules based upon account classification or other business rules.									
365	Customer Service	Available Service/Products	The product shall have the ability to approximate monthly cost for a particular service, and/or product.									
366	Customer Service	Available Service/Products	The product shall have the ability to display other service and/or product campaigns.									
367	Customer Service	Available Service/Products	The product shall allow a user to estimate a customer's cost of service based on service location history or information entered by the CSR. For example the square footage of the premise, appliance information, number of occupants etc.									
368	Customer Service	Available Service/Products	The product shall provide the functionality for the on-line inquiry of service charges to be included in a customer's first bill.									
369	Customer Service	Brochure/ Handbook Request	The product shall have the ability to allow automated request of brochures, handbooks etc. to be emailed the customer. The system shall keep an online audit trail of this activity.									
370	Customer Service	Brochure/ Handbook Request	The product shall have the ability to allow automated request of brochures, handbooks etc. to be mailed and track the inventory to validate booklet availability. The system shall keep an online audit trail of this activity.									
371	Customer Service	Brochure/ Handbook Request	The product shall have the ability to support the automated generation of customer correspondence, based on user defined business rules, during customer sign-up.									
372	Customer Service	Establishing a Joint Account	Two or more applicants for service who join on one application for service are jointly liable for the bill. Information from each applicant is required to establish service.									
373	Customer Service	Establishing a Joint Account	The product shall have the ability to:									
374	Customer Service	Establishing a Joint Account	Record when one of the applicants no longer wishes to be liable.									
375	Customer Service	Establishing a Joint Account	Add a person to the list of responsible parties after the fact.									
376	Customer Service	Establishing a Joint Account	Search all names on the account.									
377	Customer Service	Establishing a Joint Account	Ability to list multiple names on the account associated with the primary responsible party.									
378	Customer Service	Establishing a Joint Account	Ability to support the option of having liability and credit history follow any one or all customers.									

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REF #	PROCESS	CATEGORY	DESIRED FUNCTIONALITY	In Base System	Requires Configuration	Requires user exit	Requires modification	Available in Future Release	Not Supported	Module	Workday Estimate	Bidder Notes
379	Customer Service	Establishing a Joint Account	Ability to handle partnerships, DBA, Estate of, trustees, et al									
380	Customer Service	Establishing a Joint Account	Ability to display all the parties involved and what relationship each has to the other. i.e. partners, corporations, etc.									
381	Customer Service	Landlord/Tenant Management	Owners of apartment complexes who participate in an automatic transfer program have agreed to pay utility charges for apartments that are vacant between tenants. If a service address is on the automatic transfer program (which allows the services to be left on for the owner)									
382	Customer Service	Landlord/Tenant Management	The product shall have the ability to:									
383	Customer Service	Landlord/Tenant Management	Notify the landlord that the service has been transferred to his/her name.									
384	Customer Service	Landlord/Tenant Management	Automatically transfer the service into the landlords name whenever the tenant request a move-out.									
385	Customer Service	Landlord/Tenant Management	Allow for the automatic transferred accounts to remain grouped upon changes in property ownership.									
386	Customer Service	Landlord/Tenant Management	Not allow for transfers in which the account has been terminated for non-payment.									
387	Customer Service	Landlord/Tenant Management	Be able to allow for the cancellation landlord of the order.									
388	Customer Service	Landlord/Tenant Management	Be able to maintain owner/tenant agreements and have the capability to do mass updates if an owner/tenant agreement changes for many accounts/properties.									
389	Customer Service	Landlord/Tenant Management	Have tax exemption information automatically created for select landlords (housing authority)									
390	Customer Service	Landlord/Tenant Management	Place those accounts with AUTO/EZPAY contracts from the owner onto those payment systems automatically									
391	Customer Service	Landlord/Tenant Management	If the owner has selected the option to receive a consolidated bill, the product shall be able to transfer automatically this account to be included in that consolidated bill.									
392	Customer Service	Landlord/Tenant Management	Owner of apartment complexes and/or rental properties may participate in a landlord agreement program (i.e.: clean and show). Under this program, the owner completes an application and agrees to pay utility charges for properties that are vacant between tenants. A landlord agreement number identifies the owner. Agreements may be for a variety of lengths.									
393	Customer Service	Landlord/Tenant Management	Examples include but are not limited to:									
394	Customer Service	Maintain Landlord/Tenant Agreement	The automatic mailing/emailing of program information to qualifying owners.									
395	Customer Service	Maintain Landlord/Tenant Agreement	Allow property owners to add or delete properties from the program via the internet.									

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REF #	PROCESS	CATEGORY	DESIRED FUNCTIONALITY	In Base System	Requires Configuration	Requires user exit	Requires modification	Available in Future Release	Not Supported	Module	Workday Estimate	Bidder Notes
396	Customer Service	Maintain Landlord/Tenant Agreement	Allow property owners to update landlord information via the web. E.g. change in owner, billing address, cancellation of program, change in months, etc. Send a periodic verification form to all landlords.									
397	Customer Service	Maintain Landlord/Tenant Agreement	Support continuous service between tenants and owners for single and multi-family complexes.									
398	Customer Service	Maintain Landlord/Tenant Agreement	Automatically place the owner's "on" request (along with the mailing address) once the "off" request is received from the tenant.									
399	Customer Service	Maintain Landlord/Tenant Agreement	Ability to tie an owner of a number of rental properties, to every apartment at various service addresses.									
400	Customer Service	Maintain Landlord/Tenant Agreement	Generate and process a "postcard" transfer of service order that is completed by the owner and tenant and contains a meter reading with date to denote "start of service."									
401	Customer Service	Maintain Landlord/Tenant Agreement	Process of handling seasonal landlords, date range for agreements, and maintenance of user authorization list.									
402	Customer Service	Maintain Landlord/Tenant Agreement	The system shall support automated creation of error/exception notifications to support problems with landlord/tenant processing.									
403	Customer Service	Maintain Landlord/Tenant Agreement	The system shall support a single online process to add/modify/delete multiple premises on a landlord agreement.									
404	Customer Service	Letter Generation	Ability to record, view and store letters sent to a customer for future reference									
405	Customer Service	Letter Generation	Letter information includes but is not limited to the following information:									
406	Customer Service	Letter Generation	User I. D. (System Event or User Name)									
407	Customer Service	Letter Generation	Date									
408	Customer Service	Letter Generation	Type									
409	Customer Service	Letter Generation	Text									
410	Customer Service	Letter Generation	The product shall have the ability to support generating standard letters to customers and maintain history for this written communication.									
411	Customer Service	Letter Generation	Ability to generate letters on-line (individual customer) or in batch (high volume)									
412	Customer Service	Letter Generation	Ability to follow-up action (work queues based on letter type) based on letter generation.									
413	Customer Service	Letter Generation	Provide for a generation of standardized form letters to customer inquiries with information from the customer account as required.									
414	Customer Service	Letter Generation	Ability for business user to add new letters to the list of standard letters (discuss tools used for work processing, table maintenance).									

CIS Functional Requirements

REF #	PROCESS	CATEGORY	DESIRED FUNCTIONALITY	In Base System	Requires Configuration	Requires user exit	Requires modification	Available in Future Release	Not Supported	Module	Workday Estimate	Bidder Notes
415	Customer Service	Letter Generation	Ability to use logos/signatures within the letter									
416	Customer Service	Letter Generation	Ability to support fax or internet mailing									
417	Customer Service	Group Mailing	The product shall have the ability to handle group mailing. E.g. an owner has five apartments in his name and wants all the individual bills in one envelope versus five separate envelopes.									
418	Customer Service	Promise to Pay	Note the promised amount on the account									
419	Customer Service	Promise to Pay	Remove the promise amount from collections activity for a user defined period of time.									
420	Customer Service	Promise to Pay	If the payment is not receive within a user defined period of time, the promised amount becomes due and payable by the customer.									
421	Customer Service	Transfer Customer/Account Information	The product shall have the ability (service representative) for transferring (optionally or automatically) customer information and preferences to a new account.									
422	Customer Service	Transfer Customer/Account Information	Examples include but are not limited to:									
423	Customer Service	Transfer Customer/Account Information	Payment options (debit plan)									
424	Customer Service	Transfer Customer/Account Information	Billing method									
425	Customer Service	Transfer Customer/Account Information	Pledges									
426	Customer Service	Transfer Customer/Account Information	Mailing address									
427	Customer Service	Transfer Customer/Account Information	Program participation									
428	Customer Service	Transfer Customer/Account Information	Pay by Bank, EFT banking information									
429	Customer Service	Transfer Customer/Account Information	Customer credit information (social security number, spouse, DOB, DL License, employer)									
430	Customer Service	Transfer Customer/Account Information	Customer credit status									
431	Customer Service	Transfer Customer/Account Information	Customer credit history									
432	Customer Service	Transfer Customer/Account Information	Payments on previous account									

CIS Functional Requirements

REF #	PROCESS	CATEGORY	DESIRED FUNCTIONALITY	In Base System	Requires Configuration	Requires user exit	Requires modification	Available in Future Release	Not Supported	Module	Workday Estimate	Bidder Notes
433	Customer Service	Transfer Customer/Account Information	Debits and Credits on previous account									
434	Customer Service	Transfer Customer/Account Information	Returned check history									
435	Customer Service	Transfer Customer/Account Information	Special conditions									
436	Customer Service	Transfer Customer/Account Information	Customer maintenance information									
437	Customer Service	Transfer Customer/Account Information	Safety message									
438	Customer Service	Transfer Customer/Account Information	Automatically revert to the default rate, after a discounted rate as been terminated either by an off order or transfer.									
439	Customer Service	Transfer Customer/Account Information	Deposit									
440	Customer Service	Transfer Customer/Account Information	Guarantor information									
441	Customer Service	Transfer Customer/Account Information	Outstanding bills									
442	Customer Service	Transfer Customer/Account Information	Tax I.D. Number									
443	Customer Service	Transfer Customer/Account Information	Employment information									
444	Customer Service	Transfer Customer/Account Information	Phone numbers (user defined -- work, home, cell, fax, etc)									
445	Customer Service	Transfer Customer/Account Information	Spouse info/significant other									
446	Customer/Account Interfaces	Call Center	The product shall have the ability to support Caller ID to retrieve customer account. (screen pop)									
447	Customer/Account Interfaces	IVR	Provide support for interface to the IVR system.									
448	Customer/Account Interfaces	Web	Provide support for interface to the web based applications									
449	Customer/Account Interfaces	Postal Address	The product shall have the ability to interface to a third party program which maintains postal address information									

CIS Functional Requirements

REF #	PROCESS	CATEGORY	DESIRED FUNCTIONALITY	In Base System	Requires Configuration	Requires user exit	Requires modification	Available in Future Release	Not Supported	Module	Workday Estimate	Bidder Notes
	RATES PRICING											
1	Rate Data	General Requirements	The system shall provide user defined date ranges for yearly, monthly billing, prices, rates etc.									
2	Rate Data	General Requirements	The product shall have the ability to accommodate multiple jurisdictions without limit.									
3	Rate Data	General Requirements	The product shall have no limit to the number of rates that can be defined (historical and/or "active") per jurisdiction, state/province, or in the entire application.									
4	Rate Data	General Requirements	The ability to setup user defined seasons by geographic area, service type, rate code									
5	Rate Data	General Requirements	The system shall allow for several different rate schedules at the same service point or at a combination of service point.									
6	Rate Data	General Requirements	The product shall have the ability to store and display all rate history, components, billing factors, prices and their effective dates.									
7	Rate Data	Gas/Electric Rates	The product shall have the ability to capture and maintain gas/electric rate schedules.									
8	Rate Data	Gas/Electric Rates	Examples include but not be limited to the following:									
9	Rate Data	Gas/Electric Rates	Tariff gas/electric rates									
10	Rate Data	Gas/Electric Rates	Negotiated gas/electric rates for individualized accounts (contracts)									
11	Rate Data	Gas/Electric Rates	Tariff transportation gas/electric rates									
12	Rate Data	Gas/Electric Rates	Line/Transformer loss									
13	Rate Data	Gas/Electric Rates	The system shall have the ability of creating and setting up default rates. Default rates are assigned at turn on.									
14	Rate Data	Interim Rates	Since certain regulatory jurisdictions allow the use of interim rates pending final disposition of rate proceedings, the product shall allow for the creation and billing of such rates. The system must have a proration mechanism that can be designed for the transition from interim to permanent rates.									
15	Rate Data	Contract Rates	The System must allow each customer/contract/service agreement to have negotiated values for any or all billing components, charges, credits or discounts, and surcharges.									
16	Rate Data	Unbundled Rates	Certain customers are billed under unbundled rates. The product shall handle each unbundled rate as distinct and separate items for the purpose of operating in a deregulated environment. The Product shall be able to support unbundled or desegregate specific rate components									
17	Rate Data	Unbundled Rates	Examples include but not be limited to the following:									
18	Rate Data	Unbundled Rates	Transmission charges									
19	Rate Data	Unbundled Rates	Fixed Monthly Charge (Meter Charge)									
20	Rate Data	Unbundled Rates	Fixed Monthly Charge Unmetered)									
21	Rate Data	Unbundled Rates	Universal service charge									

CIS Functional Requirements

REF #	PROCESS	CATEGORY	DESIRED FUNCTIONALITY	In Base System	Requires Configuration	Requires user exit	Requires modification	Available in Future Release	Not Supported	Module	Workday Estimate	Bidder Notes
22	Rate Data	Unbundled Rates	Distribution charges based on usage or demand									
23	Rate Data	Unbundled Rates	The product shall be able to maintain, validate and process unbundled tariffs.									
24	Rate Data	Unbundled Rates	The product shall allow and display the identification of the customer's supplier for each service.									
25	Rate Data	Unmetered Street Lighting	The system must have the ability of creating, and maintaining rates for unmetered services such as street lighting and traffic signals.									
26	Rate Data	Unmetered Street Lighting	Examples include but not be limited to the following:									
27	Rate Data	Unmetered Street Lighting	Energy Non Metered Rate - Same structure as metered rates									
28	Rate Data	Unmetered Street Lighting	Outside Area Lighting - determinants based on:									
29	Rate Data	Unmetered Street Lighting	Fixture type									
30	Rate Data	Unmetered Street Lighting	Lumens									
31	Rate Data	Unmetered Street Lighting	Number of lights									
32	Rate Data	Unmetered Street Lighting	Pole type									
33	Rate Data	Unmetered Street Lighting	Consumption or charges based on:									
34	Rate Data	Unmetered Street Lighting	Light Type									
35	Rate Data	Unmetered Street Lighting	Size									
36	Rate Data	Unmetered Street Lighting	Number of lights									
37	Rate Data	Unmetered Street Lighting	Estimated consumption									
38	Rate Data	Unmetered Street Lighting	Size & Type of Pole									
39	Rate Data	Unmetered Street Lighting	Facility Ownership									
40	Rate Data	Unmetered Street Lighting	Equipment characteristics									
41	Rate Data	Unmetered Street Lighting	Billing components:									
42	Rate Data	Unmetered Street Lighting	Service Charge									
43	Rate Data	Unmetered Street Lighting	Energy charge									

CIS Functional Requirements

REF #	PROCESS	CATEGORY	DESIRED FUNCTIONALITY	In Base System	Requires Configuration	Requires user exit	Requires modification	Available in Future Release	Not Supported	Module	Workday Estimate	Bidder Notes
44	Rate Data	Unmetered Street Lighting	Maintenance charge									
45	Rate Data	Unmetered Street Lighting	Rental charge									
46	Rate Data	Unmetered Street Lighting	Street light outage adjustments									
47	Rate Data	Customer-specific rates	The system must be able to process and validate data pertaining to the specific type of charges applicable to the customer. This is often required when a pricing schedule or tariff has customer-specific criteria that effect charge determination.									
48	Rate Data	Customer-specific rates	Examples include but not be limited to the following:									
49	Rate Data	Customer-specific rates	Customer owns the meter or other equipment									
50	Rate Data	Customer-specific rates	Voltage modifiers									
51	Rate Data	Customer-specific rates	Time of day considerations (peak load)									
52	Rate Data	Customer-specific rates	Customer Metering Charge (Based on demand and 12 month rolling load factor).									
53	Rate Data	Customer-specific rates	Customer Service Charge (Based on demand and 12 month rolling load factor).									
54	Rate Data	Customer-specific rates	Service (Customer) Charge based on flat amount per day or per month and prorated by day if necessary									
55	Rate Data	Customer-specific rates	Demand Charge									
56	Rate Data	Customer-specific rates	Demand Charge Seasonal monthly or hourly									
57	Rate Data	Customer-specific rates	Demand Charge Seasonal - Interval metering - based on load factor.									
58	Rate Data	Customer-specific rates	Demand Rates monthly, billing cycle, hourly.									
59	Rate Data	Customer-specific rates	Billing Factors –The system shall have the ability of creating and setting up billing components that are associated with one or more rates. The factors usually change Monthly as required by regulatory body or contract									
60	Rate Data	Customer-specific rates	The system shall have the ability of associating rate components and billing factors to billing determinants.									
61	Rate Data	Rate Determinants	Examples include but not be limited to the following:									
62	Rate Data	Rate Determinants	Time of Use for any user defined period									
63	Rate Data	Rate Determinants	Total KWH, on peak KWH, off peak KWH									
64	Rate Data	Rate Determinants	Total KVAR									
65	Rate Data	Rate Determinants	Interval metering									
66	Rate Data	Rate Determinants	Single Register non time of use									
67	Rate Data	Rate Determinants	Serving Voltage									
68	Rate Data	Rate Determinants	Subtractive Metering Charge									

CIS Functional Requirements

REF #	PROCESS	CATEGORY	DESIRED FUNCTIONALITY	In Base System	Requires Configuration	Requires user exit	Requires modification	Available in Future Release	Not Supported	Module	Workday Estimate	Bidder Notes
69	Rate Data	Rate Determinants	The system shall allow for Totalizer meters and provide associated controls for validating consumption.									
70	Rate Data	Rate Determinants	The product shall be able to split a customers consumption into user defined rate components whether it be kwh, kw, kva									
71	Rate Data	Rate Determinants	Customer Demand = Highest recorded demand on meter in last 12 months or rate minimum.									
72	Rate Data	Rate Determinants	The system shall have the ability of processing multiple billing determinants (lowest level) per meter and/or premise based on a variety of variables embedded within a if/then calculation.									
73	Rate Data	Rate Determinants	The system shall have the ability to bill multiple billing components, of the same kind, at a assigned register									
74	Rate Data	Rate Determinants	Conversion Unit of Measurement - a variety of conversion constants and variables based on the utility type and the metering equipment.									
75	Rate Data	Rate Schedule Attributes	The product shall support individual rate schedules that contain information specific to the particular schedule. Some of this information may be duplicated within the system control parameters and are applicable across the system.									
76	Rate Data	Rate Schedule Attributes	Following is a list of potential items to be considered within the rate schedules:									
77	Rate Data	Rate Schedule Attributes	Rate schedule unique identifier									
78	Rate Data	Rate Schedule Attributes	Range of days for monthly, Customer Relationship and Billing monthly Customer Relationship and Billing									
79	Rate Data	Rate Schedule Attributes	Rate schedule description									
80	Rate Data	Rate Schedule Attributes	Default Rate									
81	Rate Data	Rate Schedule Attributes	Effective version date									
82	Rate Data	Rate Schedule Attributes	Effective creation date (Original Date of Tariff)									
83	Rate Data	Rate Schedule Attributes	Effective expiration date									
84	Rate Data	Rate Schedule Attributes	Rate status and date (e.g. Active, Development, obsolete.)									
85	Rate Data	Rate Schedule Attributes	Type charge - flat rate, block charge etc.									
86	Rate Data	Rate Schedule Attributes	Load Factor									
87	Rate Data	Rate Schedule Attributes	Demand Ratchet and minimum									
88	Rate Data	Rate Schedule Attributes	Consumption (kwh/GJ)									
89	Rate Data	Rate Schedule Attributes	Late charge percentage									
90	Rate Data	Rate Schedule Attributes	Franchise Fee									

CIS Functional Requirements

REF #	PROCESS	CATEGORY	DESIRED FUNCTIONALITY	In Base System	Requires Configuration	Requires user exit	Requires modification	Available in Future Release	Not Supported	Module	Workday Estimate	Bidder Notes
91	Rate Data	Rate Schedule Attributes	Demand maximum new rate schedule to use if customer reaches max on current rate.									
92	Rate Data	Rate Schedule Attributes	Single high peak KVA (NCP)									
93	Rate Data	Rate Schedule Attributes	Customer Relationship and Billing KVA (Based on Formula)									
94	Rate Data	Rate Schedule Attributes	4CP KVA (Based on historical KVA usage and prior year peak)									
95	Rate Data	Rate Schedule Attributes	4CP KVA (Based on substitute calculation)									
96	Rate Data	Rate Schedule Attributes	Distribution rates									
97	Rate Data	Rate Schedule Attributes	Transmission charges									
98	Rate Data	Rate Schedule Attributes	Seasonal rates									
99	Rate Data	Rate Schedule Attributes	Discounted rates									
100	Rate Data	Rate Schedule Attributes	Facility ownership discounts									
101	Rate Data	Rate Schedule Attributes	Distribution demands (12 month high)									
102	Rate Data	Rate Schedule Attributes	Number of billing periods per year									
103	Rate Data	Rate Schedule Attributes	Switching Fee									
104	Rate Data	Rate Schedule Attributes	Reconnection charges									
105	Rate Data	Rate Schedule Attributes	Transition charges									
106	Rate Data	Rate Schedule Attributes	Primary service									
107	Rate Data	Rate Schedule Attributes	Lighting service									
108	Rate Data	Rate Schedule Attributes	Riders									
109	Rate Data	Rate Schedule Attributes	Discretionary charges									
110	Rate Data	Billing Intervals	The product shall have a process of producing invoices on multiple frequencies including the selection of intervals at a specified unit.									
111	Rate Data	Billing Intervals	Examples include but not be limited to the following:									
112	Rate Data	Billing Intervals	Volumes per interval									
113	Rate Data	Billing Intervals	Adjustment amounts per interval									

CIS Functional Requirements

REF #	PROCESS	CATEGORY	DESIRED FUNCTIONALITY	In Base System	Requires Configuration	Requires user exit	Requires modification	Available in Future Release	Not Supported	Module	Workday Estimate	Bidder Notes
114	Rate Data	Billing Intervals	The product shall be capable of producing bills with intervals as small as 15 minutes									
115	Rate Data	Billing Intervals	The product shall calculate an unlimited number of usage intervals for any bill period									
116	Rate Data	Billing Intervals	The product shall have the ability to bill all determinants as frequently as 15 minutes.									
117	Charges	Demand Charges	The system must allow for a customer demand charge which is a demand charge based on user defined demand history.									
118	Charges	Demand Charges	Examples include but not be limited to the following:									
119	Charges	Demand Charges	Time based charges based on the actual demand.									
120	Charges	Demand Charges	Non Time of Use Meter									
121	Charges	Demand Charges	Demand Charge = Demand FactorRATE									
122	Charges	Demand Charges	Time of Use meter. The charge is assessed on the tariffed rate									
123	Charges	Demand Charges	Demand Charge Total = Demand Factor Total RATE * Demand Total									
124	Charges	Demand Charges	Time of Use meter – Non Time of Use Rate. Demand is the max demand on the meter in the current period.									
125	Charges	Consumption-based Charges	The product shall have the ability to calculate charges based on units of consumption.									
126	Charges	Consumption-based Charges	Examples include but not limited to the following:									
127	Charges	Consumption-based Charges	Actual consumption									
128	Charges	Consumption-based Charges	Estimated consumption									
129	Charges	Consumption-based Charges	Flat rate consumption - Non metered service billed on metered rates. Consumption estimated.									
130	Charges	Consumption-based Charges	Calculated consumption based on Light type, kind, size, number, and burn schedule (Street or area lighting)									
131	Charges	Consumption-based Charges	Negative actual consumption (Net Metering or Parallel Generation)									
132	Charges	Energy Charge	The product shall have the ability to calculates energy charges based on consumption.									
133	Charges	Energy Charge	The following are examples but not limited to:									
134	Charges	Energy Charge	Non Time of Use meter:									
135	Charges	Energy Charge	Energy Charge = Energy FactorRATE * Energy Consumption									
136	Charges	Energy Charge	Time of Use meter. The charge is assessed on each register (examples only - could have more than two peak rates):									
137	Charges	Energy Charge	Time of Use meter, non-Time of Use Rate. Should have the ability of totaling each register's consumption and bill on the sum.									
138	Charges	Flat Charges	The product shall have the ability to assess flat amount time based charges.									
139	Charges	Flat Charges	Examples include but not be limited to the following:									
140	Charges	Flat Charges	Service (Customer) charge based on flat amount per month or day.									
141	Charges	Flat Charges	Service (Customer) charge based on meter size, connection size or other attributes per month or day.									

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REF #	PROCESS	CATEGORY	DESIRED FUNCTIONALITY	In Base System	Requires Configuration	Requires user exit	Requires modification	Available in Future Release	Not Supported	Module	Workday Estimate	Bidder Notes
142	Charges	Net Metering	Net Metering (Parallel Generation): The product shall have the ability of storing and bill using net metering data.									
143	Charges	Net Metering	Billing: The customer is invoice on the net of purchased/generated consumption.									
144	Charges	Net Metering	Net metering (Parallel Generation). Net metering records the difference between consumption (kWh) delivered to the customer and consumption (kWh) generated by the customer through a single register. The product shall have the ability of processing negative (less than zero) consumption (kWh). History would show both delivered and received.									
145	Charges	Other Charges	The product shall have the ability to calculate and invoice reactive based charges.									
146	Charges	Other Charges	The product shall have the ability to calculate non-commodity charges									
147	Charges	Surcharges and Special Fees	The company is authorized to recover certain expenses, within certain jurisdictions, by billing affected customers via a specific surcharge or fee line item on the invoice. The product shall provide the ability to collect these fees and taxes.									
148	Charges	Surcharges and Special Fees	The product shall allow for the establishment of new surcharges using effective and expiration dates, or on the basis of a total amount to be recovered, or by Customer Relationship and Billing basis (flat fee, consumption rate, or percent of revenue) or by number of service points.									
149	Charges	Taxes	The product shall provide the ability to apply secure table driven, user-maintained state/provincial, county, municipal and excise taxes and any other local, state/provincial and/or federal taxes, and report this information by tax rate or by taxing authority, for tax return compilation.									
150	Charges	Taxes	The product shall be able to assess tax on any type utility or non-utility product, service etc.									
151	Charges	Taxes	The product shall manage tax rate tables, including creation and table setup of any new kind of tax									
152	Charges	Taxes	The product shall identify and display each taxing authority and rate at the premise and/or account level/ Service – tariff level. Charge type, product type, service type.									
153	Charges	Taxes	The product shall allow for the establishment of tax application hierarchies for use in bill calculation (i.e., school district tax is calculated then sales tax is applied to the total).									

CIS Functional Requirements

REF #	PROCESS	CATEGORY	DESIRED FUNCTIONALITY	In Base System	Requires Configuration	Requires user exit	Requires modification	Available in Future Release	Not Supported	Module	Workday Estimate	Bidder Notes
154	Charges	Taxes	The product shall allow the Utility to establish non-taxable rate components (i.e., if there is no consumption, no tax will be applied to base charge).									
155	Charges	Taxes	The product shall allow the establishment of user-defined exemption percentages for each tax to accommodate multiple or partial tax exemptions for a particular customer activity (i.e., a customer can be tax-exempt from some taxes and not others).									
156	Charges	Taxes	The product shall be able to properly apply taxes on a summary-billed account with different classes of service, where some are taxed and others are not.									
157	Charges	Taxes	The product shall manage effective and expiration dates for each tax created in the system.									
158	Charges	Taxes	The product shall maintain tax rate history with effective date									
159	Charges	Taxes	The product shall support tax exemptions for qualified user defined entities.									
160	Charges	Taxes	The system must support multiple taxes for the same service.									
161	Charges	Taxes	The product shall be able to assess multiple taxes based on jurisdiction on the same rate tariff.									
162	Charges	Taxes	The product shall have the ability to apply taxes to the lower of tax percentage multiplied by total billed amount or the rate multiplied by the consumption. (i.e. Ceiling on taxes applied)									
163	Penalties and Discounts	Discounts/Credits	The system shall have the ability of setting up user defined programs for credits and discounts.									
164	Penalties and Discounts	Discounts/Credits	The product shall have the ability of applying credits. Examples:									
165	Penalties and Discounts	Discounts/Credits	Credit based on percent of the sum of specified charges									
166	Penalties and Discounts	Discounts/Credits	Credit based flat amount per month per user defined unit of measure									
167	Penalties and Discounts	Discounts/Credits	Rate Riders - Discounts, such as, primary discount, and primary metering discount									
168	Rate Maintenance	Security	The system must provide security in accessing and updating the rate tables.									

CIS Functional Requirements

REF #	PROCESS	CATEGORY	DESIRED FUNCTIONALITY	In Base System	Requires Configuration	Requires user exit	Requires modification	Available in Future Release	Not Supported	Module	Workday Estimate	Bidder Notes
169	Rate Maintenance	Security	The product shall have a security framework to prevent the accidental or inadvertent deletion of any rate, tax, or billing factor that is current or has been used in production.									
170		Security	The product shall provide a full audit trail of all changes to rate information									
171	Rate Maintenance	Managing Dates	The system shall have the ability of creating and setting up new and future rate and tax structures using future dates									
172	Rate Maintenance	Managing Dates	The system shall recognize an inactive date of a rate and identify any account assigned to that rate.									
173	Rate Maintenance	Create Rates	Create new rates and new versions from existing rates (copy function).									
174	Rate Maintenance	Updating Rate Data	The system shall provide on-line rate maintenance ability.									
175	Rate Maintenance	Updating Rate Data	Modify existing rates, components, billing factors, and taxes									
176	Rate Maintenance	Updating Rate Data	Modify rate status. i.e. Future, Current, Closed, Obsolete.									
177	Rate Maintenance	Updating Rate Data	Associate rate components, billing factors, and taxes to meter registers									
178	Rate Maintenance	Updating Rate Data	The product shall be able to delete unused or unbilled rates, taxes, such as test rates, rates entered in error, or rates never implemented.									
179	Rate Rules and Formulas	Formulas	Formulas - The system must have the ability of setting up formulas									
180	Rate Rules and Formulas	Formulas	Formula examples include but are not limited to:									
181	Rate Rules and Formulas	Formulas	Power factor formula.									
182	Rate Rules and Formulas	Formulas	Load factor formulas.									
183	Rate Rules and Formulas	Formulas	KVA formula									
184	Rate Rules and Formulas	Minimum/Maximum	Ceiling - The product shall have the ability of creating and setting up rate limiters.									
185	Rate Rules and Formulas	Minimum/Maximum	The following are examples but not limited to:									
186	Rate Rules and Formulas	Minimum/Maximum	Rate Minimum - The product shall have the ability of creating and setting up rate minimums.									
187	Rate Rules and Formulas	Minimum/Maximum	If monthly KVA amount equals zero the system will automatically bill some components actual KWH.									
188	Rate Rules and Formulas	Minimum/Maximum	The product shall have the ability of assigning rates to unique Customers									
189	Rate Rules and Formulas	Minimum/Maximum	Rate Limiter: Certain contracts have components with a maximum value based on a set of complex rules.									

CIS Functional Requirements

REF #	PROCESS	CATEGORY	DESIRED FUNCTIONALITY	In Base System	Requires Configuration	Requires user exit	Requires modification	Available in Future Release	Not Supported	Module	Workday Estimate	Bidder Notes
190	Rate Rules and Formulas	Minimum/Maximum	Rate Components based on complex conditions: Example: transition charges based historical rates and consumption values vs. current rate and consumption values. These factors change yearly. The Factor changes every year. The order of evaluation and subtraction changes each year.									
191	Rate Functionality	Rate Analysis/Comparison	Rate Comparisons: Customer may be billed on the Minimum/Average (Rate A, Rate B). Note Additional Analysis/Comparison requirements found in Customer Relationship and Billing									
192	Rate Functionality	Rate Analysis/Comparison	The system must have the ability to combine multiple rate codes in one analysis.									
193	Rate Functionality	Rate Analysis/Comparison	The product shall have a mechanism for comparing Customer Relationship and Billing determinants by location.									
194	Rate Functionality	Rate Analysis/Comparison	The product shall have the ability to analyze data based on but not limited to: specified customer and/or groups of specified customers usage by rate class, revenue class, type of usage, SIC Code, volume, rate and/or load factor.									
195	Rate Functionality	Rate Analysis/Comparison	The product shall provide an on-line comparative analysis of customers who are exceeding or not meeting their demand or consumption requirements.									
196	Rate Functionality	Rate Analysis/Comparison	The product shall have the ability to perform an on-line rate what-if comparisons for charges (current and proposed new charges) including but not limited to: ISO Charges, rate code, usage, or contract terms, prices. Based on historical data, cost of commodity, risk factory, losses, market operation cost factors, etc.									
197	Rate Functionality	Rate Analysis/Comparison	The product shall be able to determine the 'best rate' for customers and flag the accounts needing rate changes.									
198	Rate Functionality	Rate Analysis/Comparison	The product shall be able to make dynamic rate comparisons, based on a set of complex rules, such that the customer is always Customer Relationship and Billing led on the most favorable rate.									
199	Rate Functionality	Rate Analysis/Comparison	The product shall be able to support rate analysis/simulation for individual accounts and/or selected accounts in terms of the impact to customers or impact to the company.									
200	Rate Functionality	Rate Analysis/Comparison	The product shall support the ability to 'fill in' forecasted components based on company rules.									
201	Rate Functionality	Rate Analysis/Comparison	The product shall be able to accommodate proposed rate changes for comparative purposes without affecting the customer's record.									
202	Rate Functionality	Rate Testing	The product shall provide for the on-line testing of rate and structure changes									

CIS Functional Requirements

REF #	PROCESS	CATEGORY	DESIRED FUNCTIONALITY	In Base System	Requires Configuration	Requires user exit	Requires modification	Available in Future Release	Not Supported	Module	Workday Estimate	Bidder Notes
203	Rate Functionality	Retailing Wheeling/Open Access	Unbundled rates, customer elects to receive the energy component from an alternate supplier									
204	Rate Functionality	Retailing Wheeling/Open Access	Energy charges supplied by the retail company retail company and the system calculates delivery service charges to certified retail energy supplier for billing to customer									
205	Rate Functionality	Retailing Wheeling/Open Access	The system will keep track of the retailer serving a specific location at any point in time. All transactions must be time stamped and maintained in system history for a user defined period of time.									
206	Rate Functionality	Retailing Wheeling/Open Access	The system shall capture the charge off allowance factor for each certified retail company. This factor changes yearly. The system must track all current and historical charge off factors.									
207	Rate Functionality	Retailing Wheeling/Open Access	The system will be able to process the change of suppliers requests electronically.									
208	Rate Functionality	Retailing Wheeling/Open Access	The system will have the ability to let the customer switch suppliers at any time rather than waiting until the next billing cycle.									

CIS Functional Requirements

REF #	PROCESS	CATEGORY	DESIRED FUNCTIONALITY	In Base System	Requires Configuration	Requires user exit	Requires modification	Available in Future Release	Not Supported	Module	Workday Estimate	Bidder Notes
1	Bill Preparation	Bill Due Dates	The product shall provide the flexibility to establish bill due dates based on user configurable business rules, the billing cycle due date, or the due date entered as a result of a correction. The system shall support multiple jurisdictional, user configurable rules for these processes.									
2	Bill Preparation	Bill Due Dates	The product shall provide the ability to establish a "customer preferred" due date.									
3	Bill Preparation	Bill Due Dates	The product shall have the ability to calculate normalize/prorated usage based on user defined business rules.									
4	Bill Preparation	Bill Period Determination	The product shall have the ability to calculate normalize/prorated charges based on user defined business rules. For example if the number of actual days are less than 27 or greater than 34 prorate the charges accordingly; otherwise, the customer receives a normal one-month bill. This applies to first month bills, final and off-cycle bills, reroutes, cycle bills that are based on readings taken from the customer, rebills, etc. OR calculate the number of days then apply the daily tariffed rates. Proration of bills shall be based on user defined jurisdictional rules.									
5	Bill Preparation	Bill Period Determination	The system shall provide the functionality to suppress proration of charges based on user defined jurisdictional regulations.									
6	Bill Preparation	Bill Period Determination	The product shall provide the function to recognize that usage is associated with a reroute and normalize/prorate charges based on user defined jurisdictional regulations.									
7	Bill Preparation	Bill Period Determination	The product shall support the establishment of a minimum number of days (invoicing) for billing based on user defined jurisdictional regulations and type of bill issued.									
8	Bill Preparation	Bill Period Determination	The system must have the ability to calculate charges and issue invoices based on user defined intervals. (Currently defined as monthly billing)									
9	Bill Preparation	Bill Period Determination	The system must support the following:									
10	Bill Preparation	Bill Period Determination	The system must calculate usage based on user defined business rules.									
11	Bill Preparation	Bill Period Determination	The system must have the ability to adjust the billing period (time and days) by user defined periods.									
12	Bill Preparation	Bill Period Determination	The system must have the ability to stop usage calculation during user defined billing periods.									
13	Bill Preparation	Bill Period Determination	The system must have the ability to stop invoicing regardless of receipt of usage.									
14	Bill Preparation	Bill Period Determination	The system must retain history of interval usage and billing periods.									
15	Bill Preparation	Bill Period Determination	The system shall have the ability to calculate charges and issue an invoice whenever usage information is received based on user defined business rules.									
16	Bill Preparation	Bill Period Determination	The product when requested by system/user shall calculate usage for any user defined usage period.									

CIS Functional Requirements

REF #	PROCESS	CATEGORY	DESIRED FUNCTIONALITY	In Base System	Requires Configuration	Requires user exit	Requires modification	Available in Future Release	Not Supported	Module	Workday Estimate	Bidder Notes
17	Bill Preparation	Bill Period Determination	The product shall be able calculate charges and issue invoices whenever requested by the system/user.									
18	Bill Preparation	Meter Read Validation	**Note: Meter Read Validation Covered in Meter Reading**									
19	Bill Preparation	Pre-Bill Transaction Validation	The product shall validate accounts prior to billing:									
20	Bill Preparation	Pre-Bill Transaction Validation	After a transaction is posted on-line and prior to billing									
21	Bill Preparation	Pre-Bill Transaction Validation	The product shall have the ability to run billing on a random sample of accounts/contracts prior to batch processing.									
22	Bill Preparation	Pre-Bill Transaction Validation	The product shall produce exception reports/work items based on the outcome of the random sample billing.									
23	Bill Preparation	Pre-Bill Transaction Validation	The product shall support online approval (with audit trail) of this test sample prior to batch processing.									
24	Bill Preparation	Pre-Bill Transaction Validation	The product shall have the ability to run test billing transactions prior to billing.									
25	Bill Preparation	Pre-Bill Transaction Validation	After a rate table has been updated and prior to billing									
26	Bill Preparation	Pre-Bill Transaction Validation	The product shall provide the ability to enter transactions on-line and see the impact on the account immediately.									
27	Bill Preparation	Pre-Bill Transaction Validation	The product shall, prior to billing, provide the ability to see the impact of the transactions for the next bill to be rendered.									
28	Billing	General Billing Requirements	The product must support billing for customers with multiple accounts, contracts and meters. The product must provide the ability to aggregate usage at the account/contract level while maintaining the following information:									
29	Billing	General Billing Requirements	The product shall support a Single "Customer" with over 1000 accounts									
30	Billing	General Billing Requirements	The product should support usage aggregation for multiple meters and registers.									
31	Billing	General Billing Requirements	Support detailed premise address information for each meter location.									
32	Billing	General Billing Requirements	Support detailed meter location (meter reading instructions) information for each meter.									
33	Billing	General Billing Requirements	Bill at the account/contract level (aggregate billing) with the option to display detailed billing information at the meter level. This information should be available on-line, or via reports, or as bill line item detail.									
34	Billing	General Billing Requirements	The product shall support billing of non-utility products and services to customers that do not receive utility service.									
35	Billing	General Billing Requirements	The product shall provide the flexibility to charge non-commodity charges separately from the commodity charges									

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REF #	PROCESS	CATEGORY	DESIRED FUNCTIONALITY	In Base System	Requires Configuration	Requires user exit	Requires modification	Available in Future Release	Not Supported	Module	Workday Estimate	Bidder Notes
36	Billing	General Billing Requirements	The product shall allow both one-time billing and monthly billing, recurring billing for utility and non-utility services.									
37	Billing	General Billing Requirements	The product shall allow billing on any user defined schedule.									
38	Billing	General Billing Requirements	The product shall have the rate component decimals be user defined or at least 9 positions.									
39	Billing	General Billing Requirements	The system shall have the capability to verify the accuracy of 3rd party charges billed via the system. For example distribution pass-through charges included on a retail customer's invoice.									
40	Billing	General Billing Requirements	The product shall support the billing of a seasonal minimum based on user defined rules.									
41	Billing	Bill Cycle	The product shall allow for meter reading routes that are not completed on time to be "late routed" .									
42	Billing	Bill Cycle	The product shall allow the ability to bill when only partial cycles are available.									
43	Billing	Bill Cycle	The product shall allow an account to be billed to its scheduled bill to date AFTER the regular bill cycle has passed.									
44	Billing	Bill Cycle	The product shall allow rebilling 'off-cycle' using the actual date a meter reading or customer supplied reading is obtained.									
45	Billing	Bill Cycle	For accounts with multiple meters/services, the product shall support billing "on cycle" with different from/to meter reading dates for each service on the account/agreement.									
46	Billing	Bill on Demand	The product shall provide the ability to calculate and bill on demand for same day billing on-line or through batch.									
47	Billing	Bill on Demand	The product shall allow rebilling (usage calculation/validation) 'off-cycle' using the actual date a meter reading or customer supplied reading is obtained.									
48	Billing	Budget Billing	The product shall offer the budget plan to all eligible customers under the user defined parameters. If the customer is eligible they shall be allowed to automatically sign-up for budget plans at any time each and every month.									
49	Billing	Budget Billing	The product shall support multiple budget bill plans based on jurisdiction specific requirements. This includes enrollment, bill calculation, budget bill history and associated transactions.									
50	Billing	Budget Billing	The following are examples of Budget Plan billing details:									
51	Billing	Budget Billing	Budget previous balance (deferred amount)									
52	Billing	Budget Billing	Any payments made toward the budget									
53	Billing	Budget Billing	The current actual charges									
54	Billing	Budget Billing	The new budget balance (new deferred amount)									

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REF #	PROCESS	CATEGORY	DESIRED FUNCTIONALITY	In Base System	Requires Configuration	Requires user exit	Requires modification	Available in Future Release	Not Supported	Module	Workday Estimate	Bidder Notes
55	Billing	Budget Billing	Current bill amount									
56	Billing	Budget Billing	Total account balance									
57	Billing	Budget Billing	Other billing information such as late fees, reconnect fees, taxes, NSF charges, misc.. adjustments etc.									
58	Billing	Budget Billing	The product shall automatically remove customers from the budget plan after user defined parameters such as the number of late payments, past due balance amount, etc.									
59	Billing	Budget Billing	The product shall have the ability to send a reminder letter or bill message to the customer after one budget payment is missed or number of estimated bills.									
60	Billing	Budget Billing	The product shall have the capability to manually remove a customer from the budget.									
61	Billing	Budget Billing	The product shall have the ability to restore a budget plan if it was terminated in error.									
62	Billing	Budget Billing	The product shall have the ability to analyze and adjust the budget amount based on the prior user defined period usage, account balance or since the account was established.									
63	Billing	Budget Billing	The product shall be able to use the degree-day factors as part of the budget plan calculation.									
64	Billing	Budget Billing	The product shall be able to use the current balance as part of the budget plan calculation. (Move current account balance into a new budget plan)									
65	Billing	Budget Billing	The product shall be able to notify the customer on the bill of a change in the budget amount.									
66	Billing	Budget Billing	The product shall be able to generate a customer-specific letter upon request explaining how their budget amount was calculated.									
67	Billing	Budget Billing	The product shall have the ability to support multiple types of user defined budget plans. Plans types may be offered in specific jurisdictions for specific									

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REF #	PROCESS	CATEGORY	DESIRED FUNCTIONALITY	In Base System	Requires Configuration	Requires user exit	Requires modification	Available in Future Release	Not Supported	Module	Workday Estimate	Bidder Notes
68	Billing	Budget Billing	Fixed budget amount; amount to pay is reviewed every three months with option for company to change the payment amount based on user defined business rules.									
69	Billing	Budget Billing	Rolling budget amount; amount to pay changes every month without settle-up.									
70	Billing	Budget Billing	Fixed budget amount; amount to pay is reviewed automatically with the option for the customer or company to change the payment amount.									
71	Billing	Budget Billing	Fixed budget amount; amount to pay is reviewed every three months with option for company to change the payment amount with settle up on anniversary date.									
72	Billing	Budget Billing	Fixed budget amount; amount to pay is reviewed automatically with the option for the customer to change the payment amount with settle up on anniversary date									
73	Billing	Budget Billing	Fixed budget amount; amount to pay is reviewed automatically the amount to pay is automatically changed based on user defined business rules. This plan includes annual settlement on the anniversary date.									
74	Billing	Budget Billing	The product will support retroactive enrollment in any budget billing plan based on user defined business rules.									
75	Billing	Budget Billing	The product shall support movement of budget plan balances (credit/debit) (partial/full) to other open items/balances on the customer's account.									
76	Billing	Budget Billing	The product shall allow for the establishment of budget bill plans on accounts with other installment agreements.									
77	Billing	Budget Billing	The product shall support the establishment of a budget bill payment plan based on a specific time period and/or usage entered by the CSR.									
78	Billing	Budget Billing	The product shall support the ability to run a budget bill marketing campaign with bill messaging to selected customers.									
79	Billing	Bill Analysis and Comparison	The product shall be able to do comparative billing of accounts for analysis. Comparative calculations might involve different rates and/or different factors. **Note: Additional Analysis/Comparison requirements found in Rates/Pricing**									
80	Billing	Bill Analysis and Comparison	The product shall be able to do comparative billing of accounts for analysis via the web. Comparative calculations might involve different rates and/or different factors. Analysis tools must be available for internal and external (customer) users via the Web. **Note: Additional Analysis/Comparison requirements found in Rates/Pricing**									
81	Billing	Bill Analysis and Comparison	The product shall calculate alternate rates to display on the customer's bill and the savings available by choosing one of our product or services offerings..									

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REF #	PROCESS	CATEGORY	DESIRED FUNCTIONALITY	In Base System	Requires Configuration	Requires user exit	Requires modification	Available in Future Release	Not Supported	Module	Workday Estimate	Bidder Notes
82	Billing	Bill Analysis and Comparison	The product shall provide automated analysis tools to determine the "best rate" for accounts based on a user defined time period and associated rate types. The system shall use actual usage history. For example annual review of selected C/I accounts. Based on this automated review selected accounts will create work items for review.									
83	Billing	Bill Analysis and Comparison	The product should be able to compare current consumption with a prior year to show growth at the billing level and customer level.									
84	Billing	Deregulation; Multiple Company Billing	The product shall support billing and customer care in multiple regulated and deregulated jurisdictions.									
85	Billing	Deregulation; Multiple Company Billing	The product shall support multiple company billing and accounting.									
86	Billing	Deregulation; Multiple Company Billing	The product shall support sending customer billing information to a 3rd party. This would include rate ready usage information containing only usage.									
87	Billing	Deregulation; Multiple Company Billing	The product shall support the ability to identify third-party billing agent, if applicable.									
88	Billing	Deregulation; Multiple Company Billing	The product shall support the ability to accept billing data from multiple sources. These sources can be outside companies or new business ventures within the company.									
89	Billing	Deregulation; Multiple Company Billing	The product shall support invoicing of charges from multiple sources. These sources may be other utility companies, distribution companies, non-utility companies etc.									
90	Billing	Deregulation; Multiple Company Billing	The product shall support the ability to track charges for all third-party interests.									
91	Billing	Deregulation; Multiple Company Billing	The product shall support the ability to accept reads from multiple entities.									
92	Billing	Deregulation; Multiple Company Billing	The product shall support the ability to rebill for any entities involved with applicable settle up dollars.									
93	Billing	Deregulation; Multiple Company Billing	The product shall support the ability to rebill for any entities involved with applicable settle up of usage.									
94	Billing	Deregulation; Multiple Company Billing	The product shall support the ability to provide for proper notification to other entities when finalizing or opening customer's account.									
95	Billing	Deregulation; Multiple Company Billing	The product shall support the ability to provide multiple entity company information and bill payment options.									
96	Billing	Loans	The product shall support the online creation of loans including capture of interest and payment terms.									
97	Billing	Loans	The product shall facilitate various billing scenarios (e.g., flat charges, installment with or without interest, 30-60-90 day conversion to 12 month interest, etc.)									
98	Billing	Loans	The product shall make available to customer representatives the applicable financing options based on user defined business rules.									

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REF #	PROCESS	CATEGORY	DESIRED FUNCTIONALITY	In Base System	Requires Configuration	Requires user exit	Requires modification	Available in Future Release	Not Supported	Module	Workday Estimate	Bidder Notes
99	Billing	Loans	The product shall allow only "authorized" finance plans based on user configurable business rules. Plan types may vary based on jurisdictional requirements or other business rules.									
100	Billing	Loans	The product shall support finance plan status such as pending, available, closed, etc.									
101	Billing	Loans	The product shall have the ability to calculate interest for loans using various methods including the following examples:									
102	Billing	Loans	Simple interest									
103	Billing	Loans	Compound interest									
104	Billing	Loans	Straight line interest over loan period									
105	Billing	Loans	The product shall have the ability to handle adjustable interest rates.									
106	Billing	Loans	The product shall have the ability to produce annual interest statements and display this information on the customer's bill.									
107	Billing	Loans	The product shall have the ability to have the loan obligation passed to the new customer if the loan originator final bills.									
108	Billing	Loans	The product shall have the ability to continue to bill loan installments on final bill accounts.									
109	Billing	Loans	The product shall have the ability to transfer loans to other accounts in the product.									
110	Billing	Loans	The product shall have the ability to view the loan payoff amount at any time.									
111	Billing	Loans	The product shall be able to handle early payoffs.									
112	Billing	Loans	The product shall handle late payments in relationship to interest calculation.									
113	Billing	Loans	The product shall support the ability to generate coupon books.									
114	Billing	Loans	The product shall maintain a running total of interest paid.									
115	Billing	Loans	The product shall provide for current balance information and the requested amount due.									
116	Billing	Loans	If account is paid off early, the product shall be able to recalculate interest charges and rebated accordingly.									
117	Billing	Loans	Upon payment completion, the product shall generate interest statements to the customer.									
118	Billing	Loans	The product shall provide system information to assist customer representatives in determining how interest is calculated/rebated.									
119	Billing	Loans	The product shall be able to reverse interest charges.									
120	Billing	Low Income Discount	The product shall support multiple jurisdiction specific low-income discount rate plans.									
121	Billing	Low Income Discount	Certain residential customers qualify for a low-income discount rate. The program involves special administrative requirements in addition to the application of the discount. The product shall support the following:									
122	Billing	Low Income Discount	Upload a listing of qualified customers via text file provided by state/provincial agencies. (electronic media)									
123	Billing	Low Income Discount	Automatically apply the low income discount to accounts/agreements identified in the state/provincial file.									
124	Billing	Low Income Discount	Automatically remove the low income discount at the end of the qualification period.									

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REF #	PROCESS	CATEGORY	DESIRED FUNCTIONALITY	In Base System	Requires Configuration	Requires user exit	Requires modification	Available in Future Release	Not Supported	Module	Workday Estimate	Bidder Notes
125	Billing	Low Income Discount	The system must support multiple low income discount amounts based on customer grouping/income.									
126	Billing	Low Income Discount	Change rate									
127	Billing	Low Income Discount	Transfer low income discount to a new location if the customer moves but still qualifies.									
128	Billing	Low Income Discount	The product shall calculate low income bills at the normal rate and then apply a percentage discount on the dollar amount of the bill. The system shall perform the following steps:									
129	Billing	Low Income Discount	The bill is calculated at normal rates									
130	Billing	Low Income Discount	The bill is discounted									
131	Billing	Low Income Discount	The difference stored and identified									
132	Billing	Low Income Discount	The system shall report on the cost of providing the discounted service									
133	Billing	Low Income Discount	Customers may be added or deleted monthly, based on eligibility information received from the government agencies.									
134	Billing	Discounts	The product shall support the application of discounts on any billing component or the total invoice amount based on user configurable business rules.									
135	Billing	Manual Billing	The product shall have the ability to enter and/or upload off-system account information (e.g., manually billed special contracts) such as volume (positive or negative) and billed dollar amounts (positive or negative) into the product to be used for revenue reporting, A/R management and account maintenance.									
136	Billing	Manual Billing	The product shall allow users to have access to account information such as outstanding balances or historical billing information for these manually billed accounts.									
137	Billing	Manual Billing	The product shall support the ability to produce a manual bill by entering dollars and usage by rate component/line item.									
138	Billing	Manual Billing	The product shall support the entry of any billing determinants to produce a manual bill. Manual interest, adjustments, rate validation. (what if) Not always used to create an actual invoice.									
139	Billing	Rate Refund	The product shall be able to apply rate refunds for any user-defined group of customers. These customers could be defined by transport code, current rate code at the time of the charges, competitive energy code, revenue class service offering, etc. The system must provide the ability to calculate and report on these group refunds.									
140	Billing	Rate Refund	The product shall be able to create rate refunds or credits that can be applied to any group of customers that can be identified as being from one source (rate code, revenue class).									
141	Billing	Rate Refund	The product shall be able to track and display the credit issued and carried forward on the account balance.									
142	Billing	Rate Refund	The product shall be able to report such refunds or credits including revenue and energy cost reporting.									
143	Billing	Rate Refund	The product shall have the ability to issue refunds or credit based on a specific customer's historical volumes.									
144	Billing	Rate Refund	The product shall be able to use the following in calculating the refund or credit:									

CIS Functional Requirements

REF #	PROCESS	CATEGORY	DESIRED FUNCTIONALITY	In Base System	Requires Configuration	Requires user exit	Requires modification	Available in Future Release	Not Supported	Module	Workday Estimate	Bidder Notes
145	Billing	Rate Refund	The product shall provide an online facility to identify and group accounts eligible for a rate refund.									
146	Billing	Rate Refund	Rate refunds can apply to any billing component.									
147	Billing	Rate Refund	Rate refunds can be based on a dollar amount per quantity or time period billed. (user defined)									
148	Billing	Rate Refund	Rate refunds can be based on a percentage of dollars billed (user defined).									
149	Billing	Rate Refund	Rate refund dollar amount or percentage will vary for each refund situation.									
150	Billing	Rate Refund	The product must store and display a history of all rate refund adjustments by rate, billing component, account, agreement.									
151	Billing	Rate Refund	Rate refunds can be applied as a credit on the account/agreement.									
152	Billing	Rate Refund	Rate refunds can be applied and refunded via check.									
153	Billing	Rate Refund	Refund for non-commodity products and services									
154	Billing	Rate Refund	The system shall provide user configurable processes to control how refund dollars are applied to the account/agreement. For example; electric service refund dollars can not be applied to gas service.									
155	Billing	Rate Refund	The product shall allow the refunding of all, or a portion of, interim rates or surcharges, as required.									
156	Billing	Refunds (Mass)	The system shall have the capability to store customers bills using multiple/overlapping rate effective dates for the purpose of determining the potential rate refund amounts. The system must have the ability to report on each of these amounts separately.									
157	Billing	Refunds	The product must have the ability to process refunds on accounts.									
158	Billing	Refund Check Generation	If the product does **NOT** print refund checks then:									
159	Billing	Refund Check Generation	Create a workflow item for a refund for review based on user defined business rules.									
160	Billing	Refund Check Generation	The product shall have the ability to product a electronic file containing refund information necessary to produce refund checks via SAP.									
161	Billing	Refund Check Generation	Be able to automatically generate a refund upon demand on any account regardless of status and having the option of entering an amount different from the balance on their bill (i.e. customer sends incorrect check to company and we process the check in error, customer wants the money refunded).									
162	Billing	Refund Check Generation	Support the issuance of refunds when the account does not have a credit balance with online approval and audit trail.									
163	Billing	Refund Check Generation	If the product **does** print refund checks then:									
164	Billing	Refund Check Generation	Automatic issue a refund on an account based on user defined business rules such as excess credit balance amount.									
165	Billing	Refund Check Generation	The product shall manage multiple refund bank accounts in the customer refund system.									

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REF #	PROCESS	CATEGORY	DESIRED FUNCTIONALITY	In Base System	Requires Configuration	Requires user exit	Requires modification	Available in Future Release	Not Supported	Module	Workday Estimate	Bidder Notes
166	Billing	Refund Check Generation	The product shall identify the type of refund (security deposit, overpayment, budget refund, etc.)									
167	Billing	Refund Check Generation	The product shall allow cancellation of refund and reinstatement of deposit.									
168	Billing	Refund Check Generation	The product shall have verification and internal control functions.									
169	Billing	Refund Check Generation	The product shall be able to process an unclaimed refund check.									
170	Billing	Refund Check Generation	The product shall have reconciliation capabilities, including processing of statement files received electronically.									
171	Billing	Refund Check Generation	Product shall process a refund check versus a bill credit per user designed parameters									
172	Billing	Refund Check Generation	The product shall provide for stop payment capabilities (with void date).									
173	Billing	Refund Check Generation	The product shall provide ability to detect if the check is later cashed.									
174	Billing	Refund Check Generation	The product shall provide the ability both manually and automatically, to apply pending refunds against accounts with bad debts or unpaid closing bills.									
175	Billing	Refund Check Generation	The product shall produce a file containing valid check numbers, voided check numbers and other user defined information at the end of each batch run that produces refund checks. This file is sent electronically to our bank.									
176	Billing	Refund Check Generation	The system shall allow the user to flag an account to stop the production of a refund pending review.									
177	Billing	Refund Check Generation	The system shall support the calculation of interest on refund amounts based on user defined business rules. The interest charge may be based on user defined jurisdictional and service type rules.									
178	Billing	Refund Check Generation	The system will provide an on-line review of single or batch refund files prior to check creation. This on-line process will display user defined information and allow for selection of the entire batch or individual checks for refund.									
179	Billing	Company Use Accounts	The company owns, leases and operates facilities for which service is provided. These facilities include office buildings, warehouses, regulator station heaters, etc. each of which may require unique classification and recording of the expense. The product shall support company use billing.									
180	Billing	Company Use Accounts	The system must have the ability to identify these account/services in the system.									
181	Billing	Company Use Accounts	The system must have the ability to create company use agreements/contracts and bill these accounts/ services									
182	Billing	Company Use Accounts	Ability to suppress bill print for company use accounts.									
183	Billing	Company Use Accounts	The system must have the ability to report data about these accounts/agreements.									
184	Billing	Company Use Accounts	The system must have the ability to support identification for unaccounted energy/gas and company use energy in order to balance throughput.									

CIS Functional Requirements

REF #	PROCESS	CATEGORY	DESIRED FUNCTIONALITY	In Base System	Requires Configuration	Requires user exit	Requires modification	Available in Future Release	Not Supported	Module	Workday Estimate	Bidder Notes
185	Billing	Company Use Accounts	Company use information is reported to accounting (company use account for each operating company) by type of utility.									
186	Billing	Company Use Accounts	The system must have the ability to track and report company use by metered service location and account									
187	Billing	Company Use/Free Gas	The system must have the ability to track and report company use by unmetered service location and account									
188	Billing	Security Deposits	The product shall allow deposits to be billed on the customers regular invoice/bill. The bill shall display the billed deposit amount and current installment payment due. **Note: The majority of Deposit requirements are found in Credit and Collections**									
189	Billing	Security Deposits	The product shall, when accounts are finaled, if they are not using our service at a forwarding address, automatically credit the security deposit (if any) and interest to the account before creating the final bill.									
190	Billing	Weather Data	Temperature data is received from outside sources. These temperatures are uploaded to the CIS system which stores the temperatures by a user-defined 'weather region/zone'. Each premise in the CIS is associated with one of these 'weather regions'. On a daily basis, each premise which is read is then processed through a degree day calculation which uses the temperature data for that region, and the dates in effect for the meter reading. This degree day factor is then stored along with the meter reading.									
191	Billing	Weather Data	The product shall have the ability to process:									
192	Billing	Weather Data	Support user configurable weather regions									
193	Billing	Weather Data	Associating a premise with a weather region									
194	Billing	Weather Data	Calculate degree days based on user configurable values. For example heating degree day calculation would start at 18 degrees.									
195	Billing	Weather Data	Retaining the degree day factor with the meter reading history (Peak Weather Data) if used during billing calculation.									
196	Billing	Weather Data	Ability to store weather history (Degree Days) for a user-defined number of zones. Regardless if used during bill calculation.									
197	Billing	Weather Data	Degree day information for each premise/service location must be available for use during weather normalization bill calculation processes.									
198	Billing	Weather Data	Bill a rate defined weather normalization adjustment based on account level actual consumption and user defined parameters such as base use over a specified time period.									
199	Billing	Weather Data	The system shall have the capability to store 11 year temperature averages by user defined weather region.									
200	Billing	Weather Data	The product shall provide an interface to outside weather data services to upload and populate 11 year temperature average information.									
201	Billing	Wholesale Energy Billing	The product shall support billing for wholesale customers.									
202	Billing	Wholesale Energy Billing	The product shall support billing for energy based on contract volumes, contract days, contract prices and actual usage. The product shall track contract terms and swing bands based on percentage of contract volume.									

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REF #	PROCESS	CATEGORY	DESIRED FUNCTIONALITY	In Base System	Requires Configuration	Requires user exit	Requires modification	Available in Future Release	Not Supported	Module	Workday Estimate	Bidder Notes
203	Billing	Wholesale Energy Billing	The product shall allow storage of user defined interval of readings									
204	Billing	Wholesale Energy Billing	These readings shall trigger the production of an invoice/statement containing the following information:									
205	Billing	Wholesale Energy Billing	Received generation of plant (total and time of day)									
206	Billing	Wholesale Energy Billing	Delivered generation of plant (total and time of day)									
207	Billing	Wholesale Energy Billing	Current rate/price									
208	Billing	Wholesale Energy Billing	Total due from other companies									
209	Billing	Wholesale Energy Billing	Total due to other companies									
210	Billing	Wholesale Energy Billing	The product shall store a rate table with:									
211	Billing	Wholesale Energy Billing	Rates									
212	Billing	Wholesale Energy Billing	Effective dates									
213	Billing	Wholesale Energy Billing	Billing history									
214	Billing	Wholesale Energy Billing	Wholesale Customer Data									
215	Billing	Wholesale Energy Billing	Site data.									
216	Billing	Wholesale Energy Billing	Meter/Device Data									
217	Billing	Wholesale Energy Billing	Usage history									
218	Billing	Wholesale Energy Billing	The product shall support the ability to accept reads from multiple entities.									
219	Billing	Wholesale Energy Billing	The product shall support the ability to provide for error detection if missing data from any of the multiple entities needed to produce end-customer billing or entity billing.									
220	Billing	Wholesale Energy Billing	The product shall be able to bill "wholesale" sales and Intercompany transactions.									

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REF #	PROCESS	CATEGORY	DESIRED FUNCTIONALITY	In Base System	Requires Configuration	Requires user exit	Requires modification	Available in Future Release	Not Supported	Module	Workday Estimate	Bidder Notes
221	Billing	Gas Transportation Billing	Gas Transport will capture transportation therm data provided by the gas supplier or broker/marketer to identify actual amount of gas transported through the system. This information is provided via phone calls, supplier reports, and internal reports and system interfaces.									
222	Billing	Gas Transportation Billing	This information includes, but is not limited to, the following:									
223	Billing	Gas Transportation Billing	Gas supplier code (Duns Number)									
224	Billing	Gas Transportation Billing	Daily Meter Reads									
225	Billing	Gas Transportation Billing	Daily Nominations									
226	Billing	Gas Transportation Billing	Volume Statements									
227	Billing	Gas Transportation Billing	Daily Gas BTU values									
228	Billing	Gas Transportation Billing	Pipeline tolls (rate component/geographic area)									
229		Gas Transportation Billing	Lost or Unaccounted Gas									
230	Billing	Gas Transportation Billing	Capture transportation CCF/therm data provided by the gas management function to identify actual amount of gas transported through the system. Allow this information to be captured in an on-line entry screen or data upload to CIS for transportation billing and revenue reporting.									
231	Billing	Gas Transportation Billing	Balance the transportation CCF volumes provided by the supplier or broker and those volumes identified by the gas management system. The system will provide an on-line list of all accounts for the current billing month that have CCF recorded for a specific gas transporter broker code. The total displayed is then matched against the amount identified by the gas management system. Provide the ability for on-line adjustments.									
232	Billing	Gas Transportation Billing	Provide carry over of previous gas supply balance to support balancing of nominations to actual consumption.									
233	Billing	Gas Transportation Billing	Gas Transportation captures customer nominations by delivery point, service level, and energy end-use for subsequent comparison with actual consumption, application of take-or-pay charges, standby charges, etc. The system should allow for an automated interface from the gas management function.									
234	Billing	Gas Transportation Billing	The system shall track gas delivered to individual meters.									
235	Billing	Gas Transportation Billing	The system shall provide the ability to report financial transactions created by the gas transportation system. These financial transactions are used for revenue reporting.									
236	Billing	Gas Transportation Billing	The system shall provide the ability to create gas transportation invoices.									

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REF #	PROCESS	CATEGORY	DESIRED FUNCTIONALITY	In Base System	Requires Configuration	Requires user exit	Requires modification	Available in Future Release	Not Supported	Module	Workday Estimate	Bidder Notes
237	Billing	Gas Transportation Billing	Capture transportation therm data provided by the gas management function to identify actual amount of gas transported through the system. Allow this information to be captured in an on-line entry screen.									
238	Billing	Work Queue Management	The product shall have the capability to automatically generate a work queue item based on user configurable business rules.									
239	Billing	Work Queue Management	The following are examples of billing exceptions:									
240	Billing	Work Queue Management	For example, when consumption at a service point is received for an inactive service point.									
241	Billing	Work Queue Management	Any failed usage validations (hi/lo, other) will create a work queue for review/processing by users.									
242	Billing	Work Queue Management	Any failed dollar validations (out of range, negative bill) will create a work queue for review/processing by users.									
243	Billing	Work Queue Management	Missing or incorrect billing data or non-usage exceptions									
244	Billing	Work Queue Management	Missing or incorrect usage data.									
245	Billing	Work Queue Management	Seasonal usage override flag (bypass hi/low check)									
246	Billing	Work Queue Management	Contract agreement expiration									
247	Billing	Work Queue Management	Contract early termination (penalty)									
248	Billing	Work Queue Management	The product shall keep track of outstanding items generated by other systems that need to be researched and current status of those items.									
249	Billing	Work Queue Management	The product shall keep track of outstanding items generated by the CIS that need to be researched and current status of those items.									
250	Billing	Work Queue Management	The product shall, upon checking exception list on-line have the capability to automatically generate a request to reread investigate service order.									
251	Billing	Work Queue Management	The automatic request shall list all relevant information so the service technician can verify the validity of the reading and include the option of including special instructions.									
252	Billing	Work Queue Management	The product shall automatically route the results of the field investigation back to the work queue for completion of the work queue item..									
253	Billing	Work Queue Management	The product shall allow authorized users to review, approve, and/or override entries, adjustments and transactions on specific accounts prior to billing. This would include a review process for all invoices issued for these accounts.									

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REF #	PROCESS	CATEGORY	DESIRED FUNCTIONALITY	In Base System	Requires Configuration	Requires user exit	Requires modification	Available in Future Release	Not Supported	Module	Workday Estimate	Bidder Notes
254	Billing	Work Queue Management	The product shall be able to limit work queue transaction access/completion based on transaction type or dollar amount.									
255	Billing	Work Queue Management	The product shall route select user defined transactions to an on-line queue with automatic notification, audit trail of request and approval or denial of request.									
256	Billing	Work Queue Management	The product shall be able to send a return message to originator in the event of denial including free form text comments.									
257	Billing	Work Queue Management	The system shall support the routing of any service agreement/contract after usage/bill calculation for on-line review/revision prior to release for billing/invoicing based on user defined business rules.									
258	Billing	Work Queue Management	The system shall support the ability to manually request or systematically hold a bill for review and provide the ability to route the bill to the customer upon release.									
259	Billing	Work Queue Management	The system will support the creation of work groups, user profiles, and assignment to work items to these work groups.									
260	Billing	Work Queue Management	The system will support the reassignment of work items as necessary.									
261	Billing	Work Queue Management	The system will support the reassignment of groups of work items.									
262	Billing	Work Queue Management	The system will support the mass cancellation of work items. Access to mass cancellation transaction requires user authorization.									
263	Billing	Work Queue Management	The system shall support the escalation of work items based on user defined business rules.									
264	Billing	Work Queue Management	The system will provide tools to help manage work queue processes.									
265	Billing	Work Queue Management	The system will provide the following views of work queue items:									
266	Billing	Work Queue Management	Total items by type and priority									
267	Billing	Work Queue Management	Item outstanding by date range									
268	Billing	Work Queue Management	Items worked by employee									
269	Billing	Work Queue Management	Items pending by employee/group by age of exception item									
270	Billing	Work Queue Management	Past due items									
271	Billing	Work Queue Management	Items by work group/location									
272	Billing	Work Queue Management	Items by account type									
273	Billing	Work Queue Management	Items by customer/account									
274	Billing	Work Queue Management	The system will provide the ability to filter and sort work queue items by user defined data elements.									

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REF #	PROCESS	CATEGORY	DESIRED FUNCTIONALITY	In Base System	Requires Configuration	Requires user exit	Requires modification	Available in Future Release	Not Supported	Module	Workday Estimate	Bidder Notes
275	Billing	Work Queue Management	The system will provide on-line productivity reporting and analysis of current and historic work queue activity by the categories listed above.									
276	Billing	Work Queue Management	The system will provide detailed audit trails of all work queue activities.									
277	Billing	Work Queue Management	The system shall have the ability track and report all exceptions from billing errors, financial transaction posting exceptions to a work queue for processing.									
278	Billing	Work Queue Management	Email Notification of new items.									
279	Billing	Work Queue Management	The system will automatically resolve selected work items based on user defined exception type and user defined business rules.									
280	Billing	Work Queue Management	The system will provide the ability to "lock" any work queue item by user ID until released by that user. (With ability for supervisor to unlock item)									
281	Billing	Work Queue Management	The system shall provide the ability to "freeze" accounts because of severe or exceptional errors. No further transaction processing can be made to these accounts until released from "freeze".									
282	Billing	Work Queue Management	The work queue can suggest resolutions to billing errors based on reviews of information obtained from multiple systems.									
283	Billing	Work Queue Management	The work queue can present information obtained from multiple systems to assist the user in making decisions regarding the error correction.									
284	Billing	Final Billing	The product shall allow accounts to be finaled as of any day of the month using an actual reading or by estimating the bill (company rules apply).									
285	Billing	Final Billing	The product shall be able to cancel and rebill an a final bill.									
286	Billing	Final Billing	The product shall to able to produce the final bill calculation "immediately" if a reading is available and bill the customer via real-time or batch processing.									
287	Billing	Controls/Daily Balancing	The product shall provide a daily balancing function that shall include cash, billings, accounts receivable, deposits and adjustments.									
288	Billing	Controls/Daily Balancing	The product shall update daily information cumulatively for the calendar month-end balancing and the 'earnings month' balancing routine.									
289	Billing	Controls/Daily Balancing	The product shall, prior to billing, provide the ability to identify any incomplete bill segments									
290	Billing	Controls/Daily Balancing	The product shall ensure that all accounts (including non-commodity related) in the current billing cycle and all accounts being billed off-cycle have been billed, printed or reported as an exception.									
291	Billing	Controls/Daily Balancing	The product shall have controls that include crosschecks to ensure that:									
292	Billing	Controls/Daily Balancing	All billing determinants (readings, usage, market index, account balances, charges etc.) were input									
293	Billing	Controls/Daily Balancing	All bills were calculated									
294	Billing	Controls/Daily Balancing	All bills printed for the scheduled cycles and off-cycle accounts.									

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REF #	PROCESS	CATEGORY	DESIRED FUNCTIONALITY	In Base System	Requires Configuration	Requires user exit	Requires modification	Available in Future Release	Not Supported	Module	Workday Estimate	Bidder Notes
295	Billing	Controls/Daily Balancing	All non-cycle (event driven) bills were calculated and printed									
296	Billing	Controls/Daily Balancing	The product shall display/report where each billing transaction is recorded in the general ledger.									
297	Billing	Control Files	The product shall provide the capability to set up and maintain control file of customer load profile information									
298	Billing	Control Files	The product shall provide the capability to set up and maintain system control files (shall be capable of handling multi-companies and multi-state/provincial regulations).									
299	Billing	Control Files	Identifying the deposit interest rate for calculating security deposit interest by customer class and by state/province and service type.									
300	Billing	Control Files	Late payment charge amounts or a percentage of past due bill amounts									
301	Billing	Control Files	An aging period for the calculation of late charges									
302	Billing	Control Files	For cycle driven billing, information by area, town, code, cycle and specify the next 12 readings and the month and year in which the revenue generated from this cycle will be applied.									
303	Billing	Control Files	Degree day deficiencies by: (1) set up and maintain control file of hourly temperatures by area.(2) Set up and maintain user-changeable reference temperature control files for Heating Degree Days and Cooling Degree Days.(3) Calculate daily average temperature and resulting HDD and CDD.									
304	Billing	Control Files	Recognizing holidays and non-processing days for billing, invoice and payment due date calculation.									
305	Billing	Control Files	Bank draft file formats for header, batch and detail records									
306	Billing	Controls/Daily Balancing	Balancing and reconciliation between the billing cycle revenues and the general ledger revenue cycle and any others									
307	Billing	Controls/Daily Balancing	The product shall provide a report of the following information with the ability to break down the information by customer, class of service, location, meter reading route, Etc.									
308	Billing	Controls/Daily Balancing	Examples of billing reports include the following:									
309	Billing	Controls/Daily Balancing	Number of actual readings and source									
310	Billing	Controls/Daily Balancing	Number of estimated readings and source									
311	Billing	Controls/Daily Balancing	Number of estimated reading (system generated)									
312	Billing	Controls/Daily Balancing	Number of late readings and source									
313	Billing	Controls/Daily Balancing	Number of no-bill accounts by reason (error code) This would be a summary of accounts that failed in billing along with the reason for the failure.									
314	Billing	Controls/Daily Balancing	The total number shall balance to the total number of contracts/service agreements processed									
315	Billing	Controls/Daily Balancing	Provide documentation and methodology for balancing and system controls to ensure accounts are in balance. Provide online screens for viewing current system balances and correcting out of balance conditions.									

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REF #	PROCESS	CATEGORY	DESIRED FUNCTIONALITY	In Base System	Requires Configuration	Requires user exit	Requires modification	Available in Future Release	Not Supported	Module	Workday Estimate	Bidder Notes
316	Billing	Controls/Daily Balancing	Provide documentation and methodology for balancing and system controls to ensure no data is lost between various programs and files during the batch processing.									
317	Bill Calculation	Aggregate Meters	The product shall bill certain meters that can be designated as aggregate meters in which a separate rate calculation is applied to each meter's consumption. These meters may be under various revenue classifications and rate schedules. The bill document shall contain a summarized billing for each of these accounts with the option of billing a single administration charge.									
318	Bill Calculation	Apply Rates	The product shall, when an account is billed for multiple months, properly apply all rates that were in effect during each billing period (including all components for each rate - energy charges, fuel adjustments, seasonal rate changes etc.). The rate schedule could have multiple rate amounts for different levels of usage. Rate changes must contain and store date effective information.									
319	Bill Calculation	Apply Rates	Certain customers are billed on multiple rates codes that automatically change on October 1st and March 31st. The system must recognize these customers and automatically change them to the correct rate code and prorate any charges that cross over the rate change dates.									
320	Bill Calculation	Bill Explanation	The product shall provide an on line display to show exactly how the bill was calculated including intermediate calculations, prorated bills and regular bills that span multiple rate changes within the same month.									
321	Bill Calculation	Bill Explanation	The display shall be formatted to be printed and sent to the customer.									
322	Bill Calculation	Billing Factor	The product shall be able to calculate a billing factor using user defined data from the current months bill calculation and apply that factor to a consumption that was derived from other CIS accounts.									
323	Bill Calculation	Billing Factor	Ability to apply elevated pressure delivery factors affecting measurement, including; temperature, delivery pressure, atmospheric pressure, super compressibility, etc.									
324	Bill Calculation	Billing Factor	Ability to support atmospheric tables and associate premise based on geographic relationships to an atmospheric pressure value with the ability to override at the delivery point level.									
325	Bill Calculation	Billing Factor	Calculate gas consumption for large commercial and industrial accounts from an uncorrected index by tracking readings, pressure factors, and temperatures when the user dictates this process to be done.									
326	Bill Calculation	Billing Factor	Support temperature and/or pressure correction factors.									
327	Bill Calculation	Billing Factor	Calculate the pressure factor based on the corrected consumption and the uncorrected consumption.									
328	Bill Calculation	Billing Factor	Edit the calculated pressure factor for the user-defined range.									
329	Bill Calculation	Billing Products and Services	The product shall calculate charges or credits to customer's accounts for product and services billing.									

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REF #	PROCESS	CATEGORY	DESIRED FUNCTIONALITY	In Base System	Requires Configuration	Requires user exit	Requires modification	Available in Future Release	Not Supported	Module	Workday Estimate	Bidder Notes
330	Bill Calculation	Billing Products and Services	Examples include the following:									
331	Bill Calculation	Billing Products and Services	Wholesale energy sales									
332	Bill Calculation	Billing Products and Services	Cogeneration (net transfers) including net metering.									
333	Bill Calculation	Billing Products and Services	Management services									
334	Bill Calculation	Billing Products and Services	Utility services									
335	Bill Calculation	Billing Products and Services	Service labor including overtime for work performed by a service crew									
336	Bill Calculation	Billing Products and Services	Non-commodity and non-utility services									
337	Bill Calculation	Billing Products and Services	Products, including contract installment payments									
338	Bill Calculation	Billing Products and Services	Service agreements									
339	Bill Calculation	Billing Products and Services	Special facilities charges									
340	Bill Calculation	Billing Products and Services	Meter tampered penalties									
341	Bill Calculation	Billing Products and Services	Future fixed amounts									
342	Bill Calculation	Billing Products and Services	Energy audit fees									
343	Bill Calculation	Billing Products and Services	Rental, lease, installment amounts.									
344	Bill Calculation	Billing Products and Services	Finance charges									
345	Bill Calculation	Billing Products and Services	Late payment charges									
346	Bill Calculation	Billing Products and Services	Deposit refund credits									
347	Bill Calculation	Billing Products and Services	Refund credits									
348	Bill Calculation	Billing Products and Services	Returned check fees (exemptions/adjustments)									
349	Bill Calculation	Billing Products and Services	Reconnect fees									
350	Bill Calculation	Billing Products and Services	Collection fees									
351	Bill Calculation	Billing Products and Services	Services establishment charges - new service charge									
352	Bill Calculation	Billing Products and Services	Switching Fees									

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REF #	PROCESS	CATEGORY	DESIRED FUNCTIONALITY	In Base System	Requires Configuration	Requires user exit	Requires modification	Available in Future Release	Not Supported	Module	Workday Estimate	Bidder Notes
353	Bill Calculation	Billing Products and Services	State/provincial regulatory fees - surcharges									
354	Bill Calculation	Billing Products and Services	State/provincial, county, city sales tax									
355	Bill Calculation	Billing Products and Services	Non-Taxable Customer Charge or Public Benefits fee at X% of total bill net of other taxes.									
356	Bill Calculation	Billing Products and Services	School district tax									
357	Bill Calculation	Billing Products and Services	Unit step/tiered tax rates									
358	Bill Calculation	Billing Products and Services	Franchise fee, county and city									
359	Bill Calculation	Billing Products and Services	Low income assistance surcharges									
360	Bill Calculation	Billing Products and Services	Budget Billing payment plans									
361	Bill Calculation	Billing Products and Services	Miscellaneous recurring amounts (i.e.; rent payments)									
362	Bill Calculation	Billing Products and Services	Third party damage claims									
363	Bill Calculation	Billing Products and Services	Partial reads and estimates on one bill									
364	Bill Calculation	Billing Products and Services	Generates field order at premise									
365	Bill Calculation	Billing Products and Services	Company financed loans									
366	Bill Calculation	Billing Products and Services	Miscellaneous invoices									
367	Bill Calculation	Billing Products and Services	Co generation and Wheeling credits									
368	Bill Calculation	Billing Products and Services	Contract discount credits.									
369	Bill Calculation	Billing Products and Services	Contract demand charge/credits									
370	Bill Calculation	Billing Products and Services	Gas sales/transportation									
371	Bill Calculation	Billing Products and Services	Service extension surcharges									
372	Bill Calculation	Billing Products and Services	Refunds for Customer Advances for service connections									
373	Bill Calculation	Billing Products and Services	Unauthorized use /Diversion/ penalties									
374	Bill Calculation	Billing Products and Services	Interval data fee (access to information)									

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REF #	PROCESS	CATEGORY	DESIRED FUNCTIONALITY	In Base System	Requires Configuration	Requires user exit	Requires modification	Available in Future Release	Not Supported	Module	Workday Estimate	Bidder Notes
375	Bill Calculation	Billing Products and Services	Excess facilities									
376	Bill Calculation	Billing Products and Services	NSF charges									
377	Bill Calculation	Billing Products and Services	Energy Cost Adjustment (Multiple Per Account Rate)									
378	Bill Calculation	Billing Products and Services	Primary metering discounts									
379	Bill Calculation	Billing Products and Services	Point of Delivery Discount									
380	Bill Calculation	Billing Products and Services	Transmission voltage Discount									
381	Bill Calculation	Charity Contribution	The product shall allow customers to make a one-time charity contribution to an energy assistance program. **Note: Charity Contributions requirements also covered in Cash Processing**									
382	Bill Calculation	Charity Contribution	The product shall allow customers to agree to contribute 'x' dollars per month to an energy assistance program. The contribution amount is automatically added to each monthly bill. The amount is added into the total account balance. On the next regular billing day, if the contribution amount is not paid, the product does not recognize the amount as delinquent so late payment charges are not affected.									
383	Bill Calculation	Charity Contribution	The product shall be able to display periodic contributions accumulated for tax purposes (year to date, January 1 through December 31) and total as of December 31 on the customer's first bill in the new year.									
384	Bill Calculation	Charity Contribution	If the contribution amount remains unpaid for two billing periods, the product will automatically remove the account from the automatic contribution program and reverse any unpaid charity contribution amounts from the account.									
385	Bill Calculation	Charity Contribution	The product shall support a "round up" function where amount due is automatically rounded up to the next even dollar amount. These additional monies are allocated to charity contributions.									
386	Bill Calculation	Charity Contribution	The product shall allow a customer to opt out of the "round up" charity contribution program.									
387	Bill Calculation	Coincident non-coincident demand	The product shall have the capability of billing based on either coincident demand or non-coincident demand of pooled electric meters									
388	Bill Calculation	Consumption conversion	Contracts/rates often contain specific billing instructions that may include conversion of metered consumption to a billable level (i.e., an account is metered at 100% of primary metering but is billed at 98%).									
389	Bill Calculation	Consumption conversion	The product shall support the following conversion factors:									
390	Bill Calculation	Consumption conversion	Maintain the local conversion factor for a specific premise or group of premises									
391	Bill Calculation	Consumption conversion	Maintain the conversion factor at the meter level									
392	Bill Calculation	Consumption conversion	Store in history both primary and adjusted readings/consumption									

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REF #	PROCESS	CATEGORY	DESIRED FUNCTIONALITY	In Base System	Requires Configuration	Requires user exit	Requires modification	Available in Future Release	Not Supported	Module	Workday Estimate	Bidder Notes
393	Bill Calculation	Demand Ratcheting	The product must support demand ratcheting calculations.									
394	Bill Calculation	Demand Ratcheting	The product should support comparison of the actual usage during the billing period against a user defined contract demand ceiling									
395	Bill Calculation	Demand Ratcheting	The product should support comparison of the actual usage during the billing period against historical usage with the ability to override the history based on user defined rules.									
396	Bill Calculation	Demand Ratcheting	If the actual usage is less than the rate minimum demand amount the customer is billed one of the following, minimum demand, actual demand or highest historical demand of a user defined time period (12 month historical demand).									
397	Bill Calculation	Estimating Consumption	The product shall provide the ability to estimate consumption based on weather normalization factor calculated daily based on other customers in the same weather zone. All estimation processes must be user configurable and may be specific to jurisdiction/company. Values may be estimated based on user configurable exception type.									
398	Bill Calculation	Estimating Consumption	The product shall be able to:									
399	Bill Calculation	Estimating Consumption	Estimate TOU (time of use) readings (change of season)									
400	Bill Calculation	Estimating Consumption	Estimate reads for an individual meter for a full billing period, a part month turn on, and a part month final									
401	Bill Calculation	Estimating Consumption	Estimate an entire read route									
402	Bill Calculation	Estimating Consumption	Identify estimated consumption									
403	Bill Calculation	Estimating Consumption	Generate notifications and/or work queues for invalid estimates									
404	Bill Calculation	Estimating Consumption	Automatically generate weather-adjusted estimate if a reading is not made available									
405	Bill Calculation	Estimating Consumption	Allow a user to override an automatic estimate									
406	Bill Calculation	Estimating Consumption	Allow a user to force an estimate on an accounts coded for no estimation.									
407	Bill Calculation	Estimating Consumption	Generate automatic estimates on-line and allow them to be previewed prior to billing.									
408	Bill Calculation	Estimating Consumption	The product shall be able to estimate KW									
409	Bill Calculation	Estimating Consumption	The product shall be able to estimate KWH									
410	Bill Calculation	Estimating Consumption	The product shall be able to estimate CCF/GJ									
411	Bill Calculation	Estimating Consumption	The product shall be able to estimate KQ									

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REF #	PROCESS	CATEGORY	DESIRED FUNCTIONALITY	In Base System	Requires Configuration	Requires user exit	Requires modification	Available in Future Release	Not Supported	Module	Workday Estimate	Bidder Notes
412	Bill Calculation	Estimating Consumption	The product shall be able to estimate KVAR									
413	Bill Calculation	Estimating Consumption	The product shall be able to estimate for multiple periods									
414	Bill Calculation	Estimating Consumption	The product shall restrict number of consecutive estimates									
415	Bill Calculation	Estimating Consumption	The product shall restrict total number of estimates per year by account									
416	Bill Calculation	Estimating Consumption	The product shall be able to estimate BTU/GJ									
417	Bill Calculation	Estimating Consumption	If meter readings are not submitted the accounts can be estimated.									
418	Bill Calculation	Estimating Consumption	The product shall provide the capability to display or not display estimated reading values on the bill by jurisdiction									
419	Bill Calculation	Estimating Consumption	The product shall provide the ability to manually apply an override estimate at the account (service agreement) level for a specified duration.									
420	Bill Calculation	Gas Energy Consumption	Accommodate bill calculation for gas energy consumption based upon previous and current meter readings. The types of charges calculated include, but are not limited to, the following:									
421	Bill Calculation	Gas Energy Consumption	Delivered gas									
422	Bill Calculation	Gas Energy Consumption	Gas cost									
423	Bill Calculation	Gas Energy Consumption	Customer charge									
424	Bill Calculation	Gas Energy Consumption	Imbalance charge									
425	Bill Calculation	Gas Energy Consumption	Fuel Adjustment charge									
426		Gas Energy Consumption	Midstream (Other charges not part of delivery/gas cost)									
427	Bill Calculation	Gas Energy Consumption	Standby and balancing charge									
428	Bill Calculation	Gas Energy Consumption	Rate riders									
429	Bill Calculation	Gas Energy Consumption	Discounts									
430	Bill Calculation	Gas Energy Consumption	Gas conservation rider									
431	Bill Calculation	Gas Energy Consumption	Other masc. consumption based charges									

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REF #	PROCESS	CATEGORY	DESIRED FUNCTIONALITY	In Base System	Requires Configuration	Requires user exit	Requires modification	Available in Future Release	Not Supported	Module	Workday Estimate	Bidder Notes
432	Bill Calculation	Gas Energy Consumption	The product shall bill a rate defined weather normalization adjustment based on actual consumption and user defined parameters such as base use over a specific time period. The adjustment detail shall be stored in billing detail and available to view in billing history. The adjustment amount including billing unit and amount shall be printed separately on the bill. **Additional weather normalization information is contained in the weather information section of the billing requirements.**									
433	Bill Calculation	Gas Transportation	Support on-line input or entry via interface of monthly factors and charges for gas transportation. These factors include, but are not limited to, the following:									
434	Bill Calculation	Gas Transportation	Supplemental gas cost adjustment rate (fuel charge)									
435	Bill Calculation	Gas Transportation	Distribution delivery charge									
436	Bill Calculation	Gas Transportation	Balancing charge									
437	Bill Calculation	Gas Transportation	Penalty fees									
438	Bill Calculation	Gas Transportation	Imbalance charge									
439	Bill Calculation	Gas Transportation	Management Fee									
440	Bill Calculation	Gas Transportation	Nomination fees									
441	Bill Calculation	Gas Transportation	Taxes									
442	Bill Calculation	Gas Transportation	Base Rate									
443	Bill Calculation	Gas Transportation	Contract Demand Charge/Rate									
444	Bill Calculation	Gas Transportation	Provide calculation of inventory and usage for the gas transportation account. This includes the identification of inventory balance forwarded from prior billing months, inventory amount used in the current billing month, and inventory remaining at the end of the current billing month. The account balance and usage is then calculated as follows:									
445	Bill Calculation	Gas Transportation	Transport therms available from prior months									
446	Bill Calculation	Gas Transportation	Plus current month transport therms									
447	Bill Calculation	Gas Transportation	Equals total transport therms available									
448	Bill Calculation	Gas Transportation	Minus total therms consumption									
449	Bill Calculation	Gas Transportation	Equals imbalance - over delivery or under delivery									
450	Bill Calculation	Gas Transportation	Support a balancing charge to the gas transportation customer for over a user-maintained, table-driven percent variance from the nomination and actual consumption with the option of not applying the charge if there was a curtailment for this customer during the billing period.									
451	Bill Calculation	Gas Transportation	Support the ability to calculate hypothetical billing for core transportation customers on the full bundled core rate to show what they would have paid if they had purchased their gas from the company.									
452	Bill Calculation	Gas Transportation	Support the ability to bill imputed value of service provided by third party (i.e., Gas Transportation).									
453	Bill Calculation	Interval Data	Ability to calculate using two sets of read data (each side of a specific time split)									
454	Bill Calculation	Interval Data	Ability to calculate using hourly data, but with total year hours as a function of Day Light Savings Time									

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REF #	PROCESS	CATEGORY	DESIRED FUNCTIONALITY	In Base System	Requires Configuration	Requires user exit	Requires modification	Available in Future Release	Not Supported	Module	Workday Estimate	Bidder Notes
455	Bill Calculation	Interval Data	The product shall have the capability to maintain interval data that can be combined into billable data via user definable parameters.									
456	Bill Calculation	Jointly Owned Facilities	The product shall be able to bill jointly owned facilities depending on percentage of ownership and usage.									
457	Bill Calculation	Late Payment Charges	A variety of different methodologies are used in the application and waiver of late charges. Application of late payment fees/charges shall be based on user configurable business rules and are jurisdictional/company specific									
458	Bill Calculation	Late Payment Charges	The late charges may be based on the billed amount, or on the portion of the bill that was paid late or not paid at all.									
459	Bill Calculation	Late Payment Charges	The late charge application may vary based on customers previous payment history.									
460	Bill Calculation	Late Payment Charges	Late fees are not charged on amounts that have previously charge a late fee.									
461	Bill Calculation	Late Payment Charges	Adjustments, waivers, and partial waivers need to be made to late charges on subsequent bills.									
462	Bill Calculation	Late Payment Charges	Waiver of late charges/fees on future bills.									
463	Bill Calculation	Late Payment Charges	Overpayments may be credited without accumulated interest.									
464	Bill Calculation	Late Payment Charges	Late charge rates may be compounded quarterly, monthly, or not at all.									
465	Bill Calculation	Late Payment Charges	The product shall accommodate rates or franchise rules under specific jurisdiction that may include late payment penalties. The penalty amount shall be displayed on the bill, but the charge does not apply unless the account is unpaid as of penalty (relative to the due date).									
466	Bill Calculation	Late Payment Charges	The product shall maintain penalty factors by each rate, service agreement, product or charge type, company and jurisdiction as defined by user.									
467	Bill Calculation	Late Payment Charges	The product shall allow the penalty to be prevented from applying (customer/accounts might be exempted based on various criteria such as low income, budget, municipality or government account, active payment arrangement, etc.)									
468	Bill Calculation	Late Payment Charges	The product shall allow the penalty may be applied in arrears (e.g., after a returned check).									
469	Bill Calculation	Late Payment Charges	The product shall track and report penalty amounts for revenue accounting.									
470	Bill Calculation	Late Payment Charges	The product shall allow user defined application of penalties (e.g., penalty waived if first occurrence of the year)									
471		Late Payment Charges	The product shall have the ability to charge late payment penalty on budget bill balances.									
472		Late Payment Charges	The product shall have the ability to block the application of late payment penalty on budget bill balances if the plan balance is a credit.									

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REF #	PROCESS	CATEGORY	DESIRED FUNCTIONALITY	In Base System	Requires Configuration	Requires user exit	Requires modification	Available in Future Release	Not Supported	Module	Workday Estimate	Bidder Notes
473	Bill Calculation	Late Payment Charges	The product shall allow for exemption of late charges for all estimated bills.									
474	Bill Calculation	Meter Change/Usage Breakdown	The product shall be able to bill a meter change when the meter types are different, such as straight kwh to time of use, imperial to metric, interval to non-interval etc.									
475	Bill Calculation	Meter Change/Usage Breakdown	The product shall be able to bill changes in the number of dials or meter constant or multiplier in a meter register at anytime during the bill period.									
476	Bill Calculation	Meter Rollovers	Ability to bill meter rollovers									
477	Bill Calculation	Miscellaneous Billing	Accounts are maintained for the purpose of billing and collecting for such items as reconnection/transfer fees, service line repairs, warehouse purchases and small field repairs. The product shall be able to bill for such charges from the initial customer contact with generation of the required order through installation following up with the generation of a bill.									
478	Bill Calculation	Pooled Meters	The product shall bill certain meters that can be designated as 'pooled' meters in which their individual consumptions are totaled prior to applying the rate. The bill shall contain a listing of each meter and its specific reading/consumption detail, including but not limited to: kwh, kw, knar, CCF but the bill is calculated on the total consumption for the 'pool'.									
479	Bill Calculation	Pooled Meters	The product shall have the ability to apply metering discounts to one or all of the meters included in the 'pool'.									
480	Bill Calculation	Proration Normalization	The system must allow for user defined proration/rounding rules.									
481	Bill Calculation	Proration Normalization	The system must prorate when but not limited to:									
482	Bill Calculation	Proration Normalization	Billing time based charges and the number of billing days are outside the normal monthly range.									
483	Bill Calculation	Proration Normalization	Rate Components or Billing Factors change during the billing period. (Customer initiated change)									
484	Bill Calculation	Proration Normalization	The product shall properly apply historical adjustment factors (proration) for regular billing, retroactive rate changes and adjusted billing.									
485	Bill Calculation	Proration Normalization	The product shall prorate for the appropriate number of days for each rate that was in effect within the billing period.									
486	Bill Calculation	Proration Normalization	The product shall identify and prorate the usage with the proper rate schedule and charges calculated for:									
487	Bill Calculation	Proration Normalization	Rate Change (over multiple periods)									
488	Bill Calculation	Proration Normalization	Meter change/old meter on one rate, new meter on another rate									
489	Bill Calculation	Proration Normalization	Main meter or additive/deductive meter(s) removed									
490	Bill Calculation	Proration Normalization	Main meter changed									
491	Bill Calculation	Proration Normalization	TOU season change									
492	Bill Calculation	Proration Normalization	TOU season demand proration									
493	Bill Calculation	Proration Normalization	Proration of reroute accounts									
494	Bill Calculation	Proration Normalization	Initial and final bills									
495	Bill Calculation	Proration Normalization	The product shall have the ability to bill any of the above examples without the application of proration. (Normal Rate Change)									
496	Bill Calculation	Proration Normalization	The product shall have the ability to suppress or display the detail of proration calculations based on user rate, jurisdiction, invoice type, or other user configurable business rules.									

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REF #	PROCESS	CATEGORY	DESIRED FUNCTIONALITY	In Base System	Requires Configuration	Requires user exit	Requires modification	Available in Future Release	Not Supported	Module	Workday Estimate	Bidder Notes
497	Bill Calculation	Rate Change	The product shall allow for multiple rates changes within the same billing period.									
498	Bill Calculation	Recorder Devices	Ability to recognize recorders as an attachment to a meter and be able to accept readings from the recorder to be used for billing.									
499	Bill Calculation	Risk Instrument Hedging	The system shall support contracts for differences, energy swaps, financial hedging. Settlement, comparison of fixed (contract price) to a floating price, triggers and options. These charge types may be part of the base rate or applied as an adjustment (discount) to the base rate.									
500	Bill Calculation	Sub-Metering	The product shall calculate the bill for an account by using the readings on the master meter and sub-meter. The master meters usage is adjusted by the amount of usage recorded on the sub-meter. (hot water heater usage).									
501	Bill Calculation	Sub-Metering	The product shall bill master/sub meter accounts by billing based on the total consumption recorded by the master meter while maintaining the detail usage recorded by the sub-meter.									
502	Bill Calculation	Sub-Metering	The product shall have balancing controls that ensure that the total consumption from the sub-meters is less than or equal to the master meter consumption.									
503	Bill Calculation	Sub-Metering	The product shall calculate the bill to a master meter account by using the reading on the master meter and then deducting the usage from one or many sub-meters. The sub-meters shall be billed according to the usage shown by									
504	Bill Calculation	Taxes	The product shall bill various tax rates. Note: Additional Tax Requirements in Rates/Pricing									
505	Bill Calculation	Taxes	The product shall accommodate billing tax-exempt customers, both complete and partial (user defined percentage).									
506	Bill Calculation	Taxes	Ability to establish a tax moratorium by season/jurisdiction.									
507	Bill Calculation	Unmetered Services	The product shall support billing for unmetered usage such as area lighting.									
508	Bill Calculation	Unmetered Services	Unmetered service									
509	Bill Calculation	Unmetered Services	A temporary service has been installed (no meter) for a builder. Due to construction requirements, service is activated at a premise without a meter. The product shall record this status and bill the account based on estimated usage.									
510	Bill Calculation	Unmetered Services	Existing service - bypass service (meter may be present or being changed)									
511	Bill Calculation	Unmetered Services	Based on usage history for the same customer for the service/premise.									
512	Bill Calculation	Unmetered Services	No usage history is available for the service/premise									
513	Bill Calculation	Unmetered Services	The product shall be able to bill unmetered services for a pre-determined amount of energy demand or calculated amount each month.									
514	Bill Calculation	Unmetered Services	The product shall be able to bill non-metered usage on individual bills and on a summary basis with each unit identified by the service , The system shall maintain the detail information for each service point.									
515	Bill Calculation	Unmetered Services	The product shall support separate (unlimited) charge components (bulb size, type, fixtures, switches, burn hours).									

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REF #	PROCESS	CATEGORY	DESIRED FUNCTIONALITY	In Base System	Requires Configuration	Requires user exit	Requires modification	Available in Future Release	Not Supported	Module	Workday Estimate	Bidder Notes
516	Bill Calculation	Unmetered Services	The product shall not have a limit on the number of unmetered records per bill.									
517	Bill Calculation	Unmetered Services	The product shall have the ability to bill based on a "summary record" of detail.									
518	Bill Calculation	Unmetered Services	The product shall be able to make adjustments to unmetered service agreements/contracts.									
519	Bill Calculation	Unmetered Services	The product shall be able to perform user defined ad hoc reporting, including downloading of user specified data elements for reporting and tracking purposes.									
520	Bill Calculation	Unmetered Services	The product shall have a capability for unmetered inventory (fixture counts) or an interface to one.									
521	Bill Calculation	Unmetered Services	The product shall have on-line search capability of the unmetered services inventory.									
522	Bill Calculation	Unmetered Services	The product shall have the ability to suppress proration/normalized for some charge types for unmetered lighting regardless of usage proration (user defined rules)									
523	Bill Calculation	Unmetered Services	The product shall be able to calculate normalized unmetered billing.									
524	Bill Calculation	Unmetered Services	The product shall be able to invoice a metered service agreement/contract and an unmetered service agreement/contract together.									
525	Bill Calculation	Unmetered Services	The product shall be able bill some unmetered rates per month and never prorate.									
526	Bill Calculation	Unmetered Services	The product shall have the ability to bill equipment and maintenance charges based on rate structure. Each light fixture may have a different maintenance and/or equipment charge.									
527	Bill Calculation	Unmetered Services	The product shall maintain historical information and ability to track unmetered activity at a premise, including:									
528	Bill Calculation	Unmetered Services	Installation date									
529	Bill Calculation	Unmetered Services	Effective billing date									
530	Bill Calculation	Unmetered Services	Equipment change date									
531	Bill Calculation	Unmetered Services	Service Point Number - GIS number									
532	Bill Calculation	Unmetered Services	Service Point Description									
533	Bill Calculation	Unmetered Services	Equipment size									
534	Bill Calculation	Unmetered Services	Equipment type									
535	Bill Calculation	Unmetered Services	The product shall have the ability to track unmetered equipment across customers (transfer of responsibility - dates, associated orders).									
536	Bill Calculation	Unmetered Services	The product shall retain the history of lights that are disconnected for a period of time without removal from an account.									
537	Bill Calculation	Unmetered Services	The product shall have the ability to maintain (change, delete, install, remove) unmetered detail .									
538	Bill Calculation	Unmetered Services	The product shall be able to prorate unmetered charges (cycle bill and final bill) when lights are removed, disconnected or added on an existing metered account.									
539	Bill Calculation	Unmetered Services	The product shall allow independent billing of unmetered service (i.e., metered service does not bill for some reason - this should not prevent unmetered service from billing).									
540	Bill Calculation	Unmetered Services	The product shall be able to be set up so that unmetered billing shall bill based on a user defined event.									

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REF #	PROCESS	CATEGORY	DESIRED FUNCTIONALITY	In Base System	Requires Configuration	Requires user exit	Requires modification	Available in Future Release	Not Supported	Module	Workday Estimate	Bidder Notes
541	Bill Calculation	Unmetered Services	The product shall support discounts to standard rates if the customer pays an advance fee at the time of installation.									
542	Bill Calculation	Unmetered Services	The product shall support the billing of contract amounts for early termination of lighting contracts.									
543	Bill Calculation	Unmetered Services	Customer owned vs. company owned lighting.									
544	Bill Calculation	Unmetered Services	The product shall have the ability to bill multiple unmetered services together on a single account with the option to bill a single "customer charge".									
545	Bill Invoice	Bill Corrections Adjustments	The product shall be able to issue a corrected invoice that does not reflect the correction if the customer never saw the Original invoice.									
546	Bill Invoice	Bill Corrections Adjustments	The product shall provide the ability to reprint the bill after adjustments have been made.									
547	Bill Invoice	Bill Image	The product shall display an image of the customer's bills. The bill images shall be available for display for a user defined period of time including actual bills and canceled bills and corrected bill images.									
548	Bill Invoice	Bill Messages Inserts	The product shall accommodate customized messages on the customer's bill per user define limit.									
549	Bill Invoice	Bill Messages Inserts	The messages can be broadcast, or account, or customer specific - date and/or cycle specific.									
550	Bill Invoice	Bill Messages Inserts	The messages shall be able to be prioritized or drop if determined that message will add extra pages to be printed, thus increasing postage costs.									
551	Bill Invoice	Bill Messages Inserts	The product shall support placement of bill messages based on message type (urgent messages are printed at the top of the invoice in a special box)									
552	Bill Invoice	Bill Messages Inserts	The product shall accommodate multiple messages and have a break/line between these messages.									
553	Bill Invoice	Bill Messages Inserts	The product shall accommodate one-time only messages.									
554	Bill Invoice	Bill Messages Inserts	The product shall accommodate recurring messages with an expiration date.									
555	Bill Invoice	Bill Messages Inserts	The product shall allow a customer's calculated usage, charge or refund to be included within the bill message.									
556	Bill Invoice	Bill Messages Inserts	The product shall support the option of suspending any inserts being sent if customer requested unless regulatory mandated.									
557	Bill Invoice	Bill Messages Inserts	The system shall support on-line set-up of criteria needed to target customers for specific bill inserts or bill messaging without programming changes. For example, but not limited to, customer by rate type, load profile, zip code, SIC code, segment code, product ownership, program participation, etc.									
558	Bill Invoice	Bill Messages Inserts	The system shall have the ability to deselect inserts that are not wanted by the customer or that are not available in the storeroom. The system shall maintain on-line information about the inserts (i.e., what they were; if they were sent to the customer).									
559	Bill Invoice	Outsourced bill print	The system shall have the ability to transmit billing files to 3rd parties for formatting, printing and mailing of customer invoices.									

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REF #	PROCESS	CATEGORY	DESIRED FUNCTIONALITY	In Base System	Requires Configuration	Requires user exit	Requires modification	Available in Future Release	Not Supported	Module	Workday Estimate	Bidder Notes
560	Bill Invoice	Electronic Transmission	The product shall have the ability to automatically transmit an invoice to a customer via email, electronic data interchange (EDI or other format), diskette or fax, etc.									
561	Bill Invoice	Electronic Transmission	The product shall have additional processing and controls associated with electronic billing (transactions to retransmit, inquiry capability, validation of send/receipt, etc.)									
562	Bill Invoice	Final Billing	Noted on bill print that this is a "FINAL BILLING"									
563	Bill Invoice	Final Billing	The product shall be able to issue an invoice that reflects adjustment(s) charges after the last invoice was issued.									
564	Bill Invoice	Gate Marks/Scan Lines	The product shall be able to print gate marks (OMR) on the bills to be utilized by inserting equipment for bills and special fliers including insertions for customers. There is also the need in flexibility in placement of these gate marks (OMR) on the bill print.									
565	Bill Invoice	Gate Marks/Scan Lines	The product shall be able to print 'scan lines' on the payment stub to be utilized by Optical Character Recognition (OCR) or countertop scanners (i.e., font options).									
566	Bill Invoice	Gate Marks/Scan Lines	The product shall be able to print gate marks (OMR) and/or scan lines for multiple page bills.									
567	Bill Invoice	Gate Marks/Scan Lines	The product shall support special notations such as "cash only" in place of the OCR marks or in other invoice fields.									
568	Bill Invoice	Graphical Information	The product shall support printing graphical information on temperature and billing history information.									
569	Bill Invoice	Graphical Information	The product shall support the printing of an energy use graph.									
570	Bill Invoice	Invoice Segments/Information	The product shall allow multi-page bills with a separate page or pages for each product or service. For example we may produce a multi-page bill with one page bill for energy, multiple pages for telecommunications services, and another page for other products or services. Each page may contain company or service provider specific logos, contact information, bill messages etc.									
571	Bill Invoice	Invoice Segments/Information	The product shall provide flexibility in combining charges or separating charges on individual bills. The product shall allow for billing of one component of the charge or a combination of two or more components on a single or multiple bills.									
572	Bill Invoice	Invoice Segments/Information	The product shall support printing of all rate components (i.e., base rate, fuel adjustment, tax rate, etc.).									

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REF #	PROCESS	CATEGORY	DESIRED FUNCTIONALITY	In Base System	Requires Configuration	Requires user exit	Requires modification	Available in Future Release	Not Supported	Module	Workday Estimate	Bidder Notes
573	Bill Invoice	Invoice Segments/Information	The product shall support printing of a separate line item for each tax, surcharge amount, credit, etc.									
574	Bill Invoice	Invoice Segments/Information	The product shall support the suppression or bundling of line item details (rate steps) based on user defined jurisdictional rules based on rate, customer class, bill form type or other attribute.									
575	Bill Invoice	Invoice Segments/Information	The product shall support printing estimated reading reasons.									
576	Bill Invoice	Invoice Segments/Information	The product shall support the exclusion of bill segments on a jurisdiction level (some municipalities may require the gross receipts fees be included in the base rate instead of a separate line item).									
577	Bill Invoice	Invoice Segments/Information	The product shall be able to designate the type of bill: regular, new tenant, final, adjusted (include reason for adjustment), delinquent, etc.									
578	Bill Invoice	Invoice Segments/Information	The product shall support the printing of consumption in appropriate units.									
579	Bill Invoice	Invoice Segments/Information	The product shall support the printing of the Meter Multiplier (a.k.a. meter constant) and conversion of metering units into billing units (i.e., gas ccfs to therms).									
580	Bill Invoice	Invoice Segments/Information	The product shall support the printing of the average daily energy use									
581	Bill Invoice	Invoice Segments/Information	The product shall support printing the HDD/CDD for this period, weather-normal HDD/CDD for this period, the meter consumption this period and the meter consumption during the same period 12 months earlier.									
582	Bill Invoice	Invoice Segments/Information	The product shall support the printing of average temperature for the billing period this year vs. last year.									
583	Bill Invoice	Invoice Segments/Information	The system will support inclusion of any data element on printed invoices, late notices, correspondence based on user maintained business rules.									
584	Bill Invoice	Invoice Segments/Information	Invoice data elements include the following:									
585	Bill Invoice	Invoice Segments/Information	Customer name									
586	Bill Invoice	Invoice Segments/Information	Customer number									
587	Bill Invoice	Invoice Segments/Information	Account number									
588	Bill Invoice	Invoice Segments/Information	Contract number									
589			Marketing Group I.D. (Which company supplies gas to this premise)									
590	Bill Invoice	Invoice Segments/Information	Premise I.D. number									
591	Bill Invoice	Invoice Segments/Information	Service address									
592	Bill Invoice	Invoice Segments/Information	Multiple internal contact names, numbers, email address.									
593	Bill Invoice	Invoice Segments/Information	Account specific text stored at the agreement level.									

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REF #	PROCESS	CATEGORY	DESIRED FUNCTIONALITY	In Base System	Requires Configuration	Requires user exit	Requires modification	Available in Future Release	Not Supported	Module	Workday Estimate	Bidder Notes
594	Bill Invoice	Invoice Segments/Information	3rd Party Product and Services contact information									
595	Bill Invoice	Invoice Segments/Information	3rd Party supplier contact information									
596	Bill Invoice	Invoice Segments/Information	Information based on account status									
597	Bill Invoice	Invoice Segments/Information	Contact telephone number									
598	Bill Invoice	Invoice Segments/Information	Customer's telephone number of record									
599	Bill Invoice	Invoice Segments/Information	Ability to combine multiple commodity and non-commodity charges for multiple locations in multiple jurisdictions on a summary bill while retaining all detail for each location.									
600	Bill Invoice	Invoice Segments/Information	The product shall have the ability to identify bad debt amounts on the customer's bill. (e.g. show service address, from and to, and total dollars)									
601	Bill Invoice	Miscellaneous Invoice Requirements	The product shall provide the capability to attach supporting documentation invoices									
602	Bill Invoice	Miscellaneous Invoice Requirements	The product shall support free format bill printing with ability for users to change and test.									
603	Bill Invoice	Miscellaneous Invoice Requirements	The product shall print invoices in English, French, Spanish....									
604	Bill Invoice	Miscellaneous Invoice Requirements	The product shall store English text versions of invoices produced in other languages.									
605	Bill Invoice	Miscellaneous Invoice Requirements	The product shall print invoices Braille for sight-impaired customers.									
606	Bill Invoice	Miscellaneous Invoice Requirements	The product shall be able to produce one invoice per meter, product or service if requested by customer.									
607	Bill Invoice	Multi-copies/Duplicates	The product shall be able to issue a duplicate invoice for any previously issued invoice.									
608	Bill Invoice	Multi-copies/Duplicates	The product shall have the capability to send multiple copies of invoice to multiple recipients and/or recipient. With or without fee based on user defined rules.									
609	Bill Invoice	Security Deposits	The product shall show deposit amounts billed as a separate line item.									
610	Bill Invoice	Security Deposits	The product shall display the security deposit and interest paid whenever a security deposit or interest is applied to the accounts receivable balance.									
611	Bill Invoice	Sorting	The product shall sort invoices based user defined business rules.									
612	Bill Invoice	Sorting	The product shall sort and group the bills to allow for postal discounts.									
613	Bill Invoice	Sorting	The system shall support the creation of multiple print streams based on user defined business rules. For example, we may want final bills, regular bills, other companies bills to be part of separate bill print streams.									

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Billing

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REF #	PROCESS	CATEGORY	DESIRED FUNCTIONALITY	In Base System	Requires Configuration	Requires user exit	Requires modification	Available in Future Release	Not Supported	Module	Workday Estimate	Bidder Notes
614		Sorting	The product shall sort and group bills together being mailed to the same address on the same day for the same customer (name match).									
615	Bill Invoice	Statement Printing	The product shall have the ability to print formatted statement of account to the customer. With or without fee.									
616	Bill Invoice	Summary Bills Invoices	The product shall support display of summery billing detail based on user defined business rules. The level of detail may differ based on rate, jurisdiction or other factor.									
617	Bill Adjustments	Adjustment Data	The product shall display for each billing adjustment, cancel, or rebill on the customer invoice the following:									
618	Bill Adjustments	Adjustment Data	Consumption amount									
619	Bill Adjustments	Adjustment Data	Billed amount									
620	Bill Adjustments	Adjustment Data	Representative's name making the adjustment									
621	Bill Adjustments	Adjustment Data	Date and time generated									
622	Bill Adjustments	Adjustment Data	Reversal information (correct rate/usage)									
623	Bill Adjustments	Adjustment Data	Estimated bills replaced by actual									
624	Bill Adjustments	Adjustment Data	Bad Actual Reading									
625	Bill Adjustments	Adjustment Data	Reason for adjustment									
626	Bill Adjustments	Adjustment Data	The system shall provide adjustment validations based on adjustment reason/code. For example adjustments to usage would require revalidated by the prebill process.									
627	Bill Adjustments	Adjustment Data	The system must provide a mechanism to pass edited usage back through the validation prebill process to be accepted as valid to allow downstream processing.									
628	Bill Adjustments	Cancel/Rebill	Provide the ability to cancel a bill on-line									
629	Bill Adjustments	Cancel/Rebill	Provide the ability to cancel a bill via batch transaction									
630	Bill Adjustments	Cancel/Rebill	After a meter change, the meter is tested for accuracy. The product shall, if the meter tests over 'x'% fast, provide a credit adjustment. The product shall automatically calculate and process the adjustment.									
631	Bill Adjustments	Cancel/Rebill	Based on a customer requested reread, if the original reading was in error, automatically calculate actual usage back to the last reading date and correct the account with communication to customer. If the reading was found to be correct, also notify the customer									
632	Bill Adjustments	Cancel/Rebill	If the meter was stuck/slow, automatically estimate the consumption based on usage history and user defined business rules for the dead meter and generate a letter advising the customer of the amount to be billed.									
633	Bill Adjustments	Cancel/Rebill	The product shall, when a correct (falling within user defined range) reading/usage is obtained on accounts that were previously estimated/and or misread, automatically cancel the bill and reset the reading. The new reading could be on or off-cycle.									
634	Bill Adjustments	Cancel/Rebill	The product shall under certain circumstances (rules based on account and/or meter status), use the new reading to create a replacement bill, for example:									
635	Bill Adjustments	Cancel/Rebill	New meter set - set reading corrected prior to first bill - reset only									
636	Bill Adjustments	Cancel/Rebill	Corrected reading entered close to time of next scheduled cycle bill - option to rebill									

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REF #	PROCESS	CATEGORY	DESIRED FUNCTIONALITY	In Base System	Requires Configuration	Requires user exit	Requires modification	Available in Future Release	Not Supported	Module	Workday Estimate	Bidder Notes
637	Bill Adjustments	Cancel/Rebill	Valid actual reading received within a user defined time limit, an estimated bill shall automatically rebill ('auto cancel/rebill)									
638	Bill Adjustments	Cancel/Rebill	Back dated read order (read date on order predates one or more bills) – generate work queue item for cancel/rebill based on user defined jurisdictional business rules.									
639	Bill Adjustments	Cancel/Rebill	The product shall accept corrected readings for inaccurate billings and -									
640	Bill Adjustments	Cancel/Rebill	Retain both corrected readings and original readings									
641	Bill Adjustments	Cancel/Rebill	Display on-line the resulting new billing.									
642	Bill Adjustments	Cancel/Rebill	The product shall handle discounts, late payment charges and taxes that are associated with the rate.									
643	Bill Adjustments	Cancel/Rebill	The product shall, if a bill covers multiple rates, of which only one is in error, enable the user to adjust the incorrect calculation and regenerate the bill with all other information intact (i.e., other rates, previous balance, payments).									
644	Bill Adjustments	Cancel/Rebill	The product shall be able to cancel and/or rebill for a user defined period.									
645	Bill Adjustments	Cancel/Rebill	The product shall be able to perform a mass cancel and rebill with the optional generation of a refund for these accounts.									
646	Bill Adjustments	Cancel/Rebill	The product shall allow rebilling of written off accounts.									
647	Bill Adjustments	Cancel/Rebill	The product shall retain all accounting entries for rebilling of written off accounts.									
648	Bill Adjustments	Cancel/Rebill	The product shall allow cancel/reset and cancel/rebill or cancel only capacity as follows:									
649	Bill Adjustments	Cancel/Rebill	Cancel/rebill in order to final a customer with a previous date									
650	Bill Adjustments	Cancel/Rebill	Cancel/rebill to correct erroneous install/remove dates									
651	Bill Adjustments	Cancel/Rebill	Cancel one or more move-in/move/out transactions in order to reinstate a previous customer at an address.									
652	Bill Adjustments	Cancel/Rebill	The product shall support the following cancel/rebill options; cancel only, cancel and bill on cycle, cancel/rebill immediately, cancel/adjust and rebill immediately.									
653	Bill Adjustments	Cancel/Rebill	Provide an on-line real-time billing correction, adjustment and rebill process going back a user-maintained, table-driven number of months not limited to the following situations:									
654	Bill Adjustments	Cancel/Rebill Summary Billed Accounts	When calculating a multi month cancel/rebill, the system should allow the user/rate to determine if we will produce multiple "normal" bills or one single "bulk" bill for the entire billing period.									
655	Bill Adjustments	Cancel/Rebill Summary Billed Accounts	Whenever an actual reading is received the product shall automatically cancel any existing estimated bills for one or more bill periods. If the rebill period covers multiple "normal" bill periods the product shall produce a multi-month invoice with usage and revenue allocated to multiple "normal" billing periods.									
656	Bill Adjustments	Cancel/Rebill Summary Billed Accounts	The product shall have the ability to cancel and rebill any sub account(s) without canceling all of the individual detail level accounts and generate a corrected aggregate bill.									

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REF #	PROCESS	CATEGORY	DESIRED FUNCTIONALITY	In Base System	Requires Configuration	Requires user exit	Requires modification	Available in Future Release	Not Supported	Module	Workday Estimate	Bidder Notes
657	Bill Adjustments	Gas Energy End-Use	Identification of the end-use of the gas as one of the factors in determining the appropriate rate/priority. A single customer service agreement may cover gas sold or transported for a variety of end-uses. It could have many clauses specifying the appropriate rate and priority for each type of end-use. Gas delivered to the customer through a specific gas meter in a particular time period is allocated to the specific clauses which specify the appropriate rate and priority for each type of end-use. An interruption of service (curtailment) may modify the end-use percentage and fixed volumes contained in a customer service agreement. This includes on-line capability (based on user's system approval level) to establish, modify, and delete the curtailment agreements associated with a customer account.									
658	Bill Adjustments	Gas Storage Contracts	Storage banking contracts for the storage, injection, and recovery of stored natural gas in company storage facilities should be available within the system to support automatic billing for storage banking services. This includes on-line capability (based on user's system approval level) to establish, modify, and delete the storage banking contracts associated with a customer account or transportation agreement.									
659	Bill Adjustments	Gas Transportation Contracts	Transportation contracts for the transportation of natural gas, conditions, clauses, rates, delivery points, receipt points, energy end-use, etc. must be available within the system to support automatic billing of these customer accounts. Support customers who elect to transport their own gas supplies to their facilities using the utility's transportation and distribution facilities. This includes on-line capability (based on user's system approval level) to establish, modify, and delete the transportation customer account. These accounts may be accommodated within a subsystem; however, they must also be integrated into CIS for purposes of credit collection, service orders, reporting, etc.									
660	Bill Adjustments	Gas Transportation Contracts	Indicator that there is a contract for the transportation of natural gas, conditions, clauses, rates, delivery points, receipt points, energy end-use, etc. to support automatic billing of these customer accounts.									
661	Bill Adjustments	Gas Transportation Contracts	Transportation customers are provided storage facilities and load balancing services. Provide on-line access to storage programs and information on load balancing services.									
662	Bill Adjustments	Gas Transportation Contracts	Provide the following functionality for gas allocations:									
663	Bill Adjustments	Gas Transportation Contracts	Allocate gas to rate according to the customer contract (allocation to firm or transport gas)									
664	Bill Adjustments	Gas Transportation Contracts	Allow for capacity and/or supply curtailment and its impact on customer contract in terms of gas allocation									
665	Bill Adjustments	Gas Transportation Contracts	Allocate gas for standby or balancing charges due to over or under usage as it relates to customer nominations									
666	Bill Adjustments	Gas Transportation Contracts	Allocate transportation gas per the contract terms									
667	Bill Adjustments	Gas Transportation Contracts	Allow for exchange volumes to be handled as part of allocation									

CIS Functional Requirements

REF #	PROCESS	CATEGORY	DESIRED FUNCTIONALITY	In Base System	Requires Configuration	Requires user exit	Requires modification	Available in Future Release	Not Supported	Module	Workday Estimate	Bidder Notes
668	Bill Adjustments	Gas Transportation Contracts	Allow for storage injection / withdrawal for customers and update data to determine their stored volumes at any given time									
669	Bill Adjustments	Gas Transportation Contracts	Provide for the calculation of the amount of consumption over a predetermined (nominated amount) f consumption of the nominated amount if a customer is nominating gas, in order for a stand-by charge to be applied during billing.									
670	Bill Adjustments	Gas Transportation Contracts	Support identification of unaccounted for gas energy and company use gas energy in order to balance throughput.									
671	Bill Adjustments	Gas Transportation Contracts	Allow for addition and subtraction of meters in terms of gas usage for rate allocation									
672	Bill Adjustments	Gas Imbalance Trading Program	Support an imbalance trading program. Transportation customers can offset transportation imbalances by trading with other customers or authorized marketers. Through trading, the customer can minimize or avoid paying standby or buyback fees for those imbalances.									
673	Bill Adjustments	Take or Pay Contracts	Take-or-Pay and Use-or-Pay contracts specifies the customer agrees to procure a negotiated volume of gas over a specified period of time. If the total procurements is less then the negotiated volume, the customer is required to pay procurement charges for the difference in volume. The same concept applies for end-use of nominations. If the total consumption is less than the negotiated volume, the customer is required to pay distribution charges for the difference in volume. This includes on-line capability (based on user's system approval level) to establish, modify, and delete the agreements associated with a customer account.									
674	Bill Adjustments	Contract Billing and Management	Select customers are billed under terms and conditions contained in negotiated contracts. Contract terms and conditions include product and services purchased, prices, payment terms, location, agreement length and early termination penalties.									
675	Bill Adjustments	Contract Billing and Management	The product shall support billing for products and services under contract terms including the following:									
676	Bill Adjustments	Contract Billing and Management	The product shall support billing for products and services based on contracted terms and conditions.									
677	Bill Adjustments	Contract Billing and Management	The product shall support different billing time frames for accounts based upon contract guidelines.									
678	Contract Management	Contract Billing and Management	Accommodate billing for lost and unaccounted gas, water, and electric associated with transportation/storage/wheeling service accounts.									
679	Contract Management	Contract Billing and Management	The product shall maintain contracts/agreements for billing for non-utility services									
680	Contract Management	Contract Billing and Management	The product shall allow on line review a contract, current and prior.									
681	Contract Management	Contract Billing and Management	The product shall not have a limit to the number of contracts a customer may have.									
682	Contract Management	Contract Billing and Management	The product shall not have a limit to the number of services/products that can be covered by a single contract.									
683	Contract Management	Contract Billing and Management	The product shall allow revision of contracts									

CIS Functional Requirements

REF #	PROCESS	CATEGORY	DESIRED FUNCTIONALITY	In Base System	Requires Configuration	Requires user exit	Requires modification	Available in Future Release	Not Supported	Module	Workday Estimate	Bidder Notes
684	Contract Management	Contract Billing and Management	The product shall provide an audit trail for contract revisions.									
685	Contract Management	Contract Billing and Management	The product shall provide a link between the service agreement and related documents. (scanned image, file on server, web form.)									
686	Billing Interfaces	G/L	The product shall provide automatic accounting transactions that interface with the general ledger.									
687	Billing Interfaces	G/L	The product shall maintain GL account mapping information.									
688	Billing Interfaces	G/L	The product shall transmit transactions to the GL on a user defined schedule.									
689	Billing Interfaces	G/L	The product shall summarize GL information based on jurisdictional user configured business rules.									
690	Billing Interfaces	G/L	The system shall support multiple overlapping accounting periods for GL reporting based on jurisdictional requirements.									
691	Billing Interfaces	Third Party Postal Address Verification	The product shall interface with third-party postal bundling processes such as 'Group One, Mailstream, Street Sweeper. Etc/ for postal code and mailing address validation.									
692	Billing Interfaces	Supplier Payments	The product shall interface with an accounts payable module to create payments due 3rd party energy producers/gas suppliers									

CIS Functional Requirements

REF #	PROCESS	CATEGORY	DESIRED FUNCTIONALITY	In Base System	Requires Configuration	Requires user exit	Requires modification	Available in Future Release	Not Supported	Module	Workday Estimate	Bidder Notes
	CASH PROCESSING											
1	Process Payments	Payment Allocation Rules	The product shall have the ability to maintain payment application rules and regulations from a table driven facility based upon regulatory jurisdictions and/or company.									
2	Process Payments	Payment Allocation Rules	The product shall have the ability to post payments by accommodating priority of posting across services and receivable types, partial payment, full payments and overpayments based on regulating mandates and/or company business									
3	Process Payments	Payment Allocation Rules	The product shall have the ability to define payment allocation rules.									
4	Process Payments	Payment Allocation Rules	Examples of payment allocation rules include:									
5	Process Payments	Payment Allocation Rules	Priority sequence									
6	Process Payments	Payment Allocation Rules	Oldest debt first									
7	Process Payments	Payment Allocation Rules	Aging period percentage									
8	Process Payments	Payment Allocation Rules	Debt importance percentage									
9	Process Payments	Payment Allocation Rules	Sequence number and aging period percentage mixture									
10	Process Payments	Payment Allocation Rules	Ability to re-allocate a payment posted to the correct account but to the incorrect billed items									
11	Process Payments	Payment Allocation Rules	Ability to re-allocate a payment posted to the incorrect account but to the correct billed items.									
12	Process Payments	Post Payments	The product shall have the ability to support cash payments directed to specific products or services.									
13	Process Payments	Post Payments	The product shall have the ability to process payments online.									
14	Process Payments	Post Payments	Post unidentified cash to appropriate account(s)									
15	Process Payments	Post Payments	The product shall store details of payments including multiple checks directed toward a single posting amount.									
16	Process Payments	Post Payments	Online entry of payment received for non-CIS charges, i.e. temporary service, Bills collectible, energy theft, and generate receipt									
17	Process Payments	Post Payments	Ability to direct or allocate payment to certain bill items									
18	Process Payments	Post Payments	Ability to apply payments to multiple payment codes; i.e. reconnect charges and Deposits									
19	Process Payments	Post Payments	Ability to time stamp payments, including multiple entries									
20	Process Payments	Post Payments	Ability to print a payment receipt									
21	Process Payments	Post Payments	Ability to associate payment type and check, money order, etc with specific receivables. (bill line items)									
22	Process Payments	Post Payments	Ability to process One check paying multiple accounts									
23	Process Payments	Post Payments	Identify if the payment was part of a multiple payment process									
24	Process Payments	Post Payments	Process advanced cash payments									

CIS Functional Requirements

REF #	PROCESS	CATEGORY	DESIRED FUNCTIONALITY	In Base System	Requires Configuration	Requires user exit	Requires modification	Available in Future Release	Not Supported	Module	Workday Estimate	Bidder Notes
25	Process Payments	Post Payments	The product shall have the ability to post a partial payment across multiple receivables on an account.									
26	Process Payments	Post Payments	The product shall have the ability to post overpayments across multiple receivables on an account and how the credit balance is handled.									
27	Process Payments	Post Payments	The product shall have the ability to post payments with either the account number or other product identifiers.									
28	Process Payments	Post Payments	The product shall have the ability to direct or allocate payments to specific bill items									
29	Process Payments	Post Payments	The product shall have the ability to post payments to accounts that have been written off									
30	Process Payments	Payments on Summary Bills	The product shall support posting of payments on accounts that are part of a summary or group bill.									
31	Process Payments	Payments on Summary Bills	The product shall have the ability to post a summary bill payment to applicable accounts, including the receivable level detail and the potential for multiple companies.									
32	Process Payments	Payments on Summary Bills	The product shall have the ability to show a partial payment on a summary bill when posted to the applicable accounts.									
33	Process Payments	Payments on Summary Bills	The product shall have the ability to post an overpayment on a summary bill to the applicable accounts.									
34	Process Payments	Payments on Summary Bills	The product shall have the ability to maintain the rules for posting partial payments and overpayments on a summary bill.									
35	Process Payments	Payments on Summary Bills	Provide automated summary bill payment posting allocation									
36	Process Payments	Direct Debit Payments	The product shall have the ability to maintain the customer banking information.									
37	Process Payments	Direct Debit Payments	The product shall have the ability to generate and update bank draft files.									
38	Process Payments	Direct Debit Payments	The product shall support the creation of ongoing payment request files using a user defined file format.									
39	Process Payments	Direct Debit Payments	The product shall support the creation of a (pre-note) ACH file whenever the customer's banking information is created or updated.									
40	Process Payments	Direct Debit Payments	The product shall support the automated processing of returned/rejected bank draft payments.									
41	Process Payments	Direct Debit Payments	The product shall have the ability regenerate the ACH without debiting the customer's account or charging the returned check fee if there is a returned item from the bank due to an error, based on the returned reason code (i.e., 03 - unable to locate, 13 - did not process/invalid transit, etc.).									

CIS Functional Requirements

REF #	PROCESS	CATEGORY	DESIRED FUNCTIONALITY	In Base System	Requires Configuration	Requires user exit	Requires modification	Available in Future Release	Not Supported	Module	Workday Estimate	Bidder Notes
42	Process Payments	Direct Debit Payments	The product shall provide a user configurable bank file with the following information.									
43	Process Payments	Direct Debit Payments	Customer name									
44	Process Payments	Direct Debit Payments	Customer bank account number									
45	Process Payments	Direct Debit Payments	Customer bank name									
46	Process Payments	Direct Debit Payments	Customer bank transit routing									
47	Process Payments	Direct Debit Payments	Payment amount									
48	Process Payments	Direct Debit Payments	The product shall allow for customer self-service for Bank Draft account set-up and maintenance.									
49	Process Payments	Direct Debit Payments	The product shall have the ability to have secure payment processing to prevent unauthorized debits to customer accounts and misuse of customer's bank information. (field level security)									
50	Process Payments	Direct Debit Payments	The product shall have the ability to adjust for automatic mass changes of Canadian Payments Assoc. numbers.									
51	Process Payments	Direct Debit Payments	The product shall have the ability to process automatic changes on a customer bank account.									
52	Process Payments	Direct Debit Payments	The product shall have the ability suspend bank draft processing if the customer's bank account is closed.									
53	Process Payments	Direct Debit Payments	The product shall have the ability to process returned direct debits.									
54	Process Payments	Direct Debit Payments	The product shall allow for temporary suspension of bank draft payment process.									
55	Process Payments	Direct Debit Payments	The date of payment posting on a customers account, for direct debit customers, shall be controlled by user defined rules based on billing date plus a user defined number of days.									
56	Process Payments	Direct Debit Payments	The product shall have the ability to capture the projected date that a bank draft customer's payment will be deducted from their checking account.									
57	Process Payments	Assistance Payments	Energy assistance payments may be awarded to qualified customers. These payments are identified and shall follow certain posting rules. The product shall have the ability process assistance payments.									
58	Process Payments	Assistance Payments	Identify and view assistance payment in payment history									
59	Process Payments	Assistance Payments	Identify when an assistance payment can be applied or not applied to payment arrangements									
60	Process Payments	Assistance Payments	Identify when assistance payments can be applied or not applied to budget amounts due									
61	Process Payments	Assistance Payments	The product shall provide the ability to reconcile overpayments against new customer charges									
62	Process Payments	Assistance Payments	Identify when a promised assistance award can be reflected in payment arrangements									
63	Process Payments	Assistance Payments	Identify when a promised assistance award can be reflected in budget calculations/adjustments									
64	Process Payments	Assistance Payments	Track a promised assistance award and if not received, trigger an alert.									
65	Process Payments	Assistance Payments	Support electronic notification of promised assistance awards from agencies									

CIS Functional Requirements

REF #	PROCESS	CATEGORY	DESIRED FUNCTIONALITY	In Base System	Requires Configuration	Requires user exit	Requires modification	Available in Future Release	Not Supported	Module	Workday Estimate	Bidder Notes
66	Process Payments	Assistance Payments	Support electronic transfer of energy assistance cash payment from agencies.									
67	Process Payments	Assistance Payments	The product shall have the ability to support a customer payment option to remit an extra dollar amount for payment assistance contribution.									
68	Process Payments	Assistance Payments	The product shall have the ability to make these accounting entries to the general ledger.									
69	Process Payments	Electronic/Web Payments	The product shall have the ability to automatically transmit a request for payment entered via the WEB, to banks or other financial institutions for EFT, Credit Card, Debit Card and other electronic payment types via email, electronic data interchange (EDI or other format).									
70	Process Payments	Electronic/Web Payments	The product shall have additional processing and controls associated for web based electronic payment processing (transactions to retransmit, inquiry capability, validation of send/receipt, etc.)									
71	Process Payments	Electronic/Web Payments	Currently many government agencies, large commercial customers and customers have 3rd parties manage bill payment using web based payment processing. The product shall store information necessary to automatically retrieve payment advice information from these web based payment processors									
72	Process Payments	Returned Items	The product shall have the ability to:									
73	Process Payments	Returned Items	Manual debit of returned item									
74	Process Payments	Returned Items	Automatically bill the return check fee, if applicable									
75	Process Payments	Returned Items	Stop the billing of a returned check fee									
76	Process Payments	Returned Items	Cause a notice to be printed and mailed to the customer. The severity of the notification to the customer should be dependent on their credit rating, credit status and amount of the returned item.									
77	Process Payments	Returned Items	Ability to process returned checks with the name of the person who wrote it, the name of the bank, check number, dollar amount, bank account number, and the reason for the return. The date of issue and the date returned by the bank									
78	Process Payments	Returned Items	Ability to automate returned items to incorporate batch processing and automate letter based upon the returned item source code									
79	Process Payments	Returned Items	The product shall have the ability to automatically process returned items from authorized 3rd party payment sites.									
80	Process Payments	Unidentified Payments	The product shall have the ability to post unidentified payments to a suspense account.									
81	Process Payments	Unidentified Payments	The product shall have the ability to search for a payment by payment status, dollar amount, office location and date range. This search would cover normal payments and unidentified payments based on user selection criteria.									
82	Process Payments	Unidentified Payments	The product shall support the ability to add comments to a payment posted to the suspense account. For example previous research attempts, reason unpostable, etc.									
83	Process Payments	Unidentified Payments	The product shall have the ability to add/change/view/modify, void/reverse unidentified payments in an open or suspended batch									

CIS Functional Requirements

REF #	PROCESS	CATEGORY	DESIRED FUNCTIONALITY	In Base System	Requires Configuration	Requires user exit	Requires modification	Available in Future Release	Not Supported	Module	Workday Estimate	Bidder Notes
84	Process Payments	Unidentified Payments	The product shall support posting of unidentified payments using other identifiers such as check number, name, date, amount.									
85	Process Payments	Unidentified Payments	The product shall have the ability to reassign or transfer misapplied payments to correct accounts.									
86	Process Payments	Unidentified Payments	The product shall have the ability to add/change/view/terminate/delete a payment once a batch is closed.									
87	Process Payments	Unidentified Payments	The product shall have the ability to provide on-line research and/or resolution capability for payments received without stubs, with stubs that do not balance with check total (multiple payments), or with non-sufficient fund processing.									
88	Process Payments	Unidentified Payments	The product shall have the ability to create clearing account where unidentified payments can be posted.									
89	Process Payments	Unidentified Payments	Audit trail of corrections or override postings									
90	Process Payments	Unidentified Payments	Provide on-line cash corrections of misapplied and unposted cash									
91	Process Payments	Payment Corrections	The product shall have the ability to handle exception items, such as:									
92	Process Payments	Payment Corrections	Payments received without an accompanying bill stub									
93	Process Payments	Payment Corrections	Account number does not exist in CIS									
94	Process Payments	Miscellaneous Payment Programs	Account has been charged off in CIS									
95	Payment Data	Payment Information/History	Ability to view payment history at the account level									
96	Payment Data	Payment Information/History	Ability to view payment history at the customer level									
97	Payment Data	Payment Information/History	On-line notification of payment requirements such as do not accept checks									
98	Payment Data	Payment Information/History	On-line notification of payment requirements such as do not accept credit cards.									
99	Payment Data	Payment Information/History	On-line notification of pending shut-off for non-payment and the amount due to avoid disconnect.									
100	Payment Data	Payment Information/History	On-line notification of shut-off for non-payment order status.									
101	Payment Data	Payment Information/History	On-line notification of total amount due for reconnection of service following disconnect shut-off for non-payment.									
102	Payment Data	Payment Information/History	On-line transaction listing, including non-CIS payment cash balancing and correction capabilities for a cashier batch.									
103	Payment Data	Payment Information/History	The product shall have the ability to maintain and view payment transaction history .									
104	Payment Data	Payment Information/History	The product shall have the ability to view cashier payment history for a user defined period of time.									
105	Payment Data	Payment Information/History	The product shall maintain an unlimited amount of payment history based on user defined requirements.									

CIS Functional Requirements

REF #	PROCESS	CATEGORY	DESIRED FUNCTIONALITY	In Base System	Requires Configuration	Requires user exit	Requires modification	Available in Future Release	Not Supported	Module	Workday Estimate	Bidder Notes
106	Cash Processing	Remittance Processing	Ability to interface with the automated remittance systems									
107	Cash Processing	Remittance Processing	The product shall have the ability to receive payments from the central remittance processing center as batched and totaled on electronic equipment and then uploaded for processing.									
108	Cash Processing	Remittance Processing	Ability to scan checks for checking account numbers as additional identifier for customer, or to alert history of non-sufficient funds for that checking account number, and associate that information to the customers' master records									
109	Cash Processing	Cash Tracking and Maintenance	The product shall support batch processing of payment files from 3rd party vendors or internal company applications. Depending upon cash management balancing model, some 'real time' payments actually may be hourly-daily batch files.									
110	Cash Processing	Cash Tracking and Maintenance	The following are examples of these payment types:									
111	Cash Processing	Cash Tracking and Maintenance	Lockbox vendor									
112	Cash Processing	Cash Tracking and Maintenance	Payment consolidators									
113	Cash Processing	Cash Tracking and Maintenance	Authorized payment agents									
114	Cash Processing	Cash Tracking and Maintenance	Kiosk (hourly files)									
115	Cash Processing	Cash Tracking and Maintenance	Web (daily files)									
116	Cash Processing	Cash Tracking and Maintenance	IVR (daily files)									
117	Cash Processing	Cash Tracking and Maintenance	Over the counter cashier system (internal)									
118	Cash Processing	Cash Tracking and Maintenance	Utility's remittance processing system (internal)									
119	Cash Processing	Cash Tracking and Maintenance	EDI format (example 820)									
120	Cash Processing	Cash Tracking and Maintenance	Ability to handle payment processing from multiple companies and various third parties									
121	Cash Processing	Cash Tracking and Maintenance	Ability to handle payment processing for multiple companies									
122	Cash Processing	Cash Tracking and Maintenance	Ability to handle payment processing for 3rd party companies									
123	Cash Processing	Cash Tracking and Maintenance	Cash close at multiple times throughout the day									
124	Cash Processing	Cash Tracking and Maintenance	Daily balancing of total funds processed by cashier, district office, total amount posted to system.									
125	Cash Processing	Cash Tracking and Maintenance	Automated reconciliation processes and controls									

CIS Functional Requirements

REF #	PROCESS	CATEGORY	DESIRED FUNCTIONALITY	In Base System	Requires Configuration	Requires user exit	Requires modification	Available in Future Release	Not Supported	Module	Workday Estimate	Bidder Notes
126	Cash Processing	Cash Tracking and Maintenance	Bank reconciliation for all fund transactions by product group									
127	Cash Processing	Cash Tracking and Maintenance	The product shall store/display batch details including batch source, batch number, payment type, payment amount.									
128	Cash Processing	Cash Tracking and Maintenance	The product shall allow online viewing of check images									
129	Cash Processing	Cashier	The product shall provide an online cashiering function including the following:									
130	Cash Processing	Cashier	System maintenance of cash report log and daily cash balancing including cashier Drawer									
131	Cash Processing	Cashier	On-line maintenance of multiple cashier funds and cash report numbers assigned to offices									
132	Cash Processing	Cashier	Daily cash report work queue for over/short approval									
133	Cash Processing	Cashier	Consolidation of individual cashiers to an office level daily cash report with Maintenance of month-to-date totals									
134	Cash Processing	Cashier	Automatic treasury notification of bank deposit transfer amounts by financial Institution									
135	Cash Processing	Cashier	Ability to view payment history by cash drawer									
136	Cash Processing	Cashier	The product shall have the ability to assign responsibility for a new cash drawer/batch. (Cashier Assignment)									
137	Cash Processing	Cashier	The product shall have the ability to assign the responsibility for an existing cash drawer/batch.									
138	Cash Processing	Cashier	The product shall have the ability to identify and assign cash drawers/batches to various representatives and geographic locations.									
139	Cash Processing	Cashier	The product shall have the ability to assign a representative to more than one cash drawer/batch within a working day.									
140	Cash Processing	Cashier	The product shall have the ability to restrict the number of open batches assigned to a single cashier.									
141	Cash Processing	Cashier	The product shall have the ability to modify the working fund.									
142	Cash Processing	Cashier	The product shall have the ability to balance the cash drawer/batch.									
143	Cash Processing	Cashier	The product shall have the ability to reconcile total office cash funds.									
144	Cash Processing	Cashier	The product shall have the ability to automate the preparation of bank deposit per drawer/batch as well as per branch office.									
145	Cash Processing	Cashier	The product shall have the ability to ability to correct encoding errors on payments made by check.									
146	Cash Processing	Cashier	The product shall provide a real-time interface to 3rd party cashiering products.									
147	Cash Processing	Bank Reconciliation	Ability to support bank reconciliation for all money transactions including cash payments, deposit refunds, rate refunds, etc.									

CIS Functional Requirements

REF #	PROCESS	CATEGORY	DESIRED FUNCTIONALITY	In Base System	Requires Configuration	Requires user exit	Requires modification	Available in Future Release	Not Supported	Module	Workday Estimate	Bidder Notes
148	Cash Processing	Bank Reconciliation	Identify in CIS, based on payment source, where funds were deposited at the time of payment processing. This information is based on user defined table drive rules. Each payment batch is associated to a single bank deposit. The bank deposit information is used during GL account determination/distribution code.									
149	Cash Processing	Bank Reconciliation	The system shall track all payments by bank deposit I.D.									
150	Miscellaneous Cash Management	Charity Contribution	The product shall have the ability to manage charity contribution programs.									
151	Miscellaneous Cash Management	Charity Contribution	The product shall have the ability to accrue charity contribution amounts in a separate account until it reaches a certain level for distribution to the charitable agency.									
152	Miscellaneous Cash Management	Charity Contribution	The product shall have the ability to add/change/terminate/delete charitable contribution information for an customers account.									
153	Miscellaneous Cash Management	Charity Contribution	The product shall have the ability to view charity contributions payment history via on-line inquiry									
154	Miscellaneous Cash Management	Charity Contribution	The product shall have the ability to process charity contributions adjustments.									
155	Miscellaneous Cash Management	Charity Contribution	The product shall manage the administration of charity funds including the ability to distribute funds to various charities based on user defined business rules.									
156	Miscellaneous Cash Management	Charity Contribution	The product shall have the ability to track and store charity funds online without the need to send these funds to a 3rd party.									
157	Miscellaneous Cash Management	Charity Contribution	When notified by the charity/agency that payment will be made on a customer's account, the system will automatically transfer designated payment from the charities/agencies fund/account to the recipients account.									
158	Miscellaneous Cash Management	Charity Contribution	The product shall maintain a full audit trail of fund accumulated by charity/agency, and the record of distribution to recipients accounts.									
159	Miscellaneous Cash Management	Charity Contribution	The product shall have the ability to reverse charity contribution postings.									
160	Miscellaneous Cash Management	Charity Contribution	The product shall have the ability to track the total dollar amount donated to charity by customer account and display this information as part of an annual bill message.									
161	Miscellaneous Cash Management	New CIS Transition	Following conversion to new customer system, payments will be received against the old system account number the product will have the ability to post payments using these legacy system account numbers.									
162	Miscellaneous Cash Management	New CIS Transition	The product shall have the ability to automatically post payments in the new CIS based on legacy CIS account/customer number.									
163	Miscellaneous Cash Management	New CIS Transition	The product shall have the ability to identify the old account number on the new system and vice-versa									
164	Miscellaneous Cash Management	Check Digit	System will support a check digit routine that includes the check digit in the system generated scan line created during bill print.									
165	Miscellaneous Cash Management	Check Digit	Ability to view account check digit on-line									
166	Miscellaneous Cash Management	Account Number Conversion	Ability to use legacy system account numbers in the new system without replacing these account numbers.									

CIS Functional Requirements

REF #	PROCESS	CATEGORY	DESIRED FUNCTIONALITY	In Base System	Requires Configuration	Requires user exit	Requires modification	Available in Future Release	Not Supported	Module	Workday Estimate	Bidder Notes
167	Miscellaneous Cash Management	Pre-paid Receivables	Support collection of pre-paid meter receivables, including taxes and franchise fees									
168	Miscellaneous Cash Management	3rd Party Remote Collection Sites/Sources	Remote payment/collection sites (i.e., grocery stores, pharmacies, banks) exist as a customer service. Some sites use an electronic system or forward the individual customer payments and remittance stubs to the billing office, others send a check (drawn on their company account) with the attached remittance stubs, while others (banks) send a deposit slip with the attached remittance stubs. The product will have the ability to manage payments received from these 3rd party payment sites.									
169	Miscellaneous Cash Management	3rd Party Remote Collection Sites/Sources	The product shall have the ability to :									
170	Miscellaneous Cash Management	3rd Party Remote Collection Sites/Sources	Identify a collection site relationship to a particular billing office and audit capabilities									
171	Miscellaneous Cash Management	3rd Party Remote Collection Sites/Sources	Perform mass data entry for collection batches from these sites									
172	Miscellaneous Cash Management	3rd Party Remote Collection Sites/Sources	Record and view payment history from the payment site									
173	Miscellaneous Cash Management	3rd Party Remote Collection Sites/Sources	Record electronic fund transfer of cash payments received									
174	Miscellaneous Cash Management	3rd Party Remote Collection Sites/Sources	Provide real-time payment validation and memo posting									
175	Miscellaneous Cash Management	3rd Party Remote Collection Sites/Sources	Provide flexible batch processing during the business day									
176	Miscellaneous Cash Management	3rd Party Remote Collection Sites/Sources	Provide correction capability for over/under payments (Automated processing for negative payments)									
177	Miscellaneous Cash Management	3rd Party Remote Collection Sites/Sources	Accept payments directed to various receivables									
178	Miscellaneous Cash Management	3rd Party Remote Collection Sites/Sources	Accept payments for a variety of company programs and services									
179	Miscellaneous Cash Management	3rd Party Remote Collection Sites/Sources	Ability to track Field Collection funds deposited at various branch offices									
180	Process Payments	ACH/Wire Transfers	The product shall have the ability to process wire transfers and post payments against the corresponding invoices.									
181	Process Payments	ACH/Wire Transfers	The product shall provide a process to automatically match incoming ACH/wire transfer from the bank to the corresponding EDI 820 remittance advice from the CR.									

CIS Functional Requirements

REF #	PROCESS	CATEGORY	DESIRED FUNCTIONALITY	In Base System	Requires Configuration	Requires user exit	Requires modification	Available in Future Release	Not Supported	Module	Workday Estimate	Bidder Notes
182	Process Payments	ACH/Wire Transfers	The product shall allocate these payments based on the instructions contained in the EDI 820 remittance advice from the CR.									
183	Process Payments	ACH/Wire Transfers	The product shall automatically route ACH/wire transfer payment errors to an on-line work queue for research and correction including but not limited to the following errors:									
184	Process Payments	ACH/Wire Transfers	Unmatched payment									
185	Process Payments	ACH/Wire Transfers	Overpayment									
186	Process Payments	ACH/Wire Transfers	Incorrect invoice number									
187	Process Payments	ACH/Wire Transfers	Negative payment									
188	Process Payments	ACH/Wire Transfers	Pre-cleared payment									
189	Process Payments	ACH/Wire Transfers	The product shall have the ability to search for an unidentified payments.									
190	Process Payments	ACH/Wire Transfers	The product shall have the ability to create clearing account where unidentified payments can be posted.									
191	Process Payments	ACH/Wire Transfers	The product shall maintain an online audit trail of these transactions and corrections.									
192	Process Payments	ACH/Wire Transfers	The product shall automatically process ACH/wire transfer payments transmitted by the bank which include the EDI 820 remittance advice information.									
193	Process Payments	ACH/Wire Transfers	The product shall have the ability to process "test" payments including refunding of these payments.									
194	Process Payments	ACH/Wire Transfers	The product shall have the ability to upload remittance advice information from desktop applications such as Excel to replicate the EDI 820 remittance advice information.									
195	Process Payments	ACH/Wire Transfers	The system shall have the ability to reject EDI 820 remittance transactions based on user defined rules (negative total) and route these transactions to an on-line work queue for research and correction.									
196	Process Payments	ACH/Wire Transfers	The product shall have the ability to reject duplicate EDI 820 remittance transactions (duplicate trace number)									
197	Process Payments	ACH/Wire Transfers	The product shall provide the ability to view payment history by CR, Invoice, ESI I.D., amount.									
198	Process Payments	ACH/Wire Transfers	The product shall have the ability to search for wire payment payments.									
199	Process Payments	Miscellaneous Payment Programs	The product shall have the ability to accept and process miscellaneous payments such as wire transfer.									
200	Payment Data	Payment Information/History	The product shall have the ability to maintain and view payment transaction history .									
201	Payment Data	Payment Information/History	The product shall have the ability to maintain payment transaction history.									
202	Cash Processing	Remittance Processing	Ability to interface with the Remittance processing System:									
203	Cash Processing	Cash Tracking and Maintenance	The product shall have the ability to provide the following:									
204	Cash Processing	Cash Tracking and Maintenance	Support batch processing of payments									
205	Cash Processing	Cash Tracking and Maintenance	Cash close at multiple times throughout the day									
206	Cash Processing	Cash Tracking and Maintenance	Daily cash balancing of funds, product groups, etc.									

CIS Functional Requirements

REF #	PROCESS	CATEGORY	DESIRED FUNCTIONALITY	In Base System	Requires Configuration	Requires user exit	Requires modification	Available in Future Release	Not Supported	Module	Workday Estimate	Bidder Notes
207	Cash Processing	Cash Tracking and Maintenance	Automated reconciliation processes and controls									
208	Cash Processing	Cash Tracking and Maintenance	Bank reconciliation for all fund transactions by product group									
209	Cash Processing	Cash Tracking and Maintenance	The product shall store/display batch details including batch source, batch number, payment type, payment amount.									
210	Cash Processing	Bank Reconciliation	Ability to support bank reconciliation for all money transactions including cash payments, deposit refunds, rate refunds, etc.									
211	Cash Processing	Bank Reconciliation	Identify in CIS, based on payment source, where funds were deposited at the time of payment processing. This information is based on user defined table drive rules. Each payment batch is associated to a single bank deposit. The bank deposit information is used during GL account determination/distribution code.									
212	Cash Processing	Bank Reconciliation	The system shall track all payments by bank deposit I.D. and office making the deposit.									
213	Cash Processing Reporting	Reports	The product shall provide operational reports for cash processing									
214	Cash Processing Reporting	Reports	The product shall support user defined selection criteria for all reports.									
215	Cash Processing Reporting	Reports	On-line and system reports pertaining to all phases of cash including payments, batch processing, account processing data, and ability to identify payment sources for accounts									
216	Cash Processing Reporting	Reports	The following are examples of operational reports:									
217	Cash Processing Reporting	Reports	Breakdown of all bank deposits by source									
218	Cash Processing Reporting	Reports	Report of all unpostable payments									
219	Cash Processing Reporting	Reports	Report of all unidentified payments transferred									
220	Cash Processing Reporting	Reports	Report of all EDI 810 remittance advices that do not have matching payments.									
221	Cash Processing Reporting	Reports	Report of all duplicate EDI 810 remittance advices									
222	Cash Processing Reporting	Reports	Ability to automatically post EDI payments and negative payments (cancel/debit credit balances between EDI accounts)									
223	Cash Processing Reporting	Reports	The product shall have the ability to receive and process reports based on payments, batch processing, and balancing to ensure that all the money is posted to the correct invoices.									
224	Cash Processing Interfaces	Bank Interface	The product shall have the ability to receive a bank transaction file which conforms to the standard automatic clearing house Canadian Payments Association bank transaction file layout.									
225	Cash Processing Interfaces	Bank Interface	The product shall have the ability to interface with any financial institution automatically to accept bank account number changes with proper validation.									

CIS Functional Requirements

REF #	PROCESS	CATEGORY	DESIRED FUNCTIONALITY	In Base System	Requires Configuration	Requires user exit	Requires modification	Available in Future Release	Not Supported	Module	Workday Estimate	Bidder Notes
	CUSTOMER SERVICE FIELD WORK											
1	Service Orders	General	Support user-maintained table-driven service charges for a variety of order types.									
2	Service Orders	General	The product shall comply with all rules and regulations regarding service orders in multiple jurisdictions.									
3	Service Order Data	General	The system shall support complex user defined service order edits for order issuance, maintenance and completion.									
4	Service Order Data	Order Types	The product should allow configuration of different types of orders and specify the prioritization and communications methods for each type of order.									
5	Service Order Data	Order Types	The following are examples:									
6	Service Order Data	Order Types	Customer Switch									
7	Service Order Data	Order Types	Customer Move-in									
8	Service Order Data	Order Types	Customer Move-out									
9	Service Order Data	Order Types	Customer Move-in/move-out									
10	Service Order Data	Order Types	Cancels									
11	Service Order Data	Order Types	ESI I.D. Create/Maintain									
12	Service Order Data	Order Types	Suspension of Delivery Services									
13	Service Order Data	Order Types	Load Profile Usage History Request									
14	Service Order Data	Order Types	Turn-on for new customer, existing customer									
15	Service Order Data	Order Types	Turn-off									
16	Service Order Data	Order Types	Turn-off with meter remove									
17	Service Order Data	Order Types	Order Cancellation all order types									
18	Service Order Data	Order Types	Date Change all order types									
19	Service Order Data	Order Types	Read Only (Switch Retailer)									
20	Service Order Data	Order Types	Read Only (Changing Customer)									
21	Service Order Data	Order Types	Ad Hoc historical usage report request									
22	Service Order Data	Order Types	Update to Customer Information from CR									
23	Service Order Data	Order Types	Non-pay disconnect									

CIS Functional Requirements

REF #	PROCESS	CATEGORY	DESIRED FUNCTIONALITY	In Base System	Requires Configuration	Requires user exit	Requires modification	Available in Future Release	Not Supported	Module	Workday Estimate	Bidder Notes
24	Service Order Data	Order Types	Non-pay reconnect									
25	Service Order Data	Order Types	Add additional meter									
26	Service Order Data	Order Types	Investigate (i.e. gas, electric, steam, water diversion or tampering)									
27	Service Order Data	Order Types	Investigate Radio/TV interference (i.e., static due to elec. Equipment)									
28	Service Order Data	Order Types	Meter install									
29	Service Order Data	Order Types	Meter remove									
30	Service Order Data	Order Types	Investigate safety hazards (i.e., electric, gas, water, steam)									
31	Service Order Data	Order Types	Investigate customer property damages									
32	Service Order Data	Order Types	Special reading									
33	Service Order Data	Order Types	Meter or any company equipment needing investigation/repairs (i.e., poles, meters, transformers, etc)									
34	Service Order Data	Order Types	Meter exchange									
35	Service Order Data	Order Types	Reprogram Meter/Change Battery									
36	Service Order Data	Order Types	Install Outdoor Light									
37	Service Order Data	Order Types	Remove Outdoor Light									
38	Service Order Data	Order Types	Re-read									
39	Service Order Data	Order Types	Combine/Split metering									
40	Service Order Data	Order Types	Inspect the meter									
41	Service Order Data	Order Types	Zero usage (Dead Meter)									
42	Service Order Data	Order Types	Verify customer (Occupied Premise)									
43	Service Order Data	Order Types	Verify service type (Residential/Commercial)									
44	Service Order Data	Order Types	Verify meter									
45	Service Order Data	Order Types	Verify address									
46	Service Order Data	Order Types	Identification (i.e., ask potential customer to produce ID to company representative at premise: current diversion/ name switch invest.)									
47	Service Order Data	Order Types	Temporary disconnect due to customer request									
48	Service Order Data	Order Types	Temporary off accounts, the reason for the off (company maintenance, seasonal customer, safety off, etc.) and the management of those accounts. The system shall retain all customer information (security deposit, balances, charges, budget, history, How the meter was turned off/pole cut at street, etc).									
49	Service Order Data	Order Types	Trouble Orders:									
50	Service Order Data	Order Types	No Electric									
51	Service Order Data	Order Types	No Electric - Area									
52	Service Order Data	Order Types	Part Out									
53	Service Order Data	Order Types	Check Voltage									
54	Service Order Data	Order Types	Light Flicker									
55	Service Order Data	Order Types	Stray Voltage									
56	Service Order Data	Order Types	Fire									
57	Service Order Data	Order Types	Service and Repair - electric									
58	Service Order Data	Order Types	Pole Down									

CIS Functional Requirements

REF #	PROCESS	CATEGORY	DESIRED FUNCTIONALITY	In Base System	Requires Configuration	Requires user exit	Requires modification	Available in Future Release	Not Supported	Module	Workday Estimate	Bidder Notes
59	Service Order Data	Order Types	Wire down - pole									
60	Service Order Data	Order Types	Wire down - house									
61	Service Order Data	Order Types	Meter Burning									
62	Service Order Data	Order Types	Pole Burning									
63	Service Order Data	Order Types	Pole Leaning									
64	Service Order Data	Order Types	Transformer Burning									
65	Service Order Data	Order Types	Wire Burning									
66	Service Order Data	Order Types	See Customer (Tech to contact customer regarding outage)									
67	Service Order Data	Order Types	Dim Lights									
68	Service Order Data	Order Types	Leaking Transformer									
69	Service Order Data	Order Types	Explosion									
70	Service Order Data	Order Types	Light Flicker									
71	Service Order Data	Order Types	Temporary Bypass									
72	Service Order Data	Order Types	Tree trimming requests									
73	Service Order Data	Order Types	Street light/Security light repair									
74	Service Order Data	Order Types	Other (Unclassified Order with Free Form Text)									
75	Service Order Data	Order Types	Outage Notification (Planned or Unplanned)									
76	Service Order Data	Order Types	Suspension of Service (Temp)									
77	Service Order Data	Order Types	Suspension of Service (Perm)									
78	Service Order Data	Order Types	Removal of Service (ESI I.D. Retirement)									
79	Service Order Data	Order Types	Meter survey i.e. class, switched meters									
80	Service Order Data	Order Types	Customer complaint									
81	Service Order Data	Order Types	Inquiry to meter department									
82	Service Order Data	Order Types	Inquiry to distribution/line department									
83	Service Order Data	Order Types	Complaint Test Accuracy									
84	Service Order Data	Order Types	Kwh Accuracy									
85	Service Order Data	Order Types	Kva Accuracy									
86	Service Order Data	Order Types	Stopped Meter									
87	Service Order Data	Order Types	Dial Off Scale									
88	Service Order Data	Order Types	Exceed 100% Load Factor									
89	Service Order Data	Order Types	Unable to Reset									
90	Service Order Data	Order Types	Install Larger Kva									
91	Service Order Data	Order Types	Install Smaller Kva									
92	Service Order Data	Order Types	No Usage Occupied									
93	Service Order Data	Order Types	No Usage Unoccupied									
94	Service Order Data	Order Types	Low Usage Occupied									
95	Service Order Data	Order Types	Low Usage Unoccupied									
96	Service Order Data	Order Types	Erratic Usage									
97	Service Order Data	Order Types	Exceeds Maximum Kva									
98	Service Order Data	Order Types	Bulb Out									
99	Service Order Data	Order Types	Damaged Occupied									

CIS Functional Requirements

REF #	PROCESS	CATEGORY	DESIRED FUNCTIONALITY	In Base System	Requires Configuration	Requires user exit	Requires modification	Available in Future Release	Not Supported	Module	Workday Estimate	Bidder Notes
100	Service Order Data	Order Types	Damaged Unoccupied									
101	Service Order Data	Order Types	Other									
102	Service Order Data	Order Types	Tamper Proof Lid									
103	Service Order Data	Order Types	Burned Meter Lug									
104	Service Order Data	Order Types	Over Kwh Limits									
105	Service Order Data	Order Types	Inspect Collar									
106	Service Order Data	Order Types	The product shall have the ability for the user to create additional types of miscellaneous service orders and establish rules for charges, taxes, warranties, etc.									
107	Service Order Data	Service Order Content	The product shall allow Service Order content and formatting to be configured by designated system users.									
108	Service Order Data	Service Order Content	The product shall provide configurable templates for consistent order content.									
109	Service Order Data	Service Order Content	Any data element contained in the system can be included in service order content.									
110	Service Order Data	Service Order Content	Data from other systems can be included in service order content.									
111	Service Order Data	Service Order Content	The system shall capture and maintain the following order content. This information may be used by MWM for dispatching, printed on orders and transmitted to the marketplace. Service order content may include any data element in the CIS as well as additional information received from 3rd parties and other systems.									
112	Service Order Data	Service Order Content	The system shall support, but not be limited to the following examples:									
113	Service Order Data	Service Order Content	Customer name									
114	Service Order Data	Service Order Content	Order Source									
115	Service Order Data	Service Order Content	Inbound transaction I. D.									
116	Service Order Data	Service Order Content	Outbound transaction I. D. Unique System Generated I. D.									
117	Service Order Data	Service Order Content	Print Flag									
118	Service Order Data	Service Order Content	Print Date									
119	Service Order Data	Service Order Content	Routing Flag (Based on system codes, meter equipment type, order type, etc.)									
120	Service Order Data	Service Order Content	Associated Meter Device (ERT, Regulator, Electronic Module)									
121	Service Order Data	Service Order Content	Requested Date/Time									
122	Service Order Data	Service Order Content	Scheduled Date/Time									
123	Service Order Data	Service Order Content	Completion Date/Time									
124	Service Order Data	Service Order Content	Completed by name and user I.D. (Field Tech or Office Worker)									
125	Service Order Data	Service Order Content	Must Complete by Date									
126	Service Order Data	Service Order Content	Additional Name Information (DBA)									

CIS Functional Requirements

REF #	PROCESS	CATEGORY	DESIRED FUNCTIONALITY	In Base System	Requires Configuration	Requires user exit	Requires modification	Available in Future Release	Not Supported	Module	Workday Estimate	Bidder Notes
127	Service Order Data	Service Order Content	Account Number from Legacy System									
128	Service Order Data	Service Order Content	Premise Type									
129	Service Order Data	Service Order Content	Cycle Number									
130	Service Order Data	Service Order Content	Safety Information (Caution)									
131	Service Order Data	Service Order Content	Order Type									
132	Service Order Data	Service Order Content	Service address, city, state/province, zip									
133	Service Order Data	Service Order Content	Service information (type, size, voltage, pressure, etc.).									
134	Service Order Data	Service Order Content	Premise Number									
135	Service Order Data	Service Order Content	ESI E.D.									
136	Service Order Data	Service Order Content	Contact name and phone number									
137	Service Order Data	Service Order Content	Call Ahead Flag									
138	Service Order Data	Service Order Content	DUNS Number / Competitive Retailer									
139	Service Order Data	Service Order Content	Purpose code (Class and Sub Class)									
140	Service Order Data	Service Order Content	Meter information, which includes meter prefix, meter size, and meter number (s).									
141	Service Order Data	Service Order Content	Meter manufacturer									
142	Service Order Data	Service Order Content	Number of dials									
143	Service Order Data	Service Order Content	Meter type									
144	Service Order Data	Service Order Content	Multiple reading types									
145	Service Order Data	Service Order Content	Kw									
146	Service Order Data	Service Order Content	Kwh									
147	Service Order Data	Service Order Content	Kvarh									
148	Service Order Data	Service Order Content	CT and PT information									
149	Service Order Data	Service Order Content	Meter read instructions									
150	Service Order Data	Service Order Content	Meter Install Date									
151	Service Order Data	Service Order Content	Last Meter Test Date									
152	Service Order Data	Service Order Content	Meter Ownership									
153	Service Order Data	Service Order Content	Priority Code (Classification)									
154	Service Order Data	Service Order Content	Special Needs									
155	Service Order Data	Service Order Content	Operations area (Service Center/District)									
156	Service Order Data	Service Order Content	Order Source/Originator									
157	Service Order Data	Service Order Content	Field Investigation Territories or Field Service Territories (Sub Area)									
158	Service Order Data	Service Order Content	Meter location									
159	Service Order Data	Service Order Content	Requested disconnect method									
160	Service Order Data	Service Order Content	Previous disconnect method									
161	Service Order Data	Service Order Content	Last meter reading									

Customer Service Field Work

CIS Functional Requirements

REF #	PROCESS	CATEGORY	DESIRED FUNCTIONALITY	In Base System	Requires Configuration	Requires user exit	Requires modification	Available in Future Release	Not Supported	Module	Workday Estimate	Bidder Notes
162	Service Order Data	Service Order Content	Current meter reading (Error Reading)									
163	Service Order Data	Service Order Content	Constant/multiplier									
164	Service Order Data	Service Order Content	"Serves" field: notes the principle end use or the critical care designation (i.e., grain elevator, life support, hog confinement, etc)									
165	Service Order Data	Service Order Content	Geographic Location Number (Transformer/Node Number)									
166	Service Order Data	Service Order Content	Same As Address (Crew notes nearest address feeding from same transformer/node)									
167	Service Order Data	Service Order Content	Substation I. D.									
168	Service Order Data	Service Order Content	Circuit Number									
169	Service Order Data	Service Order Content	Section Number									
170	Service Order Data	Service Order Content	Fuse Number									
171	Service Order Data	Service Order Content	Pole Number									
172	Service Order Data	Service Order Content	Town/Work Zone/Operations area									
173	Service Order Data	Service Order Content	Permit Number with Date									
174	Service Order Data	Service Order Content	Load Profile Description									
175	Service Order Data	Service Order Content	Revenue Area Code (RAC used to identify permitting authority)									
176	Service Order Data	Service Order Content	Service Status									
177	Service Order Data	Service Order Content	Free form text capabilities required on Service Order comment and Meter Reading comment.									
178	Service Order Data	Service Order Content	Multiple turn down codes (Market Defined)									
179	Service Order Data	Service Order Content	Rejection reason (Market Defined)									
180	Service Order Data	Service Order Content	Historic usage available (yes/no)									
181	Service Order Data	Service Order Content	Unmetered service type									
182	Service Order Data	Service Order Content	Security Light Type (Size/Watts)									
183	Service Order Data	Service Order Content	Security Light I. D. number									
184	Service Order Data	Service Order Content	Street Light Type (Size/Watts)									
185	Service Order Data	Service Order Content	Street Light I. D. number									
186	Service Order Data	Service Order Content	TDSP Rate Class									
187	Service Order Data	Service Order Content	Distribution loss factor code									
188	Service Order Data	Service Order Content	Support identification of an order as a repeat order and support initiation of charges for repeat orders									
189	Service Order Data	Service Order Content	Include property condition information on service orders (caution cards, special instructions, safety message, theft, credit risk)									
190	Service Order Data	Service Order Content	The product shall have the ability to create multiple separate service order types for the same customer at the same address.									
191	Service Order Data	Service Order Content	The order shall include a section for the field representative to list special conditions at the property, i.e. vacant home, stuck meter, etc.									

CIS Functional Requirements

REF #	PROCESS	CATEGORY	DESIRED FUNCTIONALITY	In Base System	Requires Configuration	Requires user exit	Requires modification	Available in Future Release	Not Supported	Module	Workday Estimate	Bidder Notes
192	Service Order Data	Service Order Content	The product shall be able to display a SAFETY MESSAGE to the representative and print on all orders that go to the field regardless of which field group. The product should give the user the flexibility to specify whether the message stays with the customer or with the premise.									
193	Service Order Data	Service Order Content	The product shall be able to provide on field orders for different field groups with a message, "HIGH VOLTAGE" on all orders types that have a meter prefix indicating it is a high voltage meter.									
194	Service Order Data	Service Order Content	The product shall support the service order data requirements needed to meet marketplace protocols, PUC Rules, etc.									
195	Service Order Data	Searching for an Order	The product shall have the ability to search for and access service orders (all types) regardless of status.									
196	Service Order Data	Searching for an Order	The following are search examples:									
197	Service Order Data	Searching for an Order	Date/time received/created									
198	Service Order Data	Searching for an Order	Date/time scheduled									
199	Service Order Data	Searching for an Order	Date/time required									
200	Service Order Data	Searching for an Order	Date/time completed									
201	Service Order Data	Searching for an Order	Service Address									
202	Service Order Data	Searching for an Order	Account Number									
203	Service Order Data	Searching for an Order	Premise Number									
204	Service Order Data	Searching for an Order	ESI E.D. (US Texas Requirement)									
205	Service Order Data	Searching for an Order	Technician assignment									
206	Service Order Data	Searching for an Order	Time scheduled									
207	Service Order Data	Searching for an Order	Order Source									
208	Service Order Data	Searching for an Order	Customer name									
209	Service Order Data	Searching for an Order	Order Status (e.g., Pending, completed)									
210	Service Order Data	Searching for an Order	Status (Transaction/response)									
211	Service Order Data	Searching for an Order	Effective date (Status)									
212	Service Order Data	Searching for an Order	Requested by individual/source									
213	Service Order Data	Searching for an Order	Telephone Number									
214	Service Order Data	Searching for an Order	Order Type									
215	Service Order Data	Searching for an Order	Order Priority									
216	Service Order Data	Searching for an Order	Meter number									
217	Service Order Data	Searching for an Order	Service characteristic (Metered, Unmetered, Overhead, Underground etc.)									
218	Service Order Data	Searching for an Order	Other Geographic Information									
219	Service Order Data	Searching for an Order	Address or address range (street name, range of addresses, town, etc.)									
220	Service Order Initiation	General Requirements	The product shall provide user configurable, context sensitive, dynamic scripting for all on-line order processing.									
221	Service Order Initiation	General Requirements	The product shall be able to verify that the customer and premise exist within the system prior to allowing orders for new service.									

CIS Functional Requirements

REF #	PROCESS	CATEGORY	DESIRED FUNCTIONALITY	In Base System	Requires Configuration	Requires user exit	Requires modification	Available in Future Release	Not Supported	Module	Workday Estimate	Bidder Notes
222	Service Order Initiation	General Requirements	The product shall provide unique identification of the order by a system-generated order number									
223	Service Order Initiation	General Requirements	The product shall provide the ability to initiate orders for non-metered services									
224	Service Order Initiation	General Requirements	The product shall provide the ability to initiate non-premise orders by entering cross street, intersections, or other pertinent information									
225	Service Order Initiation	Select Service/Meter	The product shall support initiation of orders for specific services (meter) without affecting the other services provided at the same address. If multiple meters or services exist for a single service point the system must allow the									
226	Service Order Initiation	User Alert/Support	The product shall provide online prompt/alert to warn the service representative of special situations when issuing, maintaining or voiding a service order.									
227	Service Order Initiation	User Alert/Support	Removal or disposition of company owned equipment (rentals, lights)									
228	Service Order Initiation	User Alert/Support	Change service back to the correct rate (standard price) following move-out.									
229	Service Order Initiation	User Alert/Support	Recognize an earlier order has not been completed and not allow for the completion of later orders that effect the service point billing status.									
230	Service Order Initiation	User Alert/Support	A disconnect order for non-payment is in the field and is either pending or completed.									
231	Service Order Initiation	User Alert/Support	The product shall allow the selected users to override any warning/alert provided by the system									
232	Service Order Initiation	User Alert/Support	The system shall prompt the user to enter any "missing" required information when orders.									
233	Service Order Initiation	User Alert/Support	The product shall alert the users that a premise has been disconnected for non-payment when creating an outage order.									
234	Service Order Initiation	Trouble/Outage Orders	When there are multiple outage calls in the same area, the product shall be able to notify personnel of the geographical area and identify the customers that could be impacted. It also shall be able to provide for customer notification for "critical accounts" such as medical emergency, sensitive customers, follow-up with correspondence to the customer, livestock confinement premises, and orders (when applicable) for restoration of services. This functionality should be in the CIS or supported through an interface to an OMS.									
235	Service Order Initiation	Trouble/Outage Orders	Allow for automated creation of correspondence to customers impacted by planned power outage									
236	Service Order Initiation	Trouble/Outage Orders	Display current trouble orders and maintain a history of trouble reports for a premise location.									
237	Service Order Initiation	Trouble/Outage Orders	Provide for the status updates, comments, and viewing of trouble orders.									

CIS Functional Requirements

REF #	PROCESS	CATEGORY	DESIRED FUNCTIONALITY	In Base System	Requires Configuration	Requires user exit	Requires modification	Available in Future Release	Not Supported	Module	Workday Estimate	Bidder Notes
238	Service Order Initiation	Trouble/Outage Orders	Trouble orders should allow any relevant field to be included on the service order. Refer back to Service Order Format and Content.									
239	Service Order Generation	Prioritization	The product shall have the ability to determine order sequence hierarchy.									
240	Service Order Generation	Order Stacking and Timing Edits	The product shall accept (and process) multiple, non-sequential transactions concurrently on a single premise.									
241	Service Order Generation	Order Stacking and Timing Edits	The product shall support user defined business rules for order timing.									
242	Service Order Generation	Order Stacking and Timing Edits	The product shall provide on-line error handling for order stacking and timing.									
243	Service Order Generation	Order Stacking and Timing Edits	The product shall route order stacking and timing errors using user configurable workflow processing									
244	Service Order Generation	Order Stacking and Timing Edits	The product shall comply with all rules in accordance with the Texas SET Solution to Stacking Document.									
245	Service Order Generation	Scheduling	The product shall have the ability to coordinate the process of orders that should be worked together even though different workdays are assigned.									
246	Service Order Generation	Scheduling	The product shall have the ability to change the priority of orders due to aging.									
247	Service Order Generation	Scheduling	The product shall automatically notify the service representative of the first available appointment and time slot, with optional future dates and time slots, and service order number once the order is created. The date taken and the ID of the person taking the order needs to be recorded.									
248	Service Order Generation	Scheduling	There have been more work order minutes scheduled than minutes available. The product shall have the ability to be able to handle this. Allow additional orders (by type) to be sent through to be worked if there is no available time.									
249	Service Order Generation	Scheduling	The product shall have the ability to 'count' the minutes and then 'close' the work date and time slot to allow for a maximum number of orders to be scheduled. The product shall also allow the schedule to be overridden once the maximum workload has been scheduled.									
250	Service Order Generation	Scheduling	The product shall verify date with the user if work is scheduled for a weekend or a holiday.									
251	Service Order Generation	Scheduling	The product shall be able to assign the first available work date based on order type or market rules.									
252	Service Order Generation	Scheduling	The product shall allow the customer to choose a specific date and time and/or a block of time or dates.									
253	Service Order Generation	Scheduling	The product shall provide for an on-line review of the order backlog.									
254	Service Order Generation	Scheduling	The product shall have the ability to pre-schedule service order appointments.									
255	Service Order Generation	Scheduling	The product shall have the ability to calculate service order arrival times.									
256	Service Order Generation	Scheduling	The product shall have the ability to add unscheduled work to a service order.									

CIS Functional Requirements

REF #	PROCESS	CATEGORY	DESIRED FUNCTIONALITY	In Base System	Requires Configuration	Requires user exit	Requires modification	Available in Future Release	Not Supported	Module	Workday Estimate	Bidder Notes
257	Service Order Generation	Scheduling	The product shall have the ability to filter multiple orders.									
258	Service Order Generation	Scheduling	The product shall have the ability to send all non-dispatched and un-worked orders to a different online work queue for rescheduling and customer notification depending on the type of work order.									
259	Service Order Generation	Scheduling	The product shall have the ability to re-route a service order on-line from one service/dispatch terminal to another.									
260	Service Order Generation	Scheduling	The product shall have the ability to interface with a service order scheduling system.									
261	Service Order Generation	Scheduling	Ability to schedule multiple appointment windows with an order.									
262	Service Order Generation	Scheduling	The product shall have the ability to remove the order from the schedule, adjust the work time from the original schedule, and track the order (in case the customer does not call to reschedule within a given time frame).									
263	Service Order Generation	Scheduling	The product shall have the ability to reschedule the order .									
264	Service Order Generation	Scheduling	The product shall be able to reschedule orders in bulk due to weather.									
265	Service Order Generation	Order Dispatch	The product shall be able to define and maintain service zones. (i.e., sequence, maps, number of accounts, zip codes, etc.).									
266	Service Order Generation	Order Dispatch	The product shall be able to assign service order based on type of work.									
267	Service Order Generation	Order Dispatch	The product shall provide for area segments, field investigations and field service territories.									
268	Service Order Generation	Order Dispatch	The product shall be able to indicate to any office personnel that particular order has been dispatched to the field. (The indicator would have to be seen on the individual order.)									
269	Service Order Generation	Order Dispatch	The product shall have the capability to issue orders in both batch and real time environments with de-fault routing instructions, as well as the ability to route orders to a specific destination and device.									
270	Service Order Generation	Order Dispatch	Ability to have different dispatch methods based on jurisdiction and time of day									
271	Service Order Generation	Order Dispatch	Support the input and immediate dispatching of an order at the correct field office									
272	Service Order Generation	Order Dispatch	Support automatic routing (with override capability of order to the appropriate service center/dispatch printer)									
273	Service Order Generation	Order Dispatch	The product shall have the ability to assign and route an order to a different work group and location on a permanent or temporary basis.									
274	Service Order Generation	Order Dispatch	The product shall have the ability to suppress order dispatch									

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REF #	PROCESS	CATEGORY	DESIRED FUNCTIONALITY	In Base System	Requires Configuration	Requires user exit	Requires modification	Available in Future Release	Not Supported	Module	Workday Estimate	Bidder Notes
275	Service Order Completion	Update Order	The product shall have the ability upon completion of the order to capture, update, and store user defined information.									
276	Service Order Completion	Update Order	Examples of service order completion data include the following:									
277	Service Order Completion	Update Order	Order effective and creation date									
278	Service Order Completion	Update Order	Who worked and completed order with telephone number									
279	Service Order Completion	Update Order	Field action a i.e. meter read, physical off type, etc.									
280	Service Order Completion	Update Order	Disconnect method and location of meter/equipment									
281	Service Order Completion	Update Order	Location information / cross street and intersection									
282	Service Order Completion	Completion Updates/Alerts	Automatically notify order originator of status change. Order originator would be the CR and notification would be via direct connection.									
283	Service Order Completion	Completion Updates/Alerts	Once order is worked, if special conditions were entered by the field representative, this information shall automatically be noted on the meter reading instructions for user defined period of time.									
284	Service Order Completion	Completion Updates/Alerts	The product shall be able to display and identify the reason a service was shut off. (Delinquent Regular bill, diversion, temporary off, unauthorized use, delinquent deposit, final bill, seasonal, customer request, etc.)									
285	Service Order Completion	Completion Updates/Alerts	If field person was unable to gain access, generate a letter to the customer asking to gain entry per user defined rules. If not create a to do in a work queue for manual release by diversion team.									
286	Service Order Completion	Completion Updates/Alerts	The product shall be able to accept a closing and final read for a customer by the Field Investigator without having an off order pending. This will have to result in the automatic creation of a final bill for that contract.									
287	Service Order Completion	Auto-Complete	The product shall be able to automatically complete certain types of orders without a field visit.									
288	Service Order Completion	Auto-Complete	The following are examples of these self completing orders:									
289	Service Order Completion	Auto-Complete	On cycle switch using regular meter reading.									
290		Auto-Complete	Complete a move-out using the next customer's on reading									
291	Service Order Completion	Auto-Complete	Batch orders (Automated Complete no EDI return transaction)									
292	Service Order Completion	Auto-Complete	The product shall be able to identify how the order would be completed. (Create EDI etc.)									
293	Service Order Completion	Auto-Complete	Update to customer information (name/telephone etc.)									
294	Service Order Completion	Auto-Complete	The product shall have the ability to process online auto completion of service orders.									
295	Service Order Completion	Auto-Complete	The system needs to support user defined business logic to automatically match safety net (spreadsheet uploaded orders) with the corresponding EDI transaction.									

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REF #	PROCESS	CATEGORY	DESIRED FUNCTIONALITY	In Base System	Requires Configuration	Requires user exit	Requires modification	Available in Future Release	Not Supported	Module	Workday Estimate	Bidder Notes
296	Service Order Completion	Completion Sequence Enforcement	The product shall have an order completion process, emphasizing efficiency and constraints. For example:									
297	Service Order Completion	Completion Sequence Enforcement	Have a completion sequence enforced (multiple orders for same premise) including an automated user defined edits that prevent time/date sequences that are not possible (e.g. a completed date/time that is PRIOR TO the date/time order was issued or placed in transit or arrived at location).									
298	Service Order Completion	Completion Sequence Enforcement	Ability to re-queue orders if data is missing.									
299	Service Order Completion	Completion Sequence Enforcement	Order completion dependent on billing (on cycle, account status)									
300	Service Order Management	Order Tracking	The product shall provide for order status tracking based on user defined status codes. Maintain order status through the life of an order and provide and audit trail of order status									
301	Service Order Management	Order Tracking	The product shall have the ability to provide tracking of the type and number of orders processed each workday in order to track field performance and order trends (i.e., Order confirmation number is created and displayed at the time the order is initiated).									
302	Service Order Management	Order Tracking	The product shall track and note information regarding the reason and/or condition for the incomplete orders. The product shall have the ability to automatically reissue the order through the dispatch system.									
303	Service Order Management	Market mechanics (order tracking)	The system shall support processes that specify the market transaction rules for each order type. The rules will vary based on jurisdictional specific requirements.									
304	Service Order Management	Market mechanics (order tracking)	Examples of market transactions rules include the following:									
305	Service Order Management	Market mechanics (order tracking)	Order received response sent (accept or reject)									
306	Service Order Management	Market mechanics (order tracking)	Order completed response sent									
307	Service Order Management	Market mechanics (order tracking)	Order unexcitable response sent									
308	Service Order Management	Market mechanics (order tracking)	Order exception no response sent									
309	Service Order Management	Market mechanics (order tracking)	Order exception response sent order was not dispatched									
310	Service Order Management	Market mechanics (order tracking)	The product shall support resending of the above transactions in case of error.									
311	Service Order Management	Market mechanics (order tracking)	The system shall perform complex user defined validation and analysis of system data for permits, safety net, critical care and other factors before determining the correct market response.									
312	Service Order Management	Market mechanics (order tracking)	The system shall provide online tracking of these transactions with user defined workflow processing for exceptions to the market transaction rules.									
313	Service Order Management	Market mechanics (order tracking)	The system shall determine automatically determine the date wanted based on user defined business logic..									

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REF #	PROCESS	CATEGORY	DESIRED FUNCTIONALITY	In Base System	Requires Configuration	Requires user exit	Requires modification	Available in Future Release	Not Supported	Module	Workday Estimate	Bidder Notes
314	Service Order Management	Update/Cancel Orders	The product shall be able to update and/or cancel an existing order									
315	Service Order Management	Update/Cancel Orders	The product shall have the ability to provide controls applicable to order updates and/or cancels while an order is pending or in the field									
316	Service Order Management	Update/Cancel Orders	The product shall alert the CSR if an update or cancel is being made to an order that is currently in the field.									
317	Service Order Management	Update/Cancel Orders	The product shall be able to flag a disconnect order for possible modifications based on the cancellation of the related connect order.									
318	Service Order Management	Update/Cancel Orders	The product shall have the ability to allow for changes to historical data with a name of the representative who updated the order with date and time stamped.									
319	Service Order Management	Printing Orders	The product shall have the capability to print service orders in both batch and real time environments									
320	Service Order Management	Printing Orders	The product shall have the ability to print a service order list									
321	Service Order Management	Printing Orders	Provide the capability of reprinting specific orders or a small group of specific orders online or batch.									
322	Service Order Management	Miscellaneous	The product shall also provide the ability to support order generation for non-company meters									
323	Service Order Management	Miscellaneous	Ability to mass generate, mass edit and mass complete service orders.									
324	Service Order Interfaces	Order Systems	The system shall provide the ability to accept orders for internal and external users using a variety of access methods. These orders may be created via real-time access to system transactions, via the web, via real-time or batch interfaces. The system should provide mechanisms to insure the accuracy of this information and on-line routing of errors to a work queue for review or correction.									
325	Service Order Interfaces	Dispatch Systems	The product shall be able to interface (real-time, batch) with computer aided dispatch for sending orders and receiving completion information.									
326	Service Order Interfaces	Dispatch Systems	The product shall have the ability to support dispatching to MWM field terminals.									
327	Service Order Interfaces	Dispatch Systems	The product shall allow access to CIS data from MWM field terminals.									
328	Service Order Interfaces	Dispatch Systems	The product shall support dispatching and completion of field orders via radio dispatch (non-MDSI orders)									
329	Service Order Interfaces	EDI Transaction Management Systems	The product shall support standard communication structures (EDI, Other) to third parties for sending and receiving order requests, updates, completion information. The system will comply with all mandated communication standards between the interested parties.									
330	Service Order Interfaces	Outage Management Systems	The product shall have the ability to interface with trouble systems.									
331	Service Order Interfaces	Mobile Data Systems	The product shall have the ability to interface with a Mobile Data System.									
332	Service Order Interfaces	Mobile Data Systems	The system shall provide user defined logic to manage uploading and downloading of orders from the CIS to the MWM system based on transaction type.									
333	Service Order Interfaces	Scheduling Systems	The product shall interface with existing order scheduling software.									

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REF #	PROCESS	CATEGORY	DESIRED FUNCTIONALITY	In Base System	Requires Configuration	Requires user exit	Requires modification	Available in Future Release	Not Supported	Module	Workday Estimate	Bidder Notes
334	Service Order Interfaces	WMS/GIS	The product shall have the ability to interface with GIS and WMS in such a way as to efficiently schedule orders based on time and distance as well as skill sets of service personnel available to the geographic area.									
335	Service Order Interfaces	WM/GIS	The product shall have the ability to interface with the Work Management System or CAD.									
336	Service Order Interfaces	WM/GIS	The product shall provide an interface with GIS during street light/security light installation/removal in order that GIS based mapping will be updated in the CIS.									
337	Service Order Interfaces	WM/GIS	The product shall provide an interface with GIS during meter order completion in order that GIS information be updated in the CIS.									
338	Service Order Interfaces	Third Parties	The system shall interface with 3rd party meter inventory systems to update customer, premise, equipment information during order completion.									
339	Service Order Interfaces	Call Center	Interface to an outbound automated call system to contact customers impacted by power outage.									

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REF #	PROCESS	CATEGORY	DESIRED FUNCTIONALITY	In Base System	Requires Configuration	Requires user exit	Requires modification	Available in Future Release	Not Supported	Module	Workday Estimate	Bidder Notes
	REVENUE ACCOUNTING											
1	AR Data	Accounts Receivable Balance	The product shall have the ability to provide daily system calculations of the outstanding accounts receivable balance.									
2	AR Data	Accounts Receivable Balance	The product shall provide a real-time account level balance									
3	AR Data	Accounts Receivable Balance	The product shall provide a real-time customer level balance.									
4	AR Data	Accounts Receivable Balance	The product shall have the ability to provide daily calculations of all outstanding accounts receivable balances by type of receivable, e.g. water, power, gas, sewer, different taxes, commodities, products etc.									
5	AR Data	Accounts Receivable Balance	The product shall provide the ability to handle open-item accounting									
6	AR Data	AR Detail	The product shall provide detailed accounts receivable information									
7	AR Data	AR Detail	Details include but are not limited to the following:									
8	AR Data	AR Detail	Date received									
9	AR Data	AR Detail	Date posted									
10	AR Data	AR Detail	Date due									
11	AR Data	AR Detail	Unpaid Amount									
12	AR Data	AR Detail	Amount remaining after payment, adjustment, partial cancellation									
13	AR Data	AR Detail	Original receivable amount									
14	AR Data	AR Detail	Source of transaction									
15	AR Data	AR Detail	The product shall have receivable history maintained for common transactions.									
16	AR Data	AR Detail	Details include but are not limited to the following:									
17	AR Data	AR Detail	Bill calculation									
18	AR Data	AR Detail	Cancellation/rebill									
19	AR Data	AR Detail	Payment									
20	AR Data	AR Detail	Returned check, (what information is available on the product)									
21	AR Data	AR Detail	Write-off									
22	AR Data	AR Detail	Reinstatements									
23	AR Data	AR Detail	Transfer									
24	AR Data	AR Detail	Final bill									
25	AR Data	AR Detail	Non-utility products and services									
26	AR Data	AR Detail	The product must keep a detailed history of all adjustments to dollars, energy, taxes and demand adjustments.									
27	AR Data	AR Detail	The product shall have the ability to provide visibility for miscellaneous receivables (whether billed through this system or another billing system).									
28	AR Data	AR Detail	The product shall be able to support multiple receivable types.									
29	AR Data	AR Detail	The following are examples of receivable types:									
30	AR Data	AR Detail	Utility service charges									

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REF #	PROCESS	CATEGORY	DESIRED FUNCTIONALITY	In Base System	Requires Configuration	Requires user exit	Requires modification	Available in Future Release	Not Supported	Module	Workday Estimate	Bidder Notes
31	AR Data	AR Detail	Non-utility service charges									
32	AR Data	AR Detail	Late payment charges									
33	AR Data	AR Detail	Deferred agreements (Short Term Extension)									
34	AR Data	AR Detail	Long term credit agreements (installment payments)									
35	AR Data	AR Detail	Installment Payment Plans									
36	AR Data	AR Detail	Service fees									
37	AR Data	AR Detail	Returned checks fee									
38	AR Data	AR Detail	One time fees/charges									
39	AR Data	AR Detail	Marketing programs									
40	AR Data	AR Detail	Merchandise programs									
41	AR Data	AR Detail	Finance charges									
42	AR Data	AR Detail	Sundry receivables									
43	AR Data	AR Detail	Products									
44	AR Data	AR Detail	Taxes									
45	AR Data	AR Detail	Energy consumption and demand charges									
46	AR Data	AR Detail	Deposit payments									
47	AR Data	AR Detail	Deposit Interest paid									
48	AR Data	AR Detail	Deposit interest liability									
49	AR Data	AR Detail	The product shall support reconciliation tracking to the lowest level of detail (account level, receivable type, etc.).									
50	AR Data	AR Summary	The product must keep a detailed history of all bills issued, adjustments should not change these "original" bills but appear as line item adjustments on future bills.									
51	AR Data	AR Summary	The product shall have the ability to provide receivables for aggregated groups.									
52	AR Data	AR Summary	The product shall have the ability to view accounts receivable summary information.									
53	AR Data	AR Summary	The product shall have the ability to display outstanding balances for charges, unidentified payments, misc items at month end.									
54	AR Data	AR Summary	For the following:									
55	AR Data	AR Summary	Receivable type									
56	AR Data	AR Summary	Charge group									
57	AR Data	AR Summary	Bankruptcies									
58	AR Data	AR Summary	Charge offs									
59	AR Data	AR Summary	Billing program									
60	AR Data	AR Summary	Age of charge									
61	AR Data	AR Summary	Ability to drill to details behind summary									
62	AR Data	AR Summary	The product shall provide the ability to reconcile overpayments against new customer charges									
63	AR Data	Taxes	The product shall have the ability to apply different taxes to the same tariff or charge.									
64	AR Data	Taxes	The product shall have the ability to apply different taxes to adjustments by line item.									
65	AR Maintenance	Account Distribution Rules	The product shall have the ability to provide for the capture of receivables by user-maintained, table-driven components.									
66	AR Maintenance	Account Distribution Rules	The product should be able to allow authorized users to maintain account distribution rules for all financial activity (A/R, revenue, expense, etc.).									

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REF #	PROCESS	CATEGORY	DESIRED FUNCTIONALITY	In Base System	Requires Configuration	Requires user exit	Requires modification	Available in Future Release	Not Supported	Module	Workday Estimate	Bidder Notes
67	AR Maintenance	Adjustments	The product shall be able to support on-line adjustments:									
68	AR Maintenance	Adjustments	Types of adjustments include:									
69	AR Maintenance	Adjustments	Charge offs (various reasons including uncollectible, forgiveness programs, bankruptcy)									
70	AR Maintenance	Adjustments	Redistribution of a payment									
71	AR Maintenance	Adjustments	Transfers between accounts									
72	AR Maintenance	Adjustments	Cancellation of late payment and returned check charges									
73	AR Maintenance	Adjustments	Cash payment encoding and third party errors									
74	AR Maintenance	Adjustments	Cancellation of refunds									
75	AR Maintenance	Adjustments	The product shall have the flexibility to allow for changes in the charge-off rules and functionality.									
76	AR Maintenance	Adjustments	The product shall allow for reinstatement of account balances subsequent to charge-off									
77	AR Maintenance	Adjustments	The product shall be able to show the effect on consumption for the above on-line adjustments and how it is reported.									
78	AR Maintenance	Adjustments	The product shall have the ability to make adjustments on any billing component.									
79	AR Maintenance	Adjustments	The product shall have the ability to make one-time adjustments not associated with a billing component (Business needs - service failure recovery, NSF fee, etc.) and such adjustments shall appear on the next customer bill.									
80	AR Maintenance	Adjustments	The product shall have the ability to track and summarize reasons for bill corrections.									
81	AR Maintenance	Adjustments	The product shall be able to support automatic cancel and rebills for current and multiple periods. **Note: most of cancel/rebill functionality covered under Billing**									
82	AR Maintenance	Adjustments	The product shall be able to support consumption only adjustments.									
83	AR Maintenance	Adjustments	The product shall be able to support the real-time on-line recalculation of the consumption and revenue for adjustment based on entry of approved current readings.									
84	AR Maintenance	Adjustments	The product shall support adjustments to prior billing periods without the need to cancel the original bill. The adjustment can be applied to any prior billing period but appear as an adjustment on the next regular invoice.									
85	AR Maintenance	Adjustments	The product must keep track of the impact on taxes for all of the above adjustments.									
86	AR Maintenance	GL Posting	The product should be able to automatically create all financial transactions (i.e., billing payment, deposit, etc.) for posting to the General Ledger.									
87	AR Maintenance	GL Posting	The product should be able to report paid deposits to the General Ledger									
88	AR Maintenance	GL Posting	The product shall calculate monthly liability for interest based on retained customer deposits									

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Revenue Accounting

CIS Functional Requirements

REF #	PROCESS	CATEGORY	DESIRED FUNCTIONALITY	In Base System	Requires Configuration	Requires user exit	Requires modification	Available in Future Release	Not Supported	Module	Workday Estimate	Bidder Notes
89	AR Maintenance	Memo Amounts	The product shall handle memo amounts. Memo amounts may or may not be reported the general ledger. They are used to track status of special programs within the customer system.									
90	AR Maintenance	Memo Amounts	Programs that require memo postings include:									
91	AR Maintenance	Memo Amounts	Budget billing (the level payment amount is a record only item)									
92	AR Maintenance	Memo Amounts	Energy assistance pledges									
93	AR Maintenance	Memo Amounts	Year to date charity contributions									
94		Memo Amounts	Security deposit installments									
95	AR Maintenance	Memo Amounts	Fixed Payment Plan amounts									
96	AR Maintenance	Memo Amounts	The product shall be able to perform baseline processing of memo amounts. It shall be able to show the transactions used to maintain budgets, energy assistance and deposits; and may not impact the general ledger accounting.									
97	AR Maintenance	Memo Amounts	The product shall be able to show that memo amounts are available for display in the product, on reports and correspondence and on the bill.									
98	AR Maintenance	Memo Amounts	The product shall be able to differentiate between amounts affecting and not affecting the general ledger.									
99	AR Maintenance	Receivable Aging	The product shall be able to handle the aging of all types of accounts receivables including a stratification of accounts by various parameters.									
100	AR Maintenance	Receivable Aging	The following are examples of receivable aging.									
101	AR Maintenance	Receivable Aging	Aging by cycle (30/60/90/120….)									
102	AR Maintenance	Receivable Aging	Aging by calendar date									
103	AR Maintenance	Receivable Aging	Aging by program									
104	AR Maintenance	Receivable Aging	Aging by company and receivable type									
105	AR Maintenance	Receivable Aging	Aging by company and product type									
106	AR Maintenance	Receivable Aging	Aged data presented by fund down to the receivable component level									
107	AR Maintenance	Refunds	The product shall be able to support on-line refunding of overpayments including capability to generate a refund when customers account balance is not in a credit status, or when only a partial refund is necessary.									
108	AR Maintenance	Refunds	The product shall provide a work queue function for approval of refunds.									
109	AR Maintenance	Transfers	The product shall be able to support automatic adjustment of small debit/credit balances on inactive accounts when the balance is less than or equal to a user-specified table-driven amount.									
110	AR Maintenance	Transfers	The product shall allow the for the transfer of receivables (receivable type change) including the following:									

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REF #	PROCESS	CATEGORY	DESIRED FUNCTIONALITY	In Base System	Requires Configuration	Requires user exit	Requires modification	Available in Future Release	Not Supported	Module	Workday Estimate	Bidder Notes
111	AR Maintenance	Transfers	Redistribute a payment from one receivable type to another within the same account									
112	AR Maintenance	Transfers	Transfer receivables from one type to another within the same account									
113	AR Maintenance	Transfers	Transfer payments between accounts for the same receivable type									
114	AR Maintenance	Transfers	Transfer payments between accounts for different receivable types									
115	AR Maintenance	Transfers	Transfer receivables from one general ledger account to another									
116	AR Maintenance	Transfers	The product shall be able to show transferred receivables at the account level									
117	AR Maintenance	Transfers	The product shall be able to show transferred receivables at the transaction level									
118	AR Maintenance	Transfers	The product shall maintain the history on both accounts involved in the transfer									
119	AR Maintenance	Transfers	The product must support an online approval process for the above transactions.									
120	AR Maintenance	Transfers	The product shall have the ability to:									
121	AR Maintenance	Transfers	Transfer total debit and credit balances									
122	AR Maintenance	Transfers	Transfer partial debit or credit balances									
123	AR Maintenance	Transfers	Transfer an unidentified payment or payment reversal to a single suspense account									
124	AR Maintenance	Transfers	Transfer an unidentified payment or payment reversal to multiple accounts									
125	AR Maintenance	Transfers	View payment / payment reversal history									
126	AR Maintenance	Transfers	Transfer full or partial account balance from one account to another									
127	AR Maintenance	Transfers	Transfer full or partial account balance from one account to multiple accounts (with restrictions based on user defined business rules)									
128	AR Maintenance	Transfers	Retain the historical data as well as the transfer data									
129	AR Maintenance	Transfers	The product shall have the ability to track the original date of the transaction as well as the transfer date for accounts receivable aging purposes.									
130	AR Maintenance	Transfers	The product must support an online approval process for the above transactions.									
131	AR Maintenance	Unclaimed AR	The product shall be able to support the on-line processing of unclaimed accounts receivables including access to all applicable customer and account information and unclaimed receivables.									
132	AR Maintenance	Unclaimed AR	The product shall capture and display the following unclaimed information:									
133	AR Maintenance	Unclaimed AR	Date status changed to unclaimed									
134	AR Maintenance	Unclaimed AR	Date sent to the state/province									

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REF #	PROCESS	CATEGORY	DESIRED FUNCTIONALITY	In Base System	Requires Configuration	Requires user exit	Requires modification	Available in Future Release	Not Supported	Module	Workday Estimate	Bidder Notes
135	AR Maintenance	Unclaimed AR	Unclaimed accounts receivable transaction listing									
136	AR Maintenance	Unclaimed AR	Unclaimed accounts receivable balance									
137	AR Maintenance	Unclaimed AR	Identification as to whether funds sent to a third party were deposits or inactive accounts receivable credit balances.									
138	AR Maintenance	Unclaimed AR	The product shall have the ability to provide a permanent record of escheat (Forwarded to the state/province) transactions by account.									
139	AR Maintenance	Unclaimed AR	The product shall provide the ability for customers to search for unclaimed amounts via the web.									
140	Miscellaneous AR Functionality	Unclaimed AR	The system should provide long term loan tracking functions.									
141	Revenue Accounting	Intercompany Transactions	The product should be able to account for intercompany transactions.									
142	Revenue Accounting	Intercompany Transactions	The company owns, operates and maintains facilities. The product shall have the ability to automatically "pay off" the amount of bills and report the information to the general ledger accounting system.									
143	Revenue Accounting Reporting	Reports	The product shall provide revenue reporting capabilities.									
144	Revenue Accounting Reporting	Reports	The product shall be able to assign adjusted revenue according to the proper accounting period and report both revenue changes and consumption changes.									
145	Revenue Accounting Reporting	Reports	The product shall be able to extract month-end balances at a later date.									
146	Revenue Accounting Reporting	Reports	The product shall be able to identify any out-of-balance situations.									
147	Revenue Accounting Reporting	Reports	The system shall have the ability to produce AR and GL reports and online screens to view GL and or AR accounts at detail and summary level.									
148	Revenue Accounting Reporting	Reports	The system shall include base reports and online screens to reflect system current accounts receivables, current billings, all financial transaction activity by type e.g. (cash, deposits, adjustments, cancels, rebills, AR transfers, etc) For any user defined time period including running totals and current period.									
149	Revenue Accounting Reporting	Reports	The system shall have the ability to track and report all financial transactions processed daily (cash payments, deposits, refunds, write offs, billings, etc)									
150	Revenue Accounting Reporting	Reports	Monthly receivables aging summary									
151	Revenue Accounting Reporting	Reports	The system shall allow for reporting of utility revenue, and statistics (kwh, CCF, GJ, Therms) and all other revenue (daily, monthly, quarterly, annually, year-to-date) including but not limited to the following:									
152	Revenue Accounting Reporting	Reports	Reports may be produced based on the following:									
153	Revenue Accounting Reporting	Reports	Billing cycle/batch									
154	Revenue Accounting Reporting	Reports	Calendar month									
155	Revenue Accounting Reporting	Reports	Revenue earnings month end									

CIS Functional Requirements

REF #	PROCESS	CATEGORY	DESIRED FUNCTIONALITY	In Base System	Requires Configuration	Requires user exit	Requires modification	Available in Future Release	Not Supported	Module	Workday Estimate	Bidder Notes
156	Revenue Accounting Reporting	Reports	All tax entity levels									
157	Revenue Accounting Reporting	Reports	Class of customer									
158	Revenue Accounting Reporting	Reports	GL Number									
159	Revenue Accounting Reporting	Reports	Customer segments (retail, transportation)									
160	Revenue Accounting Reporting	Reports	Company									
161	Revenue Accounting Reporting	Reports	Region/District									
162	Revenue Accounting Reporting	Reports	State/province									
163	Revenue Accounting Reporting	Reports	Type of receivable									
164	Revenue Accounting Reporting	Reports	SIC Code									
165	Revenue Accounting Reporting	Reports	NAICS Code									
166	Revenue Accounting Reporting	Reports	Rate Schedule									
167	Revenue Accounting Reporting	Reports	Rider									
168	Revenue Accounting Reporting	Reports	Billing component									
169	Revenue Accounting Reporting	Reports	Meter Number									
170	Revenue Accounting Reporting	Reports	Any User Defined Element									
171	Revenue Accounting Reporting	Reports	Marketing Campaign									
172	Revenue Accounting Reporting	Reports	Product									
173	Revenue Accounting Reporting	Reports	Geographic Region/taxing district									
174	Revenue Accounting Reporting	Reports	Tariff number (Rate Sheet)									
175	Revenue Accounting Reporting	Reports	The system shall provide customer count by sub-segment, movements of customers to different sub-segments, customer gains and losses by sub-segment.									
176	Revenue Accounting Reporting	Reports	The system shall provide customer counts and revenue reports by user defined criteria.									
177	Revenue Accounting Reporting	Reports	Based on accounts billed and the due dates of the those accounts, the system should generate cash forecasts for treasury. This report should contain expected payments by date, amount and payment type. (check, wire transfer)									

CIS Functional Requirements

REF #	PROCESS	CATEGORY	DESIRED FUNCTIONALITY	In Base System	Requires Configuration	Requires user exit	Requires modification	Available in Future Release	Not Supported	Module	Workday Estimate	Bidder Notes
178	Revenue Accounting Reporting	Reports	The system should provide a forecast of cash based on annual sales by month for future sales based on prior billed activity for any user defined element, by product, by segment etc.									
179	Revenue Accounting Reporting	Reports	The system shall provide a forecast of monthly charge-off based on historical payment by segment, month, final bill amounts.									
180	Revenue Accounting Reporting	Reports	The product shall provide reliable and consistent reserve level analysis.									
181	Revenue Accounting Reporting	Reports	Revenue analysis could include the following:									
182	Revenue Accounting Reporting	Reports	Monthly aged receivables by account status (active, inactive, service, non-service, etc.)									
183	Revenue Accounting Reporting	Reports	Monthly payments distribution									
184	Revenue Accounting Reporting	Reports	Monthly write-off									
185	Revenue Accounting Reporting	Reports	Monthly reinstatements									
186	Revenue Accounting Reporting	Reports	Other activity									
187	Revenue Accounting Reporting	Reports	The product shall track Monthly Credit and Debit dollar adjustments									
188	Revenue Accounting Reporting	Reports	The system shall track receivable write-off and reinstatement by aging category, tax jurisdiction, etc.									
189	Revenue Accounting Reporting	Reports	List of all government accounts and their outstanding balance at month end									
190	Revenue Accounting Reporting	Reports	Listing of all adjustments within a month with reason									
191	Revenue Accounting Reporting	Reports	The system shall calculate bad debt reserve rates by aging category using user defined algorithms based on historical charge-offs, reinstatements and balances. The user will have the ability to change these algorithms.									
192	Revenue Accounting Reporting	Reports	The product shall be able to support generation of revenue related data for analysis and reporting by other business units.									
193	Revenue Accounting Reporting	Reports	The product shall be able to produce consolidated revenue reports based on predetermined criteria (i.e., one report for the enterprise with appropriate sub-totals by user defined criteria.									
194	Revenue Accounting Reporting	Reports	The product shall have the ability to provide for the capture of revenue by user-maintained, table-driven components.									
195	Revenue Accounting Reporting	Reports	The product shall have the ability to identify revenue and/or consumption at the agreement/billable item level.									
196	Revenue Accounting Reporting	Reports	The product shall have the ability to view which revenue month a bill is booked to.									
197	Revenue Accounting Reporting	Reports	The product shall have the ability to recognize revenue on installment purchases, immediately or over time based on the monthly charge.									
198	Revenue Accounting Reporting	Reports	The system shall provide a methodology for allocating billed revenue to revenue month based on user defined algorithms.									

CIS Functional Requirements

REF #	PROCESS	CATEGORY	DESIRED FUNCTIONALITY	In Base System	Requires Configuration	Requires user exit	Requires modification	Available in Future Release	Not Supported	Module	Workday Estimate	Bidder Notes
199	Revenue Accounting Reporting	Reports	The system shall provide a methodology for calculating unbilled revenue for a user defined period based on previous billed consumption using user defined algorithms.									
200	Revenue Accounting Reporting	Reports	The product shall support forecasting of expected revenue by customer classification, rate type, day, month based on current and historical billed amounts.									
201	Revenue Accounting Reporting	Reports	The product shall also monitor, manage and report recoveries by various methods such as inception-to-date, month-to-date, etc. The product shall be able to manage and report long-term, multi-year recoveries and supplier 'pass through' charges.									
202	Revenue Accounting Reporting	Reports	Produce monthly consumption and earnings reports, which captures all components of revenue by customer, agreement, product, service, etc.									
203	Revenue Accounting Reporting	Reports	The system must have the capability to capture/report revenue and consumption from different billed components.									
204	Revenue Accounting Reporting	Reports	The system must have the capability to capture/report consumption and revenue based on a multi tiered (i.e., stepped - electric, gas, seasonal, other..) rate structure.									
205	Revenue Accounting Reporting	Reports	The system must have the capability to capture/report revenue and consumption by different customer classes.									
206	Revenue Accounting Reporting	Reports	The system must have the capability to capture/report total revenue by rate component and by customer class.									
207	Revenue Accounting Reporting	Reports	The system must be able to capture/report historical data (revenue and consumption).									
208	AR Interfaces	GL Interface	The product must provide standard interface APIs to industry standard General Ledger systems including but not limited to Oracle, People Soft, SAP, others. (for g/l account number validation and transaction posting)									
209	AR Interfaces	GL Interface	The product shall allow for manual entry of G/L account numbers for specific misc. account adjustments.									
210	AR Interfaces	GL Interface	The product shall be able to provide general ledger reconciliation processes.									
211	AR Interfaces	GL Interface	The product shall have the ability to restate general ledger accounts in the product to Federal Energy Regulatory Accounts, or some other accounting system standards.									
212	AR Interfaces	External Systems	The product shall be able to support entry into the product of calculations and reallocations done outside of the product.									
213	AR Interfaces	External Systems	The system shall interface to other third party billing systems to receive pass-through charges and track these charges by billable charge code.									
214	AR Interfaces	External Systems	The system shall track construction billing/customer advances for construction balances, whether billed through this system or billed by eternal systems. The system shall track if these charges are refundable or non-refundable.									
215	AR Interfaces	AP Interface	Accounts Payable System - If the refund functionality is outside the proposed product there shall be an interface to the third party product and the proposed product shall maintain key data relating to refund checks such as status of refund check pending/issued/reissued , check number, amount, and date issued.									

CIS Functional Requirements

REF #	PROCESS	CATEGORY	DESIRED FUNCTIONALITY	In Base System	Requires Configuration	Requires user exit	Requires modification	Available in Future Release	Not Supported	Module	Workday Estimate	Bidder Notes
216	Regulatory Compliance	Sarbanes-Oxley Rule 3526 (OSC Compliance Canada)	The product must provide financial controls to insure that all monetary transactions are approved, posted and applied correctly.									

CIS Functional Requirements

REF #	PROCESS	CATEGORY	DESIRED FUNCTIONALITY	In Base System	Requires Configuration	Requires user exit	Requires modification	Available in Future Release	Not Supported	Module	Workday Estimate	Bidder Notes
		CREDIT &COLLECTIONS										
1	Credit Data	Credit Notes	The product shall have the ability to capture credit related information on various business objects.									
2	Credit Data	Credit Notes	Customer level									
3	Credit Data	Credit Notes	Account level									
4	Credit Data	Credit Notes	Competitive Retailer									
5	Credit Data	Credit Notes	Product/service level									
6	Credit Data	Credit Notes	Premise level									
7	Credit Data	Credit Notes	The product shall have note purging capability.									
8	Credit Data	Collection Status	The product shall provide a real-time, on-line view of all collection activities including the service order status (service on/ service disconnect/ service reconnected) for all accounts.									
9	Credit Data	Payment History	The system shall track and display payment history at the customer level.									
10	Credit Data	Payment History	Payment history includes the following:									
11	Credit Data	Payment History	Number of partial, late and full payments									
12	Credit Data	Payment History	Number of return checks									
13	Credit Data	Payment History	Number of disconnects									
14	Credit Data	Payment History	Number of delinquency notices sent									
15	Credit Data	Payment History	Number of extensions granted									
16	Credit Data	Payment History	Number of payment arrangements not kept									
17	Credit Data	Payment History	Credit score, if applicable									
18	Credit Data	Preferred Payment Due Date	A customer's account is in a billing cycle that usually bills the 10th of each month and is due the 24th of each month. He has trouble paying his bill on time because he gets paid only once a month, on the 1st. He wants a preferred due date of the 5th. The product shall have the ability to support a preferred payment date based on user defined business rules.									
19	Credit Data	Assistance Programs	The product shall have the ability to establish and track a customer as a participant in an assistance program (or multiple programs) according to jurisdictional requirements. The product shall have the ability to interface with outside agencies for eligibility determination, payments, and regulatory reporting.									
20	Credit Data	Letter of Credit	The closing bill should summarize the customer's credit rating for the past 12 billing periods. The bill should also be able indicate the period of time the customer had service. The customer will be able to use as a credit reference to establish credit with another utility. The information provided should be the same as the letter of credit (i.e., company's credit rating and scale, number of disconnects, etc.). The product shall have the ability to support this.									
21	Credit Data	Letter of Credit	A customer moves out of the service area and is quoted a deposit by the new utility company. He requests a "letter of credit" from us that would help him establish credit with the new utility company and may be a basis for the new company to waive the deposit requirement. The product shall have the ability to support processing this through a batch process or on-line.									
22	Credit Data	Letter of Credit	A letter of credit worthiness may contain the following:									

CIS Functional Requirements

REF #	PROCESS	CATEGORY	DESIRED FUNCTIONALITY	In Base System	Requires Configuration	Requires user exit	Requires modification	Available in Future Release	Not Supported	Module	Workday Estimate	Bidder Notes
23	Credit Data	Letter of Credit	Length of service									
24	Credit Data	Letter of Credit	Number of delinquent payments in the last 12 billing periods									
25	Credit Data	Letter of Credit	Number of disconnection notices in the last 12 billing periods									
26	Credit Data	Letter of Credit	Number of times shut-off for non-payment									
27	Credit Data	Letter of Credit	Number of returned checks									
28	Credit Data	Letter of Credit	Final bill balance paid if applicable									
29	Credit Data	Letter of Credit	Account still active if applicable									
30	Credit Data	Letter of Credit	Certain credit ratings and those provided service less than 6 months may be ineligible to receive a letter of credit. The product shall have the ability to support the "blocking" of sending of such a letter.									
31	Credit Data	Third-Party Notification	When a customer participates in "third-party notification", a third-party receives copies of delinquent notices. The name, address and telephone number of the third-party needs to be stored in the system and linked to the customer's account.									
32	Credit Data	Third-Party Notification	The product shall support the following:									
33	Credit Data	Third-Party Notification	Notify multiple parties									
34	Credit Data	Third-Party Notification	Capability to terminate the 3rd party notification									
35	Credit Data	Third-Party Notification	Capability to future date termination of 3rd party notification									
36	Credit Data	Third-Party Notification	Add/change/view current third-party credit relationship information									
37	Credit Data	Third-Party Notification	View historical third-party credit relationship information									
38	Credit Data	Third-Party Notification	The ability to automatically generate past-due notices to third parties for past-due accounts they are associated with.									
39	Credit Validation	New Service Request	A customer applies for service. Although he previously lived within the service territory and still owes an outstanding balance (disconnect for non-pay, finale, bad debt), he says he never lived in the area:									
40	Credit Validation	New Service Request	The product shall have the ability to **automatically** find the outstanding account by user defined search parameters including customer's social insurance number, drivers license number, etc. The product should also check for additional active accounts in the applicant's name. (w/o additional data entry) If in the future social security number and or other identification number is no longer available for use, because of government regulation, how would your system handle this change?									
41	Credit Validation	New Service Request	The product shall have the ability to alert the CCA of this situation to prevent the customer from enrollment until the past due amount has been paid.									
42	Credit Validation	New Service Request	The product shall support on-line manual searches for past-due, unpaid balances owed by the customer using user defined search criteria.									
43	Credit Validation	New Service Request	The product shall have the ability to search for delinquent customer account balances across multiple databases/CIS systems.									
44	Credit Validation	New Service Request	At time of taking new service request, product shall have the ability to alert CSR if the previous customer at that premise was disconnected, subject to disconnection, in arrears or inactive.									

CIS Functional Requirements

REF #	PROCESS	CATEGORY	DESIRED FUNCTIONALITY	In Base System	Requires Configuration	Requires user exit	Requires modification	Available in Future Release	Not Supported	Module	Workday Estimate	Bidder Notes
45	Credit Validation	New Service Request	At time of taking new service request the product shall have the ability to "block" a premise or name pending collections investigation.									
46	Credit Validation	New Service Request	At time of taking a new service request the system shall provide an interface to outside credit agencies.									
47	Credit Validation	New Service Request	The product shall provide the ability to reconcile overpayments against new customer charges									
48	Credit Validation	New Service Request	The system can store the customer's complete outside agency credit report.									
49	Credit Validation	New Service Request	At the time of taking a new service request the system may receive additional credit history information that requires special processing. The system should provide informational messages to the CCA if the special codes exist.									
50	Credit Validation	New Service Request	Types of codes provided by outside credit agencies include:									
51	Credit Validation	New Service Request	Victim statement									
52	Credit Validation	New Service Request	Deceased									
53	Credit Validation	New Service Request	Blocked									
54	Credit Validation	New Service Request	Previous tenant information is very useful in finding name matches of customers attempting to obtain service without paying for a prior obligation. The product shall have the ability to identify prior occupant information for viewing during a turn on request.									
55	Credit Validation	New Service Request	The product shall have the ability to link customers to their aliases when discovered. For example, John Smith has been found to use the names Jo Smith, Sean Smith and Johnny Smith in the past to obtain credit.									
56	Credit Validation	New Service Request	The product shall have the ability to identify energy theft on the premise record.									
57	Credit Validation	New Service Request	The product shall have the ability to identify energy theft on the customer record.									
58	Credit Validation	New Service Request	The product shall support password protection to prevent credit fraud such as unauthorized turn-on, turn-off or release of information.									
59	Credit Validation	New Service Request	Based on the customer's history of returned payment items or prior credit card reversals the company wants to identify the account .

The payment problem would be identified for all system users including cashiers, call center CSR's, remittance processing operators, remote payment cashiers and authorized 3rd party payment sites.

This information would also be available for display on all credit related service orders. | | | | | | | | | |
| 60 | Credit Validation | New Service Request | The system should automatically flag an account as no check or no credit card based on the following information: | | | | | | | | | |
| 61 | Credit Validation | New Service Request | History of returned checks | | | | | | | | | |

Credit & Collections

REF #	PROCESS	CATEGORY	DESIRED FUNCTIONALITY	In Base System	Requires Configuration	Requires user exit	Requires modification	Available in Future Release	Not Supported	Module	Workday Estimate	Bidder Notes
62	Credit Validation	No Check - No Credit Card Accounts	Credit Card reversals									
63	Credit Validation	No Check - No Credit Card Accounts	Electronic payments reversals									
64	Credit Validation	No Check - No Credit Card Accounts	Rejected 3rd party payments (Check Free)									
65	Credit Validation	No Check - No Credit Card Accounts	Notify user this is a no payment by check account									
66	Credit Validation	No Check - No Credit Card Accounts	Notify user this is a no payment by credit card account									
67	Credit Validation	No Check - No Credit Card Accounts	No check status should be displayed on-line									
68	Credit Validation	No Check - No Credit Card Accounts	No check status must be reflected on the bill									
69	Credit Validation	No Check - No Credit Card Accounts	The no check status must be reflected on the bill payment stub.									
70	Credit Validation	No Check - No Credit Card Accounts	This information is also provided to authorized 3rd parties via electronic file transfer on a user defined schedule.									
71	Credit Validation	No Check - No Credit Card Accounts	This information is updated to authorized 3rd parties via electronic file transfer on a user defined schedule.									
72	Credit Validation	No Check - No Credit Card Accounts	Have automatic expiration of Cash only flag based on jurisdiction specific, user defined business rules.									
73	Credit Validation	Credit Scoring	The product shall have the ability calculate a credit score based on user defined business rules.									
74	Credit Validation	Credit Scoring	The following examples may have a positive or negative impact on this credit score:									
75	Credit Validation	Credit Scoring	Credit bureau report (External Credit Score)									
76	Credit Validation	Credit Scoring	Payment history									
77	Credit Validation	Credit Scoring	Collection actions									
78	Credit Validation	Credit Scoring	Returned items									
79	Credit Validation	Credit Scoring	Disconnect history									
80	Credit Validation	Credit Scoring	Customer length of service at the current single account/premise									
81	Credit Validation	Credit Scoring	Customer length of service across multiple account/premises									
82	Credit Validation	Credit Scoring	Payment arrangements kept									
83	Credit Validation	Credit Scoring	Payment arrangements not kept									
84	Credit Validation	Credit Scoring	Credit information obtained from other utility companies via utility exchange.									
85	Credit Validation	Credit Scoring	Average days to pay									
86	Credit Validation	Credit Scoring	Completeness of customer record; for example do we have Social Security, Drivers License Number, Telephone Number									
87	Credit Validation	Credit Scoring	Previous theft or fraud for customer									
88	Credit Validation	Credit Scoring	The system shall provide multiple methodology for calculation of the credit score based on customer classification, jurisdiction, rate or other user defined attribute.									

CIS Functional Requirements

REF #	PROCESS	CATEGORY	DESIRED FUNCTIONALITY	In Base System	Requires Configuration	Requires user exit	Requires modification	Available in Future Release	Not Supported	Module	Workday Estimate	Bidder Notes
89	Credit Validation	Credit Scoring	The product shall have the ability to retain previous credit rating information for a user defined period of time.									
90	Credit Validation	Credit Scoring	Ability to calculate credit score at the account level									
91	Credit Validation	Credit Scoring	Ability to calculate a customer credit score when the customer has multiple accounts and have this "customer" credit score displayed on all accounts.									
92	Credit Validation	Credit Scoring	Ability to view credit score information									
93	Credit Validation	Credit Scoring	Ability to modify credit score information manually									
94	Credit Validation	Credit Scoring	Ability to modify credit score information automatically									
95	Credit Validation	External Credit Information	When obtaining an external credit report or score, the system will automatically retain that score and not attempt to obtain an updated credit score from the credit bureau for a user defined period of time.									
96	Credit Validation	External Credit Information	The system will store the external credit score in a unique field different from the internally calculated credit score.									
97	Deposits/Guarantee	Deposit Interest	The product shall have the ability to track variable interest rates on multiple deposits, including automatically calculating deposit interest on single deposits as well as on multiple deposits with variable dates and variable interest rates.									
98	Deposits/Guarantee	Deposit Interest	The product shall have the ability to calculate deposit interest and apply the deposit interest to accounts receivable or issue a refund check and track the check									
99	Deposits/Guarantee	Deposit Interest	Interest may be applied/refunded annually as required by jurisdiction. If interest only is paid, system should denote prior interest refunded/applied and applicable dates.									
100	Deposits/Guarantee	Deposit Interest	Customers often ask questions regarding deposit interest calculations. The calculation information shall be available for on-line viewing.									
101	Deposits/Guarantee	Deposit Interest	When processing an on-line deposit refund the system shall calculate the interest owed and display this information on-line.									
102	Deposits/Guarantee	Deposit Interest	Interest refunds are based on all interest rates in effect since the last date interest was paid on the deposit.									
103	Deposits/Guarantee	Deposit Interest	The system shall display historical and current interest rates.									
104	Deposits/Guarantee	Deposit Interest	Interest rates shall be stored with effective date ranges.									
105	Deposits/Guarantee	Deposit Interest	Interest shall be on a separate line item									
106	Deposits/Guarantee	Deposit Interest	The system shall calculate interest based on user defined jurisdictional rules.									
107	Deposits/Guarantee	Deposit Interest	The system shall support multiple deposit agreements for a single account.									
108	Deposits/Guarantee	Deposit Interest	The system shall support different interest rates at the deposit agreement level. (Different interest rate for gas or electric service)									
109	Deposits/Guarantee	Deposit Interest	The product shall have the ability to:									
110	Deposits/Guarantee	Deposit Interest	Refund interest only, and track and view types of refunds (date/time)									
111	Deposits/Guarantee	Deposit Interest	Apply interest only									

CIS Functional Requirements

REF #	PROCESS	CATEGORY	DESIRED FUNCTIONALITY	In Base System	Requires Configuration	Requires user exit	Requires modification	Available in Future Release	Not Supported	Module	Workday Estimate	Bidder Notes
112	Deposits/Guarantee	Deposit Refund	A deposit is to be automatically refunded after a user defined time(12 months, 24 months) if pre-determined payment criteria is met or if the account is closed. The deposit, plus appropriately calculated interest, is applied to the bill. If the account is closed and a credit balance exists, the credit should be refunded.									
113	Deposits/Guarantee	Deposit Refund	Before a refund is made, an automatic credit search should be made by the required identifiers to identify if a customer has any outstanding bills, delinquent final bills or bad debts (define notification process).									
114	Deposits/Guarantee	Deposit Refund	The product shall have the ability to monitor the account using pre-determined criteria (i.e. number of times late, returned checks, amount due versus amount paid, credit scoring, etc.) and apply/refund the cash deposit.									
115	Deposits/Guarantee	Deposit Refund	Commercial account deposits may be held for any user defined number of complete billing months and refunded automatically applied/refunded based on user defined criteria.									
116	Deposits/Guarantee	Deposit Refund	Other accounts are refunded at the discretion of the appropriate credit management personnel. The product shall have the ability to support this.									
117	Deposits/Guarantee	Deposit Refund	Annually, the accrued deposit interest for each deposit customer is applied to their specific account. There are occasions in which it is necessary to refund all deposits for a specific group of customers. The product shall have the ability to support the automatic refunding of deposits and accrued interest for selected customers and the reporting capabilities associated with the refunding.									
118	Deposits/Guarantee	Deposit Transfer	The product shall have the ability to support automatic and manual transfers of deposits between accounts.									
119	Deposits/Guarantee	Deposit Transfer	The product shall have the ability to transfer the deposit and the balance due amount from the old account to the new account, for example:									
120	Deposits/Guarantee	Deposit Transfer	Commercial to Commercial									
121	Deposits/Guarantee	Deposit Transfer	Residential to Residential									
122	Deposits/Guarantee	Deposit Transfer	Residential to Commercial									
123	Deposits/Guarantee	Deposit Transfer	Commercial to Residential									
124	Deposits/Guarantee	Determine Security Deposits	A customer who does not meet user defined criteria shall pay a deposit. The product shall have the ability to determine a deposit amount based on jurisdictional specific business rules.									
125	Deposits/Guarantee	Determine Security Deposits	The following are examples of deposit determination methods:									
126	Deposits/Guarantee	Determine Security Deposits	A security deposit equal to the two highest consecutive bills in the past 12 months									

CIS Functional Requirements

REF #	PROCESS	CATEGORY	DESIRED FUNCTIONALITY	In Base System	Requires Configuration	Requires user exit	Requires modification	Available in Future Release	Not Supported	Module	Workday Estimate	Bidder Notes
127	Deposits/Guarantee	Determine Security Deposits	A security deposit of x times the average monthly amount.									
128	Deposits/Guarantee	Determine Security Deposits	A security deposit based on a square footage									
129	Deposits/Guarantee	Determine Security Deposits	Manually estimated amount									
130	Deposits/Guarantee	Determine Security Deposits	A security deposit based on credit score									
131	Deposits/Guarantee	Determine Security Deposits	A security deposit based on customer segmentation (rate classification/service type)									
132	Deposits/Guarantee	Determine Security Deposits	The product shall display the required estimated deposit, and recalculate if necessary.									
133	Deposits/Guarantee	Determine Security Deposits	The product shall have the ability to calculate the deposit if the average monthly bill data is not available, and estimate the required deposit for the residential accounts, commercial, industrial, and house meter accounts.									
134	Deposits/Guarantee	Determine Security Deposits	The product shall have the ability to determined deposits for accounts not yet created in the system. (Existing Service Location)									
135	Deposits/Guarantee	Determine Security Deposits	The product shall have the ability to override a system calculated deposit.									
136	Deposits/Guarantee	Determine Security Deposits	The product shall have the ability to identify accounts which may need to be assessed a deposit based upon account history.									
137	Deposits/Guarantee	Determine Security Deposits	A customer who has been quoted a deposit may request a waiver. A waiver is granted if certain pre-established criteria is met (i.e. good letter of credit from prior utility, etc.). The product shall have the ability to waive a deposit at the time of turn-on or at any other time in the future. The product shall capture and store the reason for deposit waiver.									
138	Deposits/Guarantee	Determine Security Deposits	Ability to produce a certificate or receipt as proof of deposit									
139	Deposits/Guarantee	Guarantee	The product shall have the ability to store deposit guarantee information.									
140	Deposits/Guarantee	Guarantee	The product shall have the ability to release/notify the guarantor when primary customer attains good credit as defined by the utility.									
141	Deposits/Guarantee	Guarantee	The customer attempts to secure service and cannot pay the required security deposit. A third party (i.e. church, energy assistance agency) guarantees the security deposit for the customer. The product shall have the ability to set up a guarantor's agreement.									
142	Deposits/Guarantee	Guarantee	The product shall have the ability to track the guarantor and the quoted deposit.									
143	Deposits/Guarantee	Guarantee	The product shall have the ability to notify guarantor when customer is delinquent.									
144	Deposits/Guarantee	Guarantee	The product shall have the ability to notify the guarantor when customer transfers or discontinues service.									
145	Deposits/Guarantee	Guarantee	The product shall automatically transfer the guarantor information to a new account whenever the guaranteed customer transfers to a new location.									

CIS Functional Requirements

REF #	PROCESS	CATEGORY	DESIRED FUNCTIONALITY	In Base System	Requires Configuration	Requires user exit	Requires modification	Available in Future Release	Not Supported	Module	Workday Estimate	Bidder Notes
146	Deposits/Guarantee	Guarantee	Add/change/terminate/release guarantor information and agreements									
147	Deposits/Guarantee	Guarantee	Generate letters to the customer of record where guarantors have canceled/revoked their guarantee or when the guarantor no longer meets user defined criteria.									
148	Deposits/Guarantee	Guarantee	Automatically assess a security deposit whenever the guarantor disconnects service and leaves the service territory.									
149	Deposits/Guarantee	Guarantee	Automatically bill a new deposit to the guaranteed account whenever the guarantors agreement is canceled if the guaranteed account requires a security deposit.									
150	Deposits/Guarantee	Guarantee	The product shall support the transfer of full or partial unpaid account balances to the guarantors account. The amount transferred is defined by the guarantors contract obligation amount.									
151	Deposits/Guarantee	Non-cash Deposit	In lieu of a cash deposit, non-cash alternative, may be accepted as a security deposit. These non-cash deposits are made out to the appropriate company for the amount equal to the deposit. The system shall track and display non-cash deposit information.									
152	Deposits/Guarantee	Non-cash Deposit	The system shall support attachment of scanned images of non-cash deposit documents to customer or account records.									
153	Deposits/Guarantee	Non-cash Deposit	Examples of non-cash deposits include:									
154	Deposits/Guarantee	Non-cash Deposit	Bank Certification of Deposit									
155	Deposits/Guarantee	Non-cash Deposit	Savings and Loans Passbook account									
156	Deposits/Guarantee	Non-cash Deposit	Board Resolution									
157	Deposits/Guarantee	Non-cash Deposit	Guarantor									
158	Deposits/Guarantee	Non-cash Deposit	Letter of Credit									
159	Deposits/Guarantee	Non-cash Deposit	Trust Deeds									
160		Non-cash Deposit	Corporate Guarantee (Letter from parent company)									
161	Deposits/Guarantee	Non-cash Deposit	Surety Bonds									
162	Deposits/Guarantee	Non-cash Deposit	The ability to track agency details for all vendors, agencies, and institutions									
163	Deposits/Guarantee	Non-cash Deposit	The ability to add/change/review information									
164	Deposits/Guarantee	Non-cash Deposit	Automatic review of accounts eligible for release from a non-cash deposit based on user defined business rules.									
165	Deposits/Guarantee	Non-cash Deposit	Automatic notification of expiration of non-cash deposits									
166	Deposits/Guarantee	Security Deposit Maintenance	The product shall have the ability to support maintenance of security deposit information.:									
167	Deposits/Guarantee	Security Deposit Maintenance	The system shall support the following:									
168	Deposits/Guarantee	Security Deposit Maintenance	The system shall support billing of security deposits in installments.									
169	Deposits/Guarantee	Security Deposit Maintenance	Requesting a security deposit at the customer level									

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REF #	PROCESS	CATEGORY	DESIRED FUNCTIONALITY	In Base System	Requires Configuration	Requires user exit	Requires modification	Available in Future Release	Not Supported	Module	Workday Estimate	Bidder Notes
170	Deposits/Guarantee	Security Deposit Maintenance	Requesting a security deposit at the account level									
171	Deposits/Guarantee	Security Deposit Maintenance	Requesting a security deposit at the service level									
172	Deposits/Guarantee	Security Deposit Maintenance	Transferring a security deposit to another account									
173	Deposits/Guarantee	Security Deposit Maintenance	Revising a security deposit status if payment of the deposit was by a returned item. (Returned Check/Reversed Credit Card)									
174	Deposits/Guarantee	Security Deposit Maintenance	Increase an existing deposit amount									
175	Deposits/Guarantee	Security Deposit Maintenance	Decrease an existing deposit amount									
176	Deposits/Guarantee	Security Deposit Maintenance	Increase or decrease an existing deposit amount based on automatic review.									
177	Deposits/Guarantee	Security Deposit Maintenance	Ability to add/change/cancel a deposit request									
178	Collections	Collection Rules	The product shall have the ability to view deposit and interest start dates, date interest paid, refund reason, and payment status.									
179	Deposits/Guarantee	Security Deposit Maintenance	The product shall display the reason for a deposit.									
180	Deposits/Guarantee	Security Deposit Maintenance	The product shall have the ability to allow or not allow deposit to roll-up into the general ledger based on jurisdictional rules.									
181	Deposits/Guarantee	Security Deposit Maintenance	The product shall support the automatic review of the deposit amount held and determine if the deposit should be increased or decreased based on jurisdictional specific business rules.									
182	Deposits/Guarantee	Security Deposit Maintenance	The following events may trigger an automatic security deposit review:									
183	Deposits/Guarantee	Security Deposit Maintenance	Reconnect following Disconnect for non-payment									
184	Deposits/Guarantee	Security Deposit Maintenance	Actual usage exceeds amount calculated when original deposit amount calculated									
185	Deposits/Guarantee	Security Deposit Maintenance	Actual usage is less than amount calculated when original deposit amount calculated									
186	Deposits/Guarantee	Security Deposit Maintenance	Scheduled review									
187	Deposits/Guarantee	Security Deposit Maintenance	Change to internal credit score									
188	Deposits/Guarantee	Security Deposit Maintenance	Other collections events (returned check)									
189	Deposits/Guarantee	Security Deposit Maintenance	Collection step (where account is in collections process)									
190	Deposits/Guarantee	Security Deposit Maintenance	Using user configured, jurisdiction specific business rules; the product shall have the ability to automatically calculate an actual deposit amount for an existing account and automatically create a request for an additional deposit amount.									

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REF #	PROCESS	CATEGORY	DESIRED FUNCTIONALITY	In Base System	Requires Configuration	Requires user exit	Requires modification	Available in Future Release	Not Supported	Module	Workday Estimate	Bidder Notes
191	Deposits/Guarantee	Security Deposit Maintenance	Using user configured, jurisdiction specific business rules; the product shall have the ability to automatically calculate an actual deposit amount for an existing account and automatically refund/apply any deposit amount in excess of the calculated amount.									
192	Deposits/Guarantee	Security Deposit Maintenance	The owner of a trailer court is required to pay a deposit for each mobile home that will be in his name. Rather than billing a separate deposit for each account a single blanket deposit is billed to cover all of these services. The system needs to track these blanket deposits and show which accounts are covered by it.									
193	Deposits/Guarantee	Security Deposit Maintenance	The product shall have the ability to bill deposit amounts along with the customer's normal invoice.									
194	Deposits/Guarantee	Security Deposit Maintenance	The product shall have the ability to automatically generate deposit only bills that are separate from the customer's normal invoice.									
195	Deposits/Guarantee	Security Deposit Maintenance	The product shall have the ability to accept deposits for multiple utility services within a single account or optionally within multiple accounts.									
196	Collections	Collection Rules	The product shall have the ability to incorporate multiple credit policies and rules and regulations from various regulatory bodies/jurisdictions.									
197	Collections	Collection Rules	Collections rules would include the following:									
198	Collections	Collection Rules	Multiple Credit and Collections business rules									
199	Collections	Collection Rules	Multiple Account disconnection business rules									
200	Collections	Collection Rules	Multiple Payment arrangement business rules									
201	Collections	Collection Rules	Disconnect moratorium rules and regulations by jurisdictions.									
202	Collections	Collection Rules	Local Ordinance									
203	Collections	Collection Rules	Multiple Notification/disconnection notice types									
204	Collections	Collection Rules	Multiple Deposits and Refunds application business rules									
205	Collections	Collection Rules	Multiple credit and collection regulations									
206	Collections	Collection Rules	Multiple payment application regulations									
207	Collections	Collection Rules	The product shall support the temporary suspension of collection activities for any user defined group of accounts. For example we may want to suspend collection activities by geographic area following a storm.									
208	Collections	Collection Rules	The product shall support the temporary suspension of collection activities for any user defined group of accounts. For example we may want to suspend collection activities for all residential customers.									
209	Collections	Collection Rules	The product shall have the ability to use separate collection rules at the receivable/product type level.									
210	Collections	Collection Rules	The product shall have the ability to accommodate modifications to user defined to collections rules (i.e. winter disconnection versus regular disconnection rules).									

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REF #	PROCESS	CATEGORY	DESIRED FUNCTIONALITY	In Base System	Requires Configuration	Requires user exit	Requires modification	Available in Future Release	Not Supported	Module	Workday Estimate	Bidder Notes
211	Collections	Collection Rules	The product shall support creation of multiple outbound call listing (electronic file/interface to IVR and predictive dialer)									
212	Collections	Collection Notices	The product shall have the ability to issue collections notices based on jurisdictional specific business rules.									
213	Collections	Collection Notices	If payment is not received by the next bill date, an overdue line item is printed on the bill.									
214	Collections	Collection Notices	The product shall have the ability to generate the notices and disconnect order by user defined specifications. The customer's account shall indicate that notices were generated.									
215	Collections	Collection Notices	The product shall allow for the prioritization of disconnect orders based on user defined business rules (e.g. cut this account first)									
216	Collections	Collection Notices	The product shall have the ability to override sending notices (i.e. commission complaint, disputed bills, etc.) or change the notice criteria (i.e., 7 day instead of 15 days).									
217	Collections	Collection Notices	The product shall have the ability to send delinquent notices for non-utility services.									
218	Collections	Collection Notices	The product shall have the ability to re-send a disconnect notice. (24 hour notice)									
219	Collections	Collection Notices	The product shall have the ability to automatically generate additional past-due notices to third parties for past-due accounts they are associated with the following:.									
220	Collections	Collection Notices	Payment arrangements (if being kept)									
221	Collections	Collection Notices	Bankruptcy Proceedings									
222	Collections	Collection Notices	Medical certificates Life support									
223	Collections	Collection Notices	Commission appeal pending									
224	Collections	Collection Notices	Third party notification									
225	Collections	Collection Notices	Tenant notification for multi-tenant (residential/commercial)									
226	Collections	Collection Notices	The product shall provide for the ability to charge for the delivery of the above notices.									
227	Collections	Collection Notices	The product shall have the ability to support a user-defined, table-driven sequence of delinquent and disconnect notices which can be utilized by local offices or a centralized credit office. The product should support any number of notices with variable content and format by customer and service type and jurisdiction.									
228	Collections	Collection Notices	Ability to create collection letter/notice that is hand delivered to delinquent customers asking for payment.									
229	Collections	Collection Notices	The ability to mail notices directly to customers except for those identified as special handling.									
230	Collections	Collection Notices	The ability to suppress or issue disconnect notices individually.									
231	Collections	Collection Notices	The ability to provide for the prioritization of cut-off notices by total amount due or other pertinent criteria.									
232	Collections	Collection Notices	Ability to issue past due notices for individual accounts tied to a summary master account.									

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REF #	PROCESS	CATEGORY	DESIRED FUNCTIONALITY	In Base System	Requires Configuration	Requires user exit	Requires modification	Available in Future Release	Not Supported	Module	Workday Estimate	Bidder Notes
233	Collections	Payment Arrangements	The product shall have the ability to create and maintain jurisdictional specific payment arrangements.									
234	Collections	Payment Arrangements	The product shall have the ability to provide for the following functions:									
235	Collections	Payment Arrangements	Initiate payment arrangements									
236	Collections	Payment Arrangements	Multiple plan options (monthly account balance plus a certain amount, flat monthly payments, percentages, interest, etc.) for the total/partial account balances/arrears and/or future bills.									
237	Collections	Payment Arrangements	Flexibility to establish and track payment frequencies (daily, weekly, bi-weekly, monthly, specific date, etc.) and plan options by company and regulatory jurisdiction									
238	Collections	Payment Arrangements	Ability to reactivate a previously broken/canceled payment arrangement.									
239	Collections	Payment Arrangements	On-line prompt of a broken, active or previous payment arrangement									
240	Collections	Payment Arrangements	Suppress collection/credit activities for those accounts with payment arrangements in good standing.									
241	Collections	Payment Arrangements	The product shall support payment arrangements on finaled and charged off accounts.									
242	Collections	Payment Arrangements	Allow the option of continuing to bill payment arrangements to 'good standing' customers which have closed accounts.									
243	Collections	Payment Arrangements	Maintain a history of payment arrangements granted, kept, defaulted and for a user defined time period on an account.									
244	Collections	Payment Arrangements	Maintain a history of payment arrangements granted, kept, defaulted and for a user defined time period for a customer with multiple accounts.									
245	Collections	Payment Arrangements	Support payment arrangements by service type.									
246	Collections	Payment Arrangements	Automated creation of a letter upon creation of an installment payment schedule (initial or upon a change) to customer; showing all pertinent details specific to the arrangement (dates, amounts, etc.).									
247	Collections	Payment Arrangements	Print single/multiple payment arrangement details/install amount on the customer bill.									
248	Collections	Payment Arrangements	Allow flexible bill dispute handling to allow collection activity to continue on outstanding balances after subtracting disputed amounts									
249	Collections	Payment Arrangements	Automatic creation of installment payment notification/48 hour notice based on installment payment due date.									
250	Collections	Payment Arrangements	Payment arrangements will be automatically canceled if account has a returned item (check/credit card)									
251	Collections	Payment Arrangements	Support establishment of a grace of payment default									
252	Collections	Payment Arrangements	When granting an extension if the agreed payment amount meets user defined criteria, the system will automatically remove the account from further collections processing.									

CIS Functional Requirements

REF #	PROCESS	CATEGORY	DESIRED FUNCTIONALITY	In Base System	Requires Configuration	Requires user exit	Requires modification	Available in Future Release	Not Supported	Module	Workday Estimate	Bidder Notes
253	Collections	Payment Arrangements	When granting an extension if the agreed payment amount meets user defined criteria, the system will cancel any existing orders to disconnect service.									
254	Collections	Payment Arrangements	When granting an extension if the agreed payment amount meets user defined criteria, the system will automatically issue a reconnect order if service has already been disconnected for non-payment.									
255	Collections	Payment Arrangements	The product shall have the ability to create a payment arrangement facilitated through a voice response unit.									
256	Collections	Payment Arrangements	The product shall have the ability to create a payment arrangement facilitated via the web.									
257	Collections	Payment Arrangements	The product shall automatically determine eligibility for payment extension and deferred payment arrangements based on user defined business rules.									
258	Collections	Payment Arrangements	The product shall have the ability to:									
259	Collections	Payment Arrangements	Resume collections activities if the payment arrangement broken.									
260	Collections	Payment Arrangements	Provide automated follow up support for broken payment arrangements.									
261	Collections	Payment Arrangements	Track payment arrangements on final/write off accounts.									
262	Collections	Payment Arrangements	Track payment arrangements on active accounts									
263	Collections	Payment Arrangements	If the customer opens a new account the product shall have the ability to transfer the closed accounts payment arrangement to the new account.									
264	Collections	Payment Arrangements	The product shall have the ability to allow payment arrangements to preclude account from entering write-off processing.									
265	Collections	Payment Arrangements	The product shall have the ability to automatically write-off closed accounts with defaulted payment arrangements.									
266	Collections	Payment Arrangements	The product shall have the ability to support customer requests to change the payment plan amount or due date.									
267	Collections	Payment Arrangements	The product shall have the ability to terminate payment arrangements.									
268	Collections	Payment Arrangements	A customer was making payments on a payment plan. He can now afford to pay off the balance which equals a total of five payments. The product shall have the ability to support this.									
269	Collections	Percent Income Payment Plan	The product shall support multiple percentage of income payment plans based on jurisdictional specific rules.									
270	Collections	Percent Income Payment Plan	Enroll and remove customers via 3rd party agency interface tracking income, family size, primary and secondary heating sources, etc									
271	Collections	Percent Income Payment Plan	Validate program eligibility									

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REF #	PROCESS	CATEGORY	DESIRED FUNCTIONALITY	In Base System	Requires Configuration	Requires user exit	Requires modification	Available in Future Release	Not Supported	Module	Workday Estimate	Bidder Notes
272	Collections	Percent Income Payment Plan	Create installments based on calculation methods requiring various scenarios all being a percentage of income, federal income guidelines, primary and secondary heating source and time of year									
273	Collections	Percent Income Payment Plan	Ability to track special accounting for charges deferred as part of enrollment in a percent of income payment plan and ongoing billings. Accounting tracking remains in effect even if removed from program (unless setup in error reason code is used). So this is separate from deferral code.									
274	Collections	Percent Income Payment Plan	Ability to adjust installment amount without affect deferred balance (which is based on usage calculated charges)									
275	Collections	Percent Income Payment Plan	Ability to age and move accounting by service type to progress from deferrable accounting to deferred accounting.									
276	Collections	Percent Income Payment Plan	Ability to remove from program with various reason codes that drive deferral of balance and/or accounting changes. Hard remove for setup in error to make like never on program or soft remove (final bill or failure to re-verify or income in-eligible) keeping accounting in place and allowing for future reinstates.									
277	Collections	Percent Income Payment Plan	Ability to track several accounts/premises related to a single customer as a single enrollment. So an installment that is calculated would be divide by the number of account in the enrollment. 3 accounts, each would get 1/3 of the installments calculated.									
278	Collections	Percent Income Payment Plan	Ability to reinstate a customer soft removed from the program for various reasons (income re-verified, etc)									
279	Collections	Percent Income Payment Plan	Ability to receive payments from EAP agencies in a similar fashion as enrollments. Types include winter reconnect or HEAP.									
280	Collections	Percent Income Payment Plan	Ability to transfer charges and program enrollment status to new billing account/premise. Allow for reinstate on new account if eligible.									
281	Collections	Percent Income Payment Plan	Ability to have special bill format for these customers									
282	Collections	Percent Income Payment Plan	Ability to accept a credit file from agencies that eliminates balance for certain class of customers by service type and type of the receivable.									
283	Collections	Percent Income Payment Plan	The product shall support the following special credit and collections reports for participants in the Percent Income Payment Plan:									
284	Collections	Percent Income Payment Plan	Total customers enrolled									
285	Collections	Percent Income Payment Plan	Total usage									
286	Collections	Percent Income Payment Plan	Total revenues									
287	Collections	Percent Income Payment Plan	Total payments collected									
288	Collections	Percent Income Payment Plan	Detail by billing account, 12 months of usage, revenue and payments									
289	Collections	Low Income Payment Plans	The product shall have the ability to support jurisdictional specific low income payment plans.									

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REF #	PROCESS	CATEGORY	DESIRED FUNCTIONALITY	In Base System	Requires Configuration	Requires user exit	Requires modification	Available in Future Release	Not Supported	Module	Workday Estimate	Bidder Notes
290	Collections	1/3 payment option	The product shall have the ability to provide for the following functions for special low income billing.									
291	Collections	1/3 payment option	Track enrollment and removal (manual based on customer contact)									
292	Collections	1/3 payment option	Validate program participation									
293	Collections	1/3 payment option	Calculate installments based on 1/3 outstanding balance (current and deferred charges) during winter season									
294	Collections	1/3 payment option	Provide 6 month installment plan on deferred balance if current on bill after winter season ends									
295	Collections	1/3 payment option	track revenues, payments, customers participating, and other relevant statistics for this group of accounts									
296	Collections	1/3 payment option	Ability to adjust asking installment amount without affect deferred balance									
297	Collections	Returned Items	The product shall have the ability to debit a returned item back to the customers account and create a returned item notice to be mailed to the customer and display the reason for return online.									
298	Collections	Returned Items	The product shall have the ability to create an image of the returned item or the ability to view name of check holder, check number, address on check, name of bank, and reason for return, and bank branch name.									
299	Collections	Returned Items	The product shall have the ability to:									
300	Collections	Returned Items	Allow return item fees to be charged, collected, or applied with override capability. (Direct Debit, E-collect, Credit Cards, Western Union, Wire transfers...)									
301	Collections	Returned Items	Waive/remove the returned item fee if warranted									
302	Collections	Returned Items	Identify **customers** who have paid with any type of returned item (Direct Deposit/E-Collect/Credit Card/Western Union/Wire Transfer/etc.) in the past.									
303	Collections	Collections Activity	The product shall have the ability to track accounts receivable aging, termination notices and collection activity associated with each months' billing.									
304	Collections	Collections Activity	The product shall recognize actual or memo payments on accounts and automatically take action based on the collection status of the account:.									
305	Collections	Collections Activity	The product shall have the ability to support collection, noticing, service limiter installation and disconnect activity for all account types in a multi-jurisdictional environment.									
306	Collections	Collections Activity	Residential									
307	Collections	Collections Activity	Commercial									
308	Collections	Collections Activity	Industrial									
309	Collections	Collections Activity	Master metered account									
310	Collections	Collections Activity	Security deposit only accounts									

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REF #	PROCESS	CATEGORY	DESIRED FUNCTIONALITY	In Base System	Requires Configuration	Requires user exit	Requires modification	Available in Future Release	Not Supported	Module	Workday Estimate	Bidder Notes
311	Collections	Collections Activity	Merchandise Product Only accounts									
312	Collections	Collections Activity	Non-energy products or services									
313	Collections	Collections Activity	Governmental									
314	Collections	Collections Activity	Sensitive accounts (Managed Accounts)									
315	Collections	Collections Activity	The product shall have the ability to support the following:									
316	Collections	Collections Activity	Ability to view accounts eligible for disconnection									
317	Collections	Collections Activity	Ability to print a listing of accounts eligible for disconnection									
318	Collections	Collections Activity	Ability to view a listing of accounts eligible for other collection activities									
319	Collections	Collections Activity	Ability to set parameters to automatically select accounts and produce disconnect/service limiter orders.									
320	Collections	Collections Activity	Ability to support a user-maintained, table-driven schedule for collection, notice and disconnect/service limiter activity for each account type (i.e., residential, non-residential, calendar billed, etc.) and receivable type. These actions will be jurisdiction specific and shall exclude weekends and holidays or other utility company defined periods.									
321	Collections	Collections Activity	The product shall support the establishment of jurisdiction specific disconnect moratorium schedule.									
322	Collections	Collections Activity	The product shall have the ability to update appropriate CIS fields with regard to field actions taken (left notice/disconnected/etc) and/or informational updates (off type) (type & location of disconnect)/charges/readings) via batch processing, real time, or manually.									
323	Collections	Collection Letters	The product shall support user creation and maintenance of various collections letters using desktop tools such as Microsoft Word.									
324	Collections	Collection Letters	The product shall provide system security to prevent unauthorized set-up and modification to collection letters.									
325	Collections	Collection Letters	Producing letters based on jurisdiction, account status and prior collection activities.									
326	Collections	Collection Letters	Provide support for multi-language collection letters									
327	Collections	Collection Letters	Collection letters shall support the inclusion any CIS data including but not limited to customer name, address, account number, amount due, payment arrangements, nearest payment office location, company or 3rd party telephone number etc.									
328	Collections	Collection Letters	The product shall support additional letters to be sent in the collections processing for a specific time period. The letters are user business rules defined and jurisdictional based.									

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REF #	PROCESS	CATEGORY	DESIRED FUNCTIONALITY	In Base System	Requires Configuration	Requires user exit	Requires modification	Available in Future Release	Not Supported	Module	Workday Estimate	Bidder Notes
329	Collections	Disputed Amount	The product shall have the ability to handle disputed amounts.									
330	Collections	Disputed Amount	Disputed amounts may include the following:									
331	Collections	Disputed Amount	Exempt disputed charges from collection activity until the dispute is resolved/add expiration date to disputed bill including interest (late payment penalty)									
332	Collections	Disputed Amount	Ability to add/change a dispute									
333	Collections	Disputed Amount	Ability to view disputed bill/charge									
334	Collections	Disputed Amount	Ability to track disputed charges by various criteria									
335	Collections	Disputed Amount	Ability to record a resolution for a dispute									
336	Collections	Disputed Amount	Amount is disputed after payment is posted (credit card)									
337	Collections	Disputed Amount	The product shall have the ability to track the impact of disputed amounts on:									
338	Collections	Disputed Amount	Billing									
339	Collections	Disputed Amount	Credit									
340	Collections	Disputed Amount	Payment arrangements									
341	Collections	Disputed Amount	Final bills									
342	Collections	Disputed Amount	Determination of deposit									
343	Collections	Disputed Amount	Security deposit									
344	Collections	Disputed Amount	Refunds									
345	Collections	Disputed Amount	Merchandise orders									
346	Collections	Disputed Amount	Service orders									
347	Collections	Disputed Amount	Budget Billing									
348	Collections	Disputed Amount	The product shall have the ability to handle a disputed receivable that is reinstated as a valid receivable.									
349	Collections	Disputed Amount	The product shall have the ability to process a disputed amount that charged off (maintain link with original receivable charge).									
350	Collections	Bad Debt Charge-off	The product shall support the creation of multi-jurisdictional charge-off processes.									
351	Collections	Bad Debt Charge-off	Bad debt charge-off activity shall be interfaced with the general ledger. Each receivable type shall be identified separately - i.e.: Sales/provincial taxes can be recovered from the state/province by off-setting the liability account.									
352	Collections	Bad Debt Charge-off	The product shall support the automatic reversal and reporting of selected receivable types at the time of final billing. Examples would include green power, appliance warranty, taxes, PPC charge etc. The product shall support identification of items subject to this processing. This is designed to prevent bad debit charge off for these items.									
353	Collections	Bad Debt Charge-off	The product shall support automated write off of 3rd party suppliers charges 45 days after the customer elects to leave the supplier relationship. This processing only applies if the company does not own the receivable but provides billing services for the 3rd party supplier.									

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REF #	PROCESS	CATEGORY	DESIRED FUNCTIONALITY	In Base System	Requires Configuration	Requires user exit	Requires modification	Available in Future Release	Not Supported	Module	Workday Estimate	Bidder Notes
354	Collections	Bad Debt Charge-off	The product shall have the ability to present written-off bad debt information on-line. The product shall allow for the input and on-line review of account collection status.									
355	Collections	Bad Debt Charge-off	Information includes but is not limited to the following:									
356	Collections	Bad Debt Charge-off	Returned mail									
357	Collections	Bad Debt Charge-off	Bankruptcy									
358	Collections	Bad Debt Charge-off	Other legal (probate, assignment ,etc.)									
359	Collections	Bad Debt Charge-off	Inside collection letter service									
360	Collections	Bad Debt Charge-off	Referred to collection agency									
361	Collections	Bad Debt Charge-off	Extensions and Payment Arrangements History									
362	Collections	Bad Debt Charge-off	Ability to set jurisdiction specific write-off parameters and allow for secure override									
363	Collections	Bad Debt Charge-off	Ability to add/change a write-of date prior to the product automatically processing the write-off									
364	Collections	Bad Debt Charge-off	Ability to recall a write-off account									
365	Collections	Bad Debt Charge-off	Ability to reinstate a write-off and direct to new account									
366	Collections	Bad Debt Charge-off	Ability to view write-off transaction history by date									
367	Collections	Bad Debt Charge-off	The product shall have the ability to provide for automatic Write-off of accounts based upon user-defined, table-driven parameters. Allow for override of this automated process (secured by user).									
368	Collections	Bad Debt Charge-off	The product shall have the ability to transfer a bad debt to an active account when a bad debt customer is identified. The process shall occur on-line and the system will have the ability to create an on-line letter.									
369	Collections	Bad Debt Charge-off	The accounting entries for the reversal shall be automatic.									
370	Collections	Bankruptcy Receivership	Upon notification that a customer has filed bankruptcy, the account is closed (if active) as of the date of the filing. The delinquency process is stopped for the amount due at the time of the filing to prevent the service from being disconnected for nonpayment. The product shall have the ability to support this.									
371	Collections	Bankruptcy Receivership	If the account was active, a new account is opened and billed to the debtor in possession. A security deposit may be required of the debtor in possession. If the account was inactive, no other action is required. The product shall provide the ability to bill for the new security deposit, track its payment and issue disconnection orders if not paid.									
372	Collections	Bankruptcy Receivership	The product shall have the ability to set user defined work sequence for bankrupt accounts. The product shall handle bankruptcy dismissals and discharges.									
373	Collections	Bankruptcy Receivership	Bankruptcy steps include the following:									

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REF #	PROCESS	CATEGORY	DESIRED FUNCTIONALITY	In Base System	Requires Configuration	Requires user exit	Requires modification	Available in Future Release	Not Supported	Module	Workday Estimate	Bidder Notes
374	Collections	Bankruptcy Receivership	Track, add/change, delete, cancel, bankruptcy information									
375	Collections	Bankruptcy Receivership	Provide the ability to view bankruptcy History									
376	Collections	Bankruptcy Receivership	Provide the ability to charge off the account balance at the time of bankruptcy filing.									
377	Collections	Bankruptcy Receivership	Track the bankruptcy filing type									
378	Collections	Bankruptcy Receivership	Provide for bankruptcy case management including filings, payments, court judgment, etc.									
379	Collections	Bankruptcy Receivership	The system needs to ability to process backdated bankruptcy processing with the ability to recognize pre and post bankruptcy dollars and provide separate follow-up activities for these monies.									
380	Collections	Bankruptcy Receivership	Landlord fails to pay his bill. Through the handling of the delinquency, the courts award the utility or an agent of the utility with receivership of the apartments (RFP). The product shall have the ability to handle this, including:									
381	Collections	Bankruptcy Receivership	Making the utility "RFP"									
382	Collections	Bankruptcy Receivership	Making the third party "RFP"									
383	Collections	Bankruptcy Receivership	Tenant notification									
384	Collections	Bankruptcy Receivership	Suspension of collection action									
385	Collections	Bankruptcy Receivership	Monitoring the RFP account)									
386	Collections	Bankruptcy Receivership	Reverting accounts back to original owner once payment is made.									
387	Collections	Bankruptcy Receivership	A customer is under court order to pay their bill. The court or other state/provincial agency (i.e., Utility of Motor Vehicles for pole damage claim) want to be notified when the debt is paid. The product shall have the ability to track the payment and how the court or agency is notified upon receipt of full payment									
388	Collections	Bankruptcy Receivership	The product shall have the ability to:									
389	Collections	Bankruptcy Receivership	Ability to add/change case file information and create case files based on user defined criteria									
390	Collections	Bankruptcy Receivership	Ability to remove the account from case files									
391	Collections	Bankruptcy Receivership	Ability to track and view case file accounts sent to Legal									

CIS Functional Requirements

REF #	PROCESS	CATEGORY	DESIRED FUNCTIONALITY	In Base System	Requires Configuration	Requires user exit	Requires modification	Available in Future Release	Not Supported	Module	Workday Estimate	Bidder Notes
392	Collections	Collections Performance Tracking	In order to appraise field work performance, it is necessary to know the quantity and outcome of work performed by field employees. The product shall provide collections field activities reports.									
393	Collections	Collections Performance Tracking	Collections field reports would include the following:									
394	Collections	Collections Performance Tracking	The product shall track the number of service orders by quantity, outcome and company.									
395	Collections	Collections Performance Tracking	The product shall indicate the reason work was incomplete (i.e. due to weather, not permitted to shut-off due to commission, etc.)									
396	Collections	Collections Performance Tracking	This report shall be available and accumulated for monthly reports with user defined attributes.									
397	Collections	Collections Performance Tracking	The product shall have the ability to track and maintain performance statistics for the entire collection process and personnel.									
398	Collections	Collections Performance Tracking	Collections activity includes the following:									
399	Collections	Collections Performance Tracking	Arrangements made by type and customer class/segment									
400	Collections	Collections Performance Tracking	Arrangements broken by type and customer class/segment									
401	Collections	Collections Performance Tracking	Dollar value of arrangements by type and customer class/segment									
402	Collections	Collections Performance Tracking	Disconnect orders created, processed, completed, dates, account status, dollars, by user defined criteria.									
403	Collections	Collections Performance Tracking	Dollars collected versus time spent (by method) to collect it									
404	Collections	Collections Performance Tracking	Dollars written off by type and customer class/segment									
405	Collections	Collections Performance Tracking	Charged off dollars recovered (skip tracing, etc.)									
406	Collections	Collections Performance Tracking	Agency performance (% collected versus total forwarded)									
407	Collections	Collections Performance Tracking	Complaints									
408	Collections	Collections Performance Tracking	Number of arrangements and dollar value by employee.									
409	Collections	Collections Performance Tracking	Arrangements kept/defaulted by employee									

CIS Functional Requirements

REF #	PROCESS	CATEGORY	DESIRED FUNCTIONALITY	In Base System	Requires Configuration	Requires user exit	Requires modification	Available in Future Release	Not Supported	Module	Workday Estimate	Bidder Notes
410	Collections	Collections Performance Tracking	Number of arrangements created outside of user defined business rules.									
411	Collections Agency	Collection Agency Maintenance	The company uses multiple collection agencies to handle delinquent final bills, bankruptcy account and merchandising and jobbing/store accounts. The product shall have the ability to assign accounts by predetermined areas, or randomly, or any other method.									
412	Collections Agency	Collection Agency Maintenance	The company may also use pre-assignment collections (i.e. letter of service of first call telephone service). The product shall authorize such assignment and allow automatic or manual recall of the accounts at the appropriate time (i.e. 30 days) and assign to a full service collection agency. The product shall assign accounts to multiple collection agencies by multiple user defined criteria prior to automatic system assignment.									
413	Collections Agency	Collection Agency Maintenance	The product shall accept and process multiple methods of cash remittances from the collection agencies. The product will provide validation of these payments and reports shall be generated.									
414	Collections Agency	Collection Agency Maintenance	The company may wish all cash to be electronically processed and reconciled. The product shall have the ability to support this. The product shall accept and verify electronically processed collection agency moneys.									
415	Collections Agency	Collection Agency Maintenance	System shall have the ability to submit accounts to agencies electronically.									
416	Collections Agency	Collection Agency Maintenance	The company has multiple collection agencies handling work for it. Communications are generated between the company and collection agency regarding such items as, but not limited to, payments received, changes in names, addresses, etc. and agreement terms. The product shall have the ability to support this.									
417	Collections Agency	Collection Agency Maintenance	The product shall provide the ability to maintain collection agency status.									
418	Collections Agency	Collection Agency Maintenance	For future contract negotiations or agency selection, statistical information shall be collected by the product to help monitor agency performance. The product shall have the ability to process and track agency commissions on debts collected .									
419	Collections Agency	Collection Agency Maintenance	An account is assigned to one collection agency and after a user defined period of time the company wishes to reassign the account to another agency. The product shall have the ability to reassign, such as:									
420	Collections Agency	Collection Agency Maintenance	Transferring responsibility									
421	Collections Agency	Collection Agency Maintenance	Making information available to the new agency									

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CIS Functional Requirements

REF #	PROCESS	CATEGORY	DESIRED FUNCTIONALITY	In Base System	Requires Configuration	Requires user exit	Requires modification	Available in Future Release	Not Supported	Module	Workday Estimate	Bidder Notes
422	Collections Agency	Collection Agency Maintenance	The product shall allow for recalling accounts previously assigned to a collection agency. The product shall be able to handle individual or mass recalls and identify these accounts.									
423	Collections Agency	Collection Agency Maintenance	The product shall automatically recall accounts previously assigned to a collection agency at the time of a bankruptcy filing.									
424	Collections	Reports	The product shall provide detailed collections reports.									
425	Collections	Reports	Report information shall include but not be limited to following:									
426	Collections Reporting	Reports	Number of final notices									
427	Collections Reporting	Reports	Number of protected customers (medical certificates, hardship, other)									
428	Collections Reporting	Reports	Number and value of deposits									
429	Collections Reporting	Reports	Number and amount of write offs									
430	Collections Reporting	Reports	Number of active credit arrangements and outstanding delinquent dollars									
431	Collections Reporting	Reports	Number of credit arrangements made during a specific time period									
432	Collections Reporting	Reports	Number of customers by type (residential, commercial, industrial)									
433	Collections Reporting	Reports	Accounts/premises disconnected and not reconnected.									
434	Collections Reporting	Reports	Dollars in arrears paid during a certain time period.									
435	Collections Reporting	Reports	Listing of accounts disconnected for non-pay and associated dollars by user defined date/time parameters.									
436	Collections Reporting	Reports	List of accounts to be disconnected after the moratorium ends.									
437	Collections Reporting	Reports	Number of accounts determined un-collectable (Potential Bad Debt)									
438	Collections Reporting	Reports	Number of disconnection notices issued (summary/detail)									
439	Collections Reporting	Reports	Number of bankruptcies (summary/detail)									
440	Collections Reporting	Reports	Number and dollar balance of accounts disconnected for non-payment.									
441	Collections Reporting	Reports	The product shall provide bad debt and agency payment reports based on taxes collected.									
442	Collections Reporting	Reports	The product shall have the ability to notify Revenue Canada of interest earned (over $50.00). T-5 Processing									
443	Collections Reporting	Reports	Payment arrangements broken down by 30, 60, 90 day arrears.									
444	Collections Reporting	Reports	Top 75 commercial accounts by revenue									
445	Collections Reporting	Reports	Top 75 industrial accounts by revenue									
446	Collections Reporting	Reports	Largest charge off in past 12 months									
447	Collection Interfaces	Third Party Interfaces	The product shall have the ability to interface with outside firms and third party applications.									
448	Collection Interfaces	Third Party	Other utility companies									
449	Collection Interfaces	Third Party	County, state/provincial and federal agencies									
450	Collection Interfaces	Third Party/IVR/Web	The product shall support approved agency access to customer information based on security verification by user defined business rules.									

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REF #	PROCESS	CATEGORY	DESIRED FUNCTIONALITY	In Base System	Requires Configuration	Requires user exit	Requires modification	Available in Future Release	Not Supported	Module	Workday Estimate	Bidder Notes
451	Collection Interfaces	Third Party	The product shall have the ability to interface Rating Agencies information directly into the product for on-line accessibility secured by system user.									
452	Collection Interfaces	Third Party	Ability to automatically notify account managers of collection activities on their accounts via 3rd party applications such as email, PDA, etc.									
453	Collection Interfaces	IVR and Web	The product shall support real time (current) information delivered to the IVR for collection information, pending and non pay cut orders, and payment information, based on secured customer verification.									
454	Collection Interfaces	Third Party	Be able to send and receive user defined data to these interfaces.									
455	Collection Interfaces	Third Party	The product shall have the ability to purchase credit data (social security number, drivers license, credit score, DOB, telephone number, email address etc) from a third party agency and use it to populate our database.									
456	Collection Interfaces	IVR and Predictive Dialer	The product shall support download of outbound call listing (electronic file/interface to IVR and predictive dialer)									
457	Collection Interfaces	IVR and Predictive Dialer	The product shall support upload of call results from IVR Predictive Dialer. (Negative Answer, Positive Answer, Disconnected, etc.)									
458	Collection Interfaces	Tax Assessor	Provide access to tax assessor information and business license information on-line by interfacing with available source reference data.									
459	Collection Interfaces	Credit Bureaus	The product shall have the ability to interface with credit bureaus (Equifax, Dunn and Bradstreet, Experian, TRW, etc.).									
460	Collection Interfaces	Credit Bureaus	The product shall have the ability to interface with credit bureaus to verify customer id, credit score, etc. when the customer applies for service in real time.									
461	Collection Interfaces	Credit Bureaus	The product shall have the ability to report delinquent customers to credit bureaus.									
462	Collection Interfaces	Credit Bureaus	The product shall have the ability to report delinquent customers to inter-utility data exchange services.									

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REF #	PROCESS	CATEGORY	DESIRED FUNCTIONALITY	In Base System	Requires Configuration	Requires user exit	Requires modification	Available in Future Release	Not Supported	Module	Workday Estimate	Bidder Notes
	METER READING											
1	Meter Read Data	Reading Types/Usage Data	The product shall provide the ability to support the measurement/billing of any type of utility meter (gas, electric, water, steam, etc.)									
2	Meter Read Data	Reading Types/Usage Data	The following are examples of usage types:									
3	Meter Read Data	Reading Types/Usage Data	KWH delivered									
4	Meter Read Data	Reading Types/Usage Data	KW delivered									
5	Meter Read Data	Reading Types/Usage Data	KVAR delivered									
6	Meter Read Data	Reading Types/Usage Data	TOU Delivered									
7	Meter Read Data	Reading Types/Usage Data	KWH received									
8	Meter Read Data	Reading Types/Usage Data	KW received									
9	Meter Read Data	Reading Types/Usage Data	KVAR received									
10	Meter Read Data	Reading Types/Usage Data	Demand KW									
11		Reading Types/Usage Data	Demand KVA									
12	Meter Read Data	Reading Types/Usage Data	KVAR									
13	Meter Read Data	Reading Types/Usage Data	TOU									
14	Meter Read Data	Reading Types/Usage Data	Totalizer									
15	Meter Read Data	Reading Types/Usage Data	Co-Generation									
16	Meter Read Data	Reading Types/Usage Data	Interval Data Recorder									
17	Meter Read Data	Reading Types/Usage Data	Net Metering									

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REF #	PROCESS	CATEGORY	DESIRED FUNCTIONALITY	In Base System	Requires Configuration	Requires user exit	Requires modification	Available in Future Release	Not Supported	Module	Workday Estimate	Bidder Notes
18	Meter Read Data	Reading Types/Usage Data	The product shall Support Unit of Measure definition within rate structures, measurement points and measurement device attributes. Application rules should encompass appropriate validations for assignment and applications.									
19	Meter Read Data	Reading Types/Usage Data	Ability to directly input a corrected usage and retain both the corrected reading and the original reading, including an audit trail identifying employee making corrections, and time and date of correction									
20	Meter Read Management	General Requirements	Meter readings and consumptions are obtained from meter read documents, 3rd party meter readings, hand-held device output files, customer read cards, phone in, laptop computers, desktop computers, mobile data terminals, and external data files (vendors) for possible use in regular and off-cycle bill calculation and/or consumption history maintenance. The product shall provide the following general requirements:									
21	Meter Read Management	General Requirements	Provide meter readings history as defined by our requirements									
22	Meter Read Management	General Requirements	Utilize the source to determine the appropriate action to request the next reading of consumption data (create read document, mail customer read card, etc.)									
23	Meter Read Management	General Requirements	Provide ability to aggregate reads on any schedule									
24	Meter Read Management	General Requirements	Accept "can't reads" including identifying reason									
25	Meter Read Management	General Requirements	Support the upload/download of selected customer/premise information for hand-held meter reading system									
26	Meter Read Management	General Requirements	Identify if hi/lo failure occurred during reading, and if reader changed or re-entered the same reading.									
27	Meter Read Management	General Requirements	Identify reads out of the "normal" billing cycle (off-cycle reads)?									
28	Meter Read Management	General Requirements	Probe meters from within route - CIS must recognized the data is from a probed meter and the meter is probe type									
29	Meter Read Management	General Requirements	Provide on-line status and update of field activities/incidents to be immediately available (or upon upload as designated by Utility) to Customer Service Reps to answer customer inquiries									
30	Meter Read Management	General Requirements	Utility's hand held meter reading devices contain many abbreviations or codes used to display various types of information. The product shall provide the ability to provide more "user friendly" information by eliminating the need for such codes.									
31	Meter Read Download	Download Data	Allow CIS premise notes to be downloaded to hand held devices. Maintain standard note format through out CIS									
32	Meter Read Download	Download Data	The product shall provide the ability to identify new customers so meter readers will update safety and access info, and verify information and identify a first time read.									

CIS Functional Requirements

REF #	PROCESS	CATEGORY	DESIRED FUNCTIONALITY	In Base System	Requires Configuration	Requires user exit	Requires modification	Available in Future Release	Not Supported	Module	Workday Estimate	Bidder Notes
33	Meter Read Download	Download Data	Safety alerts also shall be issued on select accounts. The product shall provide the ability to alert meter readers to these conditions (i.e., customer PR situations, dog info, special instructions, etc).									
34	Meter Read Upload	Meter Read Validation	The product shall provide the ability to store all reads received regardless of their validity, and validate billing readings.									
35	Meter Read Upload	Meter Read Validation	These read validations prior to billing would include:									
36	Meter Read Upload	Meter Read Validation	Number of dials on read/registers on meter									
37	Meter Read Upload	Meter Read Validation	Multiplier validation									
38	Meter Read Upload	Meter Read Validation	Go around (dial turnover)									
39	Meter Read Upload	Meter Read Validation	Meter prefix/size/number									
40	Meter Read Upload	Meter Read Validation	Account status (Zero Customer Report)									
41	Meter Read Upload	Meter Read Validation	High - low reasonableness of usage									
42	Meter Read Upload	Meter Read Validation	Read below prior									
43	Meter Read Upload	Meter Read Validation	Partial readings									
44	Meter Read Upload	Meter Read Validation	Reading type (manually, probed, customer, etc.)									
45	Meter Read Upload	Meter Read Validation	Change of season (TOU)									
46	Meter Read Upload	Meter Read Validation	Negative use (net meter, meter set upside down, running backwards)									
47	Meter Read Upload	Meter Read Validation	AMR/RF reading									
48	Meter Read Upload	Meter Read Validation	Meter change found									
49	Meter Read Upload	Meter Read Validation	Zero Usage									
50	Meter Read Upload	Meter Read Validation	Use on Inactive									
51	Meter Read Upload	Meter Read Validation	Read responsibility									
52	Meter Read Upload	Meter Read Validation	The product shall provide the ability to conduct the following reasonableness checks (high/low, zero consumption for pre-determined number of months) against recorded usage:									
53	Meter Read Upload	Meter Read Validation	Current consumption to last month's low consumption									
54	Meter Read Upload	Meter Read Validation	Current consumption to year ago low consumption									
55	Meter Read Upload	Meter Read Validation	Current consumption to 13th month historical high consumption.									
56	Meter Read Upload	Meter Read Validation	Current consumption to last month's high consumption									
57	Meter Read Upload	Meter Read Validation	Current consumption to year ago high consumption									
58	Meter Read Upload	Meter Read Validation	Current consumption to 12 month peak consumption									
59	Meter Read Upload	Meter Read Validation	Load factor check (compare KWH usage to demand KVA usage)									
60	Meter Read Upload	Meter Read Validation	Current consumption to the special parameters established by users									
61	Meter Read Upload	Meter Read Validation	History for the address if complete history is not available for the customer									

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Meter Reading

CIS Functional Requirements

REF #	PROCESS	CATEGORY	DESIRED FUNCTIONALITY	In Base System	Requires Configuration	Requires user exit	Requires modification	Available in Future Release	Not Supported	Module	Workday Estimate	Bidder Notes
62	Meter Read Upload	Meter Read Validation	KW, and KVA demand level needed to determine rate structure (automated rate change)									
63	Meter Read Upload	Work Queue/Order Generation	Automatically generate or route to a work queue orders based on information provided by the meter reader (i.e. clean dial, broken glass, meter out, house check, and/or other requests as defined) and update system with new attributes									
64	Meter Read Upload	Work Queue/Order Generation	Automatically generate or route orders to a work queue based on information from "billing exceptions" such as: low usage, high usage, Failed Full Scale, check for non-registering meter (a.k.a.: Zero usage), check for tampering or diversion of service, or usage on an inactive meter, inaccessible on Commercial and Industrial accounts or meters that cannot be estimated.) and update system with new attributes. Store diversion history on the person level forever.									
65	Meter Read Upload	Work Queue/Order Generation	When instances occur involving diversion, bypassing the meter, tampered meters, or violating specific meter regulating equipment, the meter reader will report these incidents and the account should be properly noted in the customer and premise file. After the meter reader has reported this information, an order is immediately generated for investigation and routed to the correct field group based on the meter readers' findings. A work queue shall be generated for the initiation and resolution of reported situation.									
66	Meter Read Upload	Work Queue/Order Generation	When reading meters in a route, the meter reader or AMR system "finds" a meter that is unrecognized (new meter has been set but not replaced in the product, or for AMR a signal is picked up for a non-company meter. Provide the ability to generate a report and direct to a work queue.									
67	Meter Read Upload	Work Queue/Order Generation	Based on readings and exception codes the system shall automatically create work flow/orders based on user defined business rules. The following are examples of these codes/conditions:									
68	Meter Read Upload	Work Queue/Order Generation	Meter changes									
69	Meter Read Upload	Work Queue/Order Generation	Energy diversion investigations									
70	Meter Read Upload	Work Queue/Order Generation	Special Instructions									
71	Meter Read Upload	Work Queue/Order Generation	Field Irregularities (i.e.: clean box, meter leak, etc.)									
72	Meter Read Upload	Work Queue/Order Generation	Multiple lock-outs (can't get in)									
73	Meter Read Upload	Work Queue/Order Generation	Meters found to have consumption when records indicate they should be off.									
74	Meter Read Upload	Work Queue/Order Generation	New/Unknown meter found									

CIS Functional Requirements

REF #	PROCESS	CATEGORY	DESIRED FUNCTIONALITY	In Base System	Requires Configuration	Requires user exit	Requires modification	Available in Future Release	Not Supported	Module	Workday Estimate	Bidder Notes
75	Meter Read Upload	Work Queue/Order Generation	ERT Failure (Dead Battery, Did Not Wake Up)									
76	Meter Read Upload	Work Queue/Order Generation	Probe failure									
77	Meter Read Upload	Work Queue/Order Generation	High/Low Reading Failure									
78	Meter Read Upload	Meter Read Review/Correction	The product shall provide the ability to show meter status (i.e.: meter out, active, etc), and indicate in readings history if the meter was observed out, etc.									
79	Meter Read Upload	Meter Read Review/Correction	The product shall provide the ability to allow correction of an error in stored readings or consumption prior to billing. The reading may have come from any source (orders, field readings, customer readings, etc.).									
80	Meter Read Upload	Meter Read Review/Correction	The product shall provide the ability to allow on-line approval of readings prior to billing for selected accounts with energy usage over a user-defined number of energy units per month.									
81	Meter Read Upload	Statistics	The product shall provide the ability to provide performance reporting relative to meter reading statistics using company defined parameters with the ability to upload the data to CIS									
82	Meter Read Upload	Statistics	Generate reports on number of actual meters read and estimated within any user defined grouping.									
83	Meter Read Upload	Statistics	Inactive meters ("on" with no consumption)									
84	Meter Read Upload	Statistics	Off 'no meter' (idle service) accounts aged by time off									
85	Meter Read Upload	Statistics	Negative consumption expectance processing: The product shall be capable of creating exception reports which include negative consumption, bad reads, and any other user define criteria									
86	Meter Install	Meter Install Validation	At the time that new meters are installed, the product shall contain validations to ensure that all required information is present and automatically identify the account for a first time read.									
87	Meter Install	Meter Install Validation	The product shall provide validations for:									

CIS Functional Requirements

REF #	PROCESS	CATEGORY	DESIRED FUNCTIONALITY	In Base System	Requires Configuration	Requires user exit	Requires modification	Available in Future Release	Not Supported	Module	Workday Estimate	Bidder Notes
88	Meter Install	Meter Install Validation	Billing constant									
89	Meter Install	Meter Install Validation	Meter configuration versus rate									
90	Meter Install	Meter Install Validation	Meter status versus inventory									
91	Meter Install	Meter Install Validation	Meter reading versus last read (regardless of meter location at the time of last reading) errors, cold starting meter, other.									
92	Meter Install	Meter Install Validation	ERT Number									
93	Meter Install	Meter Install Validation	Collar Number (On/Off Switch Smart Meter)									
94	Meter Install	Meter Install Validation	Validate meter program ID to rate (TOU or IDR)									
95	Meter Install	Meter Install Validation	Validate meter corrector									
96	Meter Install	Meter Install Validation	CT/PT ratios									
97	Meter Install	Meter Install Validation	Number of registers & corresponding dials per register.									
98	Meter Install	Meter Install Validation	Meter prefix, size, and number									
99	Meter Install	Meter Install Validation	Verify Zero Usage									
100	Meter Install	Meter Install Validation	Adjustments to readings/usage when meters are changed in the field and we are unable to get the out and in readings to match.									
101	Meter Install	Meter Install Validation	To ensure consistency in meter readings in order to reduce billing errors, meter readings obtained from any meter set order shall be validated against the meter inventory or last known reading for the meter. The product shall provide the ability to validate readings on meter set orders.									
102	Meter Associations	Complex Metering	The product shall provide the ability to identify totalized metering situations, linking meters to totalizer, then to final billing instrument.									
103	Meter Associations	Complex Metering	Accept readings and/or consumption data from multiple meters, and from multiple reading systems, for separate billing, summary billing, or aggregate billing.									
104	Meter Associations	Complex Metering	Obtain KVA/KVARH/KW data from totalizer meters									
105	Meter Associations	Complex Metering	Determine power factor									
106	Meter Associations	Non-Billing Meters	The product shall have the ability to track non-billing meters such as test meters and research meters.									
107	Meter Associations	Non-Billing Meters	Add non-billing meters and all of their attributes									

CIS Functional Requirements

REF #	PROCESS	CATEGORY	DESIRED FUNCTIONALITY	In Base System	Requires Configuration	Requires user exit	Requires modification	Available in Future Release	Not Supported	Module	Workday Estimate	Bidder Notes
108	Meter Associations	Non-Billing Meters	Maintain non-billing meters and all of their meter attributes									
109	Meter Associations	Non-Billing Meters	Pass non-billing meter reads to a load research without impacting any billing processes									
110	Meter Associations	Non-Billing Meters	Manage different levels of read responsibility i.e.: test lab, energy control, meter reading, etc.									
111	Meter Associations	Non-Billing Meters	Handle By-Pass situations (meter appears in readers route but reader does not have read responsibility).									
112	Route Management	Route Maintenance	Modification to meter reading routes and billing cycles.									
113	Route Management	Route Maintenance	The product shall provide the following route maintenance abilities:									
114	Route Management	Route Maintenance	Create and Modify meter reading routes based on changes to meter readings cycles/schedules.									
115	Route Management	Route Maintenance	Manage the sequence of customers within the route based on information passed from the meter reading system.									
116	Route Management	Route Maintenance	Automatically resequence the route when meters are added or removed from the route.									
117	Route Management	Route Maintenance	Cut, copy, paste customers between routes.									
118	Route Management	Route Maintenance	Automatically generate routes based on reading schedules.									
119	Route Management	Route Maintenance	Suggest sequence number for newly assigned customers within a route based on address.									
120	Route Management	Route Maintenance	Support the use of a geo-locator and recommend efficient reading routes based on user defined parameters.									
121	Route Management	Route Maintenance	Ability to support customized meter reading dates and creation of new routes if necessary.									
122	Route Management	Route Maintenance	The product shall provide the ability to handle capturing multiple reads at one location.									
123	Route Management	Route Maintenance	We may be reading multiple meters at one stop for gas, electric and water service. However, because of monthly and bimonthly readings, the meters may not be on the same read schedule. The product shall provide the ability to handle routing for monthly and bi-monthly meter readings, including the ability to combine monthly and bi-monthly readings on the same route. (Alt. Sequence #, Monthly Cycle Numbers)									
124	Route Management	Route Scheduling	This system must provide interfaces to third party route management systems.									
125	Route Management	Route Scheduling	Based on the number of available meter readers, the number of routes to be read, and the number of days available within which the meter can be read to keep the accounts on cycle (between 'x' and 'y' days), the product shall automatically schedule the routes for monthly and bimonthly reads. The product shall provide the ability to support monthly and bi-monthly route scheduling.									

CIS Functional Requirements

REF #	PROCESS	CATEGORY	DESIRED FUNCTIONALITY	In Base System	Requires Configuration	Requires user exit	Requires modification	Available in Future Release	Not Supported	Module	Workday Estimate	Bidder Notes
126	Route Management	Route Scheduling	The product shall provide the ability to schedule routes around weekends, holidays, and scheduled workday Saturdays if necessary									
127	Route Management	Route Scheduling	The product shall provide the ability to add/change meter reading calendar									
128	Route Management	Route Scheduling	The system must have the ability to manage and maintain on line calendar of meter reading routes taking into account user defined non-work days.									
129	Third Party Read Services	Meter Read Attributes Download	The product shall provide the ability to accept readings from 3rd parties. The product shall provide for the ability to process and update meter information online based on the content of the file transmitted by the third party.									
130	Third Party Read Services	Meter Read Attributes Download	The attributes for the meter/readings file may include, but are not limited to, the following:									
131	Third Party Read Services	Meter Read Attributes Download	Route number which includes a billing cycle number									
132	Third Party Read Services	Meter Read Attributes Download	Customer Account/ID number (ESI I.D.)									
133	Third Party Read Services	Meter Read Attributes Download	Customer Name									
134	Third Party Read Services	Meter Read Attributes Download	Customer Address (ability to define multiple fields)									
135	Third Party Read Services	Meter Read Attributes Download	Number of readings for a meter									
136	Third Party Read Services	Meter Read Attributes Download	Survey Codes									
137	Third Party Read Services	Meter Read Attributes Download	Meter Status (Active/Inactive/Seasonal/etc)									
138	Third Party Read Services	Meter Read Attributes Download	Optical Probe ID									
139	Third Party Read Services	Meter Read Attributes Download	Meter Number									
140	Third Party Read Services	Meter Read Attributes Download	Type of meter									
141	Third Party Read Services	Meter Read Attributes Download	Meter Read Sequence									
142	Third Party Read Services	Meter Read Attributes Download	Key Information									
143	Third Party Read Services	Meter Read Attributes Download	Meter read instruction codes (ability to define multiple fields)									

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REF #	PROCESS	CATEGORY	DESIRED FUNCTIONALITY	In Base System	Requires Configuration	Requires user exit	Requires modification	Available in Future Release	Not Supported	Module	Workday Estimate	Bidder Notes
144	Third Party Read Services	Meter Read Attributes Download	Special messages									
145	Third Party Read Services	Meter Read Attributes Download	Recorder ID / Device ID									
146	Third Party Read Services	Meter Read Attributes Download	TIM Name (Translation Interface Module)									
147	Third Party Read Services	Meter Read Attributes Download	Text Prompt (Electric, Gas, Water, Notes, Warnings, etc.)									
148	Third Party Read Services	Meter Read Attributes Download	Read direction									
149	Third Party Read Services	Meter Read Attributes Download	Number of dials for meter reading									
150	Third Party Read Services	Meter Read Attributes Download	Location of decimal point for meter reading									
151	Third Party Read Services	Meter Read Attributes Download	Read Method (Keyed, Probed, AMR ,etc)									
152	Third Party Read Services	Meter Read Attributes Download	Previous meter reading									
153	Third Party Read Services	Meter Read Attributes Download	High usage audit check									
154	Third Party Read Services	Meter Read Attributes Download	Low usage audit check									
155	Third Party Read Services	Meter Read Attributes Download	Meter constant (multiplier) KWH									
156	Third Party Read Services	Meter Read Attributes Download	AMR ID number									
157	Third Party Read Services	Meter Read Attributes Download	AMR Radio Frequency									
158	Third Party Read Services	Meter Read Attributes Download	AMR Wake-up tone									
159	Third Party Read Services	Meter Read Attributes Download	Tamper code									
160	Third Party Read Services	Meter Read Attributes Download	Meter constant (multiplier) KVA									

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REF #	PROCESS	CATEGORY	DESIRED FUNCTIONALITY	In Base System	Requires Configuration	Requires user exit	Requires modification	Available in Future Release	Not Supported	Module	Workday Estimate	Bidder Notes
161	Third Party Read Services	Meter Read Attributes Download	KVAR									
162	Third Party Read Services	Meter Read Attributes Upload	Meter Reading									
163	Third Party Read Services	Meter Read Attributes Upload	Resequence Flag / resequence number									
164	Third Party Read Services	Meter Read Attributes Upload	Meter Reader ID TDSP									
165	Third Party Read Services	Meter Read Attributes Upload	Meter Service Codes (predefined codes)									
166	Third Party Read Services	Meter Read Attributes Upload	Meter Service Comments									
167	Third Party Read Services	Meter Read Attributes Upload	Date/Time stamp of meter reading									
168	Third Party Read Services	Meter Read Attributes Upload	Beginning & ending odometer readings									
169	Third Party Read Services	Meter Read Attributes Upload	New customer/meter information									
170	Third Party Read Services	Meter Read Attributes Upload	Reading/constant verification flag									
171	Meter Read Interfaces	Automated Meter Reading (AMR)	The product shall provide the ability to support metering/hourly usage data to AMR in real-time.									
172	Meter Read Interfaces	Automated Meter Reading (AMR)	AMR information includes the following:									
173	Meter Read Interfaces	Automated Meter Reading (AMR)	Outage and detection and restoration									
174	Meter Read Interfaces	Automated Meter Reading (AMR)	Turn-on and turn-offs									
175	Meter Read Interfaces	Automated Meter Reading (AMR)	Power quality monitoring - meters should be able to monitor spikes, surges, sags, drops-outs, over voltage, under voltage and harmonic distortion									
176	Meter Read Interfaces	Automated Meter Reading (AMR)	Data to detect meter tampering and diversion detection									

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REF #	PROCESS	CATEGORY	DESIRED FUNCTIONALITY	In Base System	Requires Configuration	Requires user exit	Requires modification	Available in Future Release	Not Supported	Module	Workday Estimate	Bidder Notes
177	Meter Read Interfaces	Automated Meter Reading (AMR)	The product shall provide the ability to interface with various electronic meter-reading sources including AMR and telemetering devices for polling and uploading of meter read and load data information.									
178	Meter Read Interfaces	Automated Meter Reading (AMR)	The product shall provide the ability to interface with MV90 (load data as well as billing data).									
179	Meter Read Interfaces	Automated Meter Reading (AMR)	The product shall provide the ability to store MV90 interval data.									
180	Meter Read Interfaces	Automated Meter Reading (AMR)	The product shall provide the ability to create demand plots using MV90 interval data.									
181	Meter Read Interfaces	Remote Meter Reading	The product shall provide the ability to interface with remote meter reading systems.									
182	Meter Read Interfaces	Remote Meter Reading	Remote meter reading systems include:									
183	Meter Read Interfaces	Remote Meter Reading	Mobile Data Terminals (MDSI)									
184	Meter Read Interfaces	Remote Meter Reading	All current forms of AMR and OMR									
185	Meter Read Interfaces	Smart Meter	There may be a future need to interface with a "Smart Meter" system.									
186	Meter Read Interfaces	Smart Meter	The product shall provide the ability to:									
187	Meter Read Interfaces	Smart Meter	Interface with "Smart Meter" system.									
188	Meter Read Interfaces	Smart Meter	Interface with a system to remotely turn a meter off or on.									
189	Meter Read Interfaces	Smart Meter	Support the ability to handle "daily demand meters," "interval meters" to support unbundling, and user-defined TOU periods.									
190	Meter Read Interfaces	Smart Meter	Initiate an automated meter read electronically.									
191	Meter Read Interfaces	Third Party	The product shall have the ability to provide the necessary information and interfaces to read meters for another company, and share metering information like consumption, history, special meter reading requirements, load profiling, etc., within the confines of compliance with privacy of usage data.									
192	Meter Read Interfaces	Third Party	Receive input file of readings via Electronic Data Interchange (EDI) of meter reads performed by another company									
193	Meter Read Interfaces	Third Party	Create output file and transmit readings via Electronic Data Interchange (EDI) of meter reads for another company									

CIS Functional Requirements

REF #	PROCESS	CATEGORY	DESIRED FUNCTIONALITY	In Base System	Requires Configuration	Requires user exit	Requires modification	Available in Future Release	Not Supported	Module	Workday Estimate	Bidder Notes
194	Meter Read Interfaces	Third Party	Read another company's meters and provide a file through EDI of the readings									
195	Meter Read Interfaces	Miscellaneous	Support easy upload/download of meter reading data to/from laptops/desktops PCs.									

CIS Functional Requirements

REF #	PROCESS	CATEGORY	DESIRED FUNCTIONALITY	In Base System	Requires Configuration	Requires user exit	Requires modification	Available in Future Release	Not Supported	Module	Workday Estimate	Bidder Notes
	METERING & EQUIPMENT											
1	Meter Data	Meter Data	The product shall provide meter and equipment inventory management functions.									
2	Meter Data	Meter Attributes	The product shall provide an on-line review and update of all meter attributes and attachments.									
3	Meter Data	Meter Attributes	Meter attributes shall include but not be limited to the following:									
4	Meter Data	Meter Attributes	Meter Prefix (minimum of 10 alpha/numeric characters)									
5	Meter Data	Meter Attributes	Meter number (minimum of 10 numeric characters)									
6	Meter Data	Meter Attributes	Billing Constant									
7	Meter Data	Meter Attributes	Manufacturer Model									
8	Meter Data	Meter Attributes	Meter manufacturer name									
9	Meter Data	Meter Attributes	Meter manufacturer codes (3 alpha/numeric)									
10	Meter Data	Meter Attributes	Meter location on premises									
11	Meter Data	Meter Attributes	Number of dials									
12	Meter Data	Meter Attributes	Date installed/set (month, day and year)									
13	Meter Data	Meter Attributes	Repair history and in-test results									
14	Meter Data	Meter Attributes	Set criteria for generating a test order									
15	Meter Data	Meter Attributes	Date of meter purchase									
16	Meter Data	Meter Attributes	Meter status code (stock-set/active/inactive-removed-meter shop)									
17	Meter Data	Meter Attributes	Meter Ownership									
18	Meter Data	Meter Attributes	Daily demand meter, interval meter (unbundling)									
19	Meter Data	Meter Attributes	Demand scale									
20	Meter Data	Meter Attributes	Meter phone number (MV-90/gas)									
21	Meter Data	Meter Attributes	Additional Electric Meter Information:									
22	Meter Data	Meter Attributes	Meter class									
23	Meter Data	Meter Attributes	Meter Amps									
24	Meter Data	Meter Attributes	Meter dial type									
25	Meter Data	Meter Attributes	TOU register hours									
26	Meter Data	Meter Attributes	Number of registers									
27	Meter Data	Meter Attributes	Unit of measure									
28	Meter Data	Meter Attributes	Line phase (single or three phases)									
29	Meter Data	Meter Attributes	Number of wires									
30	Meter Data	Meter Attributes	Service conductor type and size									

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REF #	PROCESS	CATEGORY	DESIRED FUNCTIONALITY	In Base System	Requires Configuration	Requires user exit	Requires modification	Available in Future Release	Not Supported	Module	Workday Estimate	Bidder Notes
31	Meter Data	Meter Attributes	Pipe size									
32	Meter Data	Meter Attributes	Meter voltage/auto ranging									
33	Meter Data	Meter Attributes	Capacity									
34	Meter Data	Meter Attributes	Service voltage rating									
35	Meter Data	Meter Attributes	Meter size									
36	Meter Data	Meter Attributes	Transformer type									
37	Meter Data	Meter Attributes	Regulator									
38	Meter Data	Meter Attributes	Meter Pressure									
39	Meter Data	Meter Attributes	Delivery Pressure									
40	Meter Data	Meter Attributes	Transformer primary voltage									
41	Meter Data	Meter Attributes	Transformer secondary voltage									
42	Meter Data	Meter Attributes	Demand meter (Demand Register) (kva meters)									
43	Meter Data	Meter Attributes	Demand interval									
44	Meter Data	Meter Attributes	Internal multiplier (Corrector)									
45	Meter Data	Meter Attributes	Overhead/underground									
46	Meter Data	Meter Attributes	Interval recorder data									
47	Meter Data	Meter Attributes	Form number (Wires)									
48	Meter Data	Meter Attributes	Company code									
49	Meter Data	Meter Attributes	Register ratio (16 2/3)									
50	Meter Data	Meter Attributes	Manufacturer code									
51	Meter Data	Meter Attributes	Transformer kilovolt amps									
52	Meter Data	Meter Attributes	Seal number									
53	Meter Data	Meter Attributes	KVA									
54	Meter Data	Meter Attributes	KVA demand rating									
55	Meter Data	Meter Attributes	Meter Type (Demand/TOU/Kvar/etc)									
56	Meter Data	Meter Attributes	Meter Type (Small Diaphragm, Rotary, etc.)									
57	Meter Data	Meter Attributes	Register or disc constant									
58	Meter Data	Meter Attributes	Substation (Transformer, Feeder ID)									
59	Meter Data	Meter Attributes	Statistical Group (Compliance Sample)									
60	Meter Data	Meter Attributes	Tamper Code - on art meter bring back reading & tamper code									
61	Meter Data	Meter Attributes	Kh (watt hrs per rev on the disc - 1.8, 7.2)									
62	Meter Data	Meter Attributes	Person doing the work									
63	Meter Data	Meter Attributes	Date work done									
64			Time work done									
65	Meter Data	Meter Attributes	ERT number									
66	Meter Data	Meter Attributes	ERT type									
67	Meter Data	Meter Attributes	Collar number									

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REF #	PROCESS	CATEGORY	DESIRED FUNCTIONALITY	In Base System	Requires Configuration	Requires user exit	Requires modification	Available in Future Release	Not Supported	Module	Workday Estimate	Bidder Notes
68	Meter Data	Meter Attributes	KYZ output									
69	Meter Data	Meter Attributes	Communication type									
70	Meter Data	Meter Attributes	Frequency									
71	Meter Data	Meter Attributes	Scada protocol									
72	Meter Data	Meter Attributes	CT box size									
73	Meter Data	Meter Attributes	Meter box size									
74	Meter Data	Meter Attributes	Reason for removal									
75	Meter Data	Meter Attributes	Pressure Factor Metering Number (PFM) Minimum of 12 characters									
76	Meter Data	Meter Attributes	Count of Index Rollover									
77	Meter Data	Meter Attributes	The product shall store additional meter location information such as agency name, code, location/equipment served.									
78	Meter Data	Meter Attributes	The product shall provide the ability to store and update multiple registers per meter.									
79	Meter Data	Instrument/Device Attributes	The system should be able to manage instruments associated with meters and track these devices and their relationships.									
80	Meter Data	Instrument/Device Attributes	Device information includes the following:									
81	Meter Data	Instrument/Device Attributes	Manufacturer									
82	Meter Data	Instrument/Device Attributes	Manufacturer Type (Model Number)									
83	Meter Data	Instrument/Device Attributes	Size - Capacity									
84	Meter Data	Instrument/Device Attributes	Purchase Date									
85	Meter Data	Instrument/Device Attributes	Serial number									
86	Meter Data	Instrument/Device Attributes	Last tested date									
87	Meter Data	Instrument/Device Attributes	Track individual instruments connected to a meter									

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REF #	PROCESS	CATEGORY	DESIRED FUNCTIONALITY	In Base System	Requires Configuration	Requires user exit	Requires modification	Available in Future Release	Not Supported	Module	Workday Estimate	Bidder Notes
88	Meter Data	Instrument/Device Attributes	Insulation class									
89	Meter Data	Instrument/Device Attributes	Accuracy class									
90	Meter Data	Instrument/Device Attributes	Class (CT Ratio) - capable of tracking multi-ratio transformers									
91	Meter Data	Instrument/Device Attributes	Corrected ratio									
92	Meter Data	Instrument/Device Attributes	Gas pressure adjustment factor									
93	Meter Data	Instrument/Device Attributes	Temp. Pressure Adjustment Factor electronic gas correction device (Five dial CCF Read to 6 dial MCF reading.)									
94	Meter Data	Instrument/Device Attributes	Test history (include employee number)									
95	Meter Data	Instrument/Device Attributes	CT Connected burden									
96	Meter Data	Instrument/Device Attributes	PT Connected burden									
97	Meter Data	Instrument/Device Attributes	Rating Factor (CT)									
98	Meter Data	Premise Information	The product shall provide the ability to track number of CT units installed at a premise.									
99	Meter Data	Premise Information	The product shall provide the ability to track number of PT units installed at a premise.									
100	Meter Data	Load/Sizing Information	To verify the proper sizing of equipment, the company needs to identify the peak (highest) consumption recorded over a user defined period of time, at a premise, and within a distribution segment/node.									
101	Meter Data	Load/Sizing Information	The product shall provide the ability to store and maintain the following:									
102	Meter Data	Load/Sizing Information	Peak consumption information for a premise									
103	Meter Data	Load/Sizing Information	Equipment failure history									
104	Meter Data	Load/Sizing Information	Instances when consumption exceeds predetermined level by meter type									

CIS Functional Requirements

REF #	PROCESS	CATEGORY	DESIRED FUNCTIONALITY	In Base System	Requires Configuration	Requires user exit	Requires modification	Available in Future Release	Not Supported	Module	Workday Estimate	Bidder Notes
105	Meter Data	Load/Sizing Information	Generation data									
106	Meter Data	Load/Sizing Information	Peak generation value									
107	Meter Data	Load/Sizing Information	Peak load value									
108	Meter Data	Load/Sizing Information	Totalized/net value									
109	Meter Management	General Requirements	The system will support the creation of user-defined data elements needed to track all meter types and other serialized equipment.									
110	Meter Management	General Requirements	The system will support the creation of associations between meters and other customer and company owned equipment such as regulators and remote measurement devices.									
111	Meter Management	General Requirements	The system shall track metering equipment installs and removes.									
112	Meter Management	General Requirements	Metering equipment test/repair data/tracking and scheduling of the work and the meter tech performing such.									
113	Meter Management	General Requirements	The system shall provide on-line inquiry of meters by address, service number, prefix, size, class, meter number, or other meter attributes as defined by Utility									
114	Meter Management	General Requirements	The system shall provide on-line inquiry and hard copy reporting of meters and their status (set, etc.)									
115	Meter Management	General Requirements	The system shall show current and past geographical locations for all meters and other user defined equipment.									
116	Meter Management	General Requirements	Manage third party meter equipment (non-company meters)									
117	Meter Management	General Requirements	The product shall provide the ability to have a correlation process that goes on daily between meter inventory data & CIS data that takes any exceptions & sends them to a work queue. This goes to the meter attributes level (ex: number of read dials per register, constant, etc.) & the installation of meter in field or removal from the field. Work queue should list meters in 'limbo'. i.e. meters scheduled to install but never completed.									
118	Meter Management	General Requirements	There is a need to make some meter repairs in the field such as changing or resetting the dial. The product shall provide the ability to, upon completion of the order, update the premise record for the meter dial attributes and process through billing. It shall be treated same as any other meter change except meter number does not change.									
119	Meter Management	General Requirements	The product shall support on-line retrieval of meter information using the meter address/location information.									
120	Meter Management	Equipment Tracking	The product shall provide the ability to track the meter and instrument from purchase, to inventory, to installation, to removal, to disposal.									
121	Meter Management	Equipment Tracking	The product shall provide the ability to provide an on-line historical view of meters and instruments located at premises for a table driven period of time (by premise).									

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REF #	PROCESS	CATEGORY	DESIRED FUNCTIONALITY	In Base System	Requires Configuration	Requires user exit	Requires modification	Available in Future Release	Not Supported	Module	Workday Estimate	Bidder Notes
122	Meter Management	Equipment Tracking	The product shall provide the ability to associate a Geographic Location Number (GLN) with a meter.									
123	Meter Management	Rules/Validation	The company receives several shipments of new meters. The serial numbers of one shipment match serial numbers of meters that are already recorded in our system. For inventory control, we cannot accept or use the new (duplicate) meters. The product shall provide the ability to prohibit duplicate equipment serial numbers within the same manufacturer and meter type.									
124	Meter Management	Rules/Validation	The product shall provide validation of all meter attributes including cross field validation based on user defined business rules.									
125	Meter Management	Rules/Validation	A service person changes the meter. The product shall have the ability to automatically update meter and meter set component attribute values when the meter set order is completed. The product shall cross check meter number, register configuration and size, multiplier, etc.									
126	Meter Management	Rules/Validation	Metering equipment data shall be validated to prevent the inclusion of faulty data into your meter inventory file, as this will be correlated to CIS data. All input data shall be validated & correct. The product shall provide the ability to prevent incorrect meter/equipment data from entering the product.									
127	Meter Management	Rules/Validation	Procedures to be followed are determined in part by the metering equipment involved. For instance, if an off-cycle reading is needed, the procedure for a standard meter is different from a fixed network AMR meter. The product shall provide the ability to support rules based processing including meter attributes as determinant.									
128	Meter Management	Rules/Validation	Remote access versus field visit for reading									
129	Meter Management	Rules/Validation	Remote access versus field visit for disconnects									
130	Meter Management	Rules/Validation	Skill level assigned based on equipment category									
131	Meter Management	Rules/Validation	Ability to interface with automated meter reading systems.									
132	Meter Management	Meter Testing	The Utility performs scheduled testing of a select number of its meters on a regular, predefined basis, periodically and based on statistical selection. It also tests meters upon customer request, providing certain criteria are met.									

CIS Functional Requirements

REF #	PROCESS	CATEGORY	DESIRED FUNCTIONALITY	In Base System	Requires Configuration	Requires user exit	Requires modification	Available in Future Release	Not Supported	Module	Workday Estimate	Bidder Notes
133	Meter Management	Meter Testing	The product shall provide the following:									
134	Meter Management	Meter Testing	Generate the orders needed to cause a meter to be removed for testing (based on client defined selection criteria)									
135	Meter Management	Meter Testing	Set up the criteria needed to cause a scheduled meter test order to be issued.									
136	Meter Management	Meter Testing	Add/View meter test results data history (either scheduled testing or on-request testing results) including but not limited to: address, account number, meter, date, results, employee, comments, etc.									
137	Meter Management	Meter Testing	Provide Statistical Meter Testing - program to randomly select a meter for testing.									
138	Meter Management	Meter Testing	Provide user defined logic to identify periodic meters for testing									
139	Meter Management	Meter Testing	Support the ability to upload and download test information from a 3rd party system.									
140	Meter Management	Meter Testing	The product shall provide the ability to create a list/or on-line work queue of accounts where the meter has tested outside of range along with the appropriate test results. An adjustment can be calculated automatically for the prescribed period of time.									
141	Meter Management	Meter Testing	The product shall provide the ability to handle the following:									
142	Meter Management	Meter Testing	Determine if incorrect test data was entered for a meter									
143	Meter Management	Meter Testing	Correction of the test data									
144	Meter Management	Meter Testing	Correct the data within the time allotted.									
145	Meter Management	Meter Testing	Manage the level of authority required to correct the data									
146	Meter Management	Meter Testing	Provide reporting per regulatory requirements.									

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REF #	PROCESS	CATEGORY	DESIRED FUNCTIONALITY	In Base System	Requires Configuration	Requires user exit	Requires modification	Available in Future Release	Not Supported	Module	Workday Estimate	Bidder Notes
147	Meter Management	Meter Testing	Ability to maintain and manage test history data items such as but not limited to:									
148	Meter Management	Meter Testing	Results as found and as left									
149	Meter Management	Meter Testing	Reads									
150	Meter Management	Meter Testing	Date									
151	Meter Management	Meter Testing	Demand									
152	Meter Management	Meter Testing	Tester id									
153	Meter Management	Meter Testing	Test equipment									
154	Meter Management	Meter Testing	Test reason									
155	Meter Management	Meter Testing	The system shall support charging for customer requested meter tests.									
156	Meter Management	Mass Updates to Meter Inventory	A series of transactions occurs such as the purchase of 1000 meters, testing of 400 meters or the retirement of 100 meters. The system shall support the mass update of meter information including the following:									
157	Meter Management	Mass Updates to Meter Inventory	Track these entries on-line in real-time									

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REF #	PROCESS	CATEGORY	DESIRED FUNCTIONALITY	In Base System	Requires Configuration	Requires user exit	Requires modification	Available in Future Release	Not Supported	Module	Workday Estimate	Bidder Notes
158	Meter Management	Mass Updates to Meter Inventory	Validate all retired information was entered									
159	Meter Management	Mass Updates to Meter Inventory	Display the number of meters tested and repaired by class									
160	Meter Management	Mass Updates to Meter Inventory	The system shall provide the ability to automatically purge inactive meters after a user defined period of time.									
161	Meter Management	Meter Maintenance/Removal	Meters and meter components (meter attachments, dials, etc.) shall be changed periodically. These orders should be automatically generated based on table driven criteria (such as age, manufacturer code, other meter attributes/attachments, etc.) and matched/noted any time an order is generated for that premise. These orders shall also be able to be deleted from the product when quota is reached for the year. The product shall update the record for any of this work when completed. The product shall provide the ability to provide this functionality.									
162	Meter Management	Miscellaneous	The product shall provide the ability to scan bar code information off a meter, device or instrument for entry into the system.									
163	Meter Management	Miscellaneous	The product shall provide an on-line code dictionary for all meter types, makes and sizes including capacities, and pressures, etc.									
164	Meter Management	Interfaces	The product shall provide the ability to interface with third party meter reading systems including but not limited to the following:									
165	Meter Management	Interfaces	ITRON/MV90 meter reading systems									
166	Meter Management	Interfaces	PP4									
167	Meter Management	Interfaces	ARCS (Automated Routing Control System)									
168	Meter Management	Interfaces	AMM (Automated Meter Management)									
169	Meter Management	Interfaces	Multiple vendor meter reading input/output files and software									
170	Meter Management	Interfaces	Scheduling and dispatching system									
171	Meter Management	Interfaces	AMR devices/digital cellular									
172	Meter Management	Interfaces	GIS (GPS)									
173	Meter Management	Interfaces	Inventory control (materials handling)									
174	Meter Management	Interfaces	Work management									
175	Meter Management	Interfaces	Outage reporting									
176	Meter Management	Interfaces	Mobile data terminals									

CIS Functional Requirements

REF #	PROCESS	CATEGORY	DESIRED FUNCTIONALITY	In Base System	Requires Configuration	Requires user exit	Requires modification	Available in Future Release	Not Supported	Module	Workday Estimate	Bidder Notes
177	Meter Management	Interfaces	Wholesale billing system									
178	Meter Management	Interfaces	Weather Information									
179	Meter Management	Interfaces	The product shall provide the ability to support cross checking validation for various meter data interfaces.									
180	Meter Management	Interfaces	Support internet access (TCP/IP) to any metering device and interfaces to external systems (e.g., work management, construction management, facilities, AM/FM/GIS).									
181	Meter Management	Interfaces	The product shall provide standard interfaces to 3rd party reporting tools (BW)									
182	Meter Management Reporting	Reports	The product shall support on-line retrieval of meter information using the meter address/location information.									
183	Meter Management Reporting	Reports	Meter shop productivity reporting (meter tester performance)									

CIS Functional Requirements

REF #	PROCESS	CATEGORY	DESIRED FUNCTIONALITY	In Base System	Requires Configuration	Requires user exit	Requires modification	Available in Future Release	Not Supported	Module	Workday Estimate	Bidder Notes
	MARKETING											
1	Marketing Data	Customer/Premise Data	The system shall capture demographic data for use in marketing including but not limited to the following:									
2	Marketing Data	Customer/Premise Data	Demographic data									
3	Marketing Data	Customer/Premise Data	Special needs of all customers (including language preference for future correspondence)									
4	Marketing Data	Customer/Premise Data	Customer group data: marketing segment or sub-segment; rate and revenue class; etc.									
5	Marketing Data	Customer/Premise Data	Load curtailment: the system should have the ability to track numerous load curtailment programs. Load curtailment varies by customer and by service territory.									
6	Marketing Data	Customer/Premise Data	Transformer, Meters Pipes, Equipment, - Company owned vs. customer owned									
7	Marketing Data	Customer/Premise Data	Customer's company contact - energy decision maker and/or bill payer									
8	Marketing Data	Customer/Premise Data	Alternative fuel sources - wind, fuel, solar, capstone, digester, fuel cell, hydro power									
9	Marketing Data	Customer/Premise Data	Information about customer business (what they make or provide)									
10	Marketing Data	Customer/Premise Data	Primary and secondary email fields									
11	Marketing Data	Customer/Premise Data	Opt-in information that gives the customer's preferred method of contact									
12	Marketing Data	Customer/Premise Data	Opt-out information									
13	Marketing Data	Customer/Premise Data	Customer, account, and premise consumption, demand and revenue for any user defined period with ability to archive and retrieve.									
14	Marketing Data	Customer/Premise Data	Participation in marketing products/programs									
15	Marketing Data	Customer/Premise Data	Comments at the customer and premise level.									
16	Marketing Data	Customer/Premise Data	The system shall have the ability to provide a hierarchical, multi-level view of customers (e.g. parent/child relationships).									
17	Marketing Data	Customer/Premise Data	The system shall have the ability to track and maintain customer, premise and meter profile information, in addition to customer history information. Profile information includes items such as load factors, average energy usage and demand, customer reliability, event frequency and duration, percent on-and-off peak usage (for time-of-use rates), etc., and the amount of change in these over time.									
18	Marketing Data	Customer/Premise Data	The system shall maintain and update current SIC's and NASIC's. The system shall handle SIC/NASIC's code set up where the account's economic activity at the facility is not its primary function.									

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REF #	PROCESS	CATEGORY	DESIRED FUNCTIONALITY	In Base System	Requires Configuration	Requires user exit	Requires modification	Available in Future Release	Not Supported	Module	Workday Estimate	Bidder Notes
19	Marketing Data	Customer/Premise Data	The system shall have the ability to identify and group customers and/or premises.									
20	Marketing Data	Customer/Premise Data	The following are examples of identifying information or groups.									
21	Marketing Data	Customer/Premise Data	Customer/premise profile									
22	Marketing Data	Customer/Premise Data	Rate and revenue class									
23	Marketing Data	Customer/Premise Data	Revenue amounts - non-commodity									
24	Marketing Data	Customer/Premise Data	Product or Service Sales amounts									
25	Marketing Data	Customer/Premise Data	Geographic location									
26	Marketing Data	Customer/Premise Data	Service center/County/City/Other									
27	Marketing Data	Customer/Premise Data	Transformer/circuit, node, location information.									
28	Marketing Data	Customer/Premise Data	Customer grouping by service level									
29	Marketing Data	Customer/Premise Data	Other user defined elements									
30	Marketing	Customer Contact	A customer contacts the company via internet mail, fax, web, telephone or other contact method or is contacted by the company. The system shall store details related to outbound and inbound contacts.									
31	Marketing	Analytics	The system shall provide the ability to query for consumption history on various time frames.									
32	Marketing	Analytics	The system shall have the ability to produce reports of information for groups of customers and premises.									
33	Marketing	Analytics	The system shall have the ability to generate and export mailing lists, telephone contacts, to analyze data, to produce on-line and printed reports, etc., for groups created by the above process.									
34	Marketing	Analytics	The system shall evaluate past consumption history based on some pre-defined benchmark or calculated qualifier to determine eligibility for a program									
35	Marketing	Load Profile	The system should have the capability to provide customers with usage history and load profile information.									
36	Marketing	Marketing Toolsets	The system shall provide on-line access to comparison pricing of various competitive energy services and products.									
37	Marketing	Surveys	The system shall generate customer surveys or telemarketing lists to regularly determine if customer needs/requests are being met. The system shall also support automated call handoff for customer satisfaction survey follow-up monitoring by 3rd parties. This shall include surveys being sent directly to the customer, plus surveys being sent to marketing or customer service for those customers who will be called by account managers or service representatives for customer satisfaction for installed or delivered products.									

CIS Functional Requirements

REF #	PROCESS	CATEGORY	DESIRED FUNCTIONALITY	In Base System	Requires Configuration	Requires user exit	Requires modification	Available in Future Release	Not Supported	Module	Workday Estimate	Bidder Notes
38	Marketing	Surveys	The product shall support the creation of random samples based on user defined rules.									
39	Marketing	Interfaces	The system shall interface with programming languages/database query tools (Brio Query, Business Objects, Info Maker, Cognos, etc.), and spreadsheets (Microsoft Excel, etc.) for ad hoc analyses and reporting of data using these tools. The tools conceivably need access to every field in the database.									
40	Contract Management	General Contract Requirements	The system shall create a contract for delivery of products /services/energy and including the following details: **Note: Additional Contract Management Requirements found in Billing**									
41	Contract Management	General Contract Requirements	The system shall accommodate service delivery fee contracts.									
42	Contract Management	General Contract Requirements	The system shall allow multiple contracts per customer									
43	Contract Management	General Contract Requirements	The system shall upon delivery of product or service to customer or when service is completed:									
44	Contract Management	General Contract Requirements	Flag the contract for 30 day follow-up.									
45	Contract Management	General Contract Requirements	Post a receivable									
46	Contract Management	General Contract Requirements	Update the premise information									

CIS Functional Requirements

REF #	PROCESS	CATEGORY	DESIRED FUNCTIONALITY	In Base System	Requires Configuration	Requires user exit	Requires modification	Available in Future Release	Not Supported	Module	Workday Estimate	Bidder Notes
	REPORTING TOOLS											
1	Report Management	General Requirements	Reports shall be available for on-line and/or hardcopy viewing and distribution via fax, email, web link, online workflow and viewing on the Web.									
2	Report Management	General Requirements	Application shall provide for report management including the following examples:									
3	Report Management	General Requirements	Archival to long-term storage device and/or media									
4	Report Management	General Requirements	Rerun versus reprint									
5	Report Management	General Requirements	User controlled destination of output									
6	Report Management	General Requirements	Ability to "zip" a report prior to attaching to an email message.									
7	Report Management	General Requirements	Security (restrict access to sensitive reports while allowing access to others)									
8	Report Management	General Requirements	Base reports shall be standardized so basic format changes can be made easily (i.e., table driven headers and sort/break parameters).									
9	Report Management	General Requirements	The system shall allow users to save queries for reuse in the future. (Favorite Reports)									
10	Report Management	General Requirements	The system shall allow users to save ad hoc reports (results after running the report) for future access.									
11	Report Management	General Requirements	Documentation shall be provided for all "baseline" reports, this should include system generated, ad hoc and online reports. Documentation shall contain report narratives, data, tables utilized, algorithms, business logic and flowcharts.									
12	Report Management	General Requirements	The system shall provide for automatic user notification via email or other transaction to the status of batch processes. This is needed to insure that operational reports are run after batch updates to various business processes such as billing and payment posting.									
13	Report Management	General Requirements	A common report processor/tool shall be provided in the event we want to put all reports into a document management system.									
14	Report Management	General Requirements	Provide the ability to restrict AD Hoc access to the database.									
15	Report Management	General Requirements	The system shall provide for the following reporting features:									
16	Report Management	General Requirements	Provides user on-line facilities to identify and execute reports on specific cycles (report scheduling facilities).									
17	Report Management	General Requirements	Provide a set of reporting and development tools for report generation the product shall include drill down, graphical, statistical, and olap (online application process) features.									
18	Report Management	General Requirements	A scheduling tool shall be provided to automatically schedule reports to run.									

CIS Functional Requirements

REF #	PROCESS	CATEGORY	DESIRED FUNCTIONALITY	In Base System	Requires Configuration	Requires user exit	Requires modification	Available in Future Release	Not Supported	Module	Workday Estimate	Bidder Notes
19	Report Management	General Requirements	The system shall provide the following:									
20	Report Management	General Requirements	Provides ability for user to modify standard report formats/fields.									
21	Report Management	General Requirements	Provides ability to change screen format easily.									
22	Report Management	General Requirements	Provides ability to modify help screens and add new help screens.									
23	Report Management	General Requirements	Provide a set of tools to perform report maintenance.									
24	Report Management	Ad-Hoc Reporting	The System shall contain ad-hoc reporting and file generation capabilities inherent in the system. The system shall have the flexibility for users to download and upload data in an Excel or other spreadsheet, user database files and modeling systems without technical assistance. Users should be able to control the format of the download file.									
25	Report Management	Ad-Hoc Reporting	The system shall allow for ad-hoc reporting that spans company jurisdictions. The system shall be have the ability to produce reports that include similar data									
26	Report Management	Ad-Hoc Reporting	Configuration of ad-hoc reporting shall be included with the baseline system and fixed fee contract.									
27	Report Management	Queries	The system shall provide the following query facilities:									
28	Report Management	Queries	Provides queries that are optimized and tools are provided to optimize new queries (i.e., dynamic SQL's are notorious for passing back to the client more rows of database records than is required by the server application (e.g. JOIN's)).									
29	Report Management	Queries	Provides ability to restrict the maximum number of records/rows reading the database.									
30	Report Management	Complex Queries	The system shall support complex data access and analysis via access to the production data environment.									
31	Report Management	Complex Queries	The system shall support complex data access and analysis via a data warehouse or shadow database.									
32	Report Management	Transactional Analysis	The system shall support transactional reporting and analysis to insure the accuracy of data passed to and from the CIS and other 3rd party applications including CRM, EDI and Web based transactions, and other interfaces.									
33	Report Management	Transactional Analysis	The system shall support transactional analysis for monitoring of system transactions such as collections activities, enrollment contract status, marketplace transactions etc.. The system shall support user defined exception handling for any transactions that fall outside of user defined parameters.									
34	Report Management	Interface	The system shall allow for integration with third party ad hoc tools such as (crystal reports, business objects, brio , etc).									
35	Report Management	Interface	The product shall support transmittal of reports via FTP									

CIS Functional Requirements

REF #	PROCESS	CATEGORY	DESIRED FUNCTIONALITY	In Base System	Requires Configuration	Requires user exit	Requires modification	Available in Future Release	Not Supported	Module	Workday Estimate	Bidder Notes
	WEB ACCESS											
1	Customer Self-Serve	Customer Transactions	The product shall have the ability to create items for employee work queues to further interact with customer's web inquiries.									
2	Customer Self-Serve	Customer Transactions	All web transactions shall create user defined customer contact records.									
3	Customer Self-Serve	Customer Transactions	The product shall provide the ability to create automatic confirmation of receipt of customer inquiries.									
4	Customer Self-Serve	Customer Transactions	The product shall allow customers to create/update customer profile information such as telephone number, email address, other demographic information.									
5	Customer Self-Serve	Customer Transactions	The product shall provide service outage messages									
6	Customer Self-Serve	Customer Transactions	The product shall support web based access to any CIS transaction									
7	Customer Self-Serve	Customer Transactions	The product shall support customer queries with selection criteria.									
8	Customer Self-Serve	Customer Transactions	The product shall support downloads of account information.									
9	Web Capabilities	Marketing	The product shall have the ability to incorporate surveys according to business needs.									
10	Web Capabilities	Marketing	The product shall have the ability to implement e-commerce via the Web site. (Complete a financial transaction for purchase of goods and services)									
11	Web Capabilities	Marketing	The product shall have the ability to allow customers to enroll in programs via the Web site.									
12	Web Capabilities	Marketing	The product shall have the ability to allow customers to check the status of program enrollment via the web. For example the check the status of a rebate via the web.									
13	Web Capabilities	Marketing	The product shall have the ability to track customer web traffic, transactions, and navigation.									
14	Web Capabilities	Marketing	The system shall provide the ability to display user defined messages upon web site logout.									
15	Web Capabilities	Marketing	The system shall provide a secure message capability for customer notifications. (Customer specific messages listed after login)									
16	Web Capabilities	Marketing	The product shall support customer analysis of energy usage.									
17	Web Capabilities	Security	The product shall only allow the customer of record or his/her authorized agent access to their account.									

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Web Access

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REF #	PROCESS	CATEGORY	DESIRED FUNCTIONALITY	In Base System	Requires Configuration	Requires user exit	Requires modification	Available in Future Release	Not Supported	Module	Workday Estimate	Bidder Notes
18	Web Capabilities	Security	The product shall support web based access to multiple customer/account records for select 3rd parties. For example 3rd party accounts payable, account management companies/individuals should have access to customer/accounts they manage.									
19	Web Capabilities	Security	The product should require pins or other mechanism for verification, and provide ability of creating and maintaining such authorization ID's.									
20	Web Capabilities	Security	The product shall encrypt passwords on the database.									
21	Web Capabilities	Security	The product shall allow one user ID and password for multiple accounts. (Landlords, etc…)									
22	Web Capabilities	Security	The product shall provide a mechanism to support password retrieval by user and reset by company.									
23	Web Capabilities	Security	The product shall support SSL. (Secure Socket Layer) between the customer/web server/client.									
24	Web Capabilities	Security	The product shall provide internal user-defined web logout procedures including timeout settings.									
25	Web Capabilities	Security	The product shall support online registration for account access.									
26	Web Capabilities	Security	The product shall support the capture of a user defined security questions to be used by the customer during web access login.									
27	Web Capabilities	Site Navigation/Look and Feel	The product shall have the ability to search by keywords and phrases with user defined parameters.									
28	Web Capabilities	Site Navigation/Look and Feel	The product shall have clearly navigable pages that are easy to use, minimizing levels.									
29	Web Capabilities	Site Navigation/Look and Feel	The product shall provide a knowledge-based Frequently Asked Questions (FAQs) data base.									
30	Web Capabilities	Site Navigation/Look and Feel	The product shall provide easily updatable task-based help.									
31	Web Capabilities	Site Navigation/Look and Feel	The product shall incorporate usability best practices.									
32	Web Capabilities	Web Design/Configuration	The product shall provide a test environment									
33	Web Capabilities	Web Design/Configuration	The product shall provide the ability to move web configuration from the test environment to the production environment with online approval/audit trail.									
34	Web Capabilities	Web Design/Configuration	The product shall provide tools to port production data to the test environment									
35	Web Capabilities	Web Design/Configuration	The product shall provide the ability to create test accounts/data manually									
36	Web Capabilities	Web Design/Configuration	The product shall be compatible to all current internet accessibility standards.									

CIS Functional Requirements

REF #	PROCESS	CATEGORY	DESIRED FUNCTIONALITY	In Base System	Requires Configuration	Requires user exit	Requires modification	Available in Future Release	Not Supported	Module	Workday Estimate	Bidder Notes
37	Web Capabilities	Web Design/Configuration	The product shall have the ability to support 2 previous browser versions of IE, FireFox, Safari, etc.									
38	Web Capabilities	Web Design/Configuration	The product shall support web based access via multiple devices such as PDA, Cell Phone, Blackberry, etc.									
39	Web Capabilities	Web Design/Configuration	The product shall use style sheets so all screens match the corporate web page design standard.									
40	Web Capabilities	Web Design/Configuration	The product shall provide minimal website down time during off hours for maintenance.									
41	Web Capabilities	Web Design/Configuration	The product shall be easily configurable with other 3rd party applications.									
42	Web Capabilities	Web Design/Configuration	The product shall have the ability to upgrade the web portion separately from other CIS upgrades.									
44	Web Capabilities	Web Design/Configuration	The product shall have the ability to archive older versions of web pages.									
45	Web Capabilities	Web Design/Configuration	The product provide printer friendly outputs									

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Web Access

CIS Functional Requirements

REF #	PROCESS	CATEGORY	DESIRED FUNCTIONALITY	In Base System	Requires Configuration	Requires user exit	Requires modification	Available in Future Release	Not Supported	Module	Workday Estimate	Bidder Notes
	CUSTOMER CHOICE											
1	Electric Choice	EDI	The system shall have the ability to support EDI transactions. Specifically to support electric deregulation. This includes supplier initiated, or utility initiated transaction files; Includes error processing, etc									
2	Electric Choice	Retail Supplier Information	The product shall support the ability to setup and maintain the following supplier information:									
3	Electric Choice	Retail Supplier Information	Name of supplier									
4	Electric Choice	Retail Supplier Information	Assigned supplier number									
5	Electric Choice	Retail Supplier Information	Address of supplier									
6	Electric Choice	Retail Supplier Information	Phone contact shown on bill									
7	Electric Choice	Retail Supplier Information	Type of A/R: Purchase vs. non-purchase of supplier receivables. Purchase receivables are owned by the utility and follow the normal collections process. Non-purchased receivables are owned by the 3rd party supplier and managed by the utility while the account is in an active status.									
8	Electric Choice	Retail Supplier Information	Supplier purchase receivable discount percentage									
9	Electric Choice	Retail Supplier Information	The product shall support the ability to test a new supplier configuration (connectivity testing). This is just a test of the EDI communications									
10	Electric Choice	Retail Supplier Information	The product shall support the ability to test a new supplier configuration (content testing) but allow round trip testing using test scripts.									
11	Electric Choice	Setup Maintain 3rd Party Supplier Rates	The product shall have the ability to configure supplier rates. The following standard rate templates are available:									
12	Electric Choice	Setup Maintain 3rd Party Supplier Rates	Flat rate									
13	Electric Choice	Setup Maintain 3rd Party Supplier Rates	Flat charge									
14	Electric Choice	Setup Maintain 3rd Party Supplier Rates	Declining block (stepped)									
15	Electric Choice	Setup Maintain 3rd Party Supplier Rates	Time of Day									
16	Electric Choice	Setup Maintain 3rd Party Supplier Rates	The product shall have the ability to test newly setup rates, demonstrating how the rate is calculated.									
17	Electric Choice	Setup Maintain 3rd Party Supplier Rates	The product shall have the ability to configure supplier rates that are non-standard (example: percent off of avoidable charges). The configuration and customization to support these rates are billed back to the supplier outside the CIS if the supplier agrees with the estimated development costs.									
18	Electric Choice	Pre-enrollment List	The product shall have the ability to provide an extract of customers to suppliers.									
19	Electric Choice	Pre-enrollment List	Examples include, but not limited to the following:									

CIS Functional Requirements

REF #	PROCESS	CATEGORY	DESIRED FUNCTIONALITY	In Base System	Requires Configuration	Requires user exit	Requires modification	Available in Future Release	Not Supported	Module	Workday Estimate	Bidder Notes
20	Electric Choice	Pre-enrollment List	Handle customers who have OPT out of deregulation									
21	Electric Choice	Pre-enrollment List	Customer information (name, etc) but not the account number									
22	Electric Choice	Pre-enrollment List	Usage data - 12 months by meter									
23	Electric Choice	Pre-enrollment List	Billing program (Equal Payment, Average Bill, etc.)									
24	Electric Choice	Pre-enrollment List	Current Supplier enrollment switch									
25	Electric Choice	Pre-enrollment List	Load profile segment									
26	Electric Choice	Pre-enrollment List	Rate									
27	Electric Choice	Pre-enrollment List	Meter type indicator									
28	Electric Choice	Supplier customer enrollment	The product shall support the ability to track and maintain customers who have elected to opt out.									
29	Electric Choice	Supplier customer enrollment	Ability to view customer/supplier relationships; present and historical									
30	Electric Choice	Supplier customer enrollment	The product shall have the ability to produce user configured customer letters and bill message for the following : enrollments, drops, etc									
31	Electric Choice	Supplier customer enrollment	The product shall have the ability to support an user defined algorithm for billing effective dates of transactions. Must be able to handle exception to the main rule for PIPP customers.									
32	Electric Choice	Supplier customer enrollment	The product shall have the ability to handle enrollment files from suppliers via EDI.									
33	Electric Choice	Supplier customer enrollment	The ability to take supplier enrollment file in EDI format for processing									
34	Electric Choice	Supplier customer enrollment	The product shall have the ability to validate EDI syntax and trading partner information (DUNS #, etc)									
35	Electric Choice	Supplier customer enrollment	The ability to manually enroll a customer with an supplier for processing									
36	Electric Choice	Supplier customer enrollment	The ability to process a enrollment file from the supplier. This file contains the following information:									
37	Electric Choice	Supplier customer enrollment	Enrollments									
38	Electric Choice	Supplier customer enrollment	Drops									
39	Electric Choice	Supplier customer enrollment	Rescinds									
40	Electric Choice	Supplier customer enrollment	The enrollment information would include but not limited to the following:									
41	Electric Choice	Supplier customer enrollment	Supplier number									
42	Electric Choice	Supplier customer enrollment	Customer information (account, name, etc)									
43	Electric Choice	Supplier customer enrollment	The system shall support the following types of supplier billing programs:									
44	Electric Choice	Supplier customer enrollment	Dual - supplier does own billing based on usage from utility;									
45	Electric Choice	Supplier customer enrollment	Bill ready - supplier does own bill calculation based on usage from utility, then sends the amounts back for utility to present on the bill									
46	Electric Choice	Supplier customer enrollment	Rate ready - utility (LDC) bills on behalf of the supplier based on supplier rates in the CIS									

CIS Functional Requirements

REF #	PROCESS	CATEGORY	DESIRED FUNCTIONALITY	In Base System	Requires Configuration	Requires user exit	Requires modification	Available in Future Release	Not Supported	Module	Workday Estimate	Bidder Notes
47	Electric Choice	Supplier customer enrollment	Supplier consolidated bill ready- utility calculated utility charges and passes usage and calculated utility charge to the supplier. Supplier calculates the supplier charges. Supplier presents all on the supplier bill.									
48	Electric Choice	Supplier customer enrollment	Supplier consolidated rate ready- usage passed to supplier. Supplier calculates the utility and supplier charges. Supplier presents all on the supplier bill.									
49	Electric Choice	Supplier customer enrollment	The system shall track the following information:									
50	Electric Choice	Supplier customer enrollment	Supplier rate code									
51	Electric Choice	Supplier customer enrollment	Service type									
52	Electric Choice	Supplier customer enrollment	Service point I.D.									
53	Electric Choice	Supplier customer enrollment	Tax exemption percentage									
54	Electric Choice	Supplier customer enrollment	The product shall support the ability to validate each transaction request based on user defined business rules and track any rejection reason as applicable									
55	Electric Choice	Supplier customer enrollment	The product shall support the ability to track and maintain supplier rate changes effective with future date.									
56	Electric Choice	Supplier customer enrollment	The product shall support the ability to send an enrollment response with enrollment status back to the supplier.									
57	Electric Choice	Supplier customer enrollment	Customer information (account, name, etc)									
58	Electric Choice	Supplier customer enrollment	Premise information									
59	Electric Choice	Supplier customer enrollment	Mailing Address									
60	Electric Choice	Supplier customer enrollment	Enrollment status and rejection reason codes									
61	Electric Choice	Supplier customer enrollment	Enrollment effective date									
62	Electric Choice	Supplier customer enrollment	Meter information (number, type, characteristics)									
63	Electric Choice	Supplier customer enrollment	Meter usage information (12 months)									
64	Electric Choice	Supplier customer enrollment	Budget billing indicator / PIPP indicator									
65	Electric Choice	Supplier customer enrollment	Load profile segment									
66	Electric Choice	Supplier customer enrollment	Meter reading cycle									
67	Electric Choice	Supplier customer enrollment	The product shall support the ability to send the response data to the supplier information system.									

CIS Functional Requirements

REF #	PROCESS	CATEGORY	DESIRED FUNCTIONALITY	In Base System	Requires Configuration	Requires user exit	Requires modification	Available in Future Release	Not Supported	Module	Workday Estimate	Bidder Notes
68	Electric Choice	Supplier customer enrollment	The product shall support the ability to send an EDI enrollment status back to supplier									
69	Electric Choice	Supplier customer enrollment	The product shall have the ability to handle changes to enrolled customers files from suppliers via EDI interface.									
70	Electric Choice	Supplier customer enrollment	The following are examples:									
71	Electric Choice	Supplier usage inquiry	Prior to enrolling a customer with a supplier, the supplier can request usage information for the last 12 months. Supplier must supply customer account number which is an indication they have customer authorization.									
72	Electric Choice	Switch	**Supplier Switch** transaction that initiates a drop and an enrollment									
73	Electric Choice	Switch	DROP - Due to a new supplier enrollment, the utility initiates customer/supplier relationship termination. Transaction data sent to the supplier include but are not limited to the following: Customer, account, effective date									
74	Electric Choice	Switch	ENROLLMENT - same as new enrollment process									
75	Electric Choice	Drop	**DROP** - Supplier EDI transaction or manually initiated via CSBC rep using supplier information system. Customer/supplier relationship termination due various conditions (example: contract date expiration, customer not paying supplier bill). As part of this process, the customer returns to the utility service at the default or standard offer price.									
76	Electric Choice	Drop	Ability to accept an new supplier enrollment when the drop is in pending status (effective date has not been reached). The process bypasses the return to utility and just enrolls the customer with the new supplier.									
77	Electric Choice	Drop	**DROP** - Utility initiated Drop (example: final bill).									
78	Electric Choice	Drop	**DROP** - Utility initiated Drop (example: one service off). Must handle multiple services where one finals and another remains active with supplier									
79	Electric Choice	Drop	**DROP** - Customer initiated DROP - ability to create a work queue item to CSBC rep to manually work a Drop transaction									
80	Electric Choice	Supplier Default	**DROP** - Utility initiated Drop (example: supplier defaults). System will send individual transactions to terminate each customer enrolled with the supplier. Processed like normal Drops									
81	Electric Choice	Supplier Default	The product must be able to track financial information and process customers related to a defaulted supplier									
82	Electric Choice	Reinstate	For a supplier initiated Drop in error, allow for a reinstatement. Customer must be in pending drop status. Validation to reject if account is already effective with utility or new supplier									
83	Electric Choice	Reinstate	Customer initiated reinstatement based on CSR interaction. CSR creates a work item for CSBC rep to reinstate the supplier relationship. Manual reinstate while pending drop based upon customer request.									
84	Electric Choice	Rescind	Customer initiated rescind after supplier confirmed enrollment, customer changes mind or did not accept initially.. Based on interaction with CSR, have the ability to create a work queue item for CSBC rep. Based upon the condition of the account prior to the enrollment, the CSBC rep will initiated a RESCIND in the supplier information system which will send a DROP to the new supplier and possibly a REINSTATE to reactive the prior supplier if applicable									

CIS Functional Requirements

REF #	PROCESS	CATEGORY	DESIRED FUNCTIONALITY	In Base System	Requires Configuration	Requires user exit	Requires modification	Available in Future Release	Not Supported	Module	Workday Estimate	Bidder Notes
85	Electric Choice	Rescind	Customer initiated rescind after supplier confirmed drop, customer changes mind or did not accept initially. Based on interaction with the CSR have the ability to create a work queue item for the CSBC rep. The CSBC will initiated a RESCIND in the supplier information system which will send a REINSTATE to reactive the supplier									
86	Electric Choice	Supplier transaction response	The product shall support the ability to send a transaction response with status, effective date, reject reason if applicable and supporting CIS data back to the supplier (just like enrollment response)									
87	Electric Choice	Supplier customer enrollment	The product shall support the ability to send an EDI enrollment status back to supplier									
88	Electric Choice	Supplier Initiated changes	The system shall support the ability to accept from the supplier various changes. The following are examples:									
89	Electric Choice	Supplier Initiated changes	The following are examples:									
90	Electric Choice	Supplier Initiated changes	Supplier rate code									
91	Electric Choice	Supplier Initiated changes	Governmental aggregation indicator									
92	Electric Choice	Supplier Initiated changes	Tax exemption percentage									
93	Electric Choice	Supplier Initiated changes	Type of billing relationship (example from dual to rate ready)									
94	Electric Choice	Supplier Initiated changes	Supplier information									
95	Electric Choice	Supplier Initiated changes	Change historical view of usage data sent with each billing (summary vs. detail)									
96	Electric Choice	Supplier Initiated changes	Other supplier information (example: customer billing address)									
97	Electric Choice	Utility initiated changes	The system shall support the automated ability to send transactions to the supplier. Examples include but are not limited to the following:									
98	Electric Choice	Utility initiated changes	The following are examples:									
99	Electric Choice	Utility initiated changes	Utility rate change									
100	Electric Choice	Utility initiated changes	Meter Change									
101	Electric Choice	Utility initiated changes	Customer information changes (Examples: name, mailing address, etc)									
102	Electric Choice	Utility initiated changes	The system shall support the ability to support various CIS transactions that involve accounts on a supplier relationship.									
103	Electric Choice	Utility initiated transactions	The following are examples:									
104	Electric Choice	Utility initiated changes	Meter reading									
105	Electric Choice	Utility initiated changes	Bill calculation									
106	Electric Choice	Utility initiated changes	Bill presentation including bill messages									
107	Electric Choice	Utility initiated changes	Payments									
108	Electric Choice	Utility initiated changes	Cancel & rebill									
109	Electric Choice	Utility initiated changes	Order processing (final bill)									
110	Electric Choice	Utility initiated changes	Meter changes									
111	Electric Choice	Utility initiated changes	Disconnect for non-payment									
112	Electric Choice	Utility initiated changes	Reinstate customer disconnected in error									

CIS Functional Requirements

REF #	PROCESS	CATEGORY	DESIRED FUNCTIONALITY	In Base System	Requires Configuration	Requires user exit	Requires modification	Available in Future Release	Not Supported	Module	Workday Estimate	Bidder Notes
113	Electric Choice	Utility initiated changes	Reconnect a delinquent account after payment									
114	Electric Choice	Monthly customer transactions	The system must support sending the billed usage and dollars and other related customer and meter information to the Meter Data Repository system									
115	Electric Choice	Monthly customer transactions	The system have the ability to send the supplier new usage information including meter readings and interval data									
116	Electric Choice	Monthly customer transactions	If utility is billing on behalf of the supplier, the system shall have ability to send bill calculation data to the supplier. Information includes charges calculated, supplier number, supplier rate, billed usage, consumption, meter readings									
117	Electric Choice	Monthly customer transactions	The system shall support the ability distinguish between purchased and non-purchased charges during bill calculation									
118	Electric Choice	Monthly customer transactions	For purchased charges, an internal transaction is created to send a payment to the supplier based on the discounted percentage.									
119	Electric Choice	Monthly customer transactions	For non-purchased charges, as payments are applied against the open non-purchased supplier A/R, a transaction is initiated to pay the supplier for all dollars collected on their behalf.									
120	Electric Choice	Monthly customer transactions	For purchased charges, as payments are applied against the open purchased supplier A/R, a transaction is initiated to inform the supplier of the payment. This is informational only so the supplier understands the credit status of the customer (i.e. delinquency status)									
121	Electric Choice	Payment priority	The system shall support user defined business rule for payment priority.									
122	Electric Choice	Supplier A/R charge off	For non-purchased charges, after the supplier relationship has been terminated for a user defined period (60 days after final), the non-purchased charges are released from the system and returned to the supplier for collection. The balance owed in the CIS for the supplier non-purchased charges is set to zero.									
123	Electric Choice	Daily Financial Reconciliation	The product shall allow for data extracts/reports of financial and non-financial data (enrollments) data to facilitate reconciliation with other applications									
124	Electric Choice	Monthly Enrollment Reconciliation	The product shall allow for data extracts/reports of financial data to facilitate reconciliation with other applications									
125	Electric Choice	Statistical reporting	Provide the ability to create a scorecard / dashboard showing customer statistics by customer type and supplier showing enrollment data by week. Trend charts									
126	Electric Choice	EDI	The system shall have the ability to support EDI transactions. Specifically to support electric deregulation. This includes supplier initiated, or utility initiated transaction files; Includes error processing, etc									
127	Gas Choice	New gas supplier	The product shall support the ability to setup a new gas supplier. The gas supplier is only setup in the CIS. The product shall support the following attributes but not limited too:									
128	Gas Choice	New gas supplier	Name of supplier									
129	Gas Choice	New gas supplier	Assigned supplier number									
130	Gas Choice	New gas supplier	Address of supplier									

CIS Functional Requirements

REF #	PROCESS	CATEGORY	DESIRED FUNCTIONALITY	In Base System	Requires Configuration	Requires user exit	Requires modification	Available in Future Release	Not Supported	Module	Workday Estimate	Bidder Notes
131	Gas Choice	New gas supplier	Phone contact shown on bill									
132	Gas Choice	New gas supplier	2nd Phone contact									
133	Gas Choice	New gas supplier	Email Address									
134	Gas Choice	New gas supplier	PIPP program supplier									
135	Gas Choice	New gas supplier	Purchase vs. non-purchase of supplier receivables. Purchase receivables are owned by the utility and follow the normal collections process. Non-purchased receivables are owned by the 3rd party supplier and managed by the utility while the account is in an active status.									
136	Gas Choice	New gas supplier	Supplier purchase receivable discount percentage									
137	Gas Choice	New gas supplier	The product shall have the ability to test newly setup rates, demonstrating how the rate is calculated.									
138	Gas Choice	New gas supplier	The product shall support the ability to test a new supplier configuration (connectivity testing). This is just a test of the network folder setup and firewall security									
139	Gas Choice	Setup gas supplier rate	The product shall have the ability to configure supplier rates. The following standard rate templates are available:									
140	Gas Choice	Setup gas supplier rate	Flat rate									
141	Gas Choice	Setup gas supplier rate	Percentage off									
142	Gas Choice	Setup gas supplier rate	Indexed price									
143	Gas Choice	Setup gas supplier rate	The product shall have the ability to configure supplier rates that are non-standard (example: percent off of avoidable charges). The configuration and customization to support these rates are billed back to the supplier outside the CIS if the supplier agrees with the estimated development costs.									
144	Gas Choice	Supplier Fees	The system shall support the calculation and invoicing of supplier system access/use charges. The type of charges include the following examples:									
145	Gas Choice	Supplier Fees	Monthly invoice fee (price per bill generated)									
146	Gas Choice	Supplier Fees	Group maintained fee (maintaining supplier prices in the system)									

CIS Functional Requirements

REF #	PROCESS	CATEGORY	DESIRED FUNCTIONALITY	In Base System	Requires Configuration	Requires user exit	Requires modification	Available in Future Release	Not Supported	Module	Workday Estimate	Bidder Notes
147	Gas Choice	Supplier Fees	Dispute resolution fee (based on the number of disputes where the marketer is at fault)									
148	Gas Choice	Supplier Fees	Confirmation letter fee (fee for each letter issued)									
149	Gas Choice	Supplier Fees	Misc. Fees									
150	Gas Choice	Supplier Fees	ESM Violation fee (system returned to system supply outside of the normal yearly period)									
151	Gas Choice	Pre-enrollment List	The product shall have the ability to provide an extract of customers including but not limited to the following information:									
152	Gas Choice	Pre-enrollment List	Handle customers who have OPT out of deregulation									
153	Gas Choice	Pre-enrollment List	Customer information (name, etc) but not the account number									
154	Gas Choice	Pre-enrollment List	Usage data - 12 months by meter									
155	Gas Choice	Pre-enrollment List	Billing program (PIPP, BBP)									
156	Gas Choice	Pre-enrollment List	Current Supplier enrollment switch									
157	Gas Choice	Pre-enrollment List	Load profile segment									
158	Gas Choice	Pre-enrollment List	Rate									
159	Gas Choice	Pre-enrollment List	Meter type indicator									
160	Gas Choice	Governmental Aggregation List	The product shall have the ability to provide an extract of customers regardless of opted out, based on premise boundaries / zip codes, with the same information as the Pre-Enrollment List but also includes but not limited to the following:									
161	Gas Choice	Governmental Aggregation List	Customer account number									
162	Gas Choice	Governmental Aggregation List	Large customer usage account flag									
163	Gas Choice	Governmental Aggregation List	Allow for exclusion of customers identified as large gas identified customers, load profile, or interval gas meters									
164	Gas Choice	Governmental Aggregation List	Provide the ability to identify large usage customers based upon annual usage review									
165	Gas Choice	Gas supplier customer enrollment	The product shall support the ability to track and maintain customers who have elected to opt out from deregulation									

CIS Functional Requirements

REF #	PROCESS	CATEGORY	DESIRED FUNCTIONALITY	In Base System	Requires Configuration	Requires user exit	Requires modification	Available in Future Release	Not Supported	Module	Workday Estimate	Bidder Notes
166	Gas Choice	Gas supplier customer enrollment	Ability to view customer/supplier relationships; present and historical									
167	Gas Choice	Gas supplier customer enrollment	The product shall have the ability to produce user configured customer letters and bill messages for the following : enrollments, drops, etc									
168	Gas Choice	Gas supplier customer enrollment	The product shall have the ability to support an user defined algorithm for billing effective dates of transactions. Must be able to handle exception to the main rule for PIPP customers.									
169	Gas Choice	Gas supplier customer enrollment	The product shall have the ability to handle enrollment files from gas suppliers based on an agreed upon format that all suppliers conform to. Today this is done thru a network folder system and file retrieved by the CIS for processing.									
170	Gas Choice	Gas supplier customer enrollment	The ability to take gas supplier enrollment file in for processing									
171	Gas Choice	Gas supplier customer enrollment	The product shall have the ability to validate syntax and trading partner information (DUNS #, etc)									
172	Gas Choice	Gas supplier customer enrollment	The ability to manually enroll or drop a customer with an gas supplier for processing									
173	Gas Choice	Gas supplier customer enrollment	The ability to process a enrollment file from the supplier. File contains enrollments, drops, rescinds, etc.									
174	Gas Choice	Gas supplier customer enrollment	The enrollment information would include but not limited to the following:									
175	Gas Choice	Gas supplier customer enrollment	Supplier number (Market I.D.)									
176	Gas Choice	Gas supplier customer enrollment	Customer information (account, name, etc)									
177	Gas Choice	Gas supplier customer enrollment	Type of bill : dual - supplier does own billing based on usage from utility;									
178	Gas Choice	Gas supplier customer enrollment	Type of bill : bill ready - supplier does own bill calculation based on usage from utility, then sends the amounts back for utility to present on the bill									
179	Gas Choice	Gas supplier customer enrollment	Type of bill : rate ready - utility (LDC) bills on behalf of the supplier based on supplier rates in the CIS									
180	Gas Choice	Gas supplier customer enrollment	Type of bill : supplier consolidated bill ready- utility calculated utility charges and passes usage and calculated utility charge to the supplier. Supplier calculates the supplier charges. Supplier presents all on the supplier bill.									
181	Gas Choice	Gas supplier customer enrollment	Type of bill : supplier consolidated rate ready- usage passed to supplier. Supplier calculates the utility and supplier charges. Supplier presents all on the supplier bill.									
182	Gas Choice	Gas supplier customer enrollment	Supplier rate code									
183	Gas Choice	Gas supplier customer enrollment	Service type									
184	Gas Choice	Gas supplier customer enrollment	Service point ID (CIS Premise and Account Number)									

CIS Functional Requirements

REF #	PROCESS	CATEGORY	DESIRED FUNCTIONALITY	In Base System	Requires Configuration	Requires user exit	Requires modification	Available in Future Release	Not Supported	Module	Workday Estimate	Bidder Notes
185	Gas Choice	Gas supplier customer enrollment	Tax exemption percentage									
186	Gas Choice	Gas supplier customer enrollment	The product shall support the ability to validate each enrollment request based on user defined business rules									
187	Gas Choice	Gas supplier customer enrollment	The product shall support the ability to track and maintain rate changes effective with future data (next billing or the one following that)									
188	Gas Choice	Gas supplier customer enrollment	The product shall support the ability to send an enrollment response with enrollment status back to the supplier including but not limited to the following:									
189	Gas Choice	Gas supplier customer enrollment	Customer information (account, name, etc)									
190	Gas Choice	Gas supplier customer enrollment	Premise information									
191	Gas Choice	Gas supplier customer enrollment	Mailing Address									
192	Gas Choice	Gas supplier customer enrollment	Enrollment status and rejection reason codes									
193	Gas Choice	Gas supplier customer enrollment	Enrollment effective date									
194	Gas Choice	Gas supplier customer enrollment	Meter information (number, type, characteristics)									
195	Gas Choice	Gas supplier customer enrollment	Meter usage information (24 months)									
196	Gas Choice	Gas supplier customer enrollment	Budget billing indicator									
197	Gas Choice	Gas supplier customer enrollment	Load profile segment									
198	Gas Choice	Gas supplier customer enrollment	Meter reading cycle									
199	Gas Choice	Gas supplier customer enrollment	The product shall support the ability to send the response data to the supplier information system containing the above information									
200	Gas Choice	Gas supplier customer enrollment	The product shall support the ability to send an EDI enrollment status back to supplier									
201	Gas Choice	Gas supplier customer enrollment	The product shall have the ability to handle changes to enrolled customers files from gas suppliers via interface. This includes the following types of transactions:									
202	Gas Choice	Supplier usage inquiry	Prior to enrolling a customer with a supplier, the supplier can request usage information for the last 12 months. Supplier must supply customer account number which is an indication they have customer authorization.									
203	Gas Choice	Switch	**Supplier Switch** transaction that initiates a drop and an enrollment									
204	Gas Choice	Switch	DROP - Due to a new supplier enrollment, the utility initiates customer/supplier relationship termination. Transaction data sent to the supplier include but are not limited to the following: Customer, account, effective date									
205	Gas Choice	Switch	ENROLLMENT - same as new enrollment process									

CIS Functional Requirements

REF #	PROCESS	CATEGORY	DESIRED FUNCTIONALITY	In Base System	Requires Configuration	Requires user exit	Requires modification	Available in Future Release	Not Supported	Module	Workday Estimate	Bidder Notes
206	Gas Choice	Drop	**DROP** - Supplier transaction or manually initiated via customer service contact using supplier information system. Customer/supplier relationship termination due various conditions (example: contract date expiration, customer not paying supplier bill). As part of this process, the customer returns to the utility service at the default or standard offer price.									
207	Gas Choice	Drop	Ability to accept an new supplier enrollment when the drop is in pending status (effective date has not been reached). The process bypasses the return to utility and just enrolls the customer with the new supplier.									
208	Gas Choice	Drop	**DROP** - Utility initiated Drop (example: final bill).									
209	Gas Choice	Drop	**DROP** - Utility initiated Drop (example: one service off). Must handle multiple services where one finals and another remains active with supplier									
210	Gas Choice	Drop	**DROP** - Customer initiated DROP									
211	Gas Choice	Supplier Default	**DROP** - Utility initiated Drop (example: supplier defaults). Supplier no longer exists.									
212	Gas Choice	Supplier Default	The product must be able to track financial information and process customers related to a defaulted supplier									
213	Gas Choice	Reinstate	For a supplier initiated Drop in error, allow for a reinstatement. Customer must be in pending drop status. Validation to reject if account is already effective with utility or new supplier									
214	Gas Choice	Reinstate	Customer initiated reinstatement based on CSR interaction. CSR creates a work item for CSBC rep to reinstate the supplier relationship. Manual reinstate while pending drop based upon customer request.									
215	Gas Choice	Rescind	Customer initiated rescind after supplier confirmed enrollment, customer changes mind or did not accept initially.. Based on interaction with CSR, have the ability to create a work queue item for CSBC rep. Based upon the condition of the account prior to the enrollment, the CSBC rep will initiated a RESCIND in the supplier information system which will send a DROP to the new supplier and possibly a REINSTATE to reactive the prior supplier if applicable									
216	Gas Choice	Rescind	Customer initiated rescind after supplier confirmed drop, customer changes mind or did not accept initially. Based on interaction with the CSR have the ability to create a work queue item for the CSBC rep. The CSBC will initiated a RESCIND in the supplier information system which will send a REINSTATE to reactive the supplier									
217	Gas Choice	Gas supplier transaction response	The product shall support the ability to send a transaction response with status, effective date, reject reason if applicable and supporting CIS data back to the supplier (just like enrollment response)									
218	Gas Choice	Gas supplier transaction response	The product shall support the ability to send an EDI enrollment status back to supplier									
219	Gas Choice	Supplier Initiated changes	The system shall support the ability to accept from the supplier various changes. The following are examples:									
220	Gas Choice	Supplier Initiated changes	Supplier rate code									
221	Gas Choice	Supplier Initiated changes	Governmental aggregation indicator									

CIS Functional Requirements

REF #	PROCESS	CATEGORY	DESIRED FUNCTIONALITY	In Base System	Requires Configuration	Requires user exit	Requires modification	Available in Future Release	Not Supported	Module	Workday Estimate	Bidder Notes
222	Gas Choice	Supplier Initiated changes	Tax exemption percentage									
223	Gas Choice	Supplier Initiated changes	Type of billing relationship (example from dual to rate ready)									
224	Gas Choice	Supplier Initiated changes	Supplier information									
225	Gas Choice	Supplier Initiated changes	Other supplier information (example: customer billing address)									
226	Gas Choice	Customer initiated Change										
227	Gas Choice	Utility initiated changes	The system shall support the ability to send to the supplier various changes. The following are examples:									
228	Gas Choice	Utility initiated changes	Rate group change (example: rate changed from DS to DM rate group)									
229	Gas Choice	Utility initiated changes	Meter change									
230	Gas Choice	Utility initiated changes	Customer information changes (Examples: name, mailing address, etc)									
231	Gas Choice	Utility initiated changes	The system shall support the ability to support various CIS transactions that involve accounts on a supplier relationship. The following are examples:									
232	Gas Choice	Utility initiated changes	Meter reading									
233	Gas Choice	Utility initiated changes	Consumption data									
234	Gas Choice	Utility initiated changes	Bill calculation									
235	Gas Choice	Utility initiated changes	Bill presentation including bill messages									
236	Gas Choice	Utility initiated changes	Payments									
237	Gas Choice	Utility initiated changes	Cancel & rebill									
238	Gas Choice	Utility initiated changes	Order processing (final bill)									
239	Gas Choice	Utility initiated changes	Crossed / switched meters									
240	Gas Choice	Utility initiated changes	Meter changes									
241	Gas Choice	Utility initiated changes	Separating or combining services (combining or breaking up billing accounts) example: split off gas service to new bill moving forward									
242	Gas Choice	Utility initiated changes	Disconnect for non-payment									
243	Gas Choice	Utility initiated changes	Reinstate customer disconnected in error									
244	Gas Choice	Utility initiated changes	Reconnect a delinquent account after payment									
245	Gas Choice	Monthly customer transactions	The system must support sending the billed usage and dollars and other related customer and meter information to the appropriate network folder that each supplier.									
246	Gas Choice	Monthly customer transactions	The system have the ability to send the supplier new usage information including meter readings									
247	Gas Choice	Monthly customer transactions	If utility is billing on behalf of the supplier, the system shall have ability to send bill calculation data to the supplier. Information includes charges calculated, taxes calculated, tax name, supplier number, supplier rate, billed usage, meter reading dates, gas pressure factor, etc)									
248	Gas Choice	Monthly customer transactions	The system shall support the ability distinguish between purchased and non-purchased charges during bill calculation									
249	Gas Choice	Monthly customer transactions	For purchased charges, an internal transaction is created to send a payment to the supplier based on the discounted percentage.									

CIS Functional Requirements

REF #	PROCESS	CATEGORY	DESIRED FUNCTIONALITY	In Base System	Requires Configuration	Requires user exit	Requires modification	Available in Future Release	Not Supported	Module	Workday Estimate	Bidder Notes
250	Gas Choice	Monthly customer transactions	For non-purchased charges, as payments are applied against the open non-purchased supplier A/R, a transaction is initiated to pay the supplier for all dollars collected on their behalf.									
251	Gas Choice	Monthly customer transactions	For purchased charges, as payments are applied against the open purchased supplier A/R, a transaction is initiated to inform the supplier of the payment. This is informational only so the supplier understands the credit status of the customer (i.e. delinquency status)									
252	Gas Choice	Customer Dispute Process	The product shall support the automated tracking of disputes between the marketer and customer. These disputes are entered via the regulators web site and electronically communicated to the utility company. The following are steps within the dispute process.									
253	Gas Choice	Customer Dispute Process	Customer entry of a dispute online via the web									
254	Gas Choice	Customer Dispute Process	Electronic routing of a dispute via configurable workflow									
255	Gas Choice	Customer Dispute Process	Upload of dispute files and attachments including voice files, pdf, images, documents, etc.									
256	Gas Choice	Customer Dispute Process	Review of dispute information by regulator									
257	Gas Choice	Customer Dispute Process	Commission ruling on dispute approve/reject with effective date									
258	Gas Choice	Customer Dispute Process	Automated correction of customer bill with effective date based on commission ruling									
259	Gas Choice	Payment priority	The system shall support user defined business rule for payment priority.									
260	Gas Choice	Supplier A/R charge off	For non-purchased charges, after the supplier relationship has been terminated for a user defined period (60 days after termination), the non-purchased charges are released from the system and returned to the supplier for collection. The balance owed in the CIS for the supplier non-purchased charges is set to zero.									
261	Gas Choice	Monthly Financial Reconciliation	The system shall have the ability to report gas supplier financials at user defined intervals to facilitate the payment calculations to the various suppliers									
262	Gas Choice	PIPP supplier	PIPP supplier - a supplier agrees to accept all customer active on the PIPP program. System shall support the following:									
263	Gas Choice	PIPP supplier	Mass enrollment when supplier agrees to become the PIPP supplier									
264	Gas Choice	PIPP supplier	Mass drop when supplier no longer is the PIPP supplier									
265	Gas Choice	PIPP supplier	Customer enrolls in PIPP program									
266	Gas Choice	PIPP supplier	Customer is reinstated in PIPP program									
267	Gas Choice	PIPP supplier	Customer is removed from PIPP program by customer request or system initiate transaction (example: final bill)									
268	Gas Choice	Supply Forecast by Supplier	Calculation of marketer gas supply requirements based on forecasted annual consumption									

CIS Functional Requirements

REF #	PROCESS	CATEGORY	DESIRED FUNCTIONALITY	In Base System	Requires Configuration	Requires user exit	Requires modification	Available in Future Release	Not Supported	Module	Workday Estimate	Bidder Notes
269	Gas Choice	Supply Forecast by Delivery Point	Calculation of marketer gas supply requirements by delivery point (gate) and fuel requirements.									
270	Gas Choice	Utility rate change	The product shall have the ability to provide for a rate change initiated automatically after one year on a supplier relationship. The rate change is for the utility rate, not the supplier rate.									
271	Gas Choice	Statistic reporting	Provide the ability to create a scorecard / dashboard showing customer statistics by customer type and supplier showing enrollment data by week. Trend charts									

Appendix B – Technical Specifications

1. Instructions to Bidders

Please complete and return as part of your response the Excel Workbook that contains the technical requirements of the CIS solution. Please provide your response by updating and returning the Excel Workbook itself, according to the following instructions:

a) For each technical line item, please provide a response based on the product and version being proposed in the "Vendor Notes" column. Your response should describe how your proposed product and version provides the technology to address the technical specification and may involve citing previous implementations, tests conducted by independent organizations, details of the technical architecture, and approach taken to meet the requirement.

b) If you believe that your solution can not, or would not be successful in providing a technical line item, provide in the "Vendor Notes" column the reason you believe your solution can not provide this technical capability and a suggestion to the TGI as to how they could achieve this technical capability.

2. A copy of the TGI Technical Specifications document is imbedded and may be accessed by double clicking on the following icon.

Technical
Specifications

Customer Information Software (CIS) Replacement Project – Phase 1
Customer Information Software Selection

Technical Specifications

REF #	CATEGORY	SPECIFICATION	Vendor Notes
TECHNICAL ARCHITECTURE			
1	Third Party Software Tools	Business functional requirements, as documented in the functional requirements document, shall be met by a single package. If not met by single package, functionality must be tightly integrated. Describe how business functionality is met by providing a list of required packages and/or modules required to provide described functionality.	
2	Third Party Software Tools	Describe how the product provides the ability to extract data to external word processing and/or spreadsheets for the editing of help screens, letter templates, analysis, etc. Is such capability available for all screens displayed by the system? If not, describe limitations.	
3	Service Oriented Architecture	Describe if/how the product utilizes Service-oriented architecture (SOA) for systems development and integration.	
4	E-mail Integration	Describe how the product provides the ability to integrate with a third party tool or vendor software to generate e-mail notifications based upon specific conditions occurring.	
5	E-mail Integration	Describe how the product provides the ability to support e-mail(s) systems. Provide a list of e-mail systems (SMTP servers) supported. Which system is preferred and why?	

Technical Specifications

REF #	CATEGORY	SPECIFICATION	Vendor Notes
6	E-mail Integration	Describe how the product provides the ability to use a third party email product (or an internal email product) for template based correspondence with customers.	
7	WEB	Describe how the product provides the ability to ensure that the web site is fast-loading. Provide response time expectations for a benchmark of 56K modem, browser equivalent to IE, Netscape4.0 or greater, 800x600 resolution monitor.	
8	WEB	Provide a list of supported browsers. Identify preferred browser and explain why it is preferred.	
9	WEB	Describe how the product provides the ability to use style sheets to allow easy configuration on the site to match corporate branding.	
10	WEB	Describe how the product encrypts passwords on the database.	
11	WEB	Describe how the product supports the use of load balancers.	
12	WEB	Describe how the product supports the use of geographically dispersed servers for WEB access.	
13	WEB	Describe the product's ability to run on browsers on hand-held devices.	
14	WEB	Describe how the product provides the ability to display customer information in a graphical format (e.g. graph of customer bill and usage).	

Technical Specifications

REF #	CATEGORY	SPECIFICATION	Vendor Notes
15	WEB	Describe how the product provides the ability to provide customer help such as running demos (e.g. flash demo of how to read your meter, how to read your bill).	
16	WEB	Describe how the product provides instant messaging (IM's) capabilities (e.g. Customer Service Centers).	
17	WEB	Is the product LDAP compliant? Describe how the product uses directory services or provides LDAP support. Describe support provided for LDAP.	
18	WEB	Describe how the product supports Web-based OLAP reporting tools. Provide list of supported tools. Identify preferred tool and explain why it is preferred.	
19	Remote Worksite Support	Describe how the product provides the ability to distribute and support business-specific database capabilities to support mobile workforce.	
20	Data Communication	Describe how the product provides the ability to provide a centralized application accessed remotely by user via client server architecture or web-based solution.	
21	Data Communication	Describe how the product provides the ability to function on a thin-client environment through the use of terminal server technology. Provide a list of terminal servers supported, identify the preferred approach and explain why that technology is preferred.	

Technical Specifications

REF #	CATEGORY	SPECIFICATION	Vendor Notes
22	Data Communication	Describe how the product uses TCP/IP as the standard communication mechanism. Does the product support protocols other than TCP/IP? What is the preferred protocol and why?	
23	Data Communication	Describe how the product supports remote sites at speeds similar to local access users.	
24	Data Communication	Describe how the product supports minimum bandwidth limitations requirement and/or is not impacted by the number of concurrent users of the system. Provide tiering levels of performance by number of concurrent users.	
25	Data Communication	Describe how the product provides customizable communication scripts.	
26	Data Communication	Describe how the product supports customizable login control scripts.	
27	Data Communication	Describe how the product runs off an intranet or server with secure global access over the Internet through the use of VPN technology.	
28	Data Communication	Describe how the product provides support for electronic transmission of transactions to external parties such as vendors. Provide a list of formats supported. What is preferred format and why?	
29	Data Communication	Describe how support for network monitoring tools is provided. Provide a list of monitoring tools supported. Identify preferred tool and explain why it is preferred.	

Technical Specifications

REF #	CATEGORY	SPECIFICATION	Vendor Notes
30	Data Communication	Describe how communication between clients and servers can be encrypted on a client by client basis.	
31	Data Communication	Provide specifications for recommended bandwidth required to efficiently run your application.	
32	Century and Year Data Storage	Describe how the product manages all date manipulation and use so that information is not lost or made inaccurate due to changes in the century.	
33	Century and Year Data Storage	Describe how years are handled in the system (i.e., 4-digit year vs. 2-digit year).	
34	Century and Year Data Storage	Describe how the product provides separate date & time fields for ease of reporting.	
35	Application Architecture	List supported hardware, operating systems and database management systems. Identify preferred platforms and explain why they are preferred.	
36	Application Architecture	Describe how the product supports a layered client/server configuration (i.e., data management, application logic, user interface/presentation)	
37	Application Architecture	Describe how the product supports remote presentation.	
38	Application Architecture	Describe how the product supports distributed application logic.	
39	Application Architecture	Describe how the product supports multiple graphical user interface (GUI) standards (e.g. Multiple Document Interface [MDI]).	

Technical Specifications

REF #	CATEGORY	SPECIFICATION	Vendor Notes
40	Application Architecture	Describe how the product supports application performance monitoring in production	
41	Application Architecture	Describe how the product supports transaction response time monitoring (end-to-end/every application component) (not test transactions).	
42	Platform Migration	Describe how the system proposed can be ported to smaller and/or larger platforms without the need for excessive redesign work.	
43	Platform Migration	Describe any system requirements for specific or proprietary vendor development platforms or architectures.	
44	Platform Migration	Describe rquirements for a failover environment (e.g., hot stand-by, cold stand-by, backup).	
45	Platform Migration	Describe how the product provides the ability to operate on PC's with all versions of Windows. Describe plans and timing for support of Vista.	

Technical Specifications

REF #	CATEGORY	SPECIFICATION	Vendor Notes
46	System Performance	Describe system response times. The desired on-line response time for inquiry and basic updates shall be within an acceptable range of 0 to 1 seconds. Other complicated inquiries and updates are acceptable within a range of 2 to 3 seconds. This measurement is on a local terminal and does not include network time. Document the data and transaction volumes that your system can sustain and still provide these response times. What are the user limitations before system degradation based on concurrent signed users.	
47	System Performance	Describe the product's batch processing considerations (duration of batch processing window, definition of what is included in batch processing, limitations on the online system during batch processing, etc.). Describe the ability of the system to assign processing priorities to batch versus on-line processes.	
48	Training	Describe how the product provides a training database environment to be used for ongoing training.	
49	Protocols	Describe how the product was developed using industry-standard protocols (e.g., user interface, network communication protocols, database server architecture).	

Technical Specifications

REF #	CATEGORY	SPECIFICATION	Vendor Notes
50	Database Backup	Describe how the product provides the ability to have the databases backed up while the production application is running without impacting system availability (e. g. ability to do online updates).	
51	Data Redundancy	Describe how the product provides full redundancy of the application and data.	
52	Application Security Architecture & Design	List and describe the TCP ports used by the product for client and intersystem communications.	
53	Configurability of System	Describe how the product has an overall product design that supports configuration vs. software modification	
54	Configurability of System	Describe how the system supports the following system configurations:	
55	Configurability of System	User-defined exits	
56	Configurability of System	User-defined fields	
57	Configurability of System	User-defined screens	
58	Configurability of System	User-defined reports	
59	Configurability of System	Parameter-driven processes	
60	Configurability of System	Table-driven security (limited to authorization)	

Technical Specifications

REF #	CATEGORY	SPECIFICATION	Vendor Notes
61	Configurability of System	Modifiable edit criteria	
62	Configurability of System	Embedded and user-defined SQL and rules	
63	Configurability of System	Describe how the system allows configuration by users to minimize ongoing IS support.	
64	Configurability of System	Describe how the system segregates client modifications from the delivered package so that future releases have minimal impact.	
65	Configurability of System	Describe how the system provides multiple channels (for example, IVR, WEB, 3rd-parties) to update information real-time and batch.	
66	Configurability of System	Describe the system's processes/tools for modification in all environments (test, QA, production, et cetera) including version tracking, testing, and change control.	
67	Configurability of System	Describe how the product interfaces to applications that send or receive data from the system (i.e., Financials, GIS, Materials Management, etc.).	
68	Configurability of System	Describe the system's graphics package.	
69	Configurability of System	Describe the system's use of object oriented technology.	
70	Configurability of System	Describe the system's ability to interface other online applications to the CIS system (e.g., launch a work management system to check on order status).	

Technical Specifications

REF #	CATEGORY	SPECIFICATION	Vendor Notes
71	Configurability of System	Describe the system's ability to allow the end-user to configure the application to support localization of functionality, language format, etc.	
72	Hardware	Describe how the system supports pen-based and touch screen input, in addition to keyboard.	
73	Skills	Describe the resource skills required to support the application in house? (languages, data administration tools, etc.)	
74	Skills	Describe how the system supports ADA requirements.	

Technical Specifications

REF #	CATEGORY	SPECIFICATION	Vendor Notes
SYSTEM ADMINISTRATION			
1	Overview	Describe how the system is configurable system and allows the user to define all Rules, Formulas and Attributes/Characteristics.	
2	Setting Up and Maintaining System Control Files - CIS	Describe how the product provides the flexibility to set up and maintain CIS system control files and user tables, including but not limited to the following:	
3		Cycle set-up and processing	
4		Various bill content, format, printing parameters, print location, due dates and messages	
5		Area, town, office, regions, districts, company and global configuration	
6		Other tables (e.g., zip codes, EFT, banks, payment agencies, etc.). Provide a list of user configurable tables.	
7		Billing Factors	
8		Bill inserts and messages that change monthly	
9		Order types	
10		Work flow processes	
11		Other system users	
12		Other business rules/validations	

Technical Specifications

REF #	CATEGORY	SPECIFICATION	Vendor Notes
13	Multiple Business Calendars	Describe how the product supports multiple calendars for specifying different working days for different business functions such as meter reading, order processing, outage management, and credit & collections order processing.	
14	Data Driven User Controls	Describe how the system promotes user control of the system through access to tables which control field edits, security, work processes, etc.	
15		Describe administration tools provided for configuring and administering the system	
16	Operational Reorganization	Periodically, an operational reorganization occurs which moves accounts from one billing office (Service center) to another, or a billing office and all of its service area accounts are realigned from one operating district office to another. Describe how the product provides the ability to:	
17		a) Change the office reporting hierarchy and work queue routing for a group of accounts	
18		b) Change a billing office and all of its service area accounts to 'roll up' at the Disrtict and or Businees Unit Level, reporting to a new District and or Business Unit	
19		c) Reassign accounts to a different account representative	

Technical Specifications

REF #	CATEGORY	SPECIFICATION	Vendor Notes
20		d) Report account responsibility to multiple areas	
21		e) Change a service center and all of its service area orders to 'roll up' at the district level, reporting to a new office	
22		f) Reassign accounts and orders to a different responsible area/individual.	
23	Work Queues - Maintenance	Describe how the product provides the ability to monitor and maintain work queue characteristics (define queues, security, dollar limits, approval, user profiles, items, etc.).	
24		Describe how the product provides the ability to maintain security on work queue maintenance.	
25		Describe how the product provides the ability to assign read only access when update is not needed.	
26		Describe how the product provides the ability to:	
27		a) Define work groups	
28		b) Define how transactions are assigned to work groups	
29		c) Define how work item priorities are established	
30		d) Define items by group (batch and on-line)	
31		e) Define how work is reassigned to a different person or work group	

REF #	CATEGORY	SPECIFICATION	Vendor Notes
32		f) Define how work queues are monitored (volume, performance) including reporting.	
33		g) Define employee/work skill	
34		h) Monitor amount of work (queue's) assigned to employees and completed by supervision.	
35	Work Queues - Using	Describe how the product provides the ability to:	
36		(a) Define queue options by operator, workload, dollar amount, geographic location, and type of transaction.	
37		(b) Review, approve, and override sensitive or high dollar transactions such as delinquency notices, cut-offs, refunds or any money related items.	
38		(c) Support the generation of follow-up actions to on-line work queues ("tickler file", reminders, exceptions).	
39		(d) Support the creation of appropriate tracking of actions related to completion of work queue items at the account, customer or premise level.	
40		Describe how the product provides the ability to interface work queues such that other applications (i.e., service restoration and work management systems) can place items in the queue and retrieve items from the queue.	

Technical Specifications

REF #	CATEGORY	SPECIFICATION	Vendor Notes
41	Security Architecture & Design	Describe how the system integrates the security application in each of the following areas:	
42		a) User Authentication and Authorization	
43		b) User Management and Group Maintenance	
44		c) User authorization for access to modules, menus, screens and fields	
45		d) Database Security, user access and authorization.	
46		e) Granularity of user authorization to access (update or read only): database, table, column, field, and value	
47		f) Ad Hoc reporting	
48		g) Bulk updates and exports	
49		h) New modules and modifications	
50	Application Security Architecture & Design	Describe how application security is integrated into the application and administered within a single point for the whole system.	
51		Describe the support of LDAP standards for userid authentication.	
52		Descibe how secure web access is supported.	
53	Application Security and Privacy of Customer Data	Describe how the system has the ability to:	
54		a) Identify operators responsible for system modifications	

Technical Specifications

REF #	CATEGORY	SPECIFICATION	Vendor Notes
55		b) Limit user access and security by screen or function and type of action such as update versus inquiry, limited scope of transactions allowed. Example: Add or delete access by users to account information while still allowing access to all other areas.	
56		c) Restrict access to a customer's account and premise information based on town, region, state, county, or other parameters.	
57		d) Define external users (regulatory agencies, Contractor, Collection Agency) and restrict their access to specific functions and screens.	
58		e) Provide automatic sessions lock-up or log-off after a period of inactivity shall be administrative user selectable option, describe any ramifications or impact on system performance; table locks, etc.	
59		f) Provide security for Internet access	
60		g) Provide security related to a mobile workforce	
61		h) Notify or warn users logging on to multiple machines using the same password and ID	
62		i) Prevent employees from updating their own accounts	

REF #	CATEGORY	SPECIFICATION	Vendor Notes
63		j) Track history of user access (ie: had full access to CSR role from 1/1/05 to 6/1/05, inquiry only from 6/2/05 – present)	
64	Implemented Security - Manuals and Models	Describe how the product provides the ability to provide links to electronic copies of internal manuals and/or models.	
65	Cycle Processing	Describe how the system is configured for flexibility and operating company independence for the following examples:	
66		(a) Multiple operating companies within the utility each with their own processing rules, rate tables, logos, schedules, etc.	
67		(b) Managing the process schedules of a multi-company environment	
68		(c) Review of a number of bills before they are printed in the event of a rate case or new version of the software.	
69	Workflow Technology Implementation	Describe how the system supports workflow technology.	
70		Describe the system's ability to sort or segregate work lists by user, district, company, etc..	
71	Event Processing	Describe how the product provides the ability to define conditions/events that trigger other events.	

Technical Specifications

REF #	CATEGORY	SPECIFICATION	Vendor Notes
72		Describe how the product provides the ability to support event processing within and between any of the system functions (orders, meter services, billing, remittance, credit, etc.).	
73		Describe how the system supports event processing which encompasses the following characteristics:	
74		a) Consistent application of business rules	
75		b) Flexible work flow	
76		c) Separate operating companies	
77	Presentation	Describe how the system provides a graphical user interface via system screens or web access.	
78	Presentation	Describe how the system supports role-specific presentation, screens, transactions, data, update or view only access.	
79	Presentation	Describe how the product provides customizable online help procedures that are context sensitive and field specific.	
80	Provide Access to Historical Data	Describe how the product provides the ability to archive and retrieve history at a later time based on user selection criteria.	
81	Logical Screen and Work Flow Presentation	Describe how the product provides the ability to direct users through scripting with customer when interacting for but not limited to the following:	

Technical Specifications

REF #	CATEGORY	SPECIFICATION	Vendor Notes
82	Logical Screen and Work Flow Presentation	Service to existing customers	
83	Logical Screen and Work Flow Presentation	Bill inquiry	
84	Logical Screen and Work Flow Presentation	Credit requests (various)	
85	Logical Screen and Work Flow Presentation	High or low bill investigations	
86	Logical Screen and Work Flow Presentation	Changes to an existing customer information (mail address, spouse, etc.)	
87	Logical Screen and Work Flow Presentation	Miscellaneous	
88	24/7 System Availability	Describe how the product provides the ability to support a true 24/7 availability (hardware and software) from the end-user's perspective and be fault tolerant in terms of component failures. (with parallel servers)	
89	System Performance	Describe how the product provides the ability to support minimal interruption of operations while running batch or online processes.	
90	Broadcast message	Describe how the product provides the ability to handle the following:	

Technical Specifications

REF #	CATEGORY	SPECIFICATION	Vendor Notes
91	Broadcast message	a) Send messages to an individual	
92	Broadcast message	b) Broadcast messages to a group	
93	Broadcast message	c) Receive and view a broadcast message	
94	Broadcast message	d)Add/modify/terminate/delete a broadcast message either for an individual or a group.	
95	Data Architecture	Describe how the product architecture minimizes redundant data in the data base.	
96	Error Messages	Describe how the product supports user-definable error messages.	
97	Service Order and Contact History	Describe how the product provides the ability to archive historical service orders and customer contacts.	
98	Reports	Describe how the product provides reports on paper, online or both based on user preference or company requirements.	
99	Reports	Describe how the system supports the electronic routing of reports.	
100	Reports	Describe the product's ad-hoc reporting capability.	
101	Audit Trails	Describe which information is tracked in an audit trail (financial, customer, premise, order, etc) with date effectivity.	
102	Audit Trails	Describe how the product allows the administrator to specify what historical information is maintained in the system.	

Technical Specifications

REF #	CATEGORY	SPECIFICATION	Vendor Notes
103	Audit Trails	Describe how the product insures Sarbanes-Oxley compliance. Provide any related documentation.	

Technical Specifications

REF #	CATEGORY	SPECIFICATION	Vendor Notes
SYSTEM OPERATIONS			
1	Change Control - Testing and Distribution of Application Changes	Testing: Describe the product's ability to allow users to select accounts for testing of all new rates or other system maintenance. For example: tag accounts for inclusion in test system, and extract to test database.	
2	Change Control - Testing and Distribution of Application Changes	Describe how the product allows multiple versions of the software to run in a test environment to allow for concurrent testing.	
3	Change Control - Testing and Distribution of Application Changes	Describe how the product allows multiple versions of a test database to allow for concurrent testing.	
4	Change Control - Testing and Distribution of Application Changes	Describe how the product allows for a full-size production testing.	
5	Change Control - Testing and Distribution of Application Changes	Describe how the product allows for separate test and QA environments for the application.	

Technical Specifications

REF #	CATEGORY	SPECIFICATION	Vendor Notes
6	Change Control - Testing and Distribution of Application Changes	Describe how the product allows the capability to select production data for loading into a test database for testing.	
7	Change Control - Testing and Distribution of Application Changes	Describe the product's procedure for keeping the test database current.	
8	Change Control - Testing and Distribution of Application Changes	Changes are often defined in advance of their introduction to the production environment. Describe how the product supports testing of "future" conditions - i.e., ability to set the system date.	
9	Change Control - Testing and Distribution of Application Changes	Describe how the product notifies end users of system changes (i.e., screen changes, system down time, new release of software, etc.).	
10	Change Control - Testing and Distribution of Application Changes	Describe how the workstation client software is kept in sync with changes to the servers.	

Technical Specifications

REF #	CATEGORY	SPECIFICATION	Vendor Notes
11	Change Control - Testing and Distribution of Application Changes	Describe system tools to validate system changes (i.e., regression tests, automated comparison of control account data, etc.).	
12	Change Control - Testing and Distribution of Application Changes	Describe the system's interface with and support of 3rd party testing tools (i.e., Mercury Interactive LoadRunner and WinRunner). List all supported testing tools.	
13	Purge Criteria and Archiving	Describe the system's options for purging and archiving historical data, including but not limited to:	
14	Purge Criteria and Archiving	Setting archive / purge criteria by data type (i.e., "billing history" or "notes")	
15	Purge Criteria and Archiving	Setting archive / purge criteria by table	
16	Purge Criteria and Archiving	Setting archive / purge criteria based on jurisdiction or operating company rules	
17	Purge Criteria and Archiving	Controls on the archive / purge process (audit trail, relational integrity, balancing)	
18	Purge Criteria and Archiving	Archive and purge data to secondary or "off line" media	
19	Purge Criteria and Archiving	Access archived data for account research	
20	Purge Criteria and Archiving	Selectively archive and purge records (i.e., notes)	
21	Purge Criteria and Archiving	Restore archived data	

Technical Specifications

REF #	CATEGORY	SPECIFICATION	Vendor Notes
22	Purge Criteria and Archiving	Describe how the system retains data based on user defined criteria.	
23	Purge Criteria and Archiving	Describe how the system provides the ability to view summary archive data online.	
24	Purge Criteria and Archiving	Describe how the system stores historical data for a user defined period of time.	
25	Purge Criteria and Archiving	Describe how the system moves history with a changing data structure.	
26	Purge Criteria and Archiving	Describe how the system restores archived data to a different database (other than production)	
27	System Management	Describe the system management strategy and tools to monitor availability and performance of the application.	
28	System Management	Describe the monitoring tools that would allow the tracing and logging of events, transactions, etc.	
29	System Management	Describe how the system allows for transaction logging per user based on logon id.	
30	System Management	Describe how the system provides alerts for notification of system events (i.e., automatic paging, emails).	
31	System Management	Describe how the system provides user-defined error rejection (e.g., hard stop vs. warning only, etc.) and the availability of error logs.	
32	System Management	Describe how the system provides context sensitive online Help.	

Technical Specifications

REF #	CATEGORY	SPECIFICATION	Vendor Notes
33	System Management	Describe how the system provides system management API access points for integration with other system management tools (Tivoli, NetView, etc.).	
34	System Management	Describe how the system provides an online management subsystem to ensure 99.9% system availability.	
35	System Management	Describe how the system allows concurrent multiple sessions of the application per user.	
36	System Management	Describe how the system prevents concurrent updates to a transaction/customer combination from multiple sessions.	
37	System Management	Describe how the system supports load balancing across multiple servers with real time failover.	
38	System Management	Describe the system's capability to copy single/multiple fields from one screen to another.	
39	System Management	Describe forward recovery capabilities.	
40	Systems Documentation	Describe how the system provides documentation and in what format (html, pdf, hard copy, etc.) including, but not limited to the following:	
41	Systems Documentation	System Narrative	
42	Systems Documentation	File/Table Layouts	

Technical Specifications

REF #	CATEGORY	SPECIFICATION	Vendor Notes
43	Systems Documentation	Data Element Tables (data dictionary)	
44	Systems Documentation	Sample Reports	
45	Systems Documentation	Edit Rules	
46	Systems Documentation	List and description of all system files	
47	Systems Documentation	Graphic Overview of System (flow charts, data flow diagrams, etc.)	
48	Systems Documentation	System Component/Modules Documentation	
49	Systems Documentation	Security Features	
50	Systems Documentation	Implementation Guide.	
51	Systems Documentation	Describe how system documentation is kept current as the system changes.	
52	Operations Documentation	Describe the operational documentation provided including, but not limited to the following:	
53	Operations Documentation	Process Narratives	
54	Operations Documentation	Hardware Requirements	
55	Operations Documentation	Diagrams depicting the process flow and dependencies for batch and online process.	

Technical Specifications

REF #	CATEGORY	SPECIFICATION	Vendor Notes
56	Operations Documentation	Restart/Recovery and Start Up/Shut Down Procedures	
57	Operations Documentation	Control Setup Instructions	
58	Operations Documentation	Estimated Process Run Times	
59	Operations Documentation	Abnormal Job Termination Messages	
60	Operations Documentation	Disaster Recovery Procedures	
61	Operations Documentation	Change Management/Change Control Operational Manuals	
62	Operations Documentation	Disaster Recovery/Business Recovery Manuals	
63	Operations Documentation	Diagrams depicting the interaction of the software components comprising the system	
64	Application Update Process and Change Control	Describe migration tools provided to move customizations from a test environment to a production environment.	
65	Application Update Process and Change Control	Describe how the product provides migration tools to perform delivered software upgrades. Describe how customizations by the utility are tracked and not lost during the upgrade process.	
66	Application Update Process and Change Control	Describe how the customers' input to the functionality changes and technological changes of a new release are considered.	

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Technical Specifications

REF #	CATEGORY	SPECIFICATION	Vendor Notes
67	Application Update Process and Change Control	Describe how the product allows the customer to bypass a release without impacting future upgrades (i.e., upgrade from 2.0 to 3.0 without having to apply 2.1, 2.2) and without losing vendor product support.	
68	Application Update Process and Change Control	Describe how the system supports operating system and database upgrades.	
69	Application Update Process and Change Control	Describe how the maintenance documentation is updated to reflect operating system and database changes.	
70	Performance Monitoring and Tuning	Describe tools provided for support personnel to proactively monitor system availability, stability, and response time to keep within required levels.	
71	Performance Monitoring and Tuning	Describe documentation available for any application tuning parameters that require modification based on cycle configuration, transaction volume, concurrent batch/on-line processing, etc.	
72	Performance Monitoring and Tuning	Describe tools provided to support personnel to monitor the following, but not limited to, within the system:	
73	Performance Monitoring and Tuning	Batch or Process schedules	
74	Performance Monitoring and Tuning	Security access	

Technical Specifications

REF #	CATEGORY	SPECIFICATION	Vendor Notes
75	Performance Monitoring and Tuning	Network processes	
76	Performance Monitoring and Tuning	Interface status	
77	Performance Monitoring and Tuning	Database status	
78	Performance Monitoring and Tuning	Describe supported 3rd party monitoring tools. Provide list of supported tools and protocols.	
79	Performance Monitoring and Tuning	Describe guidelines and procedures provided for performance tuning and troubleshooting.	
80	Production Support/Service Agreement	Describe hours of vendor Help desk accessibility, technical support services and on-site technicians.	
81	IT Training	Describe vendor provided training and knowledge transfer to the IT staff.	
82	Disaster Recovery	Describe how the system will comply with the utility's off-site disaster recovery strategy, procedures, testing and implementation.	
83	Disaster Recovery	Describe how the product provides the ability to integrate with a 'stand-by' database to support critical business functionality (Call Centers) in the event of a production database outage. Is there any additional application cost related to provision of this service?	

Technical Specifications

REF #	CATEGORY	SPECIFICATION	Vendor Notes
84	Batch Processing	Describe how the system supports the following batch job functionality including:	
85	Batch Processing	On-line submission of batch jobs	
86	Batch Processing	All automated controls related to batch run-to-run processing	
87	Batch Processing	Any "built-in" job scheduling functions to handle job submissions, timing and dataset dependencies as well as schedule across multiple platforms and status job execution.	
88	Batch Processing	Rerun, restart; forward recovery	
89	Batch Processing	Operating company independence	
90	Batch Processing	Describe the system's ability to interface with 3rd party job scheduling software (i.e., Tivoli's Maestro, Control M, software)	
91	Batch Processing	Describe how the system supports concurrent execution of batch processes with the on-line system (24 x 7 operation) - please identify any on-line restrictions during batch processing.	
92	Batch Processing	Describe system documentation of the steps involved in rerun processing.	
93	Navigation	Describe how the system has addressed ease of use issues such as minimal navigation to complete a task.	
94	Navigation	Describe the ability to navigate without a mouse	
95	System Availability	Describe the work continuation processes if any server fails	

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Technical Specifications

REF #	CATEGORY	SPECIFICATION	Vendor Notes
96	System Availability	Describe the work continuation processes if any interfacing systems are unavailable (e.g. Mobile Workforce is down and unavailable)	
97	System Availability	Describe the work continuation processes if communication network fails	

Technical Specifications

REF #	CATEGORY	SPECIFICATION	Vendor Notes
DATA ARCHITECTURE			
1	Relational Database Design	Describe logical and physical data model and tools available for online viewing.	
2	Relational Database Design	Describe the availability of normalized data models, entity-relationship definitions and diagrams, meta data, and business rules.	
3	Relational Database Design	Describe how the application maintains referential integrity (program or database) level.	
4	Relational Database Design	Describe tools provided for expanding the data model.	
5	Relational Database Design	Describe the availability of an online data dictionary with detailed data element lookup.	
6	Relational Database Design	Describe how the product supports a relational database management system (RDBMS).	
7	Relational Database Design	Describe how the product supports object oriented database management system (OODBMS).	
8	Relational Database Design	Describe how the product provides the ability to rollback the database in the event of system processing interruptions.	
9	Relational Database Design	Describe how the product is database independent. List all DBMS' supported.	
10	Relational Database Design	Describe the DBMS and platform on which the application was originally developed.	
11	Relational Database Design	Describe application specific database resource planning tools provided.	
12	Relational Database Design	Describe how the system provides the capability for customer-added database indices.	

Technical Specifications

REF #	CATEGORY	SPECIFICATION	Vendor Notes
13	Relational Database Design	Describe how the product supports an integrated database with real time updates (integrated database with online entry) and batch posting controls.	
14	Data Schema Modification	Describe how the product contains a set of tools for extending the data architecture to add views, columns, data to existing tables, new tables and triggers.	
15	Data Schema Modification	Describe how the product provides the ability to use third party software for maintenance including existing DBA tools.	
16	Data Schema Modification	Describe how the system ensures the security authorization model is maintained during the data schema maintenance.	
17	Data Schema Modification	Describe how the system provides an audit trail of all data schema modifications	
18	Data Schema Modification	Describe how the system provides areas for user-defined data extensions without effecting the core database	
19	Data Schema Modification	Describe how real business scenario cases are provided to ensure modifications can be performed on a live production system.	
20	Data Warehouse	Describe how the system provides the following Data Warehouse functionality:	
21	Data Warehouse	Data warehousing architecture and system requirements shall fit into the Utility's current RDBMS architecture platform .	

Technical Specifications

REF #	CATEGORY	SPECIFICATION	Vendor Notes
22	Data Warehouse	Data warehouse tools to access the application files and external system files in an integrated manner.	
23	Data Warehouse	Structured tables for reporting.	
24	Data Warehouse	Describe how the system provides an online Data model with detailed entity relationships of the system tables.	
25	Data Warehouse	Describe how the system provides documentation to explain meta data, table relationships, primary & foreign keys.	
26	Data Warehouse	Describe how the system supports access by third party reporting tools such as Discoverer, Cognos, Crystal Reports, Business Objects, Brio etc.	
27	Data Warehouse	Describe how the system allows access by ETL (extract, transformation and loading) tools and data mapping procedure.	
28	Data Warehouse	Describe how the system provides approaches and methodologies to handle exceptions, guarantee referential integrity, backup & recovery procedure, update procedures.	

Technical Specifications

REF #	CATEGORY	SPECIFICATION	Vendor Notes
INTERFACE AND CONVERSION			
1	Conversion	Describe how the system allows streamlined data conversion with minimal impact to business processes.	
2	Conversion	Describe how the system provides tools to aid in data conversion.	
3	System Interface - General	Describe how the system provides an architecture for interfacing external applications and integrating the system into the enterprise.	
4	System Interface - General	Describe how the system includes APIs for linking external data and processes.	
5	System Interface - General	Describe how the system provides customizable application interface data/field formats.	
6	System Interface - General	Describe how the system provides output files for on-line reports or inputs to other systems/applications including Excel, Access, XML, etc.	
7	System Interface - General	Describe how the system provides the ability to import data in industry standard file format, for example, CSV, XML, Text	
8	System Interface - General	Describe how the system includes a web-based interface and internet processing capabilities.	

Technical Specifications

REF #	CATEGORY	SPECIFICATION	Vendor Notes
9	System Interface - General	Describe how the system provides a management console that allows for management of interfaces, including but not limited to run-times and run-intervals, system alerts and error reporting.	
10	System Interface - General	Describe how the system provides the ability to trigger interfaces based on selected criteria.	
11	System Interface - General	Describe how the system provides the ability to display and utilize data from external databases and data sources seamlessly to end-users.	
12	System Interface - General	Describe how the system provides for real-time retrieval of information from external systems.	
13	System Interface - General	Describe how the system notifies system users of any interface problem.	
14	System Interface - General	Describe how the system supports the store and forward mechanism that will allow the delivery of data from one system to another after a broken interface link is re-established.	
15	System Interface - General	During a store and forward process, describe how the system provides the ability to monitor and report resource utilization	
16	System Interface - General	Describe how the system provides for controls and balancing procedures to ensure data completeness and integrity during the transmission from one system to another.	
17	System Interface - General	Describe how the system provides an interface to a data warehouse.	

Technical Specifications

REF #	CATEGORY	SPECIFICATION	Vendor Notes
18	System Interface - General	Describe how the system provides stable interfaces that can be supported by future system releases.	
19	System Interface - General	Describe how the system can work around an unavailable external system that it interfaces with.	
20	System Interface - General	Describe how the system provides read access to data from external systems.	
21	System Interface - General	Describe how the system allows the VRU to update system data.	
22	System Interface - General	Describe how the system communicates with CTI.	
23	System Interface - General	Describe how the system communicates with the phone switch.	
24	System Interface - General	Describe how the system interacts with phone systems. (e.g., CID and DNIS for screen pops and data routing, and IVR for process routing, and outdialing for contact management, collection and similar systems).	
25	System Interface - General	Describe how the system provides a print package for service order printing that provides for failover (e.g. printer 1, printer 2, fax machine etc).	
26	System Interface - General	Describe how the system interfaces with a 3rd party service order print package if so desired by utility.	
27	System Interface - General	Describe how the system provides data transfer capabilities using XML or WebServices to and from outside vendors.	

Technical Specifications

REF #	CATEGORY	SPECIFICATION	Vendor Notes
28	System Interface - General	Describe how the system interfaces with a 3rd party document management system for report management (e.g. FileNet, Documentum, Laserfische, etc.).	
29	System Interface - General	Describe how the system performs real-time interfaces with dispatching applications (e.g. ClickSchedule, CAD, DMS, OMS etc).	
30	WEB	Describe how the system interfaces with 3rd party intrusion detection software. List products that have been interfaced. Identify a preferred product and describe why it is preferred.	
31	WEB	Describe how the system interfaces with 3rd party software traffic analysis tools (e.g. CompuWare Vantage). List products that have been interfaced. Identify a preferred product and describe why it is preferred.	
32	WEB	Describe how the system interfaces with 3rd party software for single sign-on (e.g. Novell eDirectory). List products that have been interfaced. Identify a preferred product and describe why it is preferred.	
33	WEB	Describe how the system provides seamless integration with 3rd party vendors that supply additional customer services (e. g., PayWise single sign-on). List products that have been interfaced. Identify a preferred product and describe why it is preferred.	

Technical Specifications

REF #	CATEGORY	SPECIFICATION	Vendor Notes
34	EDI	Describe how the system allows for customizable application-to-EDI mapping.	
35	EDI	Describe how the system supports custom application/EDI mapping with menu driven, user friendly GUI.	
36	EDI	Describe how the system supports EDI-to-XML interoperability.	
37	EAI	Describe how the system allows direct database updates from interface applications thru EAI.	
38	EAI	Describe how the system provides EAI tools to integrate or seamlessly function with 3rd party EAI tool. Please provide a description of your strategy and capabilities in this area	
39	EAI	Describe how the system partners with 3rd party EAI tool vendors (e.g., Vitria)	
40	EAI	If the vendor provides proprietary EAI tools, describe how the EAI tools provide the following functionality, including but not limited to:	
41	EAI	B to B - provision for managing trading partners	
42	EAI	B to B - acknowledge and nack transactions	
43	EAI	B to B - enveloping and de-enveloping batch transactions	
44	EAI	B to B - validation of EDI transactions	
45	EAI	A to A - pre-built adaptors (FTP, MQ, database)	

Technical Specifications

REF #	CATEGORY	SPECIFICATION	Vendor Notes
46	EAI	A to A - data translation capabilities	
47	EAI	A to A - ability to publish once and have multiple subscribers	
48	EAI	A to A - supporting SOA (web services)	
49	EAI	Describe tools provided that aid in data cleansing activities.	
50	EAI	Describe system or EAI provided transaction management tools that manage connectivity to a backend database (or provides connection pooling)	
51	Interfaces	Describe how the system integrates with legacy applications including:	
52	Interfaces	Mobile Services	
53	Interfaces	Financials	
54	Interfaces	Materials Management	
55	Interfaces	ITRON	
56	Interfaces	Outage Management	
57	Interfaces	HR/Payroll	
58	Interfaces	GIS	
59	Interfaces	Appointment Setting System	
60	Interfaces	Payment Processing System	
61	Interfaces	State Agencies/External Agencies	
62	Interfaces	IVR for screen pops	
63	Interfaces	Process control or Scada systems	
64	Interfaces	Currently Terasen Gas uses a component of SAP's IS-U/CCS (Industry Solution for Utilities / Customer Care System) called DM (Device Management) to manage Meter Assets.	

Technical Specifications

REF #	CATEGORY	SPECIFICATION	Vendor Notes
65	Interfaces	Describe the impacts on your product should Terasen choose to continue to use the functionality of these applications rather than the meter management and service order management functionality in your CIS application.	
66	Interfaces	Describe the impact of interfacing your CIS solution to these applications or the using the functionality of your CIS application to replace these existing systems.	
67	Interfaces	Describe the effort involved to reconfigure these modules to become fully integrated with your CIS application. What approach would you suggest we use to evaluate our current configuration and determine the level of effort needed to reconfigure these mod	

Appendix C – Quotation Qualification Questionnaire

1. Instructions to Bidders

 Please complete the following questionnaire. The document may be expanded as necessary to complete your response. However, please keep the responses as brief as possible.

2. A copy of the TGI Quotation Qualification Questionnaire document is imbedded and may be accessed by double clicking on the following icon.

Quotation
Qualification Questior

Appendix C – Quotation Qualification Questionnaire

1. General Company Information

a) Provide the Corporate name, headquarters address and key contact information (phone, fax, email address) of Respondent.

b) Identify any parent companies or subsidiaries of the Respondent.

c) Does Respondent have plans or knowledge of any acquisition, merger, or significant change in ownership?

d) Provide information for the last three years regarding the amount of revenue generated by your company specifically related to CIS implementation projects.

e) Provide the number of employees employed by your company and how many are dedicated to providing implementation support to CIS projects.

f) If Respondent's annual report (as requested in section 5.10) does not include an organizational chart of Respondent's officers and key managers, please provide one.

g) Is your organization currently involved in any litigation? If so, please provide details.

h) Please provide your current Dun and Bradstreet rating information.

i) How long has your organization been offering software products and services within the CIS development and support business?

j) Explain the process offered for future release enhancement requests and, if any, TGI's ability to influence future product enhancements.

k) Please describe your participation or commitment to user conferences, industry trade shows, and other seminars/ workshops. Do you provide for client attendance at these events?

l) Please provide a website address and contact information for your main user group representative.

2. Product Information

a) Briefly explain the product solution's approach to successfully addressing TGI's CIS functional requirements. For example, is the Respondent's product a "one vendor solution for all functionality" or an integrated, multi-vendor solution with each vendor product specializing in sub-sets of the total functionality required?

b) What version (release number and date) of the product is being proposed?

c) Explain the planned version release strategies for the proposed product.

d) What is the frequency of service pack releases? Provide a list of service packs delivered over the last two years.

e) Please describe the available levels of product support.

3. Previous Experience

a) Provide a list of customers comparable to TGI for whom you have provided CIS implementation services utilizing the proposed product (these are in addition to your references). Please provide performance metrics achieved on these projects including adherence to project budget and schedule.

b) List services rendered to TGI within the last five years, either as a prime contractor, or as a subcontractor. This includes any third party subcontractors your organization intends to include in the response. The list will indicate the name of the project, TGI's project manager, and the dates of the Respondent's participation on the identified project.

4. Resource Management

a) Provide details of the relationship(s) of all companies (e.g., subcontracts) included in your response. Please include information regarding relationship contracts, commitments and responsibilities.

b) Describe your approach to using onsite resources, offshore resources and solution centers.

c) Please describe your proposed policy/process for the replacement of Project resources which are removed from the Project due to normal turnover (resignation, termination, etc.) or which are removed at the request of the client (for performance or other reasons).

d) How many/what percentage of resources will be located on-site at TGI's offices?

e) How many/what percentage of resources will be located off-site (e.g. at an off-site development center)?

f) For on-site resources, how many full time days per work week (excluding travel time) will they be on-site at TGI's offices? Are any special work schedules or variable work weeks anticipated to be worked by on-site resources (e.g. non-standard working hours, etc)?

5. Documentation and Training

a) Describe your "development documentation" approach and provide a list of supporting documentation that will be developed during the project effort. Please include specific information regarding "leave-behind" documentation that will be provided to address future TGI efforts.

b) Describe your typical end-user Training approach.

c) Describe recommended application and technical training.

d) Describe your approach for transferring knowledge to the client resources to ensure self-sufficiency upon Project completion.

6. Exceptions Taken to the RFQ

e) Document any exceptions taken to the RFQ and/or standard terms and conditions. Also document any key assumptions made in developing your response to this RFQ.

Appendix D – Interface Specifications

1. Instructions to Bidders

Information on the following pages documents potential interfaces to the new product. If you believe an interface requirement may be eliminated and replaced by existing functionality within your proposed software solution, please make note of the functionality available in the proposed solution that you believe replaces the need for an interface.

2. A copy of the TGI Interface Inventory document is included is imbedded and may be accessed by double clicking on the following icon.

Interface
Specifications

REF #	Application Name	Interface Name	Description	Frequency	Type	Data Volumes (Size of Data Transfer)	Data Volume (Number of Occurrences)	Other Impacted Systems	Complexity	Bidder Comments
1	NSS	INT_NSS_ED_DATES	This interface provides the details of all the program dates of the Customer Choice Program that are registered in the NSS Database	Daily	Batch	22kB	1/day	ED	L	
2	NSS	INT_NSS_ED_DISP_STATUS	This interface provides dispute status information to ED	Near Real-time	Batch	1kB-3kB	10-20/day	ED	M	
3	NSS	INT_NSS_ED_ER_b	This interface provides enrollmnet data to ED	Near Real-time	Batch	1kB - 40kB	15-30/day	ED	M	
4	NSS	INT_NSS_ED_SC	This interface will provide the details of stranded costs (exit fees) chargeable to customers if they enroll with a marketer on any date other than November 1	Daily	Batch	0-3kB	1/day	ED	L	
5	NSS	INT_ED_NSS_ODS_BC	This interface will produce the details of billed consumption by premise service	Daily	Batch	20MB-30MB	1/day	ODS, ED	M	
6	NSS	INT_ED_NSS_ODS_ED_a	This interface will produce cumulative details for all accepted enrollment and drop transactions	Daily	Batch	50MB	1/day	ODS, ED	M	
7	NSS	INT_ED_NSS_ER_c1	This interface will contain the switch request responses	Near Real-time	Batch	1kB-150kB	15-30/day	ED	M	
8	NSS	INT_ED_NSS_ER_c2	This interface will contain the premise historical consumption records for accepted enrollment request transactions	Near Real-time	Batch	3MB-4MB	1/day	ED	M	
9	NSS	INT_ED_NSS_CC	This customer call interface will produce the details of customer actions logged in the PEACE database	Daily	Batch	4MB	1/day	ED	M	
10	NSS	INT_ED_ODS_NSS_TARIFF	This interface will produce the details of all rates, both metered and non-metered	Daily	Batch	17MB	1/day	ODS, ED	M	
11	NSS	INT_NSS_ODS_MG	This interface will provide marketer group information to ODS	Daily	Batch	14kB	1/day	ODS	L	

REF #	Application Name	Interface Name	Description	Frequency	Type	Data Volumes (Size of Data Transfer)	Data Volume (Number of Occurrences)	Other Impacted Systems	Complexity	Bidder Comments
12	NSS	INT_ODS_NSS_MSR	This interface will provide the daily supply requirement by premise by entry date for all Marketer Groups (including Terasen)	Daily	Batch	155MB	1/day	ODS	M	
13	NSS	INT_ED_NSS_CU	This interface will provide details of customer billing (gas consumption) related to premises enrolled by a marketer	Daily	Batch	1kB-300kB	1/day	ED	M	
14	RUF	INT_ED_ODS_BR_m	This Billed Consumption and Revenue by Premise will contain miscellaneous charges recorded at the customer level	Daily	Batch	1kB-300MB	1/day	ENERGY	H	
15	RUF	INT_ED_ODS_BR_i	This Billed Consumption and Revenue by Premise will contain invoiced revenue	Daily	Batch	50kB-300MB	1/day	ENERGY	H	
16	RUF	CW7139_IB_DailyReversalList	Reversed invoice data for industrial billing	Daily	Batch	1kB-4kB	1/day	ENERGY	L	
17	RUF	CW7139_MM_DailyReversalList	Reversed invoice data for mass market	Daily	Batch	200kB	1/day	ENERGY	L	
18	FIS	Consumption File	Consumption data	Monthly	Batch	900MB (grows by 20MB per month)	1/month	ENERGY	M	
19	FIS	Consumption for Prior Months	Prior months consumption data	Monthly	Batch	22MB	1/month	ENERGY	M	
20	FIS	Null Consumption File	Null consumption information	Monthly	Batch	22MB	1/month	ENERGY	M	
21	FIS	Customer File	Customer information	Monthly	Batch	60MB	1/month	ENERGY	M	
22	FIS	Premise File	Premise information	Monthly	Batch	18MB	1/month	ENERGY	M	
23	FIS	Tariff Change File	Tariff change information	Monthly	Batch	800kB	1/month	ENERGY	M	
24	FIS	Detailed Actice Service Report	Active services information	Monthly	Batch	40MB	1/month	ENERGY	M	
25	FIS	Basic Charge Report	Basic charge information	Monthly	Batch	20MB	1/month	ENERGY	M	
26	WINS	Burn Report (Excel Files)	The Excel files contain customer consumption and gas imbalance information	Daily	Batch	1.5M per 100 files	100/day	ENERGY	H	
27	WINS	Daily Aggregate Usage	This XML interface provides daily aggregate usage by marketer groups	Daily	Batch	20kB-160kB	1/day	ENERGY	M	
28	WINS	TMS Charges	This XML interface provides information on high end charges	As Required	Batch	5kB-70kB	5-6/month	ENERGY	M	

REF #	Application Name	Interface Name	Description	Frequency	Type	Data Volumes (Size of Data Transfer)	Data Volume (Number of Occurrences)	Other Impacted Systems	Complexity	Bidder Comments
29	Sch 14 Spreadsheet	Burn CIS High End Charges	This XML interface provides information on Sch 14 high end charges	Monthly	Batch	50kB-80kB	1/month	ENERGY	M	
30	AM/FM	Premise Address Info (Daily)	Update AM/FM with current premise information	Daily	Batch	80kB-110kB	1/day	ENERGY	M	
31	AM/FM	Premise Address Info (Annual)	Annual premise information reconciliation	Annual	Batch	3MB	1/year	ENERGY	M	
32	Synergee	Services & Consumption	Service and consumption information	Annual	Batch	1.76GB	1/year	ENERGY	M	
33	MICS	Gas Measurement	This XML interface contains gas measurement data	Daily	Batch	5MB	1/day	ENERGY	M	
34	MICS	Calorific Values	This XML file contains heat values	Daily	Batch	5kB-30kB	1/day	ENERGY	M	
35	MICS	Temperature Data	This XML file contains average daily temperature by location	Daily	Batch	5kB	1/day	ENERGY	M	
36	SAP	Monthly Revenue	Monthly revenue is extracted,summarized and manually journallized into SAP	Monthly	Batch	n/a	1/month	ENERGY	M	
37	SAP	CUCBC cash receipts	Pass through of daily cash report/file received from CUCBC for input into SAP	Daily	Batch	5kB - 15 kB	1/day	ENERGY	L	
38	SAP	CIS Cust payments	Extract of the details for the daily payment journals for input into SAP	Daily	Batch	20kB - 50 kB	1/day	ENERGY	L or M?	
39	SAP	CIS Cust refunds (thru Biztalk)	extract of the details for the CIS customer refunds so SAP AP can process the refund checks 2 files are sent for this interface, a refund and division file for each batch sent	on demand (usually 2-3 times per week)	Batch	2 files Division 1kB - 5 kB Refund 1kB - 50 kB	2-3/week	ENERGY, B	M	
40	SAP	OF Billing	send of the SAP billing requests from SAP service orders, the data is sent in text format and manually entered into ENGY	Daily	Batch	1kB - 50 kB	1/day	ENERGY	L	
41	SAP-MMS	Device Events	Daily summary of Energy device actions (meter installs, removals, exchanges).	Daily	Batch	150kB - 200 kB	1/day	ENERGY	H	
42	SAP-MMS	New Devices	Daily summary of devices certified in SAP.	Daily	Batch	500 kB	1/day	ENERGY	M	
43	SAP-MMS	Meter Recalls	List of devices to be recalled.	Yearly	Batch	1 MB	1/year	ENERGY	M	

REF #	Application Name	Interface Name	Description	Frequency	Type	Data Volumes (Size of Data Transfer)	Data Volume (Number of Occurrences)	Other Impacted Systems	Complexity	Bidder Comments
44	SAP-MMS	Energy Device Extract	Quarterly list of installed devices and premise information. Used to compare databases (Energy versus SAP)	Quarterly	Batch	26 MB	1/quarter	ENERGY	M	
45	SAP-BW	Energy Device Extract for BW	Weekly list of installed devices and Premise information that is loaded into the SAP-BW environment.	Weekly	Batch	100MB	1/week	ENERGY	M	
46	SAP-DMS	Field work files (into SAP)	Details of field work request.	Near Real-time	Batch	1kB-4kB	veral hundred / d	ENERGY	H	
47	SAP-DMS	Field work completion files (into Energy)	Field work completion details.	Near Real-time	Batch	1kB	veral hundred / d	ENERGY	H	
48	CAFÉ	Customer Info file	extract of customer details from ENGY to feed into CAFÉ	Weekly	Batch	45MB	1/week	ENERGY	L	
49	CAFÉ	Premise Info file	extract of premise details from ENGY to feed into CAFÉ	Weekly	Batch	120MB	1/week	ENERGY	L	
50	CAFÉ	PTJ Extract File	extract of PTJ details from ENGY to feed into CAFÉ	Weekly	Batch	2MB	1/week	ENERGY	L	
51	CAFÉ	Café Premise out	Extract from CAFÉ (in spreadsheet format) with the details for any new premises required. Premises are manually created in ENGY and the file updated & sent back to CAFE as the CAFÉ premise in load	Daily	Batch	30kB - 80kB	1/day	ENERGY	M	
52	CAFÉ	Café Premise in	import of the CAFÉ Premise out file back into CAFÉ (and subsequently updates SAP) to update the details for the new premises once they are created in ENGY	Daily	Batch	30kB - 80kB	1/day	ENERGY	M	
53	Canada Post	Confirmation Letter Rates Data	Data for generating a graph of Terasen actual commodity rates for the past 24 months onto the confirmation letters.	Daily	Batch		1/day	ED	L	
54	Canada Post	Confirmation Letter	Details for generating enrollment confirmation letters	Daily	Batch		1/day	ED	L	
55	Canada Post	Statement Print File	Data for billing statements	Daily	Batch	45,000 records	1/day	ENERGY	H	
56	Canada Post	Credit Notice	Data for credit notices	Daily	Batch	1,000 reords	1/day	ENERGY	M	

REF #	Application Name	Interface Name	Description	Frequency	Type	Data Volumes (Size of Data Transfer)	Data Volume (Number of Occurrences)	Other Impacted Systems	Complexity	Bidder Comments
57	Meter Read System	MRI	List of meters to be read	Daily	Batch	30,000 records	1/day	ENERGY	H	
58	Meter Read System	MRE	Meter reads and round list information	Daily	Batch	30,000 records	1/day	ENERGY	H	
59	CUCBC	Remittance File	Payment information - Terasen & Squamish	Daily	Batch	50,000 records	1/day	ENERGY	M	
60	DRN	Collection File	Generate accounts for third part collection	Weekly	Batch	2,000 records	2/week	ENERGY	M	
61	TD Bank	Direct Debit File	Process accounts with pre-authorized payments	Daily	Batch	2,500 records	1/day	ENERGY	M	
62	ePost	Invoice Notification	Notification of invoices ready to be viewed online	Daily	Batch	Unknown	1/day	ENERGY	L	
63	Account Online	Customer Web Portal		Near Real-time	Batch	Unknown	Unknown	ENERGY	L	
64	WMA	Work Management Application		Daily	Batch	Unknown	Unknown	ENERGY	Unknown	
65	Avaya	Customer Phone Portal		Near Real-time	Batch	100,000 calls per day		ENERGY	L	
66	DAVOX	Collection Campaigns	Generate automatic phone message regarding late payments	Daily	Batch	1,500 records	1/day	ENERGY	M	

Note: Other interfaces (Manual - not integrated)
1) Credit check look up on new account application
2) Call centre conference calling with external language translation service
3) Temperature check look up to support daily disconnect parameter
4) Log in to Collection Agency tool to view account collection status
5) Quarterly extract of accounts with transacitos for the survey purposes

Appendix E – Pricing Structure Statement

1. Instructions to Bidders

Please complete the pricing schedules in the attached Appendix in the format specified. Fully document any assumptions or considerations used in arriving at your pricing Quotation.

The Respondent should complete and return as part of their response to this RFQ, all tables contained in this Appendix. Responses shall be provided within the tables provided and shall be provided electronically in Microsoft Word format. Instructions for the completion of these tables are as follow:

a) Provide detailed answers for each line item contained in the respective tables and forms.

b) Include supporting brochures and literature, as you believe valuable for the additional review of the project team (one set per response). Such literature should be additional and not instead of providing the detail response for any line item.

2. A copy of the TGI Pricing Structure Statement document is imbedded and may be accessed by double clicking on the following icon.

Pricing Structure
Statement

Appendix E – Pricing Structure Statement

SCHEDULE 1 – INITIAL ACQUISITION COSTS					
	INITIAL LICENSE COSTS* Complete All Appropriate Column(s)				
Application Modules	Per Seat/ Client	Per Transaction	Per Processor	Other (specify)	Notes/ Comments
List each module proposed, the license fees for each module and any/all required additional software, utilities, development tools and/or third party software. If multiple pricing plans are available (e.g. site license or per seat license), please provide information on each of the plans with an explanation on how to determine the overall license fees for TGI. Additional lines may be added to this schedule if necessary by inserting additional table rows.					
* Note: per unit license pricing should be provided at various pricing levels (i.e., provide information related to any quantity discounts available). If third party software is proposed/required such software must be included under the respondent's product license agreement. Please provide specific vendor name and contact information for third party software.					

Appendix E – Pricing Structure Statement (continued)

SCHEDULE 2 – SITE LICENSING FEES		
Application Modules	**Site License**	**Notes/ Comments**
Provide a proposed site license fee for TGI. Site license may be provided on a module-by-module basis or for the entire integrated suite. Please describe any additional assumptions upon which the site license charge is based. Also identify any third party modules required to meet TGI requirements but not included in the proposed site license.		

Describe how the application license my be utilized assuming the license is with Terasen Gas Incorporated. Describe the impact to the software license agreement in the event of acquisition of another company, merger with another utility, use by TGI subsidiaries and affiliates, or joint ventures with other utilities.

Appendix E – Pricing Structure Statement (continued)

SCHEDULE 3 – ADDITIONAL FEES		
Cost Item	**Response**	**Comments/Discussion**
License Fee for additional Site(s) or for an Affiliate, if applicable.		
Anticipated License Fee increases for each year over the next 10 years.		
Year 1		
Year 2		
Year 3		
Year 4		
Year 5		
Year 6		
Year 7		
Year 8		
Year 9		
Year 10		
Annual cap on percentage increases for maintenance.		
Proposed payment schedule for license fee payment.		
Proposed Warranty period.		
Proposed start date for maintenance agreement fees.		
Vendor Software Maintenance Fees (also, include how they are derived (e.g., based on a percentage of license fees, based on price per modification, etc.)		

Appendix E – Pricing Structure Statement (continued)

SCHEDULE 4 – TEN YEAR COST OF OWNERSHIP			
Cost Item	Payment Schedule/ Date	Amount	Comments/ Discussion
Based on the information in the above schedules, please provide an estimate of the cost of ownership to the TGI over the next 10 years.			
One-Time/Initial License Fees			
Year one maintenance charges			
Year two maintenance charges			
Year three maintenance charges			
Year four maintenance charges			
Year five maintenance charges			
Year six maintenance charges			
Year seven maintenance charges			
Year eight maintenance charges			
Year nine maintenance charges			
Year ten maintenance charges			
Total cost of ownership			

This RFQ does not include requests for pricing of implementation services since this will be included a separate, future RFQ. Any cost not identified to achieve the level of functionality specified herein shall be borne solely by the Bidder .

NON-DISCLOSURE AGREEMENT

This Non-Disclosure Agreement is entered into this _____ day of _____, 2008, by and between _____ (the "Vendor") with its principal offices at _____ and Terasen Inc. ("Terasen") located at 10th Floor, 1111 West Georgia Street, Vancouver, BC V6E 4M3.

WHEREAS:

A.   Each Party has Proprietary Information concerning its business that it protects from public disclosure and maintains as confidential and proprietary ("Proprietary Information") and each party intends to maintain the trade secret and confidential status of its Proprietary Information;

B.   For the purpose of discussions concerning the evaluation and review of Vendor's Customer Information System Software, each party may disclose its Proprietary Information to the other party; and

C.   Each party considers its Proprietary Information to be of significant commercial value and agrees to disclose such Proprietary Information to the other party only for the purpose set forth above and under the terms and conditions set forth above and under such terms and conditions contained herein.

NOW THEREFORE, in consideration of the mutual covenants expressed herein and other good and valuable consideration, the receipt and sufficiency of which each party acknowledges, the parties agree as follows:

1.   DEFINITION

"Proprietary Information" means information or data, including but not limited to business plans, product plans, customer information, technical specifications and design techniques, relating to:

(a)   Vendor's customer information system software; and

(b)   Terasen's trade secrets, technology, know-how, business plans, and other confidential information relating to its business, assets, undertakings and customer information, (without limitation) any and all formulas, compilations, programs, concepts, ideas, methods, techniques, processes, information, data, research, reports, documents, tables, strategies, intellectual property or trade secrets that have been used or developed by or for Terasen. It may include written or verbal/visual information. In order to be considered Proprietary

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Customer Information Software Selection**

Information, written information must be identified at the time of the disclosure with an appropriate legend, marking, stamp or other identification on the face thereof as Proprietary Information. In order to be considered Proprietary Information, verbal or visual information shall be so identified at the time of said disclosure and the disclosing party shall notify the receiving party in writing within thirty (30) days of the disclosure and specifically identify the Proprietary Information previously disclosed. Magnetic tape, computer software or any other similar type of machine readable format shall be considered a verbal disclosure pursuant to this Agreement.

2.   **PURPOSE**

The purpose ("Purpose") of this Agreement is to permit each party to provide Proprietary Information to the other party for the purpose of evaluating and reviewing such Proprietary Information in connection with Terasen`s selection of an optimal customer information system software application.

3.   **PERMITTED DISCLOSURE**

Subject to Section 5 hereof, each party agrees to keep Proprietary Information received from the other party in confidence and not disclose such Proprietary Information to any third parties except officers, directors, employees, agents, consultants, or subcontractors of the receiving party with a "need to know" and that are obligated in a manner consistent with this Agreement to maintain the confidentiality of the Proprietary Information, in order to accomplish the Purpose stated above, and provided that such third parties shall first agree in writing to be bound by a like obligation of confidentiality with respect to such Proprietary Information as the receiving party is bound. Notwithstanding the foregoing, the Vendor acknowledges and agrees that may be required to disclose its Proprietary Information to Terasen's regulator, the British Columbia Utilities Commission pursuant to Section 5(f) of this Agreement.

4.   **USE OF PROPRIETARY INFORMATION**

The receiving party shall use any Proprietary Information received hereunder only for internal evaluation and use consistent with the Purpose.

5.   **EXCEPTIONS TO NON-DISCLOSURE**

Notwithstanding Section 3 above, neither party shall be liable under this Agreement if a disclosure or use of Proprietary Information received hereunder is made where the Proprietary Information:

(a)   was in the public domain at the time of disclosure or is subsequently made available to the general public without restriction and without breach of this Agreement by the receiving party; or

(b)   was known by the receiving party at the time of disclosure without restrictions on its use or shown to have been independently developed by the receiving party, as shown by adequate documentation; or

(c)   is used or disclosed in manner consistence with the prior written approval of the disclosing party; or

(d)   is used or disclosed inadvertently despite the exercise of the same degree of care as each party takes to preserve and safeguard its own Proprietary Information; or

(e)   is lawfully received by the receiving party at any point in time from a third party which is under no obligation to keep such Proprietary Information in confidence; or

(f)   is used or disclosed pursuant to a court order, subpoena or other lawful order of a court or governmental authority of competent jurisdiction provided, however, that the receiving party shall to the extent that it is not legally prohibited from doing so give the disclosing party prompt written notice of such disclosure so that the disclosing party may either waive compliance with the Agreement or seek (and in which case the other Party shall use reasonable efforts to assist the disclosing party to obtain) a protective order.

6.   RETURN OF PROPRIETARY INFORMATION

Upon termination of this Agreement, the receiving party shall promptly return to the disclosing party all Proprietary Information that has been or may hereafter be received or acquired by the receiving party, including all copies, reproductions and records containing Proprietary Information whether in electronic or other format.

7.   DELETION OF PROPRIETARY INFORMATION

The receiving party will, upon the reasonable request of the disclosing party, delete from all retrieval systems or databases and destroy all records and documents in the possession of the receiving party containing Proprietary Information of the disclosing party within ninety (90) days of receipt of notice from the disclosing party.

8.   EXPENSES

Each party shall use its own resources and funds in carrying out the provisions of this Agreement and neither party shall reimburse the other for expenditures or costs incurred hereunder.

9. OWNERSHIP OF PROPRIETARY INFORMATION

All Proprietary Information delivered by either party pursuant to this Agreement shall be and remain the property of the disclosing party. Any written analyses or summaries of the Proprietary Information or things or tangible forms that embody or that are derived from the Proprietary Information will remain the property of the disclosing party. All such Proprietary Information, any copies thereof will be promptly returned to the disclosing party upon written request.

10. NO LICENSE RIGHTS

This Agreement and any Proprietary Information used or disclosed hereunder shall not be construed as granting, expressly or by implication, any rights by license or otherwise to such Information or to any invention or patent or patent application now or hereafter owned or controlled by the disclosing party.

11. NO WARRANTIES OR REPRESENTATIONS

Any Proprietary Information exchanged under this Agreement shall carry no warranties or representations of any kind, either expressed or implied. The receiving Party shall not rely on the Proprietary Information for any purpose other than to make its own evaluation thereof.

12. NO RELATIONSHIP

The parties agree that this Agreement is for the purpose of protecting Proprietary Information only. This Agreement does not create a joint venture, agency, partnership or other business relationship between the parties.

13. INJUNCTIVE RELIEF

It is understood and agreed irreparable harm may result to the disclosing party if the receiving party breaches its obligations under this Agreement and the parties further acknowledge that money damages are insufficient remedy for any violation or threatened violation of this Agreement and the disclosing party shall be entitled to injunctive relief as a remedy for any such breach. Such remedy shall not be the exclusive remedy for any breach of this Agreement but shall be in addition to any other available remedies.

14. GOVERNING LAW

This Agreement shall be governed by and construed in accordance with the laws of the Province of British Columbia, and the parties irrevocably consent to the jurisdiction of the courts of British Columbia only as they may be asked to rule on the terms and conditions of this Agreement.

15.   **BINDING AGREEMENT**

This Agreement shall be binding upon the parties, their successors and assigns. Neither party shall assign this Agreement or any Proprietary Information received hereunder without the express written consent of the other party.

16.   **SEVERABILITY**

In the event that any provision of this Agreement shall be held to be illegal, or otherwise unenforceable, such provision shall be severed and the entire Agreement shall not fail on account thereof and the balance of the Agreement shall continue in full force and effect, provided, however, that if the severing of such provision results in a material alteration of this Agreement, the remaining provisions of this Agreement shall be adjusted equitably so that no party benefits disproportionately.

17.   **COMPLETE AGREEMENT**

This Agreement represents the entire understanding between the parties as to the matters herein contained and relative thereto and supersedes all other agreements, oral or written, express or implied, between the parties at the effective date of this Agreement. Any conflict between the language on any specified legend or stamp on any Proprietary Information received hereunder and this Agreement shall be resolved in favor of the language of this Agreement.

18.   **AUTHORIZATION**

Both parties represent and warrant that each has the authority to enter into this Agreement and each represents and warrants that it has the authority to disclose Proprietary Information to the other for its use and disclosure in accordance with the terms of this Agreement and that such use and disclosure will not subject the disclosing party or its Representatives to any liability associated therewith.

19.   **COUNTERPARTS**

This Agreement may be executed in counterparts with the same effect as if all parties had signed the same document. All counterparts will be construed together and will constitute one agreement.

IN WITNESS WHEREOF, parties have executed this Agreement by their authorized representatives as of the date set forth below.

_____   **TERASEN INC.**

By   _____   By   _____

Name _____   Name _____

Title _____   Title _____

Date _____   Date _____

Appendix E
SYSTEM INTEGRATOR RFQ

REQUEST FOR QUOTATION

Customer Information System (CIS) – System Implementation

Terasen Gas

Table of Contents

1. Introduction

This Request for Quotation ("RFQ") is the second stage of the selection process initiated by the Request for Proposal for Customer Information Software ("CIS") – System Implementation and On-Going Support dated December 8, 2008 ("RFP"). All activities included as part of the RFP evaluation process have been completed. This document is being issued to a short list of successful proponents on the basis of their responses to the RFP document based on the evaluation criteria identified in the RFP.

2. Invitation to Respond

Terasen invites Bidders ("Bidders") to submit Quotations ("Quotations") for the provision of services to implement a CIS solution. Terasen also requests Bidders to provide Quotations regarding optional services for assistance to Terasen during a transition and knowledge transfer period pertaining to the CIS solution to be chosen by Terasen and more specifically described in Part 2 hereof.

3. Process and Schedule:

3.1   Bidders shall submit a fixed fee Quotation for the implementation of the CIS solution selected by Terasen.

3.2   The RFQ evaluation process for the Project will include the following activities:

      a)   issue the RFQ's;

      b)   reference calls

      c)   short list Bidders for interviews

      d)   a one day interview with each of the short listed Bidders and;

      e)   Bidder selection

4. Time Line

The following table reflects the desired timing of the Project Bidder evaluation process. Terasen reserves the right to change the below dates at any time. Terasen will notify Bidders of such changes.

Customer Information Software (CIS) – System Implementation

Key Event	Deadline Date
Issue RFQ	January 22, 2009
Close of Bidder Questions	January 27, 2009
Issue Final RFQ Clarification Responses	January 29, 2009
RFQ Soft Copy Response Submission Deadline	February 9, 2009
RFQ Hard Copy Response Submission Deadline	February 10, 2009
Bidder reference calls	January 26 to February 12, 2009
Short List Bidders for Interviews	February 13, 2009
Bidder Interviews	Februay 16 to February 24, 2009
Recommendation To Terasen Management	Q1, 2009
Approval by BCUC	to be determined - anticipated Q3, 2009

5.   **Selection Process**

The Project and Bidder(s) selection (both the software product Bidder and the system implementation Bidder) is subject to approval by the British Columbia Utilities Commission (BCUC). Any Project commencement or cancellation decision will be dependent on the results of the BCUC review and Terasen executive management approval. The result of the BCUC review is anticipated to occur in September 2009.

The selection of the successful Bidder(s) for the Project (product and system implementers) will be made based on the evaluation of a combination of both a software vendor and a system implementer. Terasen will select a Project software product and a short list of system implementation Bidder(s) in Q1 2009. At this time Terasen will identify a primary and secondary Bidder for system implementation with a final decision to be made after the BCUC Project and Bidder review results are made available.

Material and fundamental to the final selection of the successful Bidder herein is the Bidder's ability to confirm and provide its team of assigned personnel to the Project for its duration. The short-listed successful Bidders will be asked to confirm and commit the team they will assign to the Project and submit the proposed team for Terasen's approval. The team must be reflective of the same experience, skill and capabilities as the team that was originally proposed in the Bidder's Quotation. If the team, in Terasen's opinion, does not represent comparable skills and experience to the team in the Bidder's Quotation, Terasen

reserves the right to reject any or all of the members of the team to ensure that the team proposed will produce the Project outcomes as represented by the Bidder is it's Quotation. If one of the short-listed successful Bidders fails to provide a commitment of adequate resources, Terasen reserves the right to reject that Bidder's Quotation at this stage of the process with no damages or penalties whatsoever and accept the other short-listed successful Bidder's Quotation.

The Project go live date is January 1, 2012.

6.   Identification of Bidders:

Each Quotation shall include the Bidder's:

    a)   Name and address
    b)   Telephone number
    c)   Facsimile number
    d)   Signature of authorized signatory
    e)   Name (printed) of authorized signatory
    f)   Title of authorized signatory

7.   Joint Quotations/Subcontractors

7.1   A Bidder may submit a Quotation wherein more than one (1) company will be participating in the Quotation, either through a joint bid or through a subcontracting arrangement.

7.2   The Bidder submitting the Quotation shall:

    a)   identify all companies party to the Quotation;
    b)   identify the solution components to be provided by each participant;
    c)   identify the primary Bidder's representative who shall assume all responsibilities for the Quotation and if successful the contracted services and materials; and
    d)   not add or substitute other companies without first obtaining written consent from Terasen.

8.   Information/Clarification

8.1   Terasen will accept requests for information or clarification regarding this RFQ. Bruce Arneson barneson@miconinc.com by the date indicated in the Timeline in Section 4 – Timeline of this RFQ. All replies shall be confirmed in writing by Terasen and any reply other than in writing is invalid. Any instructions or information given to Bidders other than by Mr. Arneson are invalid.

8.2   A reply to all questions, if any, shall be made in the form of an addendum(s) which will be forwarded to all Bidders.

8.3   No verbal agreement or conversation made or had at any time with any officer, agent or employee of Terasen, nor any oral representation by such officer, agent or employee, shall add to, detract from, affect or modify the terms of the Request for Quotation or be relied upon in any way whatsoever, unless specifically incorporated in a written addendum issued by Terasen

9.   Knowledge of Work

9.1   Before submitting its Quotation, Bidders shall obtain all necessary information, local or otherwise as to risks, contingencies and other circumstances which may influence or affect its Quotation.

9.2   All communications during the Request for Quotation period shall be made directly with:

> Mr. Bruce Arneson
> The Micon Group
> 1820 E. Ray Road, Suite A209
> Chandler, AZ 85225
> Office: (480) 656-8393
> Email: barneson@miconinc.com

10.   Quotation Format

All Quotations must be submitted in the following structure:

10.1   Software Functional Implementation

Appendix "A" of this document contains a detailed listing of the functional requirements Terasen is looking for in a CIS solution with responses by the product vendor regarding the ability of the proposed version of their product to meet required functionality. The Quotation for system integration services must be based on the software vendor's proposed product version as identified in Appendix "A" and the software vendor's response for each item in the list based on the response instructions included in Appendix "A".

10.2   Required Work Activities

Quotations must include a detailed Work plan for each phase of Work indicating the Bidder's plan of work, methodology, resource histograms (indicating both

Bidder supplied and Terasen full-time equivalent (FTE) staffing requirements). Instructions are provided in Appendix "B".

10.3   Bidder Qualifications

Bidders must provide detailed responses to the applicable Quotation Qualification Questionnaire Appendix "C". Instructions for completing this questionnaire are provided in Appendix "C".

10.4   Interface Specifications

Quotations must include comments regarding the impact of their proposed services as they relate to the Interface Specification Document included in Appendix "D" of this RFQ.

10.5   Proposed Cost

Quotations must include a completed Pricing Structure Statement using the table in Appendix "E". This template provides both the basis for providing the initial integration services and the transition services. Instructions are provided in Appendix "E". Bidders must provide fixed-fee pricing that will remain valid through the completion of the Project in accordance with the Project timeline set out in Part 2 of this RFQ.

10.6   Infrastructure Recommendation

The Bidder shall provide a recommendation as to the infrastructure required to support the proposed Implementation by completing the table in Appendix "F". Infrastructure recommendation shall include an estimate of the number and types of servers required to Implement all proposed application modules including optional modules.

10.7   Bidder's Quotation Regarding Corporate Amalgamation

Terasen is contemplating the amalgamation of its three corporate entities - Terasen Gas Inc., Terasen Gas (Vancouver Island) Inc., and Terasen Gas (Whistler) Inc. The potential implementation date for corporate amalgamation is expected to coincide with the CIS go live target date of January 1, 2012. Bidders must include the possible Project impacts the proposed amalgamation will have on their Quotation.   Please indicate the key timing dependencies and implications on schedule, cost and overall risk to the Project and outline a

mitigation strategy. Assume alignment of the testing, training and go-live phases of the consolidation and the CIS initiatives.

11.   System Integrator Personnel Interviews

Bidders may be requested to schedule a visit to Terasen to provide an oral presentation of their Quotation and to make key proposed Project personnel available for interviews by the evaluation team.

11.1   The presentation/interview schedule will be coordinated by Ms. Joan Heil and will be communicated to each Bidder. Presentations/interviews will be conducted between February 16th and 24th. A detailed presentation/interview agenda will be provided and Bidder's must strictly adhere to the agenda.

11.2   The presentation, at a minimum, must cover the following topics:

> a)   Introductions/Quotation Overview
> b)   Bidder's Work Plan
> c)   Bidder's Proposed Budget
> d)   Interviews with Key Personnel
> e)   Bid Clarification as requested by Terasen evaluation team

11.3   Terasen reserves the right to use video and/or audio recording equipment to document these interviews.

12.   Delivery of Quotation

12.1   Bidders shall submit a Quotation to implement the CIS solution as described and documented in Appendix "A" of this RFQ.

12.2   Two (2) paper sets of the Quotations, and two (2) CD's in MS Word 2003 and MS Excel 2003, shall be submitted in an envelope addressed to:

> Mr. David Legge
> Director – Information Technology
> Terasen Gas, Inc.
> 16705 Fraser Highway
> Surrey, British Columbia
> Canada V4N 0E8

Customer Information Software (CIS) – System Implementation

12.3 The paper sets must be clearly marked with the words **"Customer Information System (CIS) – System Implementation RFQ Response"** and delivered up to but not later than 12:00 noon Pacific Standard Time on February 10, 2009.

12.4 In addition to the paper sets of Quotations, an electronic copy shall be submitted via email to each of the following addresses up to but not later than 12:00 noon Pacific Standard Time on February 9, 2009:

Mr. Bruce Arneson   Mr. David Legge
barneson @miconinc.com   david.legge@terasengas.com

12.5 Quotations delivered after the closing time will not be accepted.

12.6 Faxed Quotations will not be accepted.

12.7 All Quotations including spreadsheets must be provided in electronic form as MS Word 2003 and MS Excel 2003 documents. (PDF's will not be accepted).

13. Request for Quotation and Bid Proprietary and Confidential

13.1 In addition to the specific information covered by the Mutual Non Disclosure Agreement, all information in this Request for Quotation is confidential and should not be disclosed by the Bidder except as required in the preparation of the Bidder's Quotation.

13.2 The Bidder may designate portions of its Quotation that are proprietary in nature and Terasen agrees not to disclose those portions except as required by the evaluation process or to its regulator.

14. Quotation Preparation Costs

Costs associated with preparing Quotations in Bid to this Request for Quotation are the sole responsibility of Bidders.

15. Acceptance and Rejection of Quotations

15.1 Quotations will be opened privately at the offices of Terasen. Following submission of the Quotation and within forty-eight (48) hours of being requested, Bidders shall provide such additional information as called for herein and as may be required by Terasen.

15.2 Terasen reserves the right to reject any or all Quotations, including without limitation the lowest Quotation even if the lowest Quotation conforms in all respects with the Request for Quotation, and to award the preferred Bidder

status to whomever Terasen in its sole and absolute discretion deems appropriate, notwithstanding any custom of the trade to the contrary nor anything contained in the Request for Quotation or herein. Terasen shall not, under any circumstances owe a duty of care or duty of fairness to any Bidder or, be responsible for any costs incurred by any Bidder in the preparation of its Quotation or for any damages whatsoever arising out of or related to the rejection of any Quotation.

15.3   Should a Bidder fail to complete its Quotation in strict compliance with the requirements of the Instructions to Bidders, Terasen, in its sole and absolute discretion, may nonetheless waive such non-compliance, seek clarification from and enter into negotiations with that Bidder and award the preferred vendor status to that Bidder, even if such failure in compliance would at law render the Quotation null and void. Failure to comply with any provision of the Instructions to Bidders described in mandatory terms such as "must" or "shall" shall not result in a Quotation being disqualified or rendered void unless Terasen, in its sole and absolute discretion, elects not to consider the Quotation any further, otherwise Terasen in its sole and absolute discretion may waive such non-compliance and still consider the Quotation.

15.4   Without limiting the generality of the foregoing, Terasen reserves the right, in its sole and absolute discretion, to accept or reject any Quotation which in the view of Terasen, is incomplete, obscure, or irregular, which has erasures or corrections in the documents, which contains exceptions and variations or which contains prices Terasen considers unbalanced.

15.5   Criteria which may be used by Terasen in evaluating Quotations and selecting the short-list of Bidders and the weight, if any, to be given to the criteria are in Terasen's sole and absolute discretion and, without limiting the generality of the foregoing, may include one or more of:

   a) total cost to Terasen;
   b) the Bidder's track record in similar or related projects;
   c) understanding and ability to meet Terasen's functional requirements;
   d) quality, specific experience and commitment of key resources proposed;
   e) commercial reasonableness of the Bidder's standard consulting services agreement and;
   f) quality and completeness of the Bidder's Quotation.

15.6   Should Terasen not receive any Quotation satisfactory to it in its sole and absolute discretion, Terasen reserves the right to cancel the Request for Quotation or re-release the Request for Quotation. The Quotation shall remain valid, irrevocable and open for acceptance by Terasen without qualification for

the period from the Closing Time for submission of Quotations until the completion of the Project. Terasen reserves the right to enter into negotiations with any one or more Bidders on any or all aspects of their Quotation.

15.7 Notwithstanding any other provision of the Request for Quotation, it is a fundamental condition of this call for Quotations and the receipt and consideration of Quotations by Terasen that Terasen and its employees, contractors, consultants and agents will not and shall not under any circumstances whatsoever, including without limitation whether pursuant to contract, tort, statutory duty, law, equity or otherwise, and including but not limited to any actual or implied duty of fairness, be responsible or liable for any costs, expenses, claims, losses, damages or liabilities (collectively and individually "Claims") incurred or suffered by Bidders as a result of, arising out of, or related to any of the Request for Quotation, any Addenda, the preparation, negotiation, acceptance or rejection of any conforming or non-conforming Quotation, the rejection of any Bidder, the cancellation, suspension or termination of the selection process, or the postponement, suspension or cancellation of the Work, and by submitting a Quotation each Bidder shall be conclusively deemed to waive and release Terasen and its employees, contractors, consultants and agents from and against any and all such Claims. Bidders shall indemnify and hold harmless Terasen and its employees, contractors, consultants and agents against any and all Claims brought by third parties against Terasen or any of its employees, contractors, consultants and agents which arise out of or are related to any one or more of the preparation, submission and negotiation of any Quotation by the Bidder. Without limiting the generality of the foregoing, Terasen shall not be under any obligation whatsoever to award the Work to the Bidder or anyone else and may cancel the Request for Quotation and reject any or all Quotations received at any time for whatsoever reasons Terasen in its sole, absolute and unfettered discretion considers to be its best interest.

1.   Scope of Work

1.1   This document and the Appendix "A" attached hereto outline the Functional Requirements of the Customer Information System Application. The Bidder shall respond to the Functional Requirements document as an indication of the proposed services required to deliver the specified functionality. Detailed Functional Requirements and instructions for response are provided in Appendix "A".

1.2   Terasen has established a "go live" date of January 1, 2012.

1.3   After review and evaluation of the RFP responses regarding the proposed project development timeline, Terasen has identified what it considers to be a realistic and reasonable timeline. Terasen requests that all Bidders provide a response to this RFQ utilizing the twenty-two (22) month development timeline (not including Post Go Live support) depicted below. If the Bidder chooses to deviate from the prescribed timeline, specific reasons for deviation must be provided.

Project Phase	2009				2010												2011												2012				
	S	O	N	D	J	F	M	A	M	J	J	A	S	O	N	D	J	F	M	A	M	J	J	A	S	O	N	D	J	F	M	A	M	J
Plan								■																										
Blue Print/Analysis									■	■																								
Design and Build												■	■	■	■																			
Integration Test																			■	■	■													
Business Readiness																									■	■	■							
Post Go Live																														■	■			

1.4   In addition, the Bidder's Quotation shall include a fixed fee quotation for assistance to Terasen during a transition and knowledge transfer period. Bidder shall provide resources for transition support for a three (3) month period after go-live. The estimate shall be based on the assumption that Terasen has an existing SAP support staff in place and should identify project resources required to support the new CIS through the stabilization period. Existing SAP resources should be leveraged to the extent possible. The Bidder's Work Plan should include the activities and resources related to transition support. Terasen expects that the Bidder's proposed involvement at this point would be at level of resources that is significantly reduced from the implementation project staffing level. Terasen would intend to provide a number of resources equal to the level required for on-going, long-term self support of the application. Terasen resources would work with the Bidder's resources during the knowledge transfer/transition period. It is anticipated that Bidder's resources would decline over the term of the support period as Terasen resources achieved competency in supporting the application and would not include system implementer project

Customer Information Software (CIS) – System Implementation

management. Bidder's Quotation shall include a detailed identification of the Bidder resources to be provided for this activity with a description of the skill sets of the resources proposed for this transition team and the roles and responsibilities assumed for Bidder resources as well as Terasen resources. The Quotation shall specify the number of Terasen resources recommended for the transition team with a description of their roles and responsibilities.

If at the end of the Post Go Live period, resources are deemed necessary to continue to support the application, Terasen will identify, prior to the end of the transition period, specific resources that they desire to be continued for an additional period of time. Such resources would be identified thirty (30) days prior to the end of the transition period and would be contracted on a time and materials basis. Please provide daily rates for any proposed transition resources in the table provided in Appendix "E".

1. **PROJECT: CUSTOMER INFORMATION SYSTEM (CIS) – SYSTEM IMPLEMENTATION**

   SUBMISSION DATE: Soft Copy via email- 12:00 P.M. (Pacific Standard Time)
   February 9, 2009
   Hard Copy - 4:00 P.M. (Pacific Standard Time)
   February 10, 2009

2. **FUNCTIONAL REQUIREMENTS DOCUMENT**

3. The Functional Requirements provided in Appendix "A" of the RFP and the Bidder's responses to Appendix "A" shall be incorporated by reference into this RFQ and in the resultant Bidder's Quotation to the same extent and for the same purposes as if repeated verbatim herein.

4. **PROJECT WORK PLAN**

   The Bidder shall review Appendix "B" Project Work Plan and respond in detail as instructed in Appendix "B".

5. **QUOTATION QUALIFICATION QUESTIONNAIRE**

   Bidders must provide detailed responses to the applicable Quotation Qualification Questionnaire Appendix "C". Instructions for completing this questionnaire are provided in Appendix "C".

6. **PRICING REQUIREMENTS (GST EXTRA, BCSST INCLUDED IF APPLICABLE)**

6.1 **Pricing Structure Statement**

   The Bidder shall complete the Pricing Structure Statement attached hereto as Appendix "E" in accordance with the instructions set out in Appendix "E" and attach it to its Quotation as Appendix "E".

6.2 **Currency**

   All prices shall be provided in Canadian dollars. If Bidder is not Canadian based, or does not have a Canadian arm, please provide quote separately in both US and Canadian funds. Where applicable, prices shall contain all duties and excise taxes.

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6.3 Unless otherwise indicated on the face of this form or in a covering letter, any Federal or British Columbia sales taxes applying against the goods covered by this Quotation shall be separate line items and shall **not** be included in the base prices.

7. INFRASTRUCTURE RECOMMENDATION

The Bidder shall provide a recommendation as to the infrastructure required to support the proposed Implementation by completing the table in Appendix "F". Infrastructure recommendation shall include an estimate of the number and types of servers required to Implement all proposed application modules including optional modules.

8. MUTUAL NON DISCLOSURE AGREEMENT

The Mutual Non Disclosure Agreement executed as part of the RFP process remains in effect for purposes of this RFQ.

9. In the event that Terasen issues any addenda please acknowledge receipt as part of your response in the following format:

Addendum #	Date Received

10. Quotation shall include the following attestation:

In Witness Whereof the Bidder has caused its seal to be affixed at _____ the

_____ day of _____, 2009.

The seal of the Bidder was hereunder affixed in the presence of:

_____
Signature

_____

OR

_____
Print name

In Witness Whereof the Bidder has duly executed this Quotation at
_____ on the _____ day of _____, 2009.

_____   _____
Signature   Witness

_____
Print name

_____
Title

Appendix A – Functional Requirements – SAP

1. **Instructions to Bidders**

   Information on the following pages documents SAP's confirmed response as to CR&B version 6.0 of CRM 2007's capability in meeting the functional requirements. No changes have been made to these requirements since they were provided as part of the RFP. If your response has not changed in any way since the RFP, you may return the exact RFP version of your response to this Appendix. If you wish to change any of your responses, you may submit a new version of this Appendix.

   Please base your Quotation on the manner in which SAP has identified the product to best achieve the functional targets according to the following definitions:

   1.1 Definitions

   a) **In Base System:**
      All logic, programming, business rules and any associated workflow exists with the only potential requirement being set-up and population of "static" system tables

   b) **Requires Configuration**
      All logic, programming and business rules (containing operands or attributes) exists with the requirement being to define the operand or attribute values, establish workflow(s) and set-up and populate "static" system tables

   c) **Requires Enhancement/User Exit**
      Requires new logic, programming and/or business rules (containing operands or attributes) to be written **(coded and tested)**. Any of this associated "new" code will be outside of the base system and preserved when applying new product solution version releases. May also require the establishment of new workflow(s).

   d) **Requires Modification to the Base Application System Code.**
      Requires new logic, programming and/or business rules (containing operands or attributes) to be written **(coded and tested)** directly into the base system solution application. The assumption is that any of this associated "new" code will not be preserved when applying new product solution version releases. May also require the establishment of new workflow(s).

   e) **Available in Future Release:**
      Functionality is forthcoming in a planned future release. Please specify the release number/version along with a list of planned releases and associated dates.

Customer Information Software (CIS) – System Implementation

1. 2 . Response Requirements

The Bidder must include in its Quotation a price for the functionality defined in the functional requirements document and based on the response provided by the software product vendor.

a) For each function requiring configuration, enhancement and/or modification, the product vendor has provided an estimated level of workdays required in each respective column and a Total of Estimated Workdays. Bidder should use this information in the development of the total workday estimate, pricing Quotation and work program.

b) If the Bidder disagrees with the software product vendor's assessment of the functional requirement, Bidder should work with the product vendor to resolve any discrepancies.

c) Included in the functional requirements document is a column headed "Priority". Priority 1 requirements are those that are included in Terasen's current customer system and required in a new system. Priority 2 requirements are those not provided by Terasen's current customer system that are required at implementation of the new system. All priority 1 and priority 2 requirements are considered to be in scope for the proposed implementation. Also included in the functional requirements document are priority 3 requirements which are highlighted in light green shading in the document. The priority 3 requirements are for functionality not included in the current customer system and not considered as in scope for the initial implementation, but may be required in the future (after system go-live). Work days and costs for these requirements shall not be included in Bidder's Quotation, but are included for informational purposes. If Bidder believes the priority 3 requirements will have an impact on the configuration of the system (i.e., if the Bidder believes the system would be configured differently in consideration of these future requirements), Bidder shall provide an explanation of the potential impact and reflect said impact on the Quotation.

2. **A copy of SAP's response to the Terasen Functional Requirements document is imbedded and may be accessed by double clicking on the following icon.**

APA_Functional
Requirements_SAP

Customer Information Software (CIS) – System Implementation

CIS Functional Requirements

REF #	PROCESS	CATEGORY	DESIRED FUNCTIONALITY	In Base System	Requires Configuration	Requires user exit	Requires modification	Available in Future Release	Not Supported	Module	Workday Estimate	Bidder Notes
			CUSTOMER PREMISE INFORMATION									
1	Customer/Account Data	Customer Information	The product shall have the ability to capture and maintain customer demographic information for residential and commercial customers.									
2	Customer/Account Data	Customer Information	Examples include but are not limited to:									
3	Customer/Account Data	Customer Information	Customer name									
4	Customer/Account Data	Customer Information	Mailing address, if different than the service address									
5	Customer/Account Data	Customer Information	Marital status									
6	Customer/Account Data	Customer Information	Deposit amount, if applicable									
7	Customer/Account Data	Customer Information	Telephone number (Multiple User Defined)									
8	Customer/Account Data	Customer Information	Provide the ability to designate a phone # as unlisted									
9	Customer/Account Data	Customer Information	Multiple user defined email addresses for an individual									
10	Customer/Account Data	Customer Information	Employee (of the company)									
11	Customer/Account Data	Customer Information	Employee (of the company) (spouse)									
12	Customer/Account Data	Customer Information	Declined to provide Social Insurance Number									
13	Customer/Account Data	Customer Information	Declined to provide date of birth									
14	Customer/Account Data	Customer Information	Date of birth									
15	Customer/Account Data	Customer Information	Renting or buying									
16	Customer/Account Data	Customer Information	Landlord's name, address, telephone number									
17	Customer/Account Data	Customer Information	If commercial:									
18	Customer/Account Data	Customer Information	Sole proprietorship.									
19	Customer/Account Data	Customer Information	Partnership									
20	Customer/Account Data	Customer Information	DBA									
21	Customer/Account Data	Customer Information	Franchise Indicator									
22	Customer/Account Data	Customer Information	Government									
23	Customer/Account Data	Customer Information	Corporation corporate offices, state/province incorporated, registration numbers, etc.)									
24	Customer/Account Data	Customer Information	Partnership need number of partners and personal data on all partners including, address, telephone etc.									
25	Customer/Account Data	Customer Information	Number of employees at location									
26	Customer/Account Data	Customer Information	Square footage									
27	Customer/Account Data	Customer Information	Type of heating (Size)									
28	Customer/Account Data	Customer Information	Type of cooling (Size)									
29	Customer/Account Data	Customer Information	Type of water heating (Size)									
30	Customer/Account Data	Customer Information	Total number of employees at all locations									
31	Customer/Account Data	Customer Information	Business/Corporate Federal Tax I.D.									
32	Customer/Account Data	Customer Information	LLC & LLP Date Incorporated									

CIS Functional Requirements

REF #	PROCESS	CATEGORY	DESIRED FUNCTIONALITY	In Base System	Requires Configuration	Requires user exit	Requires modification	Available in Future Release	Not Supported	Module	Workday Estimate	Bidder Notes
33	Customer/Account Data	Customer Information	Hours of operation									
34	Customer/Account Data	Customer Information	Number of days of operation									
35	Customer/Account Data	Customer Information	Business Type									
36	Customer/Account Data	Customer Information	Type of Equipment									
37	Customer/Account Data	Customer Information	Type and number of lights (size/wattage)									
38	Customer/Account Data	Customer Information	Limited Liability company (LLC)									
39	Customer/Account Data	Customer Information	Limited Liability Proprietorship/Partnership (LLP) indicator									
40	Customer/Account Data	Customer Information	Responsible party									
41	Customer/Account Data	Customer Information	Primary and Secondary Contact (Internal and External)									
42	Customer/Account Data	Customer Information	Critical Care Customer (Multiple Critical Care Types used for Outage Management) also used for other processing such as collections.									
43	Customer/Account Data	Customer Information	VIP Flag (Major Account, Assigned Account, Large Business)									
44	Customer/Account Data	Customer Information	Security Flag (Password)									
45	Customer/Account Data	Customer Information	Delegated Authority									
46	Customer/Account Data	Customer Information	Acceptable times to call customer									
47	Customer/Account Data	Customer Information	The product must comply with all state/provincial and local information privacy laws concerning theft protection and support the ability to allow or prevent certain information from printing when users print screen shots or other reports.									
48	Customer/Account Data	Customer Information	Examples include but are not limited to:									
49	Customer/Account Data	Customer Information	Social Insurance Number									
50	Customer/Account Data	Customer Information	Federal Tax I.D. Number									
51	Customer/Account Data	Customer Information	Unlisted Phone number									
52	Customer/Account Data	Customer Information	Drivers License Number									
53	Customer/Account Data	Customer Information	Email Address									
54	Customer/Account Data	Customer Classification	The product shall support the grouping of customers by various user defined classifications to meet reporting and analysis needs.									
55	Customer/Account Data	Customer Classification	Examples include but are not limited to:									
56	Customer/Account Data	Customer Classification	Residential									
57	Customer/Account Data	Customer Classification	Commercial (Large/Small)									
58	Customer/Account Data	Customer Classification	Industrial									
59	Customer/Account Data	Customer Classification	Wholesale									
60	Customer/Account Data	Customer Classification	Project Number									
61	Customer/Account Data	Customer Classification	Annual Revenue									

CIS Functional Requirements

REF #	PROCESS	CATEGORY	DESIRED FUNCTIONALITY	In Base System	Requires Configuration	Requires user exit	Requires modification	Available in Future Release	Not Supported	Module	Workday Estimate	Bidder Notes
62	Customer/Account Data	Customer Classification	Annual usage KWH and/or GJ									
63	Customer/Account Data	Customer Classification	Preference (do not contact)									
64	Customer/Account Data	Customer Classification	Do not contact (exclude from deregulation extract file, information not sent to 3rd party suppliers)									
65	Customer/Account Data	Customer Classification	Farming									
66	Customer/Account Data	Customer Classification	Direct / Resale									
67	Customer/Account Data	Customer Classification	Power Type (Source of Generation)									
68	Customer/Account Data	Customer Classification	Meter Primary Use									
69	Customer/Account Data	Customer Classification	Others as required (user defined)									
70	Customer/Account Data	Customer Classification	The product shall comply with all applicable data privacy laws for the security of customer identifiable data. For example the full customer name and SS number may not be displayed on select screens and sensitive customer data may be printed/masked when printed.									
71	Customer/Account Data	Customer Classification	Other sub-classifications (multiples should be allowed) or criteria should be available for additional reporting detail.									
72	Customer/Account Data	Customer Classification	Examples include but are not limited to:									
73	Customer/Account Data	Customer Classification	SIC code									
74	Customer/Account Data	Customer Classification	NAICS Code									
75	Customer/Account Data	Customer Classification	Annual consumption, load factor									
76	Customer/Account Data	Customer Classification	Jurisdiction for customer (non-premise related sales/services)									
77	Customer/Account Data	Customer Classification	Internal Company (Tracks non-energy sales and services)									
78	Customer/Account Data	Customer Classification	Business alias name									
79	Customer/Account Data	Customer Classification	Parent company/subsidiary									
80	Customer/Account Data	Customer Classification	Others as required (user defined)									
81	Customer/Account Data	Customer Classification	The product shall have the ability to change an account from one rate classification to another i.e. commercial to industrial, residential to commercial, commercial to transport, school to commercial, TOU to non-TOU, demand to non-demand, etc. and vice-versa.									
82	Customer/Account Data	Customer Classification	The product shall have the ability to maintain past and present account classifications.									

CIS Functional Requirements

REF #	PROCESS	CATEGORY	DESIRED FUNCTIONALITY	In Base System	Requires Configuration	Requires user exit	Requires modification	Available in Future Release	Not Supported	Module	Workday Estimate	Bidder Notes
83	Customer/Account Data	Customer/Account Information and History	The product shall have the ability to store (and view) the following customer information and store the historical/previous data.									
84	Customer/Account Data	Customer/Account Information and History	Examples include but are not limited to:									
85	Customer/Account Data	Customer/Account Information and History	Customer status at all premises									
86	Customer/Account Data	Customer/Account Information and History	Billing information including identification number, name, mail and service address etc.									
87	Customer/Account Data	Customer/Account Information and History	Diversion or suspected theft reports									
88	Customer/Account Data	Customer/Account Information and History	Participation in special programs, e.g. demand side management, marketing, special payment plans, easy pay									
89	Customer/Account Data	Customer/Account Information and History	Turn on and off date (requested and actual)									
90	Customer/Account Data	Customer/Account Information and History	Billing cycle/group									
91	Customer/Account Data	Customer/Account Information and History	Due date									
92	Customer/Account Data	Customer/Account Information and History	Customer selected due date/read date									
93	Customer/Account Data	Customer/Account Information and History	All financial transactions									
94	Customer/Account Data	Customer/Account Information and History	Meter type									
95	Customer/Account Data	Customer/Account Information and History	Meter size									
96	Customer/Account Data	Customer/Account Information and History	Meter location									
97	Customer/Account Data	Customer/Account Information and History	Meter reading notes									
98	Customer/Account Data	Customer/Account Information and History	Meter access (key management information)									
99	Customer/Account Data	Customer/Account Information and History	Meter reading data, date, source									
100	Customer/Account Data	Customer/Account Information and History	Revenue and/or usage adjustment data									
101	Customer/Account Data	Customer/Account Information and History	Rate and rate class									
102	Customer/Account Data	Customer/Account Information and History	Other service companies									
103	Customer/Account Data	Customer/Account Information and History	Miscellaneous information (i.e., number of bill copies), SIC codes, segment Ids									
104	Customer/Account Data	Customer/Account Information and History	Tax detail - including exempt, reduced tax, and non-exempt statuses									
105	Customer/Account Data	Customer/Account Information and History	History of trouble calls									

CIS Functional Requirements

REF #	PROCESS	CATEGORY	DESIRED FUNCTIONALITY	In Base System	Requires Configuration	Requires user exit	Requires modification	Available in Future Release	Not Supported	Module	Workday Estimate	Bidder Notes
106	Customer/Account Data	Customer/Account Information and History	Vendor (trading partner) relationships									
107	Customer/Account Data	Customer/Account Information and History	Special contracts, negotiated rates									
108	Customer/Account Data	Customer/Account Information and History	Services (available/historic/current/pending)									
109	Customer/Account Data	Customer/Account Information and History	Service status (historic/current/pending)									
110	Customer/Account Data	Customer/Account Information and History	Service location (where cut/where located)									
111	Customer/Account Data	Customer/Account Information and History	Budget bill history (including reconciliation history, month to month running actual and budget balance)									
112	Customer/Account Data	Customer/Account Information and History	Serves field Meter primary use -- examples: used for grain drier, water heater, heating, etc.)									
113	Customer/Account Data	Customer/Account Information and History	Heating degree days and cooling degree days									
114	Customer/Account Data	Customer/Account Information and History	Life support status									
115	Customer/Account Data	Customer/Account Information and History	Ownership/Landlord information (current owner, previous owner)									
116	Customer/Account Data	Customer/Account Information and History	Accounts Receivable History									
117	Customer/Account Data	Customer/Account Information and History	A customer's bill is returned marked "undeliverable" for both paper and electronic invoices. The product shall have the ability to indicate this on the customers account. The product shall have the ability to track and store the return indicator for a specified time.									
118	Customer/Account Data	Customer/Account Information and History	The product shall have the ability to provide online historical review of customer and premise information regardless of the current customer, premise or account status.									
119	Customer/Account Data	Customer/Account Information and History	The product shall have the ability to identify accounts on well-feed, i.e. farm tap, bypass, lines.									
120	Customer/Account Data	Customer/Account Information and History	The product shall have the ability to track and maintain history information on company equipment installed on customer premises (other than meters)									
121	Customer/Account Data	Customer/Account Information and History	The product shall have the ability to provide for consumer protection and account security password/pin# assignment									
122	Customer/Account Data	Customer/Account Information and History	The product shall have the ability to maintain information of customer choice of energy alternatives such as cogen, photovoltaic, hydro, etc.									
123	Customer/Account Data	Customer/Account Information and History	Maintain customer information on construction and home improvement projects									
124	Customer/Account Data	Customer/Account Information and History	The product shall have the ability to maintain customer information on font/visual impairment requirements.									
125	Customer/Account Data	Customer/Account Information and History	The product shall have the ability to maintain customer information on language preference									

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Customer Account Premise Data

CIS Functional Requirements

REF #	PROCESS	CATEGORY	DESIRED FUNCTIONALITY	In Base System	Requires Configuration	Requires user exit	Requires modification	Available in Future Release	Not Supported	Module	Workday Estimate	Bidder Notes
126	Customer/Account Data	Customer/Account Information and History	The product shall have the ability to setup multiple email addresses for a customer (each email address must have indication of when to use, when not to use, other contact information related to each specific email address)									
127	Customer/Account Data	Customer/Account Information and History	The product shall have the ability to track tax exemption certificates									
128	Customer/Account Data	Customer/Account Information and History	The ability to display billing history for a user-defined period of time.									
129	Customer/Account Data	Customer/Account Information and History	Customer number such as store number, purchase order number, loan number etc. (customer provided number stored and displayed on the monthly invoice)									
130	Customer/Account Data	Customer/Account Information and History	Bill presentation type (electronic, paper, EDI.)									
131	Customer/Account Data	Customer/Account Information and History	Total number of accounts associated to a single customer									
132	Customer/Account Data	Customer/Account Information and History	Customer free form text comments									
133	Customer/Account Data	Customer/Account Information and History	Payment history									
134	Customer/Account Data	Customer/Account Information and History	Payment programs (method of payment)									
135	Customer/Account Data	Customer/Account Search	The product shall have the ability to search customer, account, premise, order information, etc. The system should allow for searches by multiple fields.									
136	Customer/Account Data	Customer/Account Search	Examples include but are not limited to:									
137	Customer/Account Data	Customer/Account Search	Partial or phonetic spelling of any related address field									
138	Customer/Account Data	Customer/Account Search	Partial or phonetic spelling of customer and Doing Business As (DBA) names									
139	Customer/Account Data	Customer/Account Search	Email address									
140	Customer/Account Data	Customer/Account Search	Premise number									
141	Customer/Account Data	Customer/Account Search	Keyword or phrase									
142	Customer/Account Data	Customer/Account Search	Meter number									
143	Customer/Account Data	Customer/Account Search	Meter read route number									
144	Customer/Account Data	Customer/Account Search	Load control device number									

CIS Functional Requirements

REF #	PROCESS	CATEGORY	DESIRED FUNCTIONALITY	In Base System	Requires Configuration	Requires user exit	Requires modification	Available in Future Release	Not Supported	Module	Workday Estimate	Bidder Notes
145	Customer/Account Data	Customer/Account Search	Meter program I.D.									
146	Customer/Account Data	Customer/Account Search	Meter register I.D.									
147	Customer/Account Data	Customer/Account Search	Meter category									
148	Customer/Account Data	Customer/Account Search	Meter year purchased									
149	Customer/Account Data	Customer/Account Search	ERT Number									
150	Customer/Account Data	Customer/Account Search	SIC (NASIC)									
151	Customer/Account Data	Customer/Account Search	Load Serving Entity Zone (Sub Zone) (Emergency Shutdown Zone)									
152	Customer/Account Data	Customer/Account Search	State/provincial Id or case number									
153	Customer/Account Data	Customer/Account Search	Social Insurance or federal tax id									
154	Customer/Account Data	Customer/Account Search	Spouse, significant other, roommate name									
155	Customer/Account Data	Customer/Account Search	Customer short name (customer defined name)									
156	Customer/Account Data	Customer/Account Search	Customer name regardless of account status									
157	Customer/Account Data	Customer/Account Search	Account number									
158	Customer/Account Data	Customer/Account Search	Telephone number (Partial by Area Code/Exchange)									
159	Customer/Account Data	Customer/Account Search	Mailing address									
160	Customer/Account Data	Customer/Account Search	Drivers license number / State/Provincial I.D. number.									
161	Customer/Account Data	Customer/Account Search	Alpha/numeric or abbreviations									
162	Customer/Account Data	Customer/Account Search	Subdivision Name with Lot/Block									
163	Customer/Account Data	Customer/Account Search	Political subdivision (city/state/province)									
164	Customer/Account Data	Customer/Account Search	Geopolitical area (taxing authority, sales territory, franchise rule)									
165	Customer/Account Data	Customer/Account Search	Business name (customer/premise alias)									
166	Customer/Account Data	Customer/Account Search	Confirmation number (Field Order Number)									
167	Customer/Account Data	Customer/Account Search	Landlord name/owner's Id									

CIS Functional Requirements

REF #	PROCESS	CATEGORY	DESIRED FUNCTIONALITY	In Base System	Requires Configuration	Requires user exit	Requires modification	Available in Future Release	Not Supported	Module	Workday Estimate	Bidder Notes
168	Customer/Account Data	Customer/Account Search	Marketing project name									
169	Customer/Account Data	Customer/Account Search	Street aliases (i.e., E. McNichols a.k.a. E. 6 Mile; Vernier a.k.a. 8 Mile, etc.)									
170	Customer/Account Data	Customer/Account Search	Type of business									
171	Customer/Account Data	Customer/Account Search	Invoice number/Statement number									
172	Customer/Account Data	Customer/Account Search	Summary Group Name (Summary bill grouping)									
173	Customer/Account Data	Customer/Account Search	Define field, attribute, or characteristic for any user defined field.									
174	Customer/Account Data	Customer/Account Search	Provide for on-line retrieval of accounts by gas distribution node, heat zone, etc.									
175	Customer/Account Data	Customer/Account Search	Service delivery number									
176	Customer/Account Data	Customer/Account Search	Operating Company									
177	Customer/Account Data	Customer/Account Search	Jurisdiction									
178	Customer/Account Data	Customer/Account Search	Business unit									
179	Customer/Account Data	Customer/Account Search	Product/Service									
180	Customer/Account Data	Customer/Account Search	Map grid									
181	Customer/Account Data	Customer/Account Search	Circuit									
182	Customer/Account Data	Customer/Account Search	Transformer									
183	Customer/Account Data	Customer/Account Search	Equipment type (Make and Model, BTU Rating)									
184	Customer/Account Data	Customer/Account Search	Equipment number									
185	Customer/Account Data	Customer/Account Search	Billing status									
186	Customer/Account Data	Customer/Account Search	Archived accounts (grouped with other search item)									
187	Customer/Account Data	Customer/Account Search	Other accounts at a premise location (see all historic accounts at a premise without resubmitting search)									
188	Customer/Account Data	Customer/Account Search	The product shall support search for accounts based on exception type/order type including but not limited to the following, exception criteria, reading source, account type allowing users to build a list of accounts.									

CIS Functional Requirements

REF #	PROCESS	CATEGORY	DESIRED FUNCTIONALITY	In Base System	Requires Configuration	Requires user exit	Requires modification	Available in Future Release	Not Supported	Module	Workday Estimate	Bidder Notes
189	Customer/Account Data	Customer/Account Search	The product shall allow a user to return to a previous search result list without resubmitting the search query.									
190	Customer/Account Data	Customer/Account Search	The product shall allow a user to resubmit a previous search query without reentry of data.									
191	Customer/Account Data	Customer/Account Search	The product shall allow a user to abort or escape from a search that is taking too long to process.									
192	Customer/Account Data	Customer/Account Search	The product shall display all exceptions/orders for any account upon retrieval of the account.									
193	Customer/Account Data	Customer/Account Search	The product store the last 15 accounts accessed by the user including all transactions processed. The user can return to these accounts/transactions during a session. If the user logs out and back in they can reload this list.									
194	Customer/Account Data	Customer/Account Search	Provide the ability to search, select, and store accounts for later use. For example allow the user to store 100 accounts in a clipboard for easy access. The user can add or delete accounts from this clipboard as needed to help provide access to customer/account records.									
195	Customer/Account Data	Customer/Account Search	The product shall support historical transaction searches by user I.D.									
196	Customer/Account Data	Customer/Account Search	The product shall store and display all transactions for a account. (transaction log)									
197	Customer/Account Data	Customer/Account Search	The product shall store and display all transactions for a premise. (transaction log)									
198	Customer/Account Data	Customer/Account Search	The product shall store and display all transactions for a customer. (transaction log)									
199	Customer/Account Data	Customer/Account Search	The product shall support combination searches for example name within a town.									
200	Customer/Account Data	Customer/Account Search	The product shall support limiting or filtering search results.									
201	Customer/Account Data	Customer/Account Search	The product shall support restricting of searches by jurisdiction based on user preference.									
202	Customer/Account Data	Customer/Account Search	The product shall support search across multiple CIS systems/databases.									
203	Customer/Account Data	Customer/Account Search	The product shall have the ability to search on previous account number from old CIS.									
204	Customer/Account Data	Customer Contacts, Notes and Correspondence	The product shall have the ability to store and display Customer Contact information. including but not limited to the following; calls, letters, emails, or faxes regarding the service, the bill, the representatives, etc. attached to the account regardless of contact method.									

CIS Functional Requirements

REF #	PROCESS	CATEGORY	DESIRED FUNCTIONALITY	In Base System	Requires Configuration	Requires user exit	Requires modification	Available in Future Release	Not Supported	Module	Workday Estimate	Bidder Notes
205	Customer/Account Data	Customer Contacts, Notes and Correspondence	Examples include but are not limited to:									
206	Customer/Account Data	Customer Contacts, Notes and Correspondence	Inbound calls									
207	Customer/Account Data	Customer Contacts, Notes and Correspondence	Outbound calls									
208	Customer/Account Data	Customer Contacts, Notes and Correspondence	Inbound correspondence									
209	Customer/Account Data	Customer Contacts, Notes and Correspondence	Outbound correspondence									
210	Customer/Account Data	Customer Contacts, Notes and Correspondence	Reason for contact									
211	Customer/Account Data	Customer Contacts, Notes and Correspondence	The product shall support the attachment of documents to customer contact records.									
212	Customer/Account Data	Customer Contacts, Notes and Correspondence	The product shall create automated contact records based on user defined business rules. These contacts are created by the transaction and do not require additional input by the user unless desired.									
213	Customer/Account Data	Customer Contacts, Notes and Correspondence	The product shall create manual contact records based on user defined business rules. These contacts are created on demand by user input.									
214	Customer/Account Data	Customer Contacts, Notes and Correspondence	The product shall allow users to enter additional comments on both automated and manually created contacts.									
215	Customer/Account Data	Customer Contacts, Notes and Correspondence	The product shall allow users to filter contact records by user defined criteria such as contact type, date, status etc.									
216	Customer/Account Data	Customer Contacts, Notes and Correspondence	The product shall support file attachments to customer contacts including xml, images, text files, audio files, edi etc.									
217	Customer/Account Data	Customer Contacts, Notes and Correspondence	Ability to maintain contact history options (e.g., purge criteria, ability to selectively delete by contact type and age).									
218	Customer/Account Data	Customer Contacts, Notes and Correspondence	Contact records should contain specific data that can be accessed via online searches and via reports.									
219	Customer/Account Data	Customer Contacts, Notes and Correspondence	Contact records should contain the following:									

CIS Functional Requirements

REF #	PROCESS	CATEGORY	DESIRED FUNCTIONALITY	In Base System	Requires Configuration	Requires user exit	Requires modification	Available in Future Release	Not Supported	Module	Workday Estimate	Bidder Notes
220	Customer/Account Data	Customer Contacts, Notes and Correspondence	Customer name									
221	Customer/Account Data	Customer Contacts, Notes and Correspondence	Contact type									
222	Customer/Account Data	Customer Contacts, Notes and Correspondence	Action taken									
223	Customer/Account Data	Customer Contacts, Notes and Correspondence	Comments									
224	Customer/Account Data	Customer Contacts, Notes and Correspondence	Status									
225	Customer/Account Data	Customer Contacts, Notes and Correspondence	Associated order									
226	Customer/Account Data	Customer Contacts, Notes and Correspondence	Associated follow-up item									
227	Customer/Account Data	Customer Contacts, Notes and Correspondence	The product should track complaints via an online workflow process.									
228	Customer/Account Data	Customer Contacts, Notes and Correspondence	Customer contacts resulting in an order or account update should automatically be logged in the customer contact history.									
229	Customer/Account Data	Customer Contacts, Notes and Correspondence	The system shall track the disposition of all calls taken by CSA even if no update to CIS information is made.									
230	Customer/Account Data	Customer Contacts, Notes and Correspondence	The product shall have the ability to trigger a "follow-up" item in a work queue that is monitored for completion and routed to self or other user.									
231	Customer/Account Data	Customer Contacts, Notes and Correspondence	The ability to query contacts based on multiple key words.									

CIS Functional Requirements

REF #	PROCESS	CATEGORY	DESIRED FUNCTIONALITY	In Base System	Requires Configuration	Requires user exit	Requires modification	Available in Future Release	Not Supported	Module	Workday Estimate	Bidder Notes
232	Customer/Account Data	Customer Contacts, Notes and Correspondence	The ability to attach free form text memos to business objects.									
233	Customer/Account Data	Customer Contacts, Notes and Correspondence	Examples include but are not limited to:									
234	Customer/Account Data	Customer Contacts, Notes and Correspondence	Accounts									
235	Customer/Account Data	Customer Contacts, Notes and Correspondence	Premises (service location)									
236	Customer/Account Data	Customer Contacts, Notes and Correspondence	Customers									
237	Customer/Account Data	Customer Contacts, Notes and Correspondence	Meters									
238	Customer/Account Data	Customer Contacts, Notes and Correspondence	Service agreement/contract									
239	Customer/Account Data	Customer Contacts, Notes and Correspondence	Orders									
240	Customer/Account Data	Customer Contacts, Notes and Correspondence	Other user defined objects									
241	Customer/Account Data	Customer Contacts, Notes and	Ability to maintain multiple contact information related to the service address, account, customer such as building manager, landlord, employee, etc.									
242	Customer/Account Data	Customer Contacts, Notes and Correspondence	Ability to capture information regarding service issues or interruptions and have the ability to map back to proper transmission and distribution company or marketer in order to resolve them.									
243	Customer/Account Data	Customer Contacts, Notes and Correspondence	Ability to trigger remarks to be downloaded to the handheld meter reading device - even customer-level remarks (e.g., hostile customer remark should follow the customer if they move, and should also be sent to the meter reading device).									
244	Customer/Account Data	Customer Contacts, Notes and Correspondence	The product shall provide the ability to color code or highlight contacts based on priority or other parameters.									
245	Customer/Account Data	Premise Information	The product shall have the ability to enter new service address information on a piecemeal basis. such as the address is pending activation following successful completion of construction activities. The system will store all changes to this information over time. This premise-based information should include, but is not limited to the following:									

CIS Functional Requirements

REF #	PROCESS	CATEGORY	DESIRED FUNCTIONALITY	In Base System	Requires Configuration	Requires user exit	Requires modification	Available in Future Release	Not Supported	Module	Workday Estimate	Bidder Notes
246	Customer/Account Data	Premise Information	Premise identifiers including meter reading route, work district, city, business unit, jurisdiction etc.									
247	Customer/Account Data	Premise Information	Services available at the premise (Services provided by our company and services provided by other companies)									
248	Customer/Account Data	Premise Information	Town									
249	Customer/Account Data	Premise Information	Services (with status)									
250	Customer/Account Data	Premise Information	Lot/Block with Subdivision Name									
251	Customer/Account Data	Premise Information	Map grid/GIS information									
252	Customer/Account Data	Premise Information	Business Unit/Division									
253	Customer/Account Data	Premise Information	State/Province									
254	Customer/Account Data	Premise Information	Deregulation Status									
255	Customer/Account Data	Premise Information	Time zone at premise location (local time) The system must accurately manage and maintain data originating in different time zones. This should include the ability to import from various time zones based on the time zone being associated with the meter at the time of import, storage of the reading based on a standard time zone (such as GMT - Greenwich Mean Time) and exporting to a stated time zone associated with the export. Time zone identification should be identified as part of the Service Point attributes									
256	Customer/Account Data	Premise Information	Premise code (residence, duplex, apartment, etc)									
257	Customer/Account Data	Premise Information	Building information (square feet of heated space, type of heating, source of commodity, lot size, etc.)									
258	Customer/Account Data	Premise Information	Service Point Information Service Point Info - The system must have the ability to track and maintain service point info (meter changes, meter sets, multiplier changes, delivery pressure, unit of measure, communication module info, bill-cycle, read-cycle, rate, etc.) with effective dates and date/time of the changes.									
259	Customer/Account Data	Premise Information	Service number, user defined unique identification number may be system generated or determined by 3rd party									
260	Customer/Account Data	Premise Information	The product shall have the ability to identify a premise that may not have a valid service address									
261	Customer/Account Data	Premise Information	Payment history at the premise. This will take into account disconnection history, number or percent of charge offs at premise, similar names of previous tenants, and energy thefts.									
262	Customer/Account Data	Premise Information	The product shall have the ability to identify and track premises and facilities and support the relationships between premise, account and geographic/political information.									
263	Customer/Account Data	Premise Information	Display addresses in the same zip code and geographical area									
264	Customer/Account Data	Premise Information	Competitor/Other utility service premise									

CIS Functional Requirements

REF #	PROCESS	CATEGORY	DESIRED FUNCTIONALITY	In Base System	Requires Configuration	Requires user exit	Requires modification	Available in Future Release	Not Supported	Module	Workday Estimate	Bidder Notes
265	Customer/Account Data	Premise Information	Products and Services available									
266	Customer/Account Data	Premise Information	Directed marketing campaigns or programs									
267	Customer/Account Data	Premise Information	Rates (By service and jurisdiction)									
268	Customer/Account Data	Premise Information	Permit information (types required by jurisdiction)									
269	Customer/Account Data	Premise Information	Inspection information (types required by jurisdiction)									
270	Customer/Account Data	Premise Information	The system must flag service addresses that do not accept Canada Post delivery. For example all addresses in a down or region require the customer to have bills mailed to a P.O. Box.									
271	Customer/Account Data	Premise Information	Driving directions									
272	Customer/Account Data	Premise Information	Site name (landlord process) Apartment complex name.									
273	Customer/Account Data	Premise Information	The product shall have the ability to identify customers/accounts whose change in consumption (increase/decrease) qualifies them for another pricing or rate structure i.e. an increase in commercial usage indicated account should be reclassified to industrial price or a decrease in industrial usage indicates account now qualifies for a commercial price etc.									
274	Customer/Account Data	Customer/Premise Relationships	The product shall have the ability to capture a customer who has many stores or rental properties and wants all of these sites linked to one owner or corporation and be able to do the following:									
275	Customer/Account Data	Customer/Premise Relationships	When the mailing address for owner or corporation changes, will automatically update all accounts									
276	Customer/Account Data	Customer/Premise Relationships	Ability to define default information for a customer that will be used whenever establishing a new account for the customer. Examples include mailing address, telephone number, rate, tax exemption, direct debit information etc.									
277	Customer/Account Data	Customer/Premise Relationships	Ability to override customer default information									
278	Customer/Account Data	Customer/Premise Relationships	Ability for bills to be mailed to separate addresses									
279	Customer/Account Data	Customer/Premise Relationships	Ability to record the hierarchy of a corporate or government account separately from responsibility for the account									
280	Customer/Account Data	Customer/Premise Relationships	Ability to define these relationships across franchise boundaries									
281	Customer/Account Data	Customer/Premise Relationships	Ability to request mailing address at an account (e.g. separate from customer's "normal" mailing address) without losing the ability to aggregate to higher level									
282	Customer/Account Data	Customer/Premise Relationships	Ability to apply modifications to a "super facility" automatically at individual sites within the super facility.									
283	Customer/Account Data	Customer/Premise Relationships	Ability to capture new data and change mailing address in mass.									
284	Customer/Account Data	Customer/Premise Relationships	Ability to handle multiple customers names per account with option of having liability and credit history follow any one or all of the customers.									

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REF #	PROCESS	CATEGORY	DESIRED FUNCTIONALITY	In Base System	Requires Configuration	Requires user exit	Requires modification	Available in Future Release	Not Supported	Module	Workday Estimate	Bidder Notes
285	Customer/Account Data	Customer/Premise Relationships	Ability to view customer to premise and premise to customer relationships (current or past)									
286	Customer/Account Data	Customer/Premise Relationships	The product shall provide the ability to reconcile and unreconcile customer records when duplicate records exist.									
287	Customer/Account Data	Address Standardization	The product shall have the ability to enter and maintain address information including mailing address, premise address, temporary address, other address information.									
288	Customer/Account Data	Address Standardization	The product shall insure that all mailing addresses meet Canada Post standardization requirements where needed.									
289	Customer/Account Data	Address Standardization	The product shall have the ability to validate and standardize mailing address to meet postal requirements									
290		Address Standardization	The product shall have the ability to validate and standardize premise address to meet postal requirements									
291	Customer/Account Data	Address Standardization	The product shall have the ability to link premises to GIS/Map Grid information.									
292	Customer/Account Data	Address Standardization	The product shall have the ability to handle foreign mailing addresses									
293	Customer/Account Data	Address Standardization	The product shall handle additional postage requirements (bills are out sorted to a special handling work queue.)									
294	Customer/Account Data	Address Standardization	The product shall have the ability to support multiple mailing address in the record along with a range of dates (to and from). The range of dates would allow for the product to automatically put into effect and remove the mailing address per the customer's request.									
295	Customer/Account Data	Address Standardization	The product shall have the ability to prevent duplicate premise address entry. Each premise address must be unique within a town/city/zip code.									
296	Customer/Account Data	Address Standardization	The product shall have the ability to identify any exceptions found in the address validation process and route them to a work queue for follow up.									
297	Customer/Account Data	Address Standardization	The product shall have the ability to automatically update mailing addresses.									
298	Customer/Account Data	Address Standardization	The product shall have the ability to identify and add the zip/postal code for any address when a customer doesn't know the zip/postal code.									
299	Customer/Account Data	Address Standardization	The product shall have the ability to provide support for descriptive address. E.g. Several customers are located along highway 37 with the service address of each customer being highway 37. Information shall be provided on-line and on the service order to assist the user in identifying each premise.									
300	Customer/Account Data	Address Standardization	Energy delivery locations may include a user defined delivery point identification number. This number may be system generated or defined by a 3rd party. The system shall allow the user to search by this I.D. number to locate the premise address.									
301	Customer/Account Data	Address Standardization	The product shall support non-energy deliver service address locations.									
302	Customer/Account Data	Address Standardization	The product shall have the ability to support XY coordinates.									

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REF #	PROCESS	CATEGORY	DESIRED FUNCTIONALITY	In Base System	Requires Configuration	Requires user exit	Requires modification	Available in Future Release	Not Supported	Module	Workday Estimate	Bidder Notes
303	Customer/Account Data	Address Standardization	The product shall have the ability to support premise aliases.									
304	Customer/Account Data	Address Standardization	The product shall allow for modifications in the event of additions, map changes and/or input error									
305	Customer/Account Data	Address Standardization	The product shall automatically assign a premise or property identification number or service address identification number for new service addresses.									
306	Customer/Account Data	Address Standardization	Ability to link a service to a specific piece of equipment (pole, transformer, gate station, etc)									
307	Customer/Account Data	Address Standardization	Ability to do mass updates to street name. For example all premise locations within an address range, within a town and postal code have a new street name. 100 - 1000 Main St, within Happy Town, State/Province Zip/Postal Code becomes Dr. MLK St.									
308	Customer/Account Data	Address Standardization	Ability to do mass updates to zip code. For example all premise locations within an address range are split into a new zip code. 100 - 1000 Main St broken up into two zip codes 100 - 500 goes to new zip, 501 - 1000 stays with existing zip.									
309	Customer/Account Data	Address Standardization	Ability to do mass updates to business units/division via on-line process. For example 1000 premise locations are moved between company divisions.									
310	Customer/Account Data	Address Standardization	Ability to do mass updates to telephone number area codes. For example all telephone numbers 717-555-XXXX moved to new area code.									
311	Customer/Account Data	Customer Number Creation	The product shall have the ability to establish a customer represented by a unique system created non-intelligent identification number.									
312	Customer/Account Data	Account Number Creation	The product shall have the ability to identify a specific account by using a unique non-intelligent account number for a specific service(s) or product(s).									
313	Customer/Account Data	Account Number Creation	The product shall have the ability to construct an account number for a non-premise based goods/services									
314	Customer/Account Data	Employee Accounts	The product shall have the ability to flag employee accounts									
315	Customer/Account Data	Employee Accounts	Examples include but are not limited to:									
316	Customer/Account Data	Employee Accounts	Special security requirements									
317	Customer/Account Data	Employee Accounts	Special collections rules									
318	Customer/Account Data	Employee Accounts	Payroll deduction of bills									
319	Customer/Account Data	Employee Accounts	Support Payroll Deduction									
320	Customer/Account Data	Employee to Customer Relationship	The product shall have the ability to assign a particular employee or team of employees to an individual customer or account or groups of customers or accounts.									
321	Customer/Account Data	Employee to Customer Relationship	Examples include but are not limited to:									
322	Customer/Account Data	Employee to Customer Relationship	Online work queues									
323	Customer/Account Data	Employee to Customer Relationship	Printing contact information on bills									

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REF #	PROCESS	CATEGORY	DESIRED FUNCTIONALITY	In Base System	Requires Configuration	Requires user exit	Requires modification	Available in Future Release	Not Supported	Module	Workday Estimate	Bidder Notes
324	Customer/Account Data	Employee to Customer Relationship	Routine calls to responsible teams or individuals									
325	Customer/Account Data	Employee to Customer Relationship	Exception processing									
326	Customer/Account Data	Employee to Customer Relationship	Approvals									
327	Customer/Account Data	Address Table Maintenance	A new housing development is being planned. New streets are being added, which requires a new street name to be input into the product files. The product shall support user maintenance of street name tables.									
328	Customer/Account Data	Mass Address Maintenance	The product shall have the ability to add and validate a new street name (including address range, destination, direction, and abbreviation) to the product files.									
329	Customer/Account Data	Mass Address Maintenance	The product shall have the ability to perform changes or deletions of street names including mass changes due to annexation, changes to zip code boundaries or telephone area code boundaries.									
330	Customer/Account Data	Mass Address Maintenance	The product shall have the ability to link an address to multiple super facilities, e.g., a university may be the high level with the lower level being individual buildings on campus.									
331	Customer/Account Data	Mass Address Maintenance	The product shall have the ability to modify a super facility field and automatically apply information to all facilities within the super facility.									
332	Customer/Account Data	Mass Changes	A user needs the ability to review and approve mass changes to system data before they are applied.									
333	Customer/Account Data	Mass Changes	Examples include but are not limited to:									
334	Customer/Account Data	Mass Changes	Budget billing: Rate changes requiring that all budgets be changed by xx%									
335	Customer/Account Data	Mass Changes	Fuel adjustment charge rate change									
336	Customer/Account Data	Mass Changes	Riders and Rates									
337	Customer/Account Data	Mass Changes	Landlord agreement/instructions – update all premises linked to the agreement.									
338	Customer/Account Data	Mass Changes	Refunds: Calculate and apply refunds to multiple accounts based on user defined criteria.									
339	Customer/Account Data	Password/ Special Circumstances Alert	The product shall have the ability to display the special circumstances information upon entry of initial screen and/or on subsequent screens accessed for an account.									
340	Customer/Account Data	Password/ Special Circumstances Alert	The product shall have the ability to handle pre-displayed messages when information needs to be flagged i.e. senior citizen, managed account, etc.									
341	Customer/Account Data	Password/ Special Circumstances Alert	The product shall have the ability to handle the need for multiple customer alerts i.e. cash only accounts, low income, violent customer, and special needs.									

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REF #	PROCESS	CATEGORY	DESIRED FUNCTIONALITY	In Base System	Requires Configuration	Requires user exit	Requires modification	Available in Future Release	Not Supported	Module	Workday Estimate	Bidder Notes
342	Customer/Account Data	Password/ Special Circumstances Alert	The product shall have the ability to block a request for utility service based on ID per customer request.									
343	Customer/Account Data	Password/ Special Circumstances Alert	The product shall allow access to screens based upon level of authority within system and user profile (i.e., team leader functions, lead functions, CSR functions).									
344	Customer/Account Data	Password/ Special Circumstances Alert	The product shall have the ability to add/modify/terminate/delete special condition flags either at the property or customer level.									
345	Customer/Account Data	Aggregation Data	Support data requirements for aggregation (a supplier serving more than one customer) or retailing.									
346	Customer/Account Data	Aggregation Data	Ability to move customers in and out of groups for the purposes of billing under aggregators or marketers and balancing of nominations.									
347	Customer/Account Data	Aggregation Data	Maintain a history of customers; identify groups in which they were members and aggregators/marketers that supplied them commodity or product/services.									
348	Customer/Account Data	Wholesale Accounts	Retain information specific to large volume industrial, commercial, and wholesale accounts.									
349	Customer/Account Data	Wholesale Accounts	Examples include but are not limited to:									
350	Customer/Account Data	Wholesale Accounts	Sales information									
351	Customer/Account Data	Wholesale Accounts	Transportation information									
352	Customer/Account Data	Wholesale Accounts	End-use curtailment priority									
353	Customer/Account Data	Wholesale Accounts	Alternate fuel tracking									
354	Customer/Account Data	Wholesale Accounts	Account Manager									
355	Customer/Account Data	Miscellaneous	The product shall have the ability to convert from previous installation nomenclature to customer specific terminology.									
356	Customer/Account Data	Miscellaneous	The product shall support simultaneous multi-language operations for all processes including field labels, scripting, on-line help, correspondence, notations.									
357	Customer Service	Account/Contract Setup	The product shall have the ability to do the following:									
358	Customer Service	Account/Contract Setup	Accommodate unbundling of services which allows the customer to select options for the company to provide procurement, transportation, storage, distribution, service, and management of energy and non-energy services. The customer may select a portion or all of these services to be provided by the company or they may arrange for other vendors to provide a portion or all of these services.									
359	Customer Service	Account/Contract Setup	Support the initiation of non-energy services and service/maintenance contracts (on customer-owned equipment)									
360	Customer Service	Account/Contract Setup	Copy a new contract draft (billing parameters) from an existing contract.									
361	Customer Service	Account/Contract Setup	The product shall provide the ability to identify an account/contract covered by price protection.									

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REF #	PROCESS	CATEGORY	DESIRED FUNCTIONALITY	In Base System	Requires Configuration	Requires user exit	Requires modification	Available in Future Release	Not Supported	Module	Workday Estimate	Bidder Notes
362	Customer Service	Account/Contract Setup	Accommodate two standard industry codes, one identifying the primary use of energy and the second identifying the economic activity the customer is engaged in at the facility. For example, Shell Oil's primary business is oil refiner; however, the primary activity at a particular facility is an office building and the energy is used for space and water heating									
363	Customer Service	Available Service/Products	Online review of energy and non-energy services (for example energy efficiency programs and R&D projects. available to the customer at the requested location.									
364	Customer Service	Available Service/Products	Present applicable rate schedules based upon account classification or other business rules.									
365	Customer Service	Available Service/Products	The product shall have the ability to approximate monthly cost for a particular service, and/or product.									
366	Customer Service	Available Service/Products	The product shall have the ability to display other service and/or product campaigns.									
367	Customer Service	Available Service/Products	The product shall allow a user to estimate a customer's cost of service based on service location history or information entered by the CSR. For example the square footage of the premise, appliance information, number of occupants etc.									
368	Customer Service	Available Service/Products	The product shall provide the functionality for the on-line inquiry of service charges to be included in a customer's first bill.									
369	Customer Service	Brochure/ Handbook Request	The product shall have the ability to allow automated request of brochures, handbooks etc. to be emailed the customer. The system shall keep an online audit trail of this activity.									
370	Customer Service	Brochure/ Handbook Request	The product shall have the ability to allow automated request of brochures, handbooks etc. to be mailed and track the inventory to validate booklet availability. The system shall keep an online audit trail of this activity.									
371	Customer Service	Brochure/ Handbook Request	The product shall have the ability to support the automated generation of customer correspondence, based on user defined business rules, during customer sign-up.									
372	Customer Service	Establishing a Joint Account	Two or more applicants for service who join on one application for service are jointly liable for the bill. Information from each applicant is required to establish service									
373	Customer Service	Establishing a Joint Account	The product shall have the ability to:									
374	Customer Service	Establishing a Joint Account	Record when one of the applicants no longer wishes to be liable.									
375	Customer Service	Establishing a Joint Account	Add a person to the list of responsible parties after the fact.									
376	Customer Service	Establishing a Joint Account	Search all names on the account.									
377	Customer Service	Establishing a Joint Account	Ability to list multiple names on the account associated with the primary responsible party.									
378	Customer Service	Establishing a Joint Account	Ability to support the option of having liability and credit history follow any one or all customers.									

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379	Customer Service	Establishing a Joint Account	Ability to handle partnerships, DBA, Estate of, trustees, et al									
380	Customer Service	Establishing a Joint Account	Ability to display all the parties involved and what relationship each has to the other. i.e. partners, corporations, etc.									
381	Customer Service	Landlord/Tenant Management	Owners of apartment complexes who participate in an automatic transfer program have agreed to pay utility charges for apartments that are vacant between tenants. If a service address is on the automatic transfer program (which allows the services to be left on for the owner)									
382	Customer Service	Landlord/Tenant Management	The product shall have the ability to:									
383	Customer Service	Landlord/Tenant Management	Notify the landlord that the service has been transferred to his/her name.									
384	Customer Service	Landlord/Tenant Management	Automatically transfer the service into the landlords name whenever the tenant request a move-out.									
385	Customer Service	Landlord/Tenant Management	Allow for the automatic transferred accounts to remain grouped upon changes in property ownership.									
386	Customer Service	Landlord/Tenant Management	Not allow for transfers in which the account has been terminated for non-payment.									
387	Customer Service	Landlord/Tenant Management	Be able to allow for the cancellation landlord of the order.									
388	Customer Service	Landlord/Tenant Management	Be able to maintain owner/tenant agreements and have the capability to do mass updates if an owner/tenant agreement changes for many accounts/properties.									
389	Customer Service	Landlord/Tenant Management	Have tax exemption information automatically created for select landlords (housing authority)									
390	Customer Service	Landlord/Tenant Management	Place those accounts with AUTO/EZPAY contracts from the owner onto those payment systems automatically									
391	Customer Service	Landlord/Tenant Management	If the owner has selected the option to receive a consolidated bill, the product shall be able to transfer automatically this account to be included in that consolidated bill.									
392	Customer Service	Landlord/Tenant Management	Owner of apartment complexes and/or rental properties may participate in a landlord agreement program (i.e.: clean and show). Under this program, the owner completes an application and agrees to pay utility charges for properties that are vacant between tenants. A landlord agreement number identifies the owner. Agreements may be for a variety of lengths.									
393	Customer Service	Landlord/Tenant Management	Examples include but are not limited to:									
394	Customer Service	Maintain Landlord/Tenant Agreement	The automatic mailing/emailing of program information to qualifying owners.									
395	Customer Service	Maintain Landlord/Tenant Agreement	Allow property owners to add or delete properties from the program via the internet.									

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REF #	PROCESS	CATEGORY	DESIRED FUNCTIONALITY	In Base System	Requires Configuration	Requires user exit	Requires modification	Available in Future Release	Not Supported	Module	Workday Estimate	Bidder Notes
396	Customer Service	Maintain Landlord/Tenant Agreement	Allow property owners to update landlord information via the web. E.g. change in owner, billing address, cancellation of program, change in months, etc. Send a periodic verification form to all landlords.									
397	Customer Service	Maintain Landlord/Tenant Agreement	Support continuous service between tenants and owners for single and multi-family complexes.									
398	Customer Service	Maintain Landlord/Tenant Agreement	Automatically place the owner's "on" request (along with the mailing address) once the "off" request is received from the tenant.									
399	Customer Service	Maintain Landlord/Tenant Agreement	Ability to tie an owner of a number of rental properties, to every apartment at various service addresses.									
400	Customer Service	Maintain Landlord/Tenant Agreement	Generate and process a "postcard" transfer of service order that is completed by the owner and tenant and contains a meter reading with date to denote "start of service."									
401	Customer Service	Maintain Landlord/Tenant Agreement	Process of handling seasonal landlords, date range for agreements, and maintenance of user authorization list.									
402	Customer Service	Maintain Landlord/Tenant Agreement	The system shall support automated creation of error/exception notifications to support problems with landlord/tenant processing.									
403	Customer Service	Maintain Landlord/Tenant Agreement	The system shall support a single online process to add/modify/delete multiple premises on a landlord agreement.									
404	Customer Service	Letter Generation	Ability to record, view and store letters sent to a customer for future reference									
405	Customer Service	Letter Generation	Letter information includes but is not limited to the following information:									
406	Customer Service	Letter Generation	User I. D. (System Event or User Name)									
407	Customer Service	Letter Generation	Date									
408	Customer Service	Letter Generation	Type									
409	Customer Service	Letter Generation	Text									
410	Customer Service	Letter Generation	The product shall have the ability to support generating standard letters to customers and maintain history for this written communication.									
411	Customer Service	Letter Generation	Ability to generate letters on-line (individual customer) or in batch (high volume)									
412	Customer Service	Letter Generation	Ability to follow-up action (work queues based on letter type) based on letter generation.									
413	Customer Service	Letter Generation	Provide for a generation of standardized form letters to customer inquiries with information from the customer account as required.									
414	Customer Service	Letter Generation	Ability for business user to add new letters to the list of standard letters (discuss tools used for work processing, table maintenance).									

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REF #	PROCESS	CATEGORY	DESIRED FUNCTIONALITY	In Base System	Requires Configuration	Requires user exit	Requires modification	Available in Future Release	Not Supported	Module	Workday Estimate	Bidder Notes
415	Customer Service	Letter Generation	Ability to use logos/signatures within the letter									
416	Customer Service	Letter Generation	Ability to support fax or internet mailing									
417	Customer Service	Group Mailing	The product shall have the ability to handle group mailing. E.g. an owner has five apartments in his name and wants all the individual bills in one envelope versus five separate envelopes.									
418	Customer Service	Promise to Pay	Note the promised amount on the account									
419	Customer Service	Promise to Pay	Remove the promise amount from collections activity for a user defined period of time.									
420	Customer Service	Promise to Pay	If the payment is not receive within a user defined period of time, the promised amount becomes due and payable by the customer.									
421	Customer Service	Transfer Customer/Account Information	The product shall have the ability (service representative) for transferring (optionally or automatically) customer information and preferences to a new account.									
422	Customer Service	Transfer Customer/Account Information	Examples include but are not limited to:									
423	Customer Service	Transfer Customer/Account Information	Payment options (debit plan)									
424	Customer Service	Transfer Customer/Account Information	Billing method									
425	Customer Service	Transfer Customer/Account Information	Pledges									
426	Customer Service	Transfer Customer/Account Information	Mailing address									
427	Customer Service	Transfer Customer/Account Information	Program participation									
428	Customer Service	Transfer Customer/Account Information	Pay by Bank, EFT banking information									
429	Customer Service	Transfer Customer/Account Information	Customer credit information (social security number, spouse, DOB, DL License, employer)									
430	Customer Service	Transfer Customer/Account Information	Customer credit status									
431	Customer Service	Transfer Customer/Account Information	Customer credit history									
432	Customer Service	Transfer Customer/Account Information	Payments on previous account									

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REF #	PROCESS	CATEGORY	DESIRED FUNCTIONALITY	In Base System	Requires Configuration	Requires user exit	Requires modification	Available in Future Release	Not Supported	Module	Workday Estimate	Bidder Notes
433	Customer Service	Transfer Customer/Account Information	Debits and Credits on previous account									
434	Customer Service	Transfer Customer/Account Information	Returned check history									
435	Customer Service	Transfer Customer/Account Information	Special conditions									
436	Customer Service	Transfer Customer/Account Information	Customer maintenance information									
437	Customer Service	Transfer Customer/Account Information	Safety message									
438	Customer Service	Transfer Customer/Account Information	Automatically revert to the default rate, after a discounted rate as been terminated either by an off order or transfer.									
439	Customer Service	Transfer Customer/Account Information	Deposit									
440	Customer Service	Transfer Customer/Account Information	Guarantor information									
441	Customer Service	Transfer Customer/Account Information	Outstanding bills									
442	Customer Service	Transfer Customer/Account Information	Tax I.D. Number									
443	Customer Service	Transfer Customer/Account Information	Employment information									
444	Customer Service	Transfer Customer/Account Information	Phone numbers (user defined -- work, home, cell, fax, etc)									
445	Customer Service	Transfer Customer/Account Information	Spouse info/significant other									
446	Customer/Account Interfaces	Call Center	The product shall have the ability to support Caller ID to retrieve customer account. (screen pop)									
447	Customer/Account Interfaces	IVR	Provide support for interface to the IVR system.									
448	Customer/Account Interfaces	Web	Provide support for interface to the web based applications									
449	Customer/Account Interfaces	Postal Address	The product shall have the ability to interface to a third party program which maintains postal address information									

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REF #	PROCESS	CATEGORY	DESIRED FUNCTIONALITY	In Base System	Requires Configuration	Requires user exit	Requires modification	Available in Future Release	Not Supported	Module	Workday Estimate	Bidder Notes
	RATES PRICING											
1	Rate Data	General Requirements	The system shall provide user defined date ranges for yearly, monthly billing, prices, rates etc.									
2	Rate Data	General Requirements	The product shall have the ability to accommodate multiple jurisdictions without limit.									
3	Rate Data	General Requirements	The product shall have no limit to the number of rates that can be defined (historical and/or "active") per jurisdiction, state/province, or in the entire application.									
4	Rate Data	General Requirements	The ability to setup user defined seasons by geographic area, service type, rate code									
5	Rate Data	General Requirements	The system shall allow for several different rate schedules at the same service point or at a combination of service point.									
6	Rate Data	General Requirements	The product shall have the ability to store and display all rate history, components, billing factors, prices and their effective dates.									
7	Rate Data	Gas/Electric Rates	The product shall have the ability to capture and maintain gas/electric rate schedules.									
8	Rate Data	Gas/Electric Rates	Examples include but not be limited to the following:									
9	Rate Data	Gas/Electric Rates	Tariff gas/electric rates									
10	Rate Data	Gas/Electric Rates	Negotiated gas/electric rates for individualized accounts (contracts)									
11	Rate Data	Gas/Electric Rates	Tariff transportation gas/electric rates									
12	Rate Data	Gas/Electric Rates	Line/Transformer loss									
13	Rate Data	Gas/Electric Rates	The system shall have the ability of creating and setting up default rates. Default rates are assigned at turn on.									
14	Rate Data	Interim Rates	Since certain regulatory jurisdictions allow the use of interim rates pending final disposition of rate proceedings, the product shall allow for the creation and billing of such rates. The system must have a proration mechanism that can be designed for the transition from interim to permanent rates.									
15	Rate Data	Contract Rates	The System must allow each customer/contract/service agreement to have negotiated values for any or all billing components, charges, credits or discounts, and surcharges.									
16	Rate Data	Unbundled Rates	Certain customers are billed under unbundled rates. The product shall handle each unbundled rate as distinct and separate items for the purpose of operating in a deregulated environment. The Product shall be able to support unbundled or desegregate specific rate components									
17	Rate Data	Unbundled Rates	Examples include but not be limited to the following:									
18	Rate Data	Unbundled Rates	Transmission charges									
19	Rate Data	Unbundled Rates	Fixed Monthly Charge (Meter Charge)									
20	Rate Data	Unbundled Rates	Fixed Monthly Charge Unmetered)									
21	Rate Data	Unbundled Rates	Universal service charge									

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REF #	PROCESS	CATEGORY	DESIRED FUNCTIONALITY	In Base System	Requires Configuration	Requires user exit	Requires modification	Available in Future Release	Not Supported	Module	Workday Estimate	Bidder Notes
22	Rate Data	Unbundled Rates	Distribution charges based on usage or demand									
23	Rate Data	Unbundled Rates	The product shall be able to maintain, validate and process unbundled tariffs.									
24	Rate Data	Unbundled Rates	The product shall allow and display the identification of the customer's supplier for each service.									
25	Rate Data	Unmetered Street Lighting	The system must have the ability of creating, and maintaining rates for unmetered services such as street lighting and traffic signals.									
26	Rate Data	Unmetered Street Lighting	Examples include but not be limited to the following:									
27	Rate Data	Unmetered Street Lighting	Energy Non Metered Rate - Same structure as metered rates									
28	Rate Data	Unmetered Street Lighting	Outside Area Lighting - determinants based on:									
29	Rate Data	Unmetered Street Lighting	Fixture type									
30	Rate Data	Unmetered Street Lighting	Lumens									
31	Rate Data	Unmetered Street Lighting	Number of lights									
32	Rate Data	Unmetered Street Lighting	Pole type									
33	Rate Data	Unmetered Street Lighting	Consumption or charges based on:									
34	Rate Data	Unmetered Street Lighting	Light Type									
35	Rate Data	Unmetered Street Lighting	Size									
36	Rate Data	Unmetered Street Lighting	Number of lights									
37	Rate Data	Unmetered Street Lighting	Estimated consumption									
38	Rate Data	Unmetered Street Lighting	Size & Type of Pole									
39	Rate Data	Unmetered Street Lighting	Facility Ownership									
40	Rate Data	Unmetered Street Lighting	Equipment characteristics									
41	Rate Data	Unmetered Street Lighting	Billing components:									
42	Rate Data	Unmetered Street Lighting	Service Charge									
43	Rate Data	Unmetered Street Lighting	Energy charge									

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REF #	PROCESS	CATEGORY	DESIRED FUNCTIONALITY	In Base System	Requires Configuration	Requires user exit	Requires modification	Available in Future Release	Not Supported	Module	Workday Estimate	Bidder Notes
44	Rate Data	Unmetered Street Lighting	Maintenance charge									
45	Rate Data	Unmetered Street Lighting	Rental charge									
46	Rate Data	Unmetered Street Lighting	Street light outage adjustments									
47	Rate Data	Customer-specific rates	The system must be able to process and validate data pertaining to the specific type of charges applicable to the customer. This is often required when a pricing schedule or tariff has customer-specific criteria that effect charge determination.									
48	Rate Data	Customer-specific rates	Examples include but not be limited to the following:									
49	Rate Data	Customer-specific rates	Customer owns the meter or other equipment									
50	Rate Data	Customer-specific rates	Voltage modifiers									
51	Rate Data	Customer-specific rates	Time of day considerations (peak load)									
52	Rate Data	Customer-specific rates	Customer Metering Charge (Based on demand and 12 month rolling load factor).									
53	Rate Data	Customer-specific rates	Customer Service Charge (Based on demand and 12 month rolling load factor).									
54	Rate Data	Customer-specific rates	Service (Customer) Charge based on flat amount per day or per month and prorated by day if necessary									
55	Rate Data	Customer-specific rates	Demand Charge									
56	Rate Data	Customer-specific rates	Demand Charge Seasonal monthly or hourly									
57	Rate Data	Customer-specific rates	Demand Charge Seasonal - Interval metering - based on load factor.									
58	Rate Data	Customer-specific rates	Demand Rates monthly, billing cycle, hourly.									
59	Rate Data	Customer-specific rates	Billing Factors –The system shall have the ability of creating and setting up billing components that are associated with one or more rates. The factors usually change Monthly as required by regulatory body or contract									
60	Rate Data	Customer-specific rates	The system shall have the ability of associating rate components and billing factors to billing determinants.									
61	Rate Data	Rate Determinants	Examples include but not be limited to the following:									
62	Rate Data	Rate Determinants	Time of Use for any user defined period									
63	Rate Data	Rate Determinants	Total KWH, on peak KWH, off peak KWH									
64	Rate Data	Rate Determinants	Total KVAR									
65	Rate Data	Rate Determinants	Interval metering									
66	Rate Data	Rate Determinants	Single Register non time of use									
67	Rate Data	Rate Determinants	Serving Voltage									
68	Rate Data	Rate Determinants	Subtractive Metering Charge									

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REF #	PROCESS	CATEGORY	DESIRED FUNCTIONALITY	In Base System	Requires Configuration	Requires user exit	Requires modification	Available in Future Release	Not Supported	Module	Workday Estimate	Bidder Notes
69	Rate Data	Rate Determinants	The system shall allow for Totalizer meters and provide associated controls for validating consumption.									
70	Rate Data	Rate Determinants	The product shall be able to split a customers consumption into user defined rate components whether it be kwh, kw, kva									
71	Rate Data	Rate Determinants	Customer Demand = Highest recorded demand on meter in last 12 months or rate minimum.									
72	Rate Data	Rate Determinants	The system shall have the ability of processing multiple billing determinants (lowest level) per meter and/or premise based on a variety of variables embedded within a if/then calculation.									
73	Rate Data	Rate Determinants	The system shall have the ability to bill multiple billing components, of the same kind, at a assigned register									
74	Rate Data	Rate Determinants	Conversion Unit of Measurement - a variety of conversion constants and variables based on the utility type and the metering equipment.									
75	Rate Data	Rate Schedule Attributes	The product shall support individual rate schedules that contain information specific to the particular schedule. Some of this information may be duplicated within the system control parameters and are applicable across the system.									
76	Rate Data	Rate Schedule Attributes	Following is a list of potential items to be considered within the rate schedules:									
77	Rate Data	Rate Schedule Attributes	Rate schedule unique identifier									
78	Rate Data	Rate Schedule Attributes	Range of days for monthly, Customer Relationship and Billing monthly Customer Relationship and Billing									
79	Rate Data	Rate Schedule Attributes	Rate schedule description									
80	Rate Data	Rate Schedule Attributes	Default Rate									
81	Rate Data	Rate Schedule Attributes	Effective version date									
82	Rate Data	Rate Schedule Attributes	Effective creation date (Original Date of Tariff)									
83	Rate Data	Rate Schedule Attributes	Effective expiration date									
84	Rate Data	Rate Schedule Attributes	Rate status and date (e.g. Active, Development, obsolete.)									
85	Rate Data	Rate Schedule Attributes	Type charge - flat rate, block charge etc.									
86	Rate Data	Rate Schedule Attributes	Load Factor									
87	Rate Data	Rate Schedule Attributes	Demand Ratchet and minimum									
88	Rate Data	Rate Schedule Attributes	Consumption (kwh/GJ)									
89	Rate Data	Rate Schedule Attributes	Late charge percentage									
90	Rate Data	Rate Schedule Attributes	Franchise Fee									

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REF #	PROCESS	CATEGORY	DESIRED FUNCTIONALITY	In Base System	Requires Configuration	Requires user exit	Requires modification	Available in Future Release	Not Supported	Module	Workday Estimate	Bidder Notes
91	Rate Data	Rate Schedule Attributes	Demand maximum new rate schedule to use if customer reaches max on current rate.									
92	Rate Data	Rate Schedule Attributes	Single high peak KVA (NCP)									
93	Rate Data	Rate Schedule Attributes	Customer Relationship and Billing KVA (Based on Formula)									
94	Rate Data	Rate Schedule Attributes	4CP KVA (Based on historical KVA usage and prior year peak)									
95	Rate Data	Rate Schedule Attributes	4CP KVA (Based on substitute calculation)									
96	Rate Data	Rate Schedule Attributes	Distribution rates									
97	Rate Data	Rate Schedule Attributes	Transmission charges									
98	Rate Data	Rate Schedule Attributes	Seasonal rates									
99	Rate Data	Rate Schedule Attributes	Discounted rates									
100	Rate Data	Rate Schedule Attributes	Facility ownership discounts									
101	Rate Data	Rate Schedule Attributes	Distribution demands (12 month high)									
102	Rate Data	Rate Schedule Attributes	Number of billing periods per year									
103	Rate Data	Rate Schedule Attributes	Switching Fee									
104	Rate Data	Rate Schedule Attributes	Reconnection charges									
105	Rate Data	Rate Schedule Attributes	Transition charges									
106	Rate Data	Rate Schedule Attributes	Primary service									
107	Rate Data	Rate Schedule Attributes	Lighting service									
108	Rate Data	Rate Schedule Attributes	Riders									
109	Rate Data	Rate Schedule Attributes	Discretionary charges									
110	Rate Data	Billing Intervals	The product shall have a process of producing invoices on multiple frequencies including the selection of intervals at a specified unit.									
111	Rate Data	Billing Intervals	Examples include but not be limited to the following:									
112	Rate Data	Billing Intervals	Volumes per interval									
113	Rate Data	Billing Intervals	Adjustment amounts per interval									

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REF #	PROCESS	CATEGORY	DESIRED FUNCTIONALITY	In Base System	Requires Configuration	Requires user exit	Requires modification	Available in Future Release	Not Supported	Module	Workday Estimate	Bidder Notes
114	Rate Data	Billing Intervals	The product shall be capable of producing bills with intervals as small as 15 minutes									
115	Rate Data	Billing Intervals	The product shall calculate an unlimited number of usage intervals for any bill period									
116	Rate Data	Billing Intervals	The product shall have the ability to bill all determinants as frequently as 15 minutes.									
117	Charges	Demand Charges	The system must allow for a customer demand charge which is a demand charge based on user defined demand history.									
118	Charges	Demand Charges	Examples include but not be limited to the following:									
119	Charges	Demand Charges	Time based charges based on the actual demand.									
120	Charges	Demand Charges	Non Time of Use Meter									
121	Charges	Demand Charges	Demand Charge = Demand FactorRATE									
122	Charges	Demand Charges	Time of Use meter. The charge is assessed on the tariffed rate									
123	Charges	Demand Charges	Demand Charge Total = Demand Factor Total RATE * Demand Total									
124	Charges	Demand Charges	Time of Use meter – Non Time of Use Rate. Demand is the max demand on the meter in the current period.									
125	Charges	Consumption-based Charges	The product shall have the ability to calculate charges based on units of consumption.									
126	Charges	Consumption-based Charges	Examples include but not be limited to the following:									
127	Charges	Consumption-based Charges	Actual consumption									
128	Charges	Consumption-based Charges	Estimated consumption									
129	Charges	Consumption-based Charges	Flat rate consumption - Non metered service billed on metered rates. Consumption estimated.									
130	Charges	Consumption-based Charges	Calculated consumption based on Light type, kind, size, number, and burn schedule (Street or area lighting)									
131	Charges	Consumption-based Charges	Negative actual consumption (Net Metering or Parallel Generation)									
132	Charges	Energy Charge	The product shall have the ability to calculates energy charges based on consumption.									
133	Charges	Energy Charge	The following are examples but not limited to:									
134	Charges	Energy Charge	Non Time of Use meter:									
135	Charges	Energy Charge	Energy Charge = Energy FactorRATE * Energy Consumption									
136	Charges	Energy Charge	Time of Use meter. The charge is assessed on each register (examples only - could have more than two peak rates):									
137	Charges	Energy Charge	Time of Use meter, non-Time of Use Rate. Should have the ability of totaling each register's consumption and bill on the sum.									
138	Charges	Flat Charges	The product shall have the ability to assess flat amount time based charges.									
139	Charges	Flat Charges	Examples include but not be limited to the following:									
140	Charges	Flat Charges	Service (Customer) charge based on flat amount per month or day.									
141	Charges	Flat Charges	Service (Customer) charge based on meter size, connection size or other attributes per month or day.									

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REF #	PROCESS	CATEGORY	DESIRED FUNCTIONALITY	In Base System	Requires Configuration	Requires user exit	Requires modification	Available in Future Release	Not Supported	Module	Workday Estimate	Bidder Notes
142	Charges	Net Metering	Net Metering (Parallel Generation): The product shall have the ability of storing and bill using net metering data.									
143	Charges	Net Metering	Billing: The customer is invoice on the net of purchased/generated consumption.									
144	Charges	Net Metering	Net metering (Parallel Generation). Net metering records the difference between consumption (kWh) delivered to the customer and consumption (kWh) generated by the customer through a single register. The product shall have the ability of processing negative (less than zero) consumption (kWh). History would show both delivered and received.									
145	Charges	Other Charges	The product shall have the ability to calculate and invoice reactive based charges.									
146	Charges	Other Charges	The product shall have the ability to calculate non-commodity charges									
147	Charges	Surcharges and Special Fees	The company is authorized to recover certain expenses, within certain jurisdictions, by billing affected customers via a specific surcharge or fee line item on the invoice. The product shall provide the ability to collect these fees and taxes.									
148	Charges	Surcharges and Special Fees	The product shall allow for the establishment of new surcharges using effective and expiration dates, or on the basis of a total amount to be recovered, or by Customer Relationship and Billing basis (flat fee, consumption rate, or percent of revenue) or by number of service points.									
149	Charges	Taxes	The product shall provide the ability to apply secure table driven, user-maintained state/provincial, county, municipal and excise taxes and any other local, state/provincial and/or federal taxes, and report this information by tax rate or by taxing authority, for tax return compilation.									
150	Charges	Taxes	The product shall be able to assess tax on any type utility or non-utility product, service etc.									
151	Charges	Taxes	The product shall manage tax rate tables, including creation and table setup of any new kind of tax									
152	Charges	Taxes	The product shall identify and display each taxing authority and rate at the premise and/or account level/ Service – tariff level. Charge type, product type, service type.									
153	Charges	Taxes	The product shall allow for the establishment of tax application hierarchies for use in bill calculation (i.e., school district tax is calculated then sales tax is applied to the total).									

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REF #	PROCESS	CATEGORY	DESIRED FUNCTIONALITY	In Base System	Requires Configuration	Requires user exit	Requires modification	Available in Future Release	Not Supported	Module	Workday Estimate	Bidder Notes
154	Charges	Taxes	The product shall allow the Utility to establish non-taxable rate components (i.e., if there is no consumption, no tax will be applied to base charge).									
155	Charges	Taxes	The product shall allow the establishment of user-defined exemption percentages for each tax to accommodate multiple or partial tax exemptions for a particular customer activity (i.e., a customer can be tax-exempt from some taxes and not others).									
156	Charges	Taxes	The product shall be able to properly apply taxes on a summary-billed account with different classes of service, where some are taxed and others are not.									
157	Charges	Taxes	The product shall manage effective and expiration dates for each tax created in the system.									
158	Charges	Taxes	The product shall maintain tax rate history with effective date									
159	Charges	Taxes	The product shall support tax exemptions for qualified user defined entities.									
160	Charges	Taxes	The system must support multiple taxes for the same service.									
161	Charges	Taxes	The product shall be able to assess multiple taxes based on jurisdiction on the same rate tariff.									
162	Charges	Taxes	The product shall have the ability to apply taxes to the lower of tax percentage multiplied by total billed amount or the rate multiplied by the consumption. (i.e. Ceiling on taxes applied)									
163	Penalties and Discounts	Discounts/Credits	The system shall have the ability of setting up user defined programs for credits and discounts.									
164	Penalties and Discounts	Discounts/Credits	The product shall have the ability of applying credits. Examples:									
165	Penalties and Discounts	Discounts/Credits	Credit based on percent of the sum of specified charges									
166	Penalties and Discounts	Discounts/Credits	Credit based flat amount per month per user defined unit of measure									
167	Penalties and Discounts	Discounts/Credits	Rate Riders - Discounts, such as, primary discount, and primary metering discount									
168	Rate Maintenance	Security	The system must provide security in accessing and updating the rate tables.									

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REF #	PROCESS	CATEGORY	DESIRED FUNCTIONALITY	In Base System	Requires Configuration	Requires user exit	Requires modification	Available in Future Release	Not Supported	Module	Workday Estimate	Bidder Notes
169	Rate Maintenance	Security	The product shall have a security framework to prevent the accidental or inadvertent deletion of any rate, tax, or billing factor that is current or has been used in production.									
170		Security	The product shall provide a full audit trail of all changes to rate information									
171	Rate Maintenance	Managing Dates	The system shall have the ability of creating and setting up new and future rate and tax structures using future dates									
172	Rate Maintenance	Managing Dates	The system shall recognize an inactive date of a rate and identify any account assigned to that rate.									
173	Rate Maintenance	Create Rates	Create new rates and new versions from existing rates (copy function).									
174	Rate Maintenance	Updating Rate Data	The system shall provide on-line rate maintenance ability.									
175	Rate Maintenance	Updating Rate Data	Modify existing rates, components, billing factors, and taxes									
176	Rate Maintenance	Updating Rate Data	Modify rate status. i.e. Future, Current, Closed, Obsolete.									
177	Rate Maintenance	Updating Rate Data	Associate rate components, billing factors, and taxes to meter registers									
178	Rate Maintenance	Updating Rate Data	The product shall be able to delete unused or unbilled rates, taxes, such as test rates, rates entered in error, or rates never implemented.									
179	Rate Rules and Formulas	Formulas	Formulas - The system must have the ability of setting up formulas									
180	Rate Rules and Formulas	Formulas	Formula examples include but are not limited to:									
181	Rate Rules and Formulas	Formulas	Power factor formula.									
182	Rate Rules and Formulas	Formulas	Load factor formulas.									
183	Rate Rules and Formulas	Formulas	KVA formula									
184	Rate Rules and Formulas	Minimum/Maximum	Ceiling - The product shall have the ability of creating and setting up rate limiters.									
185	Rate Rules and Formulas	Minimum/Maximum	The following are examples but not limited to:									
186	Rate Rules and Formulas	Minimum/Maximum	Rate Minimum - The product shall have the ability of creating and setting up rate minimums.									
187	Rate Rules and Formulas	Minimum/Maximum	If monthly KVA amount equals zero the system will automatically bill some components actual KWH.									
188	Rate Rules and Formulas	Minimum/Maximum	The product shall have the ability of assigning rates to unique Customers									
189	Rate Rules and Formulas	Minimum/Maximum	Rate Limiter: Certain contracts have components with a maximum value based on a set of complex rules.									

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REF #	PROCESS	CATEGORY	DESIRED FUNCTIONALITY	In Base System	Requires Configuration	Requires user exit	Requires modification	Available in Future Release	Not Supported	Module	Workday Estimate	Bidder Notes
190	Rate Rules and Formulas	Minimum/Maximum	Rate Components based on complex conditions: Example: transition charges based historical rates and consumption values vs. current rate and consumption values. These factors change yearly. The Factor changes every year. The order of evaluation and subtraction changes each year.									
191	Rate Functionality	Rate Analysis/Comparison	Rate Comparisons: Customer may be billed on the Minimum/Average (Rate A, Rate B). Note Additional Analysis/Comparison requirements found in Customer Relationship and Billing									
192	Rate Functionality	Rate Analysis/Comparison	The system must have the ability to combine multiple rate codes in one analysis.									
193	Rate Functionality	Rate Analysis/Comparison	The product shall have a mechanism for comparing Customer Relationship and Billing determinants by location.									
194	Rate Functionality	Rate Analysis/Comparison	The product shall have the ability to analyze data based on but not limited to: specified customer and/or groups of specified customers usage by rate class, revenue class, type of usage, SIC Code, volume, rate and/or load factor.									
195	Rate Functionality	Rate Analysis/Comparison	The product shall provide an on-line comparative analysis of customers who are exceeding or not meeting their demand or consumption requirements.									
196	Rate Functionality	Rate Analysis/Comparison	The product shall have the ability to perform an on-line rate what-if comparisons for charges (current and proposed new charges) including but not limited to: ISO Charges, rate code, usage, or contract terms, prices. Based on historical data, cost of commodity, risk factory, losses, market operation cost factors, etc.									
197	Rate Functionality	Rate Analysis/Comparison	The product shall be able to determine the 'best rate' for customers and flag the accounts needing rate changes.									
198	Rate Functionality	Rate Analysis/Comparison	The product shall be able to make dynamic rate comparisons, based on a set of complex rules, such that the customer is always Customer Relationship and Billing led on the most favorable rate.									
199	Rate Functionality	Rate Analysis/Comparison	The product shall be able to support rate analysis/simulation for individual accounts and/or selected accounts in terms of the impact to customers or impact to the company.									
200	Rate Functionality	Rate Analysis/Comparison	The product shall support the ability to 'fill in' forecasted components based on company rules.									
201	Rate Functionality	Rate Analysis/Comparison	The product shall be able to accommodate proposed rate changes for comparative purposes without affecting the customer's record.									
202	Rate Functionality	Rate Testing	The product shall provide for the on-line testing of rate and structure changes									

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REF #	PROCESS	CATEGORY	DESIRED FUNCTIONALITY	In Base System	Requires Configuration	Requires user exit	Requires modification	Available in Future Release	Not Supported	Module	Workday Estimate	Bidder Notes
203	Rate Functionality	Retailing Wheeling/Open Access	Unbundled rates, customer elects to receive the energy component from an alternate supplier									
204	Rate Functionality	Retailing Wheeling/Open Access	Energy charges supplied by the retail company retail company and the system calculates delivery service charges to certified retail energy supplier for billing to customer									
205	Rate Functionality	Retailing Wheeling/Open Access	The system will keep track of the retailer serving a specific location at any point in time. All transactions must be time stamped and maintained in system history for a user defined period of time.									
206	Rate Functionality	Retailing Wheeling/Open Access	The system shall capture the charge off allowance factor for each certified retail company. This factor changes yearly. The system must track all current and historical charge off factors.									
207	Rate Functionality	Retailing Wheeling/Open Access	The system will be able to process the change of suppliers requests electronically.									
208	Rate Functionality	Retailing Wheeling/Open Access	The system will have the ability to let the customer switch suppliers at any time rather than waiting until the next billing cycle.									

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REF #	PROCESS	CATEGORY	DESIRED FUNCTIONALITY	In Base System	Requires Configuration	Requires user exit	Requires modification	Available in Future Release	Not Supported	Module	Workday Estimate	Bidder Notes
1	Bill Preparation	Bill Due Dates	The product shall provide the flexibility to establish bill due dates based on user configurable business rules, the billing cycle due date, or the due date entered as a result of a correction. The system shall support multiple jurisdictional, user configurable rules for these processes.									
2	Bill Preparation	Bill Due Dates	The product shall provide the ability to establish a "customer preferred" due date.									
3	Bill Preparation	Bill Due Dates	The product shall have the ability to calculate normalize/prorated usage based on user defined business rules.									
4	Bill Preparation	Bill Period Determination	The product shall have the ability to calculate normalize/prorated charges based on user defined business rules. For example if the number of actual days are less than 27 or greater than 34 prorate the charges accordingly; otherwise, the customer receives a normal one-month bill. This applies to first month bills, final and off-cycle bills, reroutes, cycle bills that are based on readings taken from the customer, rebills, etc. OR calculate the number of days then apply the daily tariffed rates. Proration of bills shall be based on user defined jurisdictional rules.									
5	Bill Preparation	Bill Period Determination	The system shall provide the functionality to suppress proration of charges based on user defined jurisdictional regulations.									
6	Bill Preparation	Bill Period Determination	The product shall provide the function to recognize that usage is associated with a reroute and normalize/prorate charges based on user defined jurisdictional regulations.									
7	Bill Preparation	Bill Period Determination	The product shall support the establishment of a minimum number of days (invoicing) for billing based on user defined jurisdictional regulations and type of bill issued.									
8	Bill Preparation	Bill Period Determination	The system must have the ability to calculate charges and issue invoices based on user defined intervals. (Currently defined as monthly billing)									
9	Bill Preparation	Bill Period Determination	The system must support the following:									
10	Bill Preparation	Bill Period Determination	The system must calculate usage based on user defined business rules.									
11	Bill Preparation	Bill Period Determination	The system must have the ability to adjust the billing period (time and days) by user defined periods.									
12	Bill Preparation	Bill Period Determination	The system must have the ability to stop usage calculation during user defined billing periods.									
13	Bill Preparation	Bill Period Determination	The system must have the ability to stop invoicing regardless of receipt of usage.									
14	Bill Preparation	Bill Period Determination	The system must retain history of interval usage and billing periods.									
15	Bill Preparation	Bill Period Determination	The system shall have the ability to calculate charges and issue an invoice whenever usage information is received based on user defined business rules.									
16	Bill Preparation	Bill Period Determination	The product when requested by system/user shall calculate usage for any user defined usage period.									

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REF #	PROCESS	CATEGORY	DESIRED FUNCTIONALITY	In Base System	Requires Configuration	Requires user exit	Requires modification	Available in Future Release	Not Supported	Module	Workday Estimate	Bidder Notes
17	Bill Preparation	Bill Period Determination	The product shall be able calculate charges and issue invoices whenever requested by the system/user.									
18	Bill Preparation	Meter Read Validation	**Note: Meter Read Validation Covered in Meter Reading**									
19	Bill Preparation	Pre-Bill Transaction Validation	The product shall validate accounts prior to billing:									
20	Bill Preparation	Pre-Bill Transaction Validation	After a transaction is posted on-line and prior to billing									
21	Bill Preparation	Pre-Bill Transaction Validation	The product shall have the ability to run billing on a random sample of accounts/contracts prior to batch processing.									
22	Bill Preparation	Pre-Bill Transaction Validation	The product shall produce exception reports/work items based on the outcome of the random sample billing.									
23	Bill Preparation	Pre-Bill Transaction Validation	The product shall support online approval (with audit trail) of this test sample prior to batch processing.									
24	Bill Preparation	Pre-Bill Transaction Validation	The product shall have the ability to run test billing transactions prior to billing.									
25	Bill Preparation	Pre-Bill Transaction Validation	After a rate table has been updated and prior to billing									
26	Bill Preparation	Pre-Bill Transaction Validation	The product shall provide the ability to enter transactions on-line and see the impact on the account immediately.									
27	Bill Preparation	Pre-Bill Transaction Validation	The product shall, prior to billing, provide the ability to see the impact of the transactions for the next bill to be rendered.									
28	Billing	General Billing Requirements	The product must support billing for customers with multiple accounts, contracts and meters. The product must provide the ability to aggregate usage at the account/contract level while maintaining the following information:									
29	Billing	General Billing Requirements	The product shall support a Single "Customer" with over 1000 accounts									
30	Billing	General Billing Requirements	The product should support usage aggregation for multiple meters and registers.									
31	Billing	General Billing Requirements	Support detailed premise address information for each meter location.									
32	Billing	General Billing Requirements	Support detailed meter location (meter reading instructions) information for each meter.									
33	Billing	General Billing Requirements	Bill at the account/contract level (aggregate billing) with the option to display detailed billing information at the meter level. This information should be available on-line, or via reports, or as bill line item detail.									
34	Billing	General Billing Requirements	The product shall support billing of non-utility products and services to customers that do not receive utility service.									
35	Billing	General Billing Requirements	The product shall provide the flexibility to charge non-commodity charges separately from the commodity charges									

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REF #	PROCESS	CATEGORY	DESIRED FUNCTIONALITY	In Base System	Requires Configuration	Requires user exit	Requires modification	Available in Future Release	Not Supported	Module	Workday Estimate	Bidder Notes
36	Billing	General Billing Requirements	The product shall allow both one-time billing and monthly billing, recurring billing for utility and non-utility services.									
37	Billing	General Billing Requirements	The product shall allow billing on any user defined schedule.									
38	Billing	General Billing Requirements	The product shall have the rate component decimals be user defined or at least 9 positions.									
39	Billing	General Billing Requirements	The system shall have the capability to verify the accuracy of 3rd party charges billed via the system. For example distribution pass-through charges included on a retail customer's invoice.									
40	Billing	General Billing Requirements	The product shall support the billing of a seasonal minimum based on user defined rules.									
41	Billing	Bill Cycle	The product shall allow for meter reading routes that are not completed on time to be "late routed" .									
42	Billing	Bill Cycle	The product shall allow the ability to bill when only partial cycles are available.									
43	Billing	Bill Cycle	The product shall allow an account to be billed to its scheduled bill to date AFTER the regular bill cycle has passed.									
44	Billing	Bill Cycle	The product shall allow rebilling 'off-cycle' using the actual date a meter reading or customer supplied reading is obtained.									
45	Billing	Bill Cycle	For accounts with multiple meters/services, the product shall support billing "on cycle" with different from/to meter reading dates for each service on the account/agreement.									
46	Billing	Bill on Demand	The product shall provide the ability to calculate and bill on demand for same day billing on-line or through batch.									
47	Billing	Bill on Demand	The product shall allow rebilling (usage calculation/validation) 'off-cycle' using the actual date a meter reading or customer supplied reading is obtained.									
48	Billing	Budget Billing	The product shall offer the budget plan to all eligible customers under the user defined parameters. If the customer is eligible they shall be allowed to automatically sign-up for budget plans at any time each and every month.									
49	Billing	Budget Billing	The product shall support multiple budget bill plans based on jurisdiction specific requirements. This includes enrollment, bill calculation, budget bill history and associated transactions.									
50	Billing	Budget Billing	The following are examples of Budget Plan billing details:									
51	Billing	Budget Billing	Budget previous balance (deferred amount)									
52	Billing	Budget Billing	Any payments made toward the budget									
53	Billing	Budget Billing	The current actual charges									
54	Billing	Budget Billing	The new budget balance (new deferred amount)									

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Billing

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REF #	PROCESS	CATEGORY	DESIRED FUNCTIONALITY	In Base System	Requires Configuration	Requires user exit	Requires modification	Available in Future Release	Not Supported	Module	Workday Estimate	Bidder Notes
55	Billing	Budget Billing	Current bill amount									
56	Billing	Budget Billing	Total account balance									
57	Billing	Budget Billing	Other billing information such as late fees, reconnect fees, taxes, NSF charges, misc.. adjustments etc.									
58	Billing	Budget Billing	The product shall automatically remove customers from the budget plan after user defined parameters such as the number of late payments, past due balance amount, etc.									
59	Billing	Budget Billing	The product shall have the ability to send a reminder letter or bill message to the customer after one budget payment is missed or number of estimated bills.									
60	Billing	Budget Billing	The product shall have the capability to manually remove a customer from the budget.									
61	Billing	Budget Billing	The product shall have the ability to restore a budget plan if it was terminated in error.									
62	Billing	Budget Billing	The product shall have the ability to analyze and adjust the budget amount based on the prior user defined period usage, account balance or since the account was established.									
63	Billing	Budget Billing	The product shall be able to use the degree-day factors as part of the budget plan calculation.									
64	Billing	Budget Billing	The product shall be able to use the current balance as part of the budget plan calculation. (Move current account balance into a new budget plan)									
65	Billing	Budget Billing	The product shall be able to notify the customer on the bill of a change in the budget amount.									
66	Billing	Budget Billing	The product shall be able to generate a customer-specific letter upon request explaining how their budget amount was calculated.									
67	Billing	Budget Billing	The product shall have the ability to support multiple types of user defined budget plans. Plans types may be offered in specific jurisdictions for specific									

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REF #	PROCESS	CATEGORY	DESIRED FUNCTIONALITY	In Base System	Requires Configuration	Requires user exit	Requires modification	Available in Future Release	Not Supported	Module	Workday Estimate	Bidder Notes
68	Billing	Budget Billing	Fixed budget amount; amount to pay is reviewed every three months with option for company to change the payment amount based on user defined business rules.									
69	Billing	Budget Billing	Rolling budget amount; amount to pay changes every month without settle-up.									
70	Billing	Budget Billing	Fixed budget amount; amount to pay is reviewed automatically with the option for the customer or company to change the payment amount.									
71	Billing	Budget Billing	Fixed budget amount; amount to pay is reviewed every three months with option for company to change the payment amount with settle up on anniversary date.									
72	Billing	Budget Billing	Fixed budget amount; amount to pay is reviewed automatically with the option for the customer to change the payment amount with settle up on anniversary date									
73	Billing	Budget Billing	Fixed budget amount; amount to pay is reviewed automatically the amount to pay is automatically changed based on user defined business rules. This plan includes annual settlement on the anniversary date.									
74	Billing	Budget Billing	The product will support retroactive enrollment in any budget billing plan based on user defined business rules.									
75	Billing	Budget Billing	The product shall support movement of budget plan balances (credit/debit) (partial/full) to other open items/balances on the customer's account.									
76	Billing	Budget Billing	The product shall allow for the establishment of budget bill plans on accounts with other installment agreements.									
77	Billing	Budget Billing	The product shall support the establishment of a budget bill payment plan based on a specific time period and/or usage entered by the CSR.									
78	Billing	Budget Billing	The product shall support the ability to run a budget bill marketing campaign with bill messaging to selected customers.									
79	Billing	Bill Analysis and Comparison	The product shall be able to do comparative billing of accounts for analysis. Comparative calculations might involve different rates and/or different factors. **Note: Additional Analysis/Comparison requirements found in Rates/Pricing**									
80	Billing	Bill Analysis and Comparison	The product shall be able to do comparative billing of accounts for analysis via the web. Comparative calculations might involve different rates and/or different factors. Analysis tools must be available for internal and external (customer) users via the Web. **Note: Additional Analysis/Comparison requirements found in Rates/Pricing**									
81	Billing	Bill Analysis and Comparison	The product shall calculate alternate rates to display on the customer's bill and the savings available by choosing one of our product or services offerings..									

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REF #	PROCESS	CATEGORY	DESIRED FUNCTIONALITY	In Base System	Requires Configuration	Requires user exit	Requires modification	Available in Future Release	Not Supported	Module	Workday Estimate	Bidder Notes
82	Billing	Bill Analysis and Comparison	The product shall provide automated analysis tools to determine the "best rate" for accounts based on a user defined time period and associated rate types. The system shall use actual usage history. For example annual review of selected C/I accounts. Based on this automated review selected accounts will create work items for review.									
83	Billing	Bill Analysis and Comparison	The product should be able to compare current consumption with a prior year to show growth at the billing level and customer level.									
84	Billing	Deregulation; Multiple Company Billing	The product shall support billing and customer care in multiple regulated and deregulated jurisdictions.									
85	Billing	Deregulation; Multiple Company Billing	The product shall support multiple company billing and accounting.									
86	Billing	Deregulation; Multiple Company Billing	The product shall support sending customer billing information to a 3rd party. This would include rate ready usage information containing only usage.									
87	Billing	Deregulation; Multiple Company Billing	The product shall support the ability to identify third-party billing agent, if applicable.									
88	Billing	Deregulation; Multiple Company Billing	The product shall support the ability to accept billing data from multiple sources. These sources can be outside companies or new business ventures within the company.									
89	Billing	Deregulation; Multiple Company Billing	The product shall support invoicing of charges from multiple sources. These sources may be other utility companies, distribution companies, non-utility companies etc.									
90	Billing	Deregulation; Multiple Company Billing	The product shall support the ability to track charges for all third-party interests.									
91	Billing	Deregulation; Multiple Company Billing	The product shall support the ability to accept reads from multiple entities.									
92	Billing	Deregulation; Multiple Company Billing	The product shall support the ability to rebill for any entities involved with applicable settle up dollars.									
93	Billing	Deregulation; Multiple Company Billing	The product shall support the ability to rebill for any entities involved with applicable settle up of usage.									
94	Billing	Deregulation; Multiple Company Billing	The product shall support the ability to provide for proper notification to other entities when finalizing or opening customer's account.									
95	Billing	Deregulation; Multiple Company Billing	The product shall support the ability to provide multiple entity company information and bill payment options.									
96	Billing	Loans	The product shall support the online creation of loans including capture of interest and payment terms.									
97	Billing	Loans	The product shall facilitate various billing scenarios (e.g., flat charges, installment with or without interest, 30-60-90 day conversion to 12 month interest, etc.)									
98	Billing	Loans	The product shall make available to customer representatives the applicable financing options based on user defined business rules.									

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REF #	PROCESS	CATEGORY	DESIRED FUNCTIONALITY	In Base System	Requires Configuration	Requires user exit	Requires modification	Available in Future Release	Not Supported	Module	Workday Estimate	Bidder Notes
99	Billing	Loans	The product shall allow only "authorized" finance plans based on user configurable business rules. Plan types may vary based on jurisdictional requirements or other business rules.									
100	Billing	Loans	The product shall support finance plan status such as pending, available, closed, etc.									
101	Billing	Loans	The product shall have the ability to calculate interest for loans using various methods including the following examples:									
102	Billing	Loans	Simple interest									
103	Billing	Loans	Compound interest									
104	Billing	Loans	Straight line interest over loan period									
105	Billing	Loans	The product shall have the ability to handle adjustable interest rates.									
106	Billing	Loans	The product shall have the ability to produce annual interest statements and display this information on the customer's bill.									
107	Billing	Loans	The product shall have the ability to have the loan obligation passed to the new customer if the loan originator final bills.									
108	Billing	Loans	The product shall have the ability to continue to bill loan installments on final bill accounts.									
109	Billing	Loans	The product shall have the ability to transfer loans to other accounts in the product.									
110	Billing	Loans	The product shall have the ability to view the loan payoff amount at any time.									
111	Billing	Loans	The product shall be able to handle early payoffs.									
112	Billing	Loans	The product shall handle late payments in relationship to interest calculation.									
113	Billing	Loans	The product shall support the ability to generate coupon books.									
114	Billing	Loans	The product shall maintain a running total of interest paid.									
115	Billing	Loans	The product shall provide for current balance information and the requested amount due.									
116	Billing	Loans	If account is paid off early, the product shall be able to recalculate interest charges and rebated accordingly.									
117	Billing	Loans	Upon payment completion, the product shall generate interest statements to the customer.									
118	Billing	Loans	The product shall provide system information to assist customer representatives in determining how interest is calculated/rebated.									
119	Billing	Loans	The product shall be able to reverse interest charges.									
120	Billing	Low Income Discount	The product shall support multiple jurisdiction specific low-income discount rate plans.									
121	Billing	Low Income Discount	Certain residential customers qualify for a low-income discount rate. The program involves special administrative requirements in addition to the application of the discount. The product shall support the following:									
122	Billing	Low Income Discount	Upload a listing of qualified customers via text file provided by state/provincial agencies. (electronic media)									
123	Billing	Low Income Discount	Automatically apply the low income discount to accounts/agreements identified in the state/provincial file.									
124	Billing	Low Income Discount	Automatically remove the low income discount at the end of the qualification period.									

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REF #	PROCESS	CATEGORY	DESIRED FUNCTIONALITY	In Base System	Requires Configuration	Requires user exit	Requires modification	Available in Future Release	Not Supported	Module	Workday Estimate	Bidder Notes
125	Billing	Low Income Discount	The system must support multiple low income discount amounts based on customer grouping/income.									
126	Billing	Low Income Discount	Change rate									
127	Billing	Low Income Discount	Transfer low income discount to a new location if the customer moves but still qualifies.									
128	Billing	Low Income Discount	The product shall calculate low income bills at the normal rate and then apply a percentage discount on the dollar amount of the bill. The system shall perform the following steps:									
129	Billing	Low Income Discount	The bill is calculated at normal rates									
130	Billing	Low Income Discount	The bill is discounted									
131	Billing	Low Income Discount	The difference stored and identified									
132	Billing	Low Income Discount	The system shall report on the cost of providing the discounted service									
133	Billing	Low Income Discount	Customers may be added or deleted monthly, based on eligibility information received from the government agencies.									
134	Billing	Discounts	The product shall support the application of discounts on any billing component or the total invoice amount based on user configurable business rules.									
135	Billing	Manual Billing	The product shall have the ability to enter and/or upload off-system account information (e.g., manually billed special contracts) such as volume (positive or negative) and billed dollar amounts (positive or negative) into the product to be used for revenue reporting, A/R management and account maintenance.									
136	Billing	Manual Billing	The product shall allow users to have access to account information such as outstanding balances or historical billing information for these manually billed accounts.									
137	Billing	Manual Billing	The product shall support the ability to produce a manual bill by entering dollars and usage by rate component/line item.									
138	Billing	Manual Billing	The product shall support the entry of any billing determinants to produce a manual bill. Manual interest, adjustments, rate validation. (what if) Not always used to create an actual invoice.									
139	Billing	Rate Refund	The product shall be able to apply rate refunds for any user-defined group of customers. These customers could be defined by transport code, current rate code at the time of the charges, competitive energy code, revenue class service offering, etc. The system must provide the ability to calculate and report on these group refunds.									
140	Billing	Rate Refund	The product shall be able to create rate refunds or credits that can be applied to any group of customers that can be identified as being from one source (rate code, revenue class).									
141	Billing	Rate Refund	The product shall be able to track and display the credit issued and carried forward on the account balance.									
142	Billing	Rate Refund	The product shall be able to report such refunds or credits including revenue and energy cost reporting.									
143	Billing	Rate Refund	The product shall have the ability to issue refunds or credit based on a specific customer's historical volumes.									
144	Billing	Rate Refund	The product shall be able to use the following in calculating the refund or credit:									

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REF #	PROCESS	CATEGORY	DESIRED FUNCTIONALITY	In Base System	Requires Configuration	Requires user exit	Requires modification	Available in Future Release	Not Supported	Module	Workday Estimate	Bidder Notes
145	Billing	Rate Refund	The product shall provide an online facility to identify and group accounts eligible for a rate refund.									
146	Billing	Rate Refund	Rate refunds can apply to any billing component.									
147	Billing	Rate Refund	Rate refunds can be based on a dollar amount per quantity or time period billed. (user defined)									
148	Billing	Rate Refund	Rate refunds can be based on a percentage of dollars billed (user defined).									
149	Billing	Rate Refund	Rate refund dollar amount or percentage will vary for each refund situation.									
150	Billing	Rate Refund	The product must store and display a history of all rate refund adjustments by rate, billing component, account, agreement.									
151	Billing	Rate Refund	Rate refunds can be applied as a credit on the account/agreement.									
152	Billing	Rate Refund	Rate refunds can be applied and refunded via check.									
153	Billing	Rate Refund	Refund for non-commodity products and services									
154	Billing	Rate Refund	The system shall provide user configurable processes to control how refund dollars are applied to the account/agreement. For example; electric service refund dollars can not be applied to gas service.									
155	Billing	Rate Refund	The product shall allow the refunding of all, or a portion of, interim rates or surcharges, as required.									
156	Billing	Refunds (Mass)	The system shall have the capability to store customers bills using multiple/overlapping rate effective dates for the purpose of determining the potential rate refund amounts. The system must have the ability to report on each of these amounts separately.									
157	Billing	Refunds	The product must have the ability to process refunds on accounts.									
158	Billing	Refund Check Generation	If the product does **NOT** print refund checks then:									
159	Billing	Refund Check Generation	Create a workflow item for a refund for review based on user defined business rules.									
160	Billing	Refund Check Generation	The product shall have the ability to product a electronic file containing refund information necessary to produce refund checks via SAP.									
161	Billing	Refund Check Generation	Be able to automatically generate a refund upon demand on any account regardless of status and having the option of entering an amount different from the balance on their bill (i.e. customer sends incorrect check to company and we process the check in error, customer wants the money refunded).									
162	Billing	Refund Check Generation	Support the issuance of refunds when the account does not have a credit balance with online approval and audit trail.									
163	Billing	Refund Check Generation	If the product **does** print refund checks then:									
164	Billing	Refund Check Generation	Automatic issue a refund on an account based on user defined business rules such as excess credit balance amount.									
165	Billing	Refund Check Generation	The product shall manage multiple refund bank accounts in the customer refund system.									

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REF #	PROCESS	CATEGORY	DESIRED FUNCTIONALITY	In Base System	Requires Configuration	Requires user exit	Requires modification	Available in Future Release	Not Supported	Module	Workday Estimate	Bidder Notes
166	Billing	Refund Check Generation	The product shall identify the type of refund (security deposit, overpayment, budget refund, etc.)									
167	Billing	Refund Check Generation	The product shall allow cancellation of refund and reinstatement of deposit.									
168	Billing	Refund Check Generation	The product shall have verification and internal control functions.									
169	Billing	Refund Check Generation	The product shall be able to process an unclaimed refund check.									
170	Billing	Refund Check Generation	The product shall have reconciliation capabilities, including processing of statement files received electronically.									
171	Billing	Refund Check Generation	Product shall process a refund check versus a bill credit per user designed parameters									
172	Billing	Refund Check Generation	The product shall provide for stop payment capabilities (with void date).									
173	Billing	Refund Check Generation	The product shall provide ability to detect if the check is later cashed.									
174	Billing	Refund Check Generation	The product shall provide the ability both manually and automatically, to apply pending refunds against accounts with bad debts or unpaid closing bills.									
175	Billing	Refund Check Generation	The product shall produce a file containing valid check numbers, voided check numbers and other user defined information at the end of each batch run that produces refund checks. This file is sent electronically to our bank.									
176	Billing	Refund Check Generation	The system shall allow the user to flag an account to stop the production of a refund pending review.									
177	Billing	Refund Check Generation	The system shall support the calculation of interest on refund amounts based on user defined business rules. The interest charge may be based on user defined jurisdictional and service type rules.									
178	Billing	Refund Check Generation	The system will provide an on-line review of single or batch refund files prior to check creation. This on-line process will display user defined information and allow for selection of the entire batch or individual checks for refund.									
179	Billing	Company Use Accounts	The company owns, leases and operates facilities for which service is provided. These facilities include office buildings, warehouses, regulator station heaters, etc. each of which may require unique classification and recording of the expense. The product shall support company use billing.									
180	Billing	Company Use Accounts	The system must have the ability to identify these account/services in the system.									
181	Billing	Company Use Accounts	The system must have the ability to create company use agreements/contracts and bill these accounts/ services									
182	Billing	Company Use Accounts	Ability to suppress bill print for company use accounts.									
183	Billing	Company Use Accounts	The system must have the ability to report data about these accounts/agreements.									
184	Billing	Company Use Accounts	The system must have the ability to support identification for unaccounted energy/gas and company use energy in order to balance throughput.									

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REF #	PROCESS	CATEGORY	DESIRED FUNCTIONALITY	In Base System	Requires Configuration	Requires user exit	Requires modification	Available in Future Release	Not Supported	Module	Workday Estimate	Bidder Notes
185	Billing	Company Use Accounts	Company use information is reported to accounting (company use account for each operating company) by type of utility.									
186	Billing	Company Use Accounts	The system must have the ability to track and report company use by metered service location and account									
187	Billing	Company Use/Free Gas	The system must have the ability to track and report company use by unmetered service location and account									
188	Billing	Security Deposits	The product shall allow deposits to be billed on the customers regular invoice/bill. The bill shall display the billed deposit amount and current installment payment due. **Note: The majority of Deposit requirements are found in Credit and Collections**									
189	Billing	Security Deposits	The product shall, when accounts are finaled, if they are not using our service at a forwarding address, automatically credit the security deposit (if any) and interest to the account before creating the final bill.									
190	Billing	Weather Data	Temperature data is received from outside sources. These temperatures are uploaded to the CIS system which stores the temperatures by a user-defined 'weather region/zone'. Each premise in the CIS is associated with one of these 'weather regions'. On a daily basis, each premise which is read is then processed through a degree day calculation which uses the temperature data for that region, and the dates in effect for the meter reading. This degree day factor is then stored along with the meter reading.									
191	Billing	Weather Data	The product shall have the ability to process:									
192	Billing	Weather Data	Support user configurable weather regions									
193	Billing	Weather Data	Associating a premise with a weather region									
194	Billing	Weather Data	Calculate degree days based on user configurable values. For example heating degree day calculation would start at 18 degrees.									
195	Billing	Weather Data	Retaining the degree day factor with the meter reading history (Peak Weather Data) if used during billing calculation.									
196	Billing	Weather Data	Ability to store weather history (Degree Days) for a user-defined number of zones. Regardless if used during bill calculation.									
197	Billing	Weather Data	Degree day information for each premise/service location must be available for use during weather normalization bill calculation processes.									
198	Billing	Weather Data	Bill a rate defined weather normalization adjustment based on account level actual consumption and user defined parameters such as base use over a specified time period.									
199	Billing	Weather Data	The system shall have the capability to store 11 year temperature averages by user defined weather region.									
200	Billing	Weather Data	The product shall provide an interface to outside weather data services to upload and populate 11 year temperature average information.									
201	Billing	Wholesale Energy Billing	The product shall support billing for wholesale customers.									
202	Billing	Wholesale Energy Billing	The product shall support billing for energy based on contract volumes, contract days, contract prices and actual usage. The product shall track contract terms and swing bands based on percentage of contract volume.									

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REF #	PROCESS	CATEGORY	DESIRED FUNCTIONALITY	In Base System	Requires Configuration	Requires user exit	Requires modification	Available in Future Release	Not Supported	Module	Workday Estimate	Bidder Notes
203	Billing	Wholesale Energy Billing	The product shall allow storage of user defined interval of readings									
204	Billing	Wholesale Energy Billing	These readings shall trigger the production of an invoice/statement containing the following information:									
205	Billing	Wholesale Energy Billing	Received generation of plant (total and time of day)									
206	Billing	Wholesale Energy Billing	Delivered generation of plant (total and time of day)									
207	Billing	Wholesale Energy Billing	Current rate/price									
208	Billing	Wholesale Energy Billing	Total due from other companies									
209	Billing	Wholesale Energy Billing	Total due to other companies									
210	Billing	Wholesale Energy Billing	The product shall store a rate table with:									
211	Billing	Wholesale Energy Billing	Rates									
212	Billing	Wholesale Energy Billing	Effective dates									
213	Billing	Wholesale Energy Billing	Billing history									
214	Billing	Wholesale Energy Billing	Wholesale Customer Data									
215	Billing	Wholesale Energy Billing	Site data.									
216	Billing	Wholesale Energy Billing	Meter/Device Data									
217	Billing	Wholesale Energy Billing	Usage history									
218	Billing	Wholesale Energy Billing	The product shall support the ability to accept reads from multiple entities.									
219	Billing	Wholesale Energy Billing	The product shall support the ability to provide for error detection if missing data from any of the multiple entities needed to produce end-customer billing or entity billing.									
220	Billing	Wholesale Energy Billing	The product shall be able to bill "wholesale" sales and Intercompany transactions.									

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REF #	PROCESS	CATEGORY	DESIRED FUNCTIONALITY	In Base System	Requires Configuration	Requires user exit	Requires modification	Available in Future Release	Not Supported	Module	Workday Estimate	Bidder Notes
221	Billing	Gas Transportation Billing	Gas Transport will capture transportation therm data provided by the gas supplier or broker/marketer to identify actual amount of gas transported through the system. This information is provided via phone calls, supplier reports, and internal reports and system interfaces.									
222	Billing	Gas Transportation Billing	This information includes, but is not limited to, the following:									
223	Billing	Gas Transportation Billing	Gas supplier code (Duns Number)									
224	Billing	Gas Transportation Billing	Daily Meter Reads									
225	Billing	Gas Transportation Billing	Daily Nominations									
226	Billing	Gas Transportation Billing	Volume Statements									
227	Billing	Gas Transportation Billing	Daily Gas BTU values									
228	Billing	Gas Transportation Billing	Pipeline tolls (rate component/geographic area)									
229		Gas Transportation Billing	Lost or Unaccounted Gas									
230	Billing	Gas Transportation Billing	Capture transportation CCF/therm data provided by the gas management function to identify actual amount of gas transported through the system. Allow this information to be captured in an on-line entry screen or data upload to CIS for transportation billing and revenue reporting.									
231	Billing	Gas Transportation Billing	Balance the transportation CCF volumes provided by the supplier or broker and those volumes identified by the gas management system. The system will provide an on-line list of all accounts for the current billing month that have CCF recorded for a specific gas transporter broker code. The total displayed is then matched against the amount identified by the gas management system. Provide the ability for on-line adjustments.									
232	Billing	Gas Transportation Billing	Provide carry over of previous gas supply balance to support balancing of nominations to actual consumption.									
233	Billing	Gas Transportation Billing	Gas Transportation captures customer nominations by delivery point, service level, and energy end-use for subsequent comparison with actual consumption, application of take-or-pay charges, standby charges, etc. The system should allow for an automated interface from the gas management function.									
234	Billing	Gas Transportation Billing	The system shall track gas delivered to individual meters.									
235	Billing	Gas Transportation Billing	The system shall provide the ability to report financial transactions created by the gas transportation system. These financial transactions are used for revenue reporting.									
236	Billing	Gas Transportation Billing	The system shall provide the ability to create gas transportation invoices.									

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REF #	PROCESS	CATEGORY	DESIRED FUNCTIONALITY	In Base System	Requires Configuration	Requires user exit	Requires modification	Available in Future Release	Not Supported	Module	Workday Estimate	Bidder Notes
237	Billing	Gas Transportation Billing	Capture transportation therm data provided by the gas management function to identify actual amount of gas transported through the system. Allow this information to be captured in an on-line entry screen.									
238	Billing	Work Queue Management	The product shall have the capability to automatically generate a work queue item based on user configurable business rules.									
239	Billing	Work Queue Management	The following are examples of billing exceptions:									
240	Billing	Work Queue Management	For example, when consumption at a service point is received for an inactive service point.									
241	Billing	Work Queue Management	Any failed usage validations (hi/lo, other) will create a work queue for review/processing by users.									
242	Billing	Work Queue Management	Any failed dollar validations (out of range, negative bill) will create a work queue for review/processing by users.									
243	Billing	Work Queue Management	Missing or incorrect billing data or non-usage exceptions									
244	Billing	Work Queue Management	Missing or incorrect usage data.									
245	Billing	Work Queue Management	Seasonal usage override flag (bypass hi/low check)									
246	Billing	Work Queue Management	Contract agreement expiration									
247	Billing	Work Queue Management	Contract early termination (penalty)									
248	Billing	Work Queue Management	The product shall keep track of outstanding items generated by other systems that need to be researched and current status of those items.									
249	Billing	Work Queue Management	The product shall keep track of outstanding items generated by the CIS that need to be researched and current status of those items.									
250	Billing	Work Queue Management	The product shall, upon checking exception list on-line have the capability to automatically generate a request to reread investigate service order.									
251	Billing	Work Queue Management	The automatic request shall list all relevant information so the service technician can verify the validity of the reading and include the option of including special instructions.									
252	Billing	Work Queue Management	The product shall automatically route the results of the field investigation back to the work queue for completion of the work queue item..									
253	Billing	Work Queue Management	The product shall allow authorized users to review, approve, and/or override entries, adjustments and transactions on specific accounts prior to billing. This would include a review process for all invoices issued for these accounts.									

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REF #	PROCESS	CATEGORY	DESIRED FUNCTIONALITY	In Base System	Requires Configuration	Requires user exit	Requires modification	Available in Future Release	Not Supported	Module	Workday Estimate	Bidder Notes
254	Billing	Work Queue Management	The product shall be able to limit work queue transaction access/completion based on transaction type or dollar amount.									
255	Billing	Work Queue Management	The product shall route select user defined transactions to an on-line queue with automatic notification, audit trail of request and approval or denial of request.									
256	Billing	Work Queue Management	The product shall be able to send a return message to originator in the event of denial including free form text comments.									
257	Billing	Work Queue Management	The system shall support the routing of any service agreement/contract after usage/bill calculation for on-line review/revision prior to release for billing/invoicing based on user defined business rules.									
258	Billing	Work Queue Management	The system shall support the ability to manually request or systematically hold a bill for review and provide the ability to route the bill to the customer upon release.									
259	Billing	Work Queue Management	The system will support the creation of work groups, user profiles, and assignment to work items to these work groups.									
260	Billing	Work Queue Management	The system will support the reassignment of work items as necessary.									
261	Billing	Work Queue Management	The system will support the reassignment of groups of work items.									
262	Billing	Work Queue Management	The system will support the mass cancellation of work items. Access to mass cancellation transaction requires user authorization.									
263	Billing	Work Queue Management	The system shall support the escalation of work items based on user defined business rules.									
264	Billing	Work Queue Management	The system will provide tools to help manage work queue processes.									
265	Billing	Work Queue Management	The system will provide the following views of work queue items:									
266	Billing	Work Queue Management	Total items by type and priority									
267	Billing	Work Queue Management	Item outstanding by date range									
268	Billing	Work Queue Management	Items worked by employee									
269	Billing	Work Queue Management	Items pending by employee/group by age of exception item									
270	Billing	Work Queue Management	Past due items									
271	Billing	Work Queue Management	Items by work group/location									
272	Billing	Work Queue Management	Items by account type									
273	Billing	Work Queue Management	Items by customer/account									
274	Billing	Work Queue Management	The system will provide the ability to filter and sort work queue items by user defined data elements.									

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REF #	PROCESS	CATEGORY	DESIRED FUNCTIONALITY	In Base System	Requires Configuration	Requires user exit	Requires modification	Available in Future Release	Not Supported	Module	Workday Estimate	Bidder Notes
275	Billing	Work Queue Management	The system will provide on-line productivity reporting and analysis of current and historic work queue activity by the categories listed above.									
276	Billing	Work Queue Management	The system will provide detailed audit trails of all work queue activities.									
277	Billing	Work Queue Management	The system shall have the ability track and report all exceptions from billing errors, financial transaction posting exceptions to a work queue for processing.									
278	Billing	Work Queue Management	Email Notification of new items.									
279	Billing	Work Queue Management	The system will automatically resolve selected work items based on user defined exception type and user defined business rules.									
280	Billing	Work Queue Management	The system will provide the ability to "lock" any work queue item by user ID until released by that user. (With ability for supervisor to unlock item)									
281	Billing	Work Queue Management	The system shall provide the ability to "freeze" accounts because of severe or exceptional errors. No further transaction processing can be made to these accounts until released from "freeze".									
282	Billing	Work Queue Management	The work queue can suggest resolutions to billing errors based on reviews of information obtained from multiple systems.									
283	Billing	Work Queue Management	The work queue can present information obtained from multiple systems to assist the user in making decisions regarding the error correction.									
284	Billing	Final Billing	The product shall allow accounts to be finaled as of any day of the month using an actual reading or by estimating the bill (company rules apply).									
285	Billing	Final Billing	The product shall be able to cancel and rebill an a final bill.									
286	Billing	Final Billing	The product shall to able to produce the final bill calculation "immediately" if a reading is available and bill the customer via real-time or batch processing.									
287	Billing	Controls/Daily Balancing	The product shall provide a daily balancing function that shall include cash, billings, accounts receivable, deposits and adjustments.									
288	Billing	Controls/Daily Balancing	The product shall update daily information cumulatively for the calendar month-end balancing and the 'earnings month' balancing routine.									
289	Billing	Controls/Daily Balancing	The product shall, prior to billing, provide the ability to identify any incomplete bill segments									
290	Billing	Controls/Daily Balancing	The product shall ensure that all accounts (including non-commodity related) in the current billing cycle and all accounts being billed off-cycle have been billed, printed or reported as an exception.									
291	Billing	Controls/Daily Balancing	The product shall have controls that include crosschecks to ensure that:									
292	Billing	Controls/Daily Balancing	All billing determinants (readings, usage, market index, account balances, charges etc.) were input									
293	Billing	Controls/Daily Balancing	All bills were calculated									
294	Billing	Controls/Daily Balancing	All bills printed for the scheduled cycles and off-cycle accounts.									

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REF #	PROCESS	CATEGORY	DESIRED FUNCTIONALITY	In Base System	Requires Configuration	Requires user exit	Requires modification	Available in Future Release	Not Supported	Module	Workday Estimate	Bidder Notes
295	Billing	Controls/Daily Balancing	All non-cycle (event driven) bills were calculated and printed									
296	Billing	Controls/Daily Balancing	The product shall display/report where each billing transaction is recorded in the general ledger.									
297	Billing	Control Files	The product shall provide the capability to set up and maintain control file of customer load profile information									
298	Billing	Control Files	The product shall provide the capability to set up and maintain system control files (shall be capable of handling multi-companies and multi-state/provincial regulations).									
299	Billing	Control Files	Identifying the deposit interest rate for calculating security deposit interest by customer class and by state/province and service type.									
300	Billing	Control Files	Late payment charge amounts or a percentage of past due bill amounts									
301	Billing	Control Files	An aging period for the calculation of late charges									
302	Billing	Control Files	For cycle driven billing, information by area, town, code, cycle and specify the next 12 readings and the month and year in which the revenue generated from this cycle will be applied.									
303	Billing	Control Files	Degree day deficiencies by: (1) set up and maintain control file of hourly temperatures by area.(2) Set up and maintain user-changeable reference temperature control files for Heating Degree Days and Cooling Degree Days.(3) Calculate daily average temperature and resulting HDD and CDD.									
304	Billing	Control Files	Recognizing holidays and non-processing days for billing, invoice and payment due date calculation.									
305	Billing	Control Files	Bank draft file formats for header, batch and detail records									
306	Billing	Controls/Daily Balancing	Balancing and reconciliation between the billing cycle revenues and the general ledger revenue cycle and any others									
307	Billing	Controls/Daily Balancing	The product shall provide a report of the following information with the ability to break down the information by customer, class of service, location, meter reading route, Etc.									
308	Billing	Controls/Daily Balancing	Examples of billing reports include the following:									
309	Billing	Controls/Daily Balancing	Number of actual readings and source									
310	Billing	Controls/Daily Balancing	Number of estimated readings and source									
311	Billing	Controls/Daily Balancing	Number of estimated reading (system generated)									
312	Billing	Controls/Daily Balancing	Number of late readings and source									
313	Billing	Controls/Daily Balancing	Number of no-bill accounts by reason (error code) This would be a summary of accounts that failed in billing along with the reason for the failure.									
314	Billing	Controls/Daily Balancing	The total number shall balance to the total number of contracts/service agreements processed									
315	Billing	Controls/Daily Balancing	Provide documentation and methodology for balancing and system controls to ensure accounts are in balance. Provide online screens for viewing current system balances and correcting out of balance conditions.									

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REF #	PROCESS	CATEGORY	DESIRED FUNCTIONALITY	In Base System	Requires Configuration	Requires user exit	Requires modification	Available in Future Release	Not Supported	Module	Workday Estimate	Bidder Notes
316	Billing	Controls/Daily Balancing	Provide documentation and methodology for balancing and system controls to ensure no data is lost between various programs and files during the batch processing.									
317	Bill Calculation	Aggregate Meters	The product shall bill certain meters that can be designated as aggregate meters in which a separate rate calculation is applied to each meter's consumption. These meters may be under various revenue classifications and rate schedules. The bill document shall contain a summarized billing for each of these accounts with the option of billing a single administration charge.									
318	Bill Calculation	Apply Rates	The product shall, when an account is billed for multiple months, properly apply all rates that were in effect during each billing period (including all components for each rate - energy charges, fuel adjustments, seasonal rate changes etc.). The rate schedule could have multiple rate amounts for different levels of usage. Rate changes must contain and store date effective information.									
319	Bill Calculation	Apply Rates	Certain customers are billed on multiple rates codes that automatically change on October 1st and March 31st. The system must recognize these customers and automatically change them to the correct rate code and prorate any charges that cross over the rate change dates.									
320	Bill Calculation	Bill Explanation	The product shall provide an on line display to show exactly how the bill was calculated including intermediate calculations, prorated bills and regular bills that span multiple rate changes within the same month.									
321	Bill Calculation	Bill Explanation	The display shall be formatted to be printed and sent to the customer.									
322	Bill Calculation	Billing Factor	The product shall be able to calculate a billing factor using user defined data from the current months bill calculation and apply that factor to a consumption that was derived from other CIS accounts.									
323	Bill Calculation	Billing Factor	Ability to apply elevated pressure delivery factors affecting measurement, including; temperature, delivery pressure, atmospheric pressure, super compressibility, etc.									
324	Bill Calculation	Billing Factor	Ability to support atmospheric tables and associate premise based on geographic relationships to an atmospheric pressure value with the ability to override at the delivery point level.									
325	Bill Calculation	Billing Factor	Calculate gas consumption for large commercial and industrial accounts from an uncorrected index by tracking readings, pressure factors, and temperatures when the user dictates this process to be done.									
326	Bill Calculation	Billing Factor	Support temperature and/or pressure correction factors.									
327	Bill Calculation	Billing Factor	Calculate the pressure factor based on the corrected consumption and the uncorrected consumption.									
328	Bill Calculation	Billing Factor	Edit the calculated pressure factor for the user-defined range.									
329	Bill Calculation	Billing Products and Services	The product shall calculate charges or credits to customer's accounts for product and services billing.									

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REF #	PROCESS	CATEGORY	DESIRED FUNCTIONALITY	In Base System	Requires Configuration	Requires user exit	Requires modification	Available in Future Release	Not Supported	Module	Workday Estimate	Bidder Notes
330	Bill Calculation	Billing Products and Services	Examples include the following:									
331	Bill Calculation	Billing Products and Services	Wholesale energy sales									
332	Bill Calculation	Billing Products and Services	Cogeneration (net transfers) including net metering.									
333	Bill Calculation	Billing Products and Services	Management services									
334	Bill Calculation	Billing Products and Services	Utility services									
335	Bill Calculation	Billing Products and Services	Service labor including overtime for work performed by a service crew									
336	Bill Calculation	Billing Products and Services	Non-commodity and non-utility services									
337	Bill Calculation	Billing Products and Services	Products, including contract installment payments									
338	Bill Calculation	Billing Products and Services	Service agreements									
339	Bill Calculation	Billing Products and Services	Special facilities charges									
340	Bill Calculation	Billing Products and Services	Meter tampered penalties									
341	Bill Calculation	Billing Products and Services	Future fixed amounts									
342	Bill Calculation	Billing Products and Services	Energy audit fees									
343	Bill Calculation	Billing Products and Services	Rental, lease, installment amounts.									
344	Bill Calculation	Billing Products and Services	Finance charges									
345	Bill Calculation	Billing Products and Services	Late payment charges									
346	Bill Calculation	Billing Products and Services	Deposit refund credits									
347	Bill Calculation	Billing Products and Services	Refund credits									
348	Bill Calculation	Billing Products and Services	Returned check fees (exemptions/adjustments)									
349	Bill Calculation	Billing Products and Services	Reconnect fees									
350	Bill Calculation	Billing Products and Services	Collection fees									
351	Bill Calculation	Billing Products and Services	Services establishment charges - new service charge									
352	Bill Calculation	Billing Products and Services	Switching Fees									

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REF #	PROCESS	CATEGORY	DESIRED FUNCTIONALITY	In Base System	Requires Configuration	Requires user exit	Requires modification	Available in Future Release	Not Supported	Module	Workday Estimate	Bidder Notes
353	Bill Calculation	Billing Products and Services	State/provincial regulatory fees - surcharges									
354	Bill Calculation	Billing Products and Services	State/provincial, county, city sales tax									
355	Bill Calculation	Billing Products and Services	Non-Taxable Customer Charge or Public Benefits fee at X% of total bill net of other taxes.									
356	Bill Calculation	Billing Products and Services	School district tax									
357	Bill Calculation	Billing Products and Services	Unit step/tiered tax rates									
358	Bill Calculation	Billing Products and Services	Franchise fee, county and city									
359	Bill Calculation	Billing Products and Services	Low income assistance surcharges									
360	Bill Calculation	Billing Products and Services	Budget Billing payment plans									
361	Bill Calculation	Billing Products and Services	Miscellaneous recurring amounts (i.e.; rent payments)									
362	Bill Calculation	Billing Products and Services	Third party damage claims									
363	Bill Calculation	Billing Products and Services	Partial reads and estimates on one bill									
364	Bill Calculation	Billing Products and Services	Generates field order at premise									
365	Bill Calculation	Billing Products and Services	Company financed loans									
366	Bill Calculation	Billing Products and Services	Miscellaneous invoices									
367	Bill Calculation	Billing Products and Services	Co generation and Wheeling credits									
368	Bill Calculation	Billing Products and Services	Contract discount credits.									
369	Bill Calculation	Billing Products and Services	Contract demand charge/credits									
370	Bill Calculation	Billing Products and Services	Gas sales/transportation									
371	Bill Calculation	Billing Products and Services	Service extension surcharges									
372	Bill Calculation	Billing Products and Services	Refunds for Customer Advances for service connections									
373	Bill Calculation	Billing Products and Services	Unauthorized use /Diversion/ penalties									
374	Bill Calculation	Billing Products and Services	Interval data fee (access to information)									

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REF #	PROCESS	CATEGORY	DESIRED FUNCTIONALITY	In Base System	Requires Configuration	Requires user exit	Requires modification	Available in Future Release	Not Supported	Module	Workday Estimate	Bidder Notes
375	Bill Calculation	Billing Products and Services	Excess facilities									
376	Bill Calculation	Billing Products and Services	NSF charges									
377	Bill Calculation	Billing Products and Services	Energy Cost Adjustment (Multiple Per Account Rate)									
378	Bill Calculation	Billing Products and Services	Primary metering discounts									
379	Bill Calculation	Billing Products and Services	Point of Delivery Discount									
380	Bill Calculation	Billing Products and Services	Transmission voltage Discount									
381	Bill Calculation	Charity Contribution	The product shall allow customers to make a one-time charity contribution to an energy assistance program. **Note: Charity Contributions requirements also covered in Cash Processing**									
382	Bill Calculation	Charity Contribution	The product shall allow customers to agree to contribute 'x' dollars per month to an energy assistance program. The contribution amount is automatically added to each monthly bill. The amount is added into the total account balance. On the next regular billing day, if the contribution amount is not paid, the product does not recognize the amount as delinquent so late payment charges are not affected.									
383	Bill Calculation	Charity Contribution	The product shall be able to display periodic contributions accumulated for tax purposes (year to date, January 1 through December 31) and total as of December 31 on the customer's first bill in the new year.									
384	Bill Calculation	Charity Contribution	If the contribution amount remains unpaid for two billing periods, the product will automatically remove the account from the automatic contribution program and reverse any unpaid charity contribution amounts from the account.									
385	Bill Calculation	Charity Contribution	The product shall support a "round up" function where amount due is automatically rounded up to the next even dollar amount. These additional monies are allocated to charity contributions.									
386	Bill Calculation	Charity Contribution	The product shall allow a customer to opt out of the "round up" charity contribution program.									
387	Bill Calculation	Coincident non-coincident demand	The product shall have the capability of billing based on either coincident demand or non-coincident demand of pooled electric meters									
388	Bill Calculation	Consumption conversion	Contracts/rates often contain specific billing instructions that may include conversion of metered consumption to a billable level (i.e., an account is metered at 100% of primary metering but is billed at 98%).									
389	Bill Calculation	Consumption conversion	The product shall support the following conversion factors:									
390	Bill Calculation	Consumption conversion	Maintain the local conversion factor for a specific premise or group of premises									
391	Bill Calculation	Consumption conversion	Maintain the conversion factor at the meter level									
392	Bill Calculation	Consumption conversion	Store in history both primary and adjusted readings/consumption									

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REF #	PROCESS	CATEGORY	DESIRED FUNCTIONALITY	In Base System	Requires Configuration	Requires user exit	Requires modification	Available in Future Release	Not Supported	Module	Workday Estimate	Bidder Notes
393	Bill Calculation	Demand Ratcheting	The product must support demand ratcheting calculations.									
394	Bill Calculation	Demand Ratcheting	The product should support comparison of the actual usage during the billing period against a user defined contract demand ceiling									
395	Bill Calculation	Demand Ratcheting	The product should support comparison of the actual usage during the billing period against historical usage with the ability to override the history based on user defined rules.									
396	Bill Calculation	Demand Ratcheting	If the actual usage is less than the rate minimum demand amount the customer is billed one of the following, minimum demand, actual demand or highest historical demand of a user defined time period (12 month historical demand).									
397	Bill Calculation	Estimating Consumption	The product shall provide the ability to estimate consumption based on weather normalization factor calculated daily based on other customers in the same weather zone. All estimation processes must be user configurable and may be specific to jurisdiction/company. Values may be estimated based on user configurable exception type.									
398	Bill Calculation	Estimating Consumption	The product shall be able to:									
399	Bill Calculation	Estimating Consumption	Estimate TOU (time of use) readings (change of season)									
400	Bill Calculation	Estimating Consumption	Estimate reads for an individual meter for a full billing period, a part month turn on, and a part month final									
401	Bill Calculation	Estimating Consumption	Estimate an entire read route									
402	Bill Calculation	Estimating Consumption	Identify estimated consumption									
403	Bill Calculation	Estimating Consumption	Generate notifications and/or work queues for invalid estimates									
404	Bill Calculation	Estimating Consumption	Automatically generate weather-adjusted estimate if a reading is not made available									
405	Bill Calculation	Estimating Consumption	Allow a user to override an automatic estimate									
406	Bill Calculation	Estimating Consumption	Allow a user to force an estimate on an accounts coded for no estimation.									
407	Bill Calculation	Estimating Consumption	Generate automatic estimates on-line and allow them to be previewed prior to billing.									
408	Bill Calculation	Estimating Consumption	The product shall be able to estimate KW									
409	Bill Calculation	Estimating Consumption	The product shall be able to estimate KWH									
410	Bill Calculation	Estimating Consumption	The product shall be able to estimate CCF/GJ									
411	Bill Calculation	Estimating Consumption	The product shall be able to estimate KQ									

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REF #	PROCESS	CATEGORY	DESIRED FUNCTIONALITY	In Base System	Requires Configuration	Requires user exit	Requires modification	Available in Future Release	Not Supported	Module	Workday Estimate	Bidder Notes
412	Bill Calculation	Estimating Consumption	The product shall be able to estimate KVAR									
413	Bill Calculation	Estimating Consumption	The product shall be able to estimate for multiple periods									
414	Bill Calculation	Estimating Consumption	The product shall restrict number of consecutive estimates									
415	Bill Calculation	Estimating Consumption	The product shall restrict total number of estimates per year by account									
416	Bill Calculation	Estimating Consumption	The product shall be able to estimate BTU/GJ									
417	Bill Calculation	Estimating Consumption	If meter readings are not submitted the accounts can be estimated.									
418	Bill Calculation	Estimating Consumption	The product shall provide the capability to display or not display estimated reading values on the bill by jurisdiction									
419	Bill Calculation	Estimating Consumption	The product shall provide the ability to manually apply an override estimate at the account (service agreement) level for a specified duration.									
420	Bill Calculation	Gas Energy Consumption	Accommodate bill calculation for gas energy consumption based upon previous and current meter readings. The types of charges calculated include, but are not limited to, the following:									
421	Bill Calculation	Gas Energy Consumption	Delivered gas									
422	Bill Calculation	Gas Energy Consumption	Gas cost									
423	Bill Calculation	Gas Energy Consumption	Customer charge									
424	Bill Calculation	Gas Energy Consumption	Imbalance charge									
425	Bill Calculation	Gas Energy Consumption	Fuel Adjustment charge									
426		Gas Energy Consumption	Midstream (Other charges not part of delivery/gas cost)									
427	Bill Calculation	Gas Energy Consumption	Standby and balancing charge									
428	Bill Calculation	Gas Energy Consumption	Rate riders									
429	Bill Calculation	Gas Energy Consumption	Discounts									
430	Bill Calculation	Gas Energy Consumption	Gas conservation rider									
431	Bill Calculation	Gas Energy Consumption	Other masc. consumption based charges									

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REF #	PROCESS	CATEGORY	DESIRED FUNCTIONALITY	In Base System	Requires Configuration	Requires user exit	Requires modification	Available in Future Release	Not Supported	Module	Workday Estimate	Bidder Notes
432	Bill Calculation	Gas Energy Consumption	The product shall bill a rate defined weather normalization adjustment based on actual consumption and user defined parameters such as base use over a specific time period. The adjustment detail shall be stored in billing detail and available to view in billing history. The adjustment amount including billing unit and amount shall be printed separately on the bill. **Additional weather normalization information is contained in the weather information section of the billing requirements.**									
433	Bill Calculation	Gas Transportation	Support on-line input or entry via interface of monthly factors and charges for gas transportation. These factors include, but are not limited to, the following:									
434	Bill Calculation	Gas Transportation	Supplemental gas cost adjustment rate (fuel charge)									
435	Bill Calculation	Gas Transportation	Distribution delivery charge									
436	Bill Calculation	Gas Transportation	Balancing charge									
437	Bill Calculation	Gas Transportation	Penalty fees									
438	Bill Calculation	Gas Transportation	Imbalance charge									
439	Bill Calculation	Gas Transportation	Management Fee									
440	Bill Calculation	Gas Transportation	Nomination fees									
441	Bill Calculation	Gas Transportation	Taxes									
442	Bill Calculation	Gas Transportation	Base Rate									
443	Bill Calculation	Gas Transportation	Contract Demand Charge/Rate									
444	Bill Calculation	Gas Transportation	Provide calculation of inventory and usage for the gas transportation account. This includes the identification of inventory balance forwarded from prior billing months, inventory amount used in the current billing month, and inventory remaining at the end of the current billing month. The account balance and usage is then calculated as follows:									
445	Bill Calculation	Gas Transportation	Transport therms available from prior months									
446	Bill Calculation	Gas Transportation	Plus current month transport therms									
447	Bill Calculation	Gas Transportation	Equals total transport therms available									
448	Bill Calculation	Gas Transportation	Minus total therms consumption									
449	Bill Calculation	Gas Transportation	Equals imbalance - over delivery or under delivery									
450	Bill Calculation	Gas Transportation	Support a balancing charge to the gas transportation customer for over a user-maintained, table-driven percent variance from the nomination and actual consumption with the option of not applying the charge if there was a curtailment for this customer during the billing period.									
451	Bill Calculation	Gas Transportation	Support the ability to calculate hypothetical billing for core transportation customers on the full bundled core rate to show what they would have paid if they had purchased their gas from the company.									
452	Bill Calculation	Gas Transportation	Support the ability to bill imputed value of service provided by third party (i.e., Gas Transportation).									
453	Bill Calculation	Interval Data	Ability to calculate using two sets of read data (each side of a specific time split)									
454	Bill Calculation	Interval Data	Ability to calculate using hourly data, but with total year hours as a function of Day Light Savings Time									

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REF #	PROCESS	CATEGORY	DESIRED FUNCTIONALITY	In Base System	Requires Configuration	Requires user exit	Requires modification	Available in Future Release	Not Supported	Module	Workday Estimate	Bidder Notes
455	Bill Calculation	Interval Data	The product shall have the capability to maintain interval data that can be combined into billable data via user definable parameters.									
456	Bill Calculation	Jointly Owned Facilities	The product shall be able to bill jointly owned facilities depending on percentage of ownership and usage.									
457	Bill Calculation	Late Payment Charges	A variety of different methodologies are used in the application and waiver of late charges. Application of late payment fees/charges shall be based on user configurable business rules and are jurisdictional/company specific									
458	Bill Calculation	Late Payment Charges	The late charges may be based on the billed amount, or on the portion of the bill that was paid late or not paid at all.									
459	Bill Calculation	Late Payment Charges	The late charge application may vary based on customers previous payment history.									
460	Bill Calculation	Late Payment Charges	Late fees are not charged on amounts that have previously charge a late fee.									
461	Bill Calculation	Late Payment Charges	Adjustments, waivers, and partial waivers need to be made to late charges on subsequent bills.									
462	Bill Calculation	Late Payment Charges	Waiver of late charges/fees on future bills.									
463	Bill Calculation	Late Payment Charges	Overpayments may be credited without accumulated interest.									
464	Bill Calculation	Late Payment Charges	Late charge rates may be compounded quarterly, monthly, or not at all.									
465	Bill Calculation	Late Payment Charges	The product shall accommodate rates or franchise rules under specific jurisdiction that may include late payment penalties. The penalty amount shall be displayed on the bill, but the charge does not apply unless the account is unpaid as of penalty (relative to the due date).									
466	Bill Calculation	Late Payment Charges	The product shall maintain penalty factors by each rate, service agreement, product or charge type, company and jurisdiction as defined by user.									
467	Bill Calculation	Late Payment Charges	The product shall allow the penalty to be prevented from applying (customer/accounts might be exempted based on various criteria such as low income, budget, municipality or government account, active payment arrangement, etc.)									
468	Bill Calculation	Late Payment Charges	The product shall allow the penalty may be applied in arrears (e.g., after a returned check).									
469	Bill Calculation	Late Payment Charges	The product shall track and report penalty amounts for revenue accounting.									
470	Bill Calculation	Late Payment Charges	The product shall allow user defined application of penalties (e.g., penalty waived if first occurrence of the year)									
471		Late Payment Charges	The product shall have the ability to charge late payment penalty on budget bill balances.									
472		Late Payment Charges	The product shall have the ability to block the application of late payment penalty on budget bill balances if the plan balance is a credit.									

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REF #	PROCESS	CATEGORY	DESIRED FUNCTIONALITY	In Base System	Requires Configuration	Requires user exit	Requires modification	Available in Future Release	Not Supported	Module	Workday Estimate	Bidder Notes
473	Bill Calculation	Late Payment Charges	The product shall allow for exemption of late charges for all estimated bills.									
474	Bill Calculation	Meter Change/Usage Breakdown	The product shall be able to bill a meter change when the meter types are different, such as straight kwh to time of use, imperial to metric, interval to non-interval etc.									
475	Bill Calculation	Meter Change/Usage Breakdown	The product shall be able to bill changes in the number of dials or meter constant or multiplier in a meter register at anytime during the bill period.									
476	Bill Calculation	Meter Rollovers	Ability to bill meter rollovers									
477	Bill Calculation	Miscellaneous Billing	Accounts are maintained for the purpose of billing and collecting for such items as reconnection/transfer fees, service line repairs, warehouse purchases and small field repairs. The product shall be able to bill for such charges from the initial customer contact with generation of the required order through installation following up with the generation of a bill.									
478	Bill Calculation	Pooled Meters	The product shall bill certain meters that can be designated as 'pooled' meters in which their individual consumptions are totaled prior to applying the rate. The bill shall contain a listing of each meter and its specific reading/consumption detail, including but not limited to: kwh, kw, knar, CCF but the bill is calculated on the total consumption for the 'pool'.									
479	Bill Calculation	Pooled Meters	The product shall have the ability to apply metering discounts to one or all of the meters included in the 'pool'.									
480	Bill Calculation	Proration Normalization	The system must allow for user defined proration/rounding rules.									
481	Bill Calculation	Proration Normalization	The system must prorate when but not limited to:									
482	Bill Calculation	Proration Normalization	Billing time based charges and the number of billing days are outside the normal monthly range.									
483	Bill Calculation	Proration Normalization	Rate Components or Billing Factors change during the billing period. (Customer initiated change)									
484	Bill Calculation	Proration Normalization	The product shall properly apply historical adjustment factors (proration) for regular billing, retroactive rate changes and adjusted billing.									
485	Bill Calculation	Proration Normalization	The product shall prorate for the appropriate number of days for each rate that was in effect within the billing period.									
486	Bill Calculation	Proration Normalization	The product shall identify and prorate the usage with the proper rate schedule and charges calculated for:									
487	Bill Calculation	Proration Normalization	Rate Change (over multiple periods)									
488	Bill Calculation	Proration Normalization	Meter change/old meter on one rate, new meter on another rate									
489	Bill Calculation	Proration Normalization	Main meter or additive/deductive meter(s) removed									
490	Bill Calculation	Proration Normalization	Main meter changed									
491	Bill Calculation	Proration Normalization	TOU season change									
492	Bill Calculation	Proration Normalization	TOU season demand proration									
493	Bill Calculation	Proration Normalization	Proration of reroute accounts									
494	Bill Calculation	Proration Normalization	Initial and final bills									
495	Bill Calculation	Proration Normalization	The product shall have the ability to bill any of the above examples without the application of proration. (Normal Rate Change)									
496	Bill Calculation	Proration Normalization	The product shall have the ability to suppress or display the detail of proration calculations based on user rate, jurisdiction, invoice type, or other user configurable business rules.									

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REF #	PROCESS	CATEGORY	DESIRED FUNCTIONALITY	In Base System	Requires Configuration	Requires user exit	Requires modification	Available in Future Release	Not Supported	Module	Workday Estimate	Bidder Notes
497	Bill Calculation	Rate Change	The product shall allow for multiple rates changes within the same billing period.									
498	Bill Calculation	Recorder Devices	Ability to recognize recorders as an attachment to a meter and be able to accept readings from the recorder to be used for billing.									
499	Bill Calculation	Risk Instrument Hedging	The system shall support contracts for differences, energy swaps, financial hedging. Settlement, comparison of fixed (contract price) to a floating price, triggers and options. These charge types may be part of the base rate or applied as an adjustment (discount) to the base rate.									
500	Bill Calculation	Sub-Metering	The product shall calculate the bill for an account by using the readings on the master meter and sub-meter. The master meters usage is adjusted by the amount of usage recorded on the sub-meter. (hot water heater usage).									
501	Bill Calculation	Sub-Metering	The product shall bill master/sub meter accounts by billing based on the total consumption recorded by the master meter while maintaining the detail usage recorded by the sub-meter.									
502	Bill Calculation	Sub-Metering	The product shall have balancing controls that ensure that the total consumption from the sub-meters is less than or equal to the master meter consumption.									
503	Bill Calculation	Sub-Metering	The product shall calculate the bill to a master meter account by using the reading on the master meter and then deducting the usage from one or many sub-meters. The sub-meters shall be billed according to the usage shown by									
504	Bill Calculation	Taxes	The product shall bill various tax rates. Note: Additional Tax Requirements in Rates/Pricing									
505	Bill Calculation	Taxes	The product shall accommodate billing tax-exempt customers, both complete and partial (user defined percentage).									
506	Bill Calculation	Taxes	Ability to establish a tax moratorium by season/jurisdiction.									
507	Bill Calculation	Unmetered Services	The product shall support billing for unmetered usage such as area lighting.									
508	Bill Calculation	Unmetered Services	Unmetered service									
509	Bill Calculation	Unmetered Services	A temporary service has been installed (no meter) for a builder. Due to construction requirements, service is activated at a premise without a meter. The product shall record this status and bill the account based on estimated usage.									
510	Bill Calculation	Unmetered Services	Existing service - bypass service (meter may be present or being changed)									
511	Bill Calculation	Unmetered Services	Based on usage history for the same customer for the service/premise.									
512	Bill Calculation	Unmetered Services	No usage history is available for the service/premise									
513	Bill Calculation	Unmetered Services	The product shall be able to bill unmetered services for a pre-determined amount of energy demand or calculated amount each month.									
514	Bill Calculation	Unmetered Services	The product shall be able to bill non-metered usage on individual bills and on a summary basis with each unit identified by the service , The system shall maintain the detail information for each service point.									
515	Bill Calculation	Unmetered Services	The product shall support separate (unlimited) charge components (bulb size, type, fixtures, switches, burn hours).									

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REF #	PROCESS	CATEGORY	DESIRED FUNCTIONALITY	In Base System	Requires Configuration	Requires user exit	Requires modification	Available in Future Release	Not Supported	Module	Workday Estimate	Bidder Notes
516	Bill Calculation	Unmetered Services	The product shall not have a limit on the number of unmetered records per bill.									
517	Bill Calculation	Unmetered Services	The product shall have the ability to bill based on a "summary record" of detail.									
518	Bill Calculation	Unmetered Services	The product shall be able to make adjustments to unmetered service agreements/contracts.									
519	Bill Calculation	Unmetered Services	The product shall be able to perform user defined ad hoc reporting, including downloading of user specified data elements for reporting and tracking purposes.									
520	Bill Calculation	Unmetered Services	The product shall have a capability for unmetered inventory (fixture counts) or an interface to one.									
521	Bill Calculation	Unmetered Services	The product shall have on-line search capability of the unmetered services inventory.									
522	Bill Calculation	Unmetered Services	The product shall have the ability to suppress proration/normalized for some charge types for unmetered lighting regardless of usage proration (user defined rules)									
523	Bill Calculation	Unmetered Services	The product shall be able to calculate normalized unmetered billing.									
524	Bill Calculation	Unmetered Services	The product shall be able to invoice a metered service agreement/contract and an unmetered service agreement/contract together.									
525	Bill Calculation	Unmetered Services	The product shall be able bill some unmetered rates per month and never prorate.									
526	Bill Calculation	Unmetered Services	The product shall have the ability to bill equipment and maintenance charges based on rate structure. Each light fixture may have a different maintenance and/or equipment charge.									
527	Bill Calculation	Unmetered Services	The product shall maintain historical information and ability to track unmetered activity at a premise, including:									
528	Bill Calculation	Unmetered Services	Installation date									
529	Bill Calculation	Unmetered Services	Effective billing date									
530	Bill Calculation	Unmetered Services	Equipment change date									
531	Bill Calculation	Unmetered Services	Service Point Number - GIS number									
532	Bill Calculation	Unmetered Services	Service Point Description									
533	Bill Calculation	Unmetered Services	Equipment size									
534	Bill Calculation	Unmetered Services	Equipment type									
535	Bill Calculation	Unmetered Services	The product shall have the ability to track unmetered equipment across customers (transfer of responsibility - dates, associated orders).									
536	Bill Calculation	Unmetered Services	The product shall retain the history of lights that are disconnected for a period of time without removal from an account.									
537	Bill Calculation	Unmetered Services	The product shall have the ability to maintain (change, delete, install, remove) unmetered detail .									
538	Bill Calculation	Unmetered Services	The product shall be able to prorate unmetered charges (cycle bill and final bill) when lights are removed, disconnected or added on an existing metered account.									
539	Bill Calculation	Unmetered Services	The product shall allow independent billing of unmetered service (i.e., metered service does not bill for some reason - this should not prevent unmetered service from billing).									
540	Bill Calculation	Unmetered Services	The product shall be able to be set up so that unmetered billing shall bill based on a user defined event.									

CIS Functional Requirements

REF #	PROCESS	CATEGORY	DESIRED FUNCTIONALITY	In Base System	Requires Configuration	Requires user exit	Requires modification	Available in Future Release	Not Supported	Module	Workday Estimate	Bidder Notes
541	Bill Calculation	Unmetered Services	The product shall support discounts to standard rates if the customer pays an advance fee at the time of installation.									
542	Bill Calculation	Unmetered Services	The product shall support the billing of contract amounts for early termination of lighting contracts.									
543	Bill Calculation	Unmetered Services	Customer owned vs. company owned lighting.									
544	Bill Calculation	Unmetered Services	The product shall have the ability to bill multiple unmetered services together on a single account with the option to bill a single "customer charge".									
545	Bill Invoice	Bill Corrections Adjustments	The product shall be able to issue a corrected invoice that does not reflect the correction if the customer never saw the Original invoice.									
546	Bill Invoice	Bill Corrections Adjustments	The product shall provide the ability to reprint the bill after adjustments have been made.									
547	Bill Invoice	Bill Image	The product shall display an image of the customer's bills. The bill images shall be available for display for a user defined period of time including actual bills and canceled bills and corrected bill images.									
548	Bill Invoice	Bill Messages Inserts	The product shall accommodate customized messages on the customer's bill per user define limit.									
549	Bill Invoice	Bill Messages Inserts	The messages can be broadcast, or account, or customer specific - date and/or cycle specific.									
550	Bill Invoice	Bill Messages Inserts	The messages shall be able to be prioritized or drop if determined that message will add extra pages to be printed, thus increasing postage costs.									
551	Bill Invoice	Bill Messages Inserts	The product shall support placement of bill messages based on message type (urgent messages are printed at the top of the invoice in a special box)									
552	Bill Invoice	Bill Messages Inserts	The product shall accommodate multiple messages and have a break/line between these messages.									
553	Bill Invoice	Bill Messages Inserts	The product shall accommodate one-time only messages.									
554	Bill Invoice	Bill Messages Inserts	The product shall accommodate recurring messages with an expiration date.									
555	Bill Invoice	Bill Messages Inserts	The product shall allow a customer's calculated usage, charge or refund to be included within the bill message.									
556	Bill Invoice	Bill Messages Inserts	The product shall support the option of suspending any inserts being sent if customer requested unless regulatory mandated.									
557	Bill Invoice	Bill Messages Inserts	The system shall support on-line set-up of criteria needed to target customers for specific bill inserts or bill messaging without programming changes. For example, but not limited to, customer by rate type, load profile, zip code, SIC code, segment code, product ownership, program participation, etc.									
558	Bill Invoice	Bill Messages Inserts	The system shall have the ability to deselect inserts that are not wanted by the customer or that are not available in the storeroom. The system shall maintain on-line information about the inserts (i.e., what they were; if they were sent to the customer).									
559	Bill Invoice	Outsourced bill print	The system shall have the ability to transmit billing files to 3rd parties for formatting, printing and mailing of customer invoices.									

CIS Functional Requirements

REF #	PROCESS	CATEGORY	DESIRED FUNCTIONALITY	In Base System	Requires Configuration	Requires user exit	Requires modification	Available in Future Release	Not Supported	Module	Workday Estimate	Bidder Notes
560	Bill Invoice	Electronic Transmission	The product shall have the ability to automatically transmit an invoice to a customer via email, electronic data interchange (EDI or other format), diskette or fax, etc.									
561	Bill Invoice	Electronic Transmission	The product shall have additional processing and controls associated with electronic billing (transactions to retransmit, inquiry capability, validation of send/receipt, etc.)									
562	Bill Invoice	Final Billing	Noted on bill print that this is a "FINAL BILLING"									
563	Bill Invoice	Final Billing	The product shall be able to issue an invoice that reflects adjustment(s) charges after the last invoice was issued.									
564	Bill Invoice	Gate Marks/Scan Lines	The product shall be able to print gate marks (OMR) on the bills to be utilized by inserting equipment for bills and special fliers including insertions for customers. There is also the need in flexibility in placement of these gate marks (OMR) on the bill print.									
565	Bill Invoice	Gate Marks/Scan Lines	The product shall be able to print 'scan lines' on the payment stub to be utilized by Optical Character Recognition (OCR) or countertop scanners (i.e., font options).									
566	Bill Invoice	Gate Marks/Scan Lines	The product shall be able to print gate marks (OMR) and/or scan lines for multiple page bills.									
567	Bill Invoice	Gate Marks/Scan Lines	The product shall support special notations such as "cash only" in place of the OCR marks or in other invoice fields.									
568	Bill Invoice	Graphical Information	The product shall support printing graphical information on temperature and billing history information.									
569	Bill Invoice	Graphical Information	The product shall support the printing of an energy use graph.									
570	Bill Invoice	Invoice Segments/Information	The product shall allow multi-page bills with a separate page or pages for each product or service. For example we may produce a multi-page bill with one page bill for energy, multiple pages for telecommunications services, and another page for other products or services. Each page may contain company or service provider specific logos, contact information, bill messages etc.									
571	Bill Invoice	Invoice Segments/Information	The product shall provide flexibility in combining charges or separating charges on individual bills. The product shall allow for billing of one component of the charge or a combination of two or more components on a single or multiple bills.									
572	Bill Invoice	Invoice Segments/Information	The product shall support printing of all rate components (i.e., base rate, fuel adjustment, tax rate, etc.).									

CIS Functional Requirements

REF #	PROCESS	CATEGORY	DESIRED FUNCTIONALITY	In Base System	Requires Configuration	Requires user exit	Requires modification	Available in Future Release	Not Supported	Module	Workday Estimate	Bidder Notes
573	Bill Invoice	Invoice Segments/Information	The product shall support printing of a separate line item for each tax, surcharge amount, credit, etc.									
574	Bill Invoice	Invoice Segments/Information	The product shall support the suppression or bundling of line item details (rate steps) based on user defined jurisdictional rules based on rate, customer class, bill form type or other attribute.									
575	Bill Invoice	Invoice Segments/Information	The product shall support printing estimated reading reasons.									
576	Bill Invoice	Invoice Segments/Information	The product shall support the exclusion of bill segments on a jurisdiction level (some municipalities may require the gross receipts fees be included in the base rate instead of a separate line item).									
577	Bill Invoice	Invoice Segments/Information	The product shall be able to designate the type of bill: regular, new tenant, final, adjusted (include reason for adjustment), delinquent, etc.									
578	Bill Invoice	Invoice Segments/Information	The product shall support the printing of consumption in appropriate units.									
579	Bill Invoice	Invoice Segments/Information	The product shall support the printing of the Meter Multiplier (a.k.a. meter constant) and conversion of metering units into billing units (i.e., gas ccfs to therms).									
580	Bill Invoice	Invoice Segments/Information	The product shall support the printing of the average daily energy use									
581	Bill Invoice	Invoice Segments/Information	The product shall support printing the HDD/CDD for this period, weather-normal HDD/CDD for this period, the meter consumption this period and the meter consumption during the same period 12 months earlier.									
582	Bill Invoice	Invoice Segments/Information	The product shall support the printing of average temperature for the billing period this year vs. last year.									
583	Bill Invoice	Invoice Segments/Information	The system will support inclusion of any data element on printed invoices, late notices, correspondence based on user maintained business rules.									
584	Bill Invoice	Invoice Segments/Information	Invoice data elements include the following:									
585	Bill Invoice	Invoice Segments/Information	Customer name									
586	Bill Invoice	Invoice Segments/Information	Customer number									
587	Bill Invoice	Invoice Segments/Information	Account number									
588	Bill Invoice	Invoice Segments/Information	Contract number									
589			Marketing Group I.D. (Which company supplies gas to this premise)									
590	Bill Invoice	Invoice Segments/Information	Premise I.D. number									
591	Bill Invoice	Invoice Segments/Information	Service address									
592	Bill Invoice	Invoice Segments/Information	Multiple internal contact names, numbers, email address.									
593	Bill Invoice	Invoice Segments/Information	Account specific text stored at the agreement level.									

CIS Functional Requirements

REF #	PROCESS	CATEGORY	DESIRED FUNCTIONALITY	In Base System	Requires Configuration	Requires user exit	Requires modification	Available in Future Release	Not Supported	Module	Workday Estimate	Bidder Notes
594	Bill Invoice	Invoice Segments/Information	3rd Party Product and Services contact information									
595	Bill Invoice	Invoice Segments/Information	3rd Party supplier contact information									
596	Bill Invoice	Invoice Segments/Information	Information based on account status									
597	Bill Invoice	Invoice Segments/Information	Contact telephone number									
598	Bill Invoice	Invoice Segments/Information	Customer's telephone number of record									
599	Bill Invoice	Invoice Segments/Information	Ability to combine multiple commodity and non-commodity charges for multiple locations in multiple jurisdictions on a summary bill while retaining all detail for each location.									
600	Bill Invoice	Invoice Segments/Information	The product shall have the ability to identify bad debt amounts on the customer's bill. (e.g. show service address, from and to, and total dollars)									
601	Bill Invoice	Miscellaneous Invoice Requirements	The product shall provide the capability to attach supporting documentation invoices									
602	Bill Invoice	Miscellaneous Invoice Requirements	The product shall support free format bill printing with ability for users to change and test.									
603	Bill Invoice	Miscellaneous Invoice Requirements	The product shall print invoices in English, French, Spanish....									
604	Bill Invoice	Miscellaneous Invoice Requirements	The product shall store English text versions of invoices produced in other languages.									
605	Bill Invoice	Miscellaneous Invoice Requirements	The product shall print invoices Braille for sight-impaired customers.									
606	Bill Invoice	Miscellaneous Invoice Requirements	The product shall be able to produce one invoice per meter, product or service if requested by customer.									
607	Bill Invoice	Multi-copies/Duplicates	The product shall be able to issue a duplicate invoice for any previously issued invoice.									
608	Bill Invoice	Multi-copies/Duplicates	The product shall have the capability to send multiple copies of invoice to multiple recipients and/or recipient. With or without fee based on user defined rules.									
609	Bill Invoice	Security Deposits	The product shall show deposit amounts billed as a separate line item.									
610	Bill Invoice	Security Deposits	The product shall display the security deposit and interest paid whenever a security deposit or interest is applied to the accounts receivable balance.									
611	Bill Invoice	Sorting	The product shall sort invoices based user defined business rules.									
612	Bill Invoice	Sorting	The product shall sort and group the bills to allow for postal discounts.									
613	Bill Invoice	Sorting	The system shall support the creation of multiple print streams based on user defined business rules. For example, we may want final bills, regular bills, other companies bills to be part of separate bill print streams.									

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Billing

CIS Functional Requirements

REF #	PROCESS	CATEGORY	DESIRED FUNCTIONALITY	In Base System	Requires Configuration	Requires user exit	Requires modification	Available in Future Release	Not Supported	Module	Workday Estimate	Bidder Notes
614		Sorting	The product shall sort and group bills together being mailed to the same address on the same day for the same customer (name match).									
615	Bill Invoice	Statement Printing	The product shall have the ability to print formatted statement of account to the customer. With or without fee.									
616	Bill Invoice	Summary Bills Invoices	The product shall support display of summery billing detail based on user defined business rules. The level of detail may differ based on rate, jurisdiction or other factor.									
617	Bill Adjustments	Adjustment Data	The product shall display for each billing adjustment, cancel, or rebill on the customer invoice the following:									
618	Bill Adjustments	Adjustment Data	Consumption amount									
619	Bill Adjustments	Adjustment Data	Billed amount									
620	Bill Adjustments	Adjustment Data	Representative's name making the adjustment									
621	Bill Adjustments	Adjustment Data	Date and time generated									
622	Bill Adjustments	Adjustment Data	Reversal information (correct rate/usage)									
623	Bill Adjustments	Adjustment Data	Estimated bills replaced by actual									
624	Bill Adjustments	Adjustment Data	Bad Actual Reading									
625	Bill Adjustments	Adjustment Data	Reason for adjustment									
626	Bill Adjustments	Adjustment Data	The system shall provide adjustment validations based on adjustment reason/code. For example adjustments to usage would require revalidated by the prebill process.									
627	Bill Adjustments	Adjustment Data	The system must provide a mechanism to pass edited usage back through the validation prebill process to be accepted as valid to allow downstream processing.									
628	Bill Adjustments	Cancel/Rebill	Provide the ability to cancel a bill on-line									
629	Bill Adjustments	Cancel/Rebill	Provide the ability to cancel a bill via batch transaction									
630	Bill Adjustments	Cancel/Rebill	After a meter change, the meter is tested for accuracy. The product shall, if the meter tests over 'x'% fast, provide a credit adjustment. The product shall automatically calculate and process the adjustment.									
631	Bill Adjustments	Cancel/Rebill	Based on a customer requested reread, if the original reading was in error, automatically calculate actual usage back to the last reading date and correct the account with communication to customer. If the reading was found to be correct, also notify the customer									
632	Bill Adjustments	Cancel/Rebill	If the meter was stuck/slow, automatically estimate the consumption based on usage history and user defined business rules for the dead meter and generate a letter advising the customer of the amount to be billed.									
633	Bill Adjustments	Cancel/Rebill	The product shall, when a correct (falling within user defined range) reading/usage is obtained on accounts that were previously estimated/and or misread, automatically cancel the bill and reset the reading. The new reading could be on or off-cycle.									
634	Bill Adjustments	Cancel/Rebill	The product shall under certain circumstances (rules based on account and/or meter status), use the new reading to create a replacement bill, for example:									
635	Bill Adjustments	Cancel/Rebill	New meter set - set reading corrected prior to first bill - reset only									
636	Bill Adjustments	Cancel/Rebill	Corrected reading entered close to time of next scheduled cycle bill - option to rebill									

CIS Functional Requirements

REF #	PROCESS	CATEGORY	DESIRED FUNCTIONALITY	In Base System	Requires Configuration	Requires user exit	Requires modification	Available in Future Release	Not Supported	Module	Workday Estimate	Bidder Notes
637	Bill Adjustments	Cancel/Rebill	Valid actual reading received within a user defined time limit, an estimated bill shall automatically rebill ('auto cancel/rebill)									
638	Bill Adjustments	Cancel/Rebill	Back dated read order (read date on order predates one or more bills) – generate work queue item for cancel/rebill based on user defined jurisdictional business rules.									
639	Bill Adjustments	Cancel/Rebill	The product shall accept corrected readings for inaccurate billings and -									
640	Bill Adjustments	Cancel/Rebill	Retain both corrected readings and original readings									
641	Bill Adjustments	Cancel/Rebill	Display on-line the resulting new billing.									
642	Bill Adjustments	Cancel/Rebill	The product shall handle discounts, late payment charges and taxes that are associated with the rate.									
643	Bill Adjustments	Cancel/Rebill	The product shall, if a bill covers multiple rates, of which only one is in error, enable the user to adjust the incorrect calculation and regenerate the bill with all other information intact (i.e., other rates, previous balance, payments).									
644	Bill Adjustments	Cancel/Rebill	The product shall be able to cancel and/or rebill for a user defined period.									
645	Bill Adjustments	Cancel/Rebill	The product shall be able to perform a mass cancel and rebill with the optional generation of a refund for these accounts.									
646	Bill Adjustments	Cancel/Rebill	The product shall allow rebilling of written off accounts.									
647	Bill Adjustments	Cancel/Rebill	The product shall retain all accounting entries for rebilling of written off accounts.									
648	Bill Adjustments	Cancel/Rebill	The product shall allow cancel/reset and cancel/rebill or cancel only capacity as follows:									
649	Bill Adjustments	Cancel/Rebill	Cancel/rebill in order to final a customer with a previous date									
650	Bill Adjustments	Cancel/Rebill	Cancel/rebill to correct erroneous install/remove dates									
651	Bill Adjustments	Cancel/Rebill	Cancel one or more move-in/move/out transactions in order to reinstate a previous customer at an address.									
652	Bill Adjustments	Cancel/Rebill	The product shall support the following cancel/rebill options; cancel only, cancel and bill on cycle, cancel/rebill immediately, cancel/adjust and rebill immediately.									
653	Bill Adjustments	Cancel/Rebill	Provide an on-line real-time billing correction, adjustment and rebill process going back a user-maintained, table-driven number of months not limited to the following situations:									
654	Bill Adjustments	Cancel/Rebill Summary Billed Accounts	When calculating a multi month cancel/rebill, the system should allow the user/rate to determine if we will produce multiple "normal" bills or one single "bulk" bill for the entire billing period.									
655	Bill Adjustments	Cancel/Rebill Summary Billed Accounts	Whenever an actual reading is received the product shall automatically cancel any existing estimated bills for one or more bill periods. If the rebill period covers multiple "normal" bill periods the product shall produce a multi-month invoice with usage and revenue allocated to multiple "normal" billing periods.									
656	Bill Adjustments	Cancel/Rebill Summary Billed Accounts	The product shall have the ability to cancel and rebill any sub account(s) without canceling all of the individual detail level accounts and generate a corrected aggregate bill.									

CIS Functional Requirements

REF #	PROCESS	CATEGORY	DESIRED FUNCTIONALITY	In Base System	Requires Configuration	Requires user exit	Requires modification	Available in Future Release	Not Supported	Module	Workday Estimate	Bidder Notes
657	Bill Adjustments	Gas Energy End-Use	Identification of the end-use of the gas as one of the factors in determining the appropriate rate/priority. A single customer service agreement may cover gas sold or transported for a variety of end-uses. It could have many clauses specifying the appropriate rate and priority for each type of end-use. Gas delivered to the customer through a specific gas meter in a particular time period is allocated to the specific clauses which specify the appropriate rate and priority for each type of end-use. An interruption of service (curtailment) may modify the end-use percentage and fixed volumes contained in a customer service agreement. This includes on-line capability (based on user's system approval level) to establish, modify, and delete the curtailment agreements associated with a customer account.									
658	Bill Adjustments	Gas Storage Contracts	Storage banking contracts for the storage, injection, and recovery of stored natural gas in company storage facilities should be available within the system to support automatic billing for storage banking services. This includes on-line capability (based on user's system approval level) to establish, modify, and delete the storage banking contracts associated with a customer account or transportation agreement.									
659	Bill Adjustments	Gas Transportation Contracts	Transportation contracts for the transportation of natural gas, conditions, clauses, rates, delivery points, receipt points, energy end-use, etc. must be available within the system to support automatic billing of these customer accounts. Support customers who elect to transport their own gas supplies to their facilities using the utility's transportation and distribution facilities. This includes on-line capability (based on user's system approval level) to establish, modify, and delete the transportation customer account. These accounts may be accommodated within a subsystem; however, they must also be integrated into CIS for purposes of credit collection, service orders, reporting, etc.									
660	Bill Adjustments	Gas Transportation Contracts	Indicator that there is a contract for the transportation of natural gas, conditions, clauses, rates, delivery points, receipt points, energy end-use, etc. to support automatic billing of these customer accounts.									
661	Bill Adjustments	Gas Transportation Contracts	Transportation customers are provided storage facilities and load balancing services. Provide on-line access to storage programs and information on load balancing services.									
662	Bill Adjustments	Gas Transportation Contracts	Provide the following functionality for gas allocations:									
663	Bill Adjustments	Gas Transportation Contracts	Allocate gas to rate according to the customer contract (allocation to firm or transport gas)									
664	Bill Adjustments	Gas Transportation Contracts	Allow for capacity and/or supply curtailment and its impact on customer contract in terms of gas allocation									
665	Bill Adjustments	Gas Transportation Contracts	Allocate gas for standby or balancing charges due to over or under usage as it relates to customer nominations									
666	Bill Adjustments	Gas Transportation Contracts	Allocate transportation gas per the contract terms									
667	Bill Adjustments	Gas Transportation Contracts	Allow for exchange volumes to be handled as part of allocation									

CIS Functional Requirements

REF #	PROCESS	CATEGORY	DESIRED FUNCTIONALITY	In Base System	Requires Configuration	Requires user exit	Requires modification	Available in Future Release	Not Supported	Module	Workday Estimate	Bidder Notes
668	Bill Adjustments	Gas Transportation Contracts	Allow for storage injection / withdrawal for customers and update data to determine their stored volumes at any given time									
669	Bill Adjustments	Gas Transportation Contracts	Provide for the calculation of the amount of consumption over a predetermined (nominated amount) f consumption of the nominated amount if a customer is nominating gas, in order for a stand-by charge to be applied during billing.									
670	Bill Adjustments	Gas Transportation Contracts	Support identification of unaccounted for gas energy and company use gas energy in order to balance throughput.									
671	Bill Adjustments	Gas Transportation Contracts	Allow for addition and subtraction of meters in terms of gas usage for rate allocation									
672	Bill Adjustments	Gas Imbalance Trading Program	Support an imbalance trading program. Transportation customers can offset transportation imbalances by trading with other customers or authorized marketers. Through trading, the customer can minimize or avoid paying standby or buyback fees for those imbalances.									
673	Bill Adjustments	Take or Pay Contracts	Take-or-Pay and Use-or-Pay contracts specifies the customer agrees to procure a negotiated volume of gas over a specified period of time. If the total procurements is less then the negotiated volume, the customer is required to pay procurement charges for the difference in volume. The same concept applies for end-use of nominations. If the total consumption is less than the negotiated volume, the customer is required to pay distribution charges for the difference in volume. This includes on-line capability (based on user's system approval level) to establish, modify, and delete the agreements associated with a customer account.									
674	Bill Adjustments	Contract Billing and Management	Select customers are billed under terms and conditions contained in negotiated contracts. Contract terms and conditions include product and services purchased, prices, payment terms, location, agreement length and early termination penalties.									
675	Bill Adjustments	Contract Billing and Management	The product shall support billing for products and services under contract terms including the following:									
676	Bill Adjustments	Contract Billing and Management	The product shall support billing for products and services based on contracted terms and conditions.									
677	Bill Adjustments	Contract Billing and Management	The product shall support different billing time frames for accounts based upon contract guidelines.									
678	Contract Management	Contract Billing and Management	Accommodate billing for lost and unaccounted gas, water, and electric associated with transportation/storage/wheeling service accounts.									
679	Contract Management	Contract Billing and Management	The product shall maintain contracts/agreements for billing for non-utility services									
680	Contract Management	Contract Billing and Management	The product shall allow on line review a contract, current and prior.									
681	Contract Management	Contract Billing and Management	The product shall not have a limit to the number of contracts a customer may have.									
682	Contract Management	Contract Billing and Management	The product shall not have a limit to the number of services/products that can be covered by a single contract.									
683	Contract Management	Contract Billing and Management	The product shall allow revision of contracts									

CIS Functional Requirements

REF #	PROCESS	CATEGORY	DESIRED FUNCTIONALITY	In Base System	Requires Configuration	Requires user exit	Requires modification	Available in Future Release	Not Supported	Module	Workday Estimate	Bidder Notes
684	Contract Management	Contract Billing and Management	The product shall provide an audit trail for contract revisions.									
685	Contract Management	Contract Billing and Management	The product shall provide a link between the service agreement and related documents. (scanned image, file on server, web form.)									
686	Billing Interfaces	G/L	The product shall provide automatic accounting transactions that interface with the general ledger.									
687	Billing Interfaces	G/L	The product shall maintain GL account mapping information.									
688	Billing Interfaces	G/L	The product shall transmit transactions to the GL on a user defined schedule.									
689	Billing Interfaces	G/L	The product shall summarize GL information based on jurisdictional user configured business rules.									
690	Billing Interfaces	G/L	The system shall support multiple overlapping accounting periods for GL reporting based on jurisdictional requirements.									
691	Billing Interfaces	Third Party Postal Address Verification	The product shall interface with third-party postal bundling processes such as 'Group One, Mailstream, Street Sweeper. Etc/ for postal code and mailing address validation.									
692	Billing Interfaces	Supplier Payments	The product shall interface with an accounts payable module to create payments due 3rd party energy producers/gas suppliers									

CIS Functional Requirements

REF #	PROCESS	CATEGORY	DESIRED FUNCTIONALITY	In Base System	Requires Configuration	Requires user exit	Requires modification	Available in Future Release	Not Supported	Module	Workday Estimate	Bidder Notes
	CASH PROCESSING											
1	Process Payments	Payment Allocation Rules	The product shall have the ability to maintain payment application rules and regulations from a table driven facility based upon regulatory jurisdictions and/or company.									
2	Process Payments	Payment Allocation Rules	The product shall have the ability to post payments by accommodating priority of posting across services and receivable types, partial payment, full payments and overpayments based on regulating mandates and/or company business									
3	Process Payments	Payment Allocation Rules	The product shall have the ability to define payment allocation rules.									
4	Process Payments	Payment Allocation Rules	Examples of payment allocation rules include:									
5	Process Payments	Payment Allocation Rules	Priority sequence									
6	Process Payments	Payment Allocation Rules	Oldest debt first									
7	Process Payments	Payment Allocation Rules	Aging period percentage									
8	Process Payments	Payment Allocation Rules	Debt importance percentage									
9	Process Payments	Payment Allocation Rules	Sequence number and aging period percentage mixture									
10	Process Payments	Payment Allocation Rules	Ability to re-allocate a payment posted to the correct account but to the incorrect billed items									
11	Process Payments	Payment Allocation Rules	Ability to re-allocate a payment posted to the incorrect account but to the correct billed items.									
12	Process Payments	Post Payments	The product shall have the ability to support cash payments directed to specific products or services.									
13	Process Payments	Post Payments	The product shall have the ability to process payments online.									
14	Process Payments	Post Payments	Post unidentified cash to appropriate account(s)									
15	Process Payments	Post Payments	The product shall store details of payments including multiple checks directed toward a single posting amount.									
16	Process Payments	Post Payments	Online entry of payment received for non-CIS charges, i.e. temporary service, Bills collectible, energy theft, and generate receipt									
17	Process Payments	Post Payments	Ability to direct or allocate payment to certain bill items									
18	Process Payments	Post Payments	Ability to apply payments to multiple payment codes; i.e. reconnect charges and Deposits									
19	Process Payments	Post Payments	Ability to time stamp payments, including multiple entries									
20	Process Payments	Post Payments	Ability to print a payment receipt									
21	Process Payments	Post Payments	Ability to associate payment type and check, money order, etc with specific receivables. (bill line items)									
22	Process Payments	Post Payments	Ability to process One check paying multiple accounts									
23	Process Payments	Post Payments	Identify if the payment was part of a multiple payment process									
24	Process Payments	Post Payments	Process advanced cash payments									

CIS Functional Requirements

REF #	PROCESS	CATEGORY	DESIRED FUNCTIONALITY	In Base System	Requires Configuration	Requires user exit	Requires modification	Available in Future Release	Not Supported	Module	Workday Estimate	Bidder Notes
25	Process Payments	Post Payments	The product shall have the ability to post a partial payment across multiple receivables on an account.									
26	Process Payments	Post Payments	The product shall have the ability to post overpayments across multiple receivables on an account and how the credit balance is handled.									
27	Process Payments	Post Payments	The product shall have the ability to post payments with either the account number or other product identifiers.									
28	Process Payments	Post Payments	The product shall have the ability to direct or allocate payments to specific bill items									
29	Process Payments	Post Payments	The product shall have the ability to post payments to accounts that have been written off									
30	Process Payments	Payments on Summary Bills	The product shall support posting of payments on accounts that are part of a summary or group bill.									
31	Process Payments	Payments on Summary Bills	The product shall have the ability to post a summary bill payment to applicable accounts, including the receivable level detail and the potential for multiple companies.									
32	Process Payments	Payments on Summary Bills	The product shall have the ability to show a partial payment on a summary bill when posted to the applicable accounts.									
33	Process Payments	Payments on Summary Bills	The product shall have the ability to post an overpayment on a summary bill to the applicable accounts.									
34	Process Payments	Payments on Summary Bills	The product shall have the ability to maintain the rules for posting partial payments and overpayments on a summary bill.									
35	Process Payments	Payments on Summary Bills	Provide automated summary bill payment posting allocation									
36	Process Payments	Direct Debit Payments	The product shall have the ability to maintain the customer banking information.									
37	Process Payments	Direct Debit Payments	The product shall have the ability to generate and update bank draft files.									
38	Process Payments	Direct Debit Payments	The product shall support the creation of ongoing payment request files using a user defined file format.									
39	Process Payments	Direct Debit Payments	The product shall support the creation of a (pre-note) ACH file whenever the customer's banking information is created or updated.									
40	Process Payments	Direct Debit Payments	The product shall support the automated processing of returned/rejected bank draft payments.									
41	Process Payments	Direct Debit Payments	The product shall have the ability regenerate the ACH without debiting the customer's account or charging the returned check fee if there is a returned item from the bank due to an error, based on the returned reason code (i.e., 03 - unable to locate, 13 - did not process/invalid transit, etc.).									

CIS Functional Requirements

REF #	PROCESS	CATEGORY	DESIRED FUNCTIONALITY	In Base System	Requires Configuration	Requires user exit	Requires modification	Available in Future Release	Not Supported	Module	Workday Estimate	Bidder Notes
42	Process Payments	Direct Debit Payments	The product shall provide a user configurable bank file with the following information.									
43	Process Payments	Direct Debit Payments	Customer name									
44	Process Payments	Direct Debit Payments	Customer bank account number									
45	Process Payments	Direct Debit Payments	Customer bank name									
46	Process Payments	Direct Debit Payments	Customer bank transit routing									
47	Process Payments	Direct Debit Payments	Payment amount									
48	Process Payments	Direct Debit Payments	The product shall allow for customer self-service for Bank Draft account set-up and maintenance.									
49	Process Payments	Direct Debit Payments	The product shall have the ability to have secure payment processing to prevent unauthorized debits to customer accounts and misuse of customer's bank information. (field level security)									
50	Process Payments	Direct Debit Payments	The product shall have the ability to adjust for automatic mass changes of Canadian Payments Assoc. numbers.									
51	Process Payments	Direct Debit Payments	The product shall have the ability to process automatic changes on a customer bank account.									
52	Process Payments	Direct Debit Payments	The product shall have the ability suspend bank draft processing if the customer's bank account is closed.									
53	Process Payments	Direct Debit Payments	The product shall have the ability to process returned direct debits.									
54	Process Payments	Direct Debit Payments	The product shall allow for temporary suspension of bank draft payment process.									
55	Process Payments	Direct Debit Payments	The date of payment posting on a customers account, for direct debit customers, shall be controlled by user defined rules based on billing date plus a user defined number of days.									
56	Process Payments	Direct Debit Payments	The product shall have the ability to capture the projected date that a bank draft customer's payment will be deducted from their checking account.									
57	Process Payments	Assistance Payments	Energy assistance payments may be awarded to qualified customers. These payments are identified and shall follow certain posting rules. The product shall have the ability process assistance payments.									
58	Process Payments	Assistance Payments	Identify and view assistance payment in payment history									
59	Process Payments	Assistance Payments	Identify when an assistance payment can be applied or not applied to payment arrangements									
60	Process Payments	Assistance Payments	Identify when assistance payments can be applied or not applied to budget amounts due									
61	Process Payments	Assistance Payments	The product shall provide the ability to reconcile overpayments against new customer charges									
62	Process Payments	Assistance Payments	Identify when a promised assistance award can be reflected in payment arrangements									
63	Process Payments	Assistance Payments	Identify when a promised assistance award can be reflected in budget calculations/adjustments									
64	Process Payments	Assistance Payments	Track a promised assistance award and if not received, trigger an alert.									
65	Process Payments	Assistance Payments	Support electronic notification of promised assistance awards from agencies									

CIS Functional Requirements

REF #	PROCESS	CATEGORY	DESIRED FUNCTIONALITY	In Base System	Requires Configuration	Requires user exit	Requires modification	Available in Future Release	Not Supported	Module	Workday Estimate	Bidder Notes
66	Process Payments	Assistance Payments	Support electronic transfer of energy assistance cash payment from agencies.									
67	Process Payments	Assistance Payments	The product shall have the ability to support a customer payment option to remit an extra dollar amount for payment assistance contribution.									
68	Process Payments	Assistance Payments	The product shall have the ability to make these accounting entries to the general ledger.									
69	Process Payments	Electronic/Web Payments	The product shall have the ability to automatically transmit a request for payment entered via the WEB, to banks or other financial institutions for EFT, Credit Card, Debit Card and other electronic payment types via email, electronic data interchange (EDI or other format).									
70	Process Payments	Electronic/Web Payments	The product shall have additional processing and controls associated for web based electronic payment processing (transactions to retransmit, inquiry capability, validation of send/receipt, etc.)									
71	Process Payments	Electronic/Web Payments	Currently many government agencies, large commercial customers and customers have 3rd parties manage bill payment using web based payment processing. The product shall store information necessary to automatically retrieve payment advice information from these web based payment									
72	Process Payments	Returned Items	The product shall have the ability to:									
73	Process Payments	Returned Items	Manual debit of returned item									
74	Process Payments	Returned Items	Automatically bill the return check fee, if applicable									
75	Process Payments	Returned Items	Stop the billing of a returned check fee									
76	Process Payments	Returned Items	Cause a notice to be printed and mailed to the customer. The severity of the notification to the customer should be dependent on their credit rating, credit status and amount of the returned item.									
77	Process Payments	Returned Items	Ability to process returned checks with the name of the person who wrote it, the name of the bank, check number, dollar amount, bank account number, and the reason for the return. The date of issue and the date returned by the bank									
78	Process Payments	Returned Items	Ability to automate returned items to incorporate batch processing and automate letter based upon the returned item source code									
79	Process Payments	Returned Items	The product shall have the ability to automatically process returned items from authorized 3rd party payment sites.									
80	Process Payments	Unidentified Payments	The product shall have the ability to post unidentified payments to a suspense account.									
81	Process Payments	Unidentified Payments	The product shall have the ability to search for a payment by payment status, dollar amount, office location and date range. This search would cover normal payments and unidentified payments based on user selection criteria.									
82	Process Payments	Unidentified Payments	The product shall support the ability to add comments to a payment posted to the suspense account. For example previous research attempts, reason unpostable, etc.									
83	Process Payments	Unidentified Payments	The product shall have the ability to add/change/view/modify, void/reverse unidentified payments in an open or suspended batch									

CIS Functional Requirements

REF #	PROCESS	CATEGORY	DESIRED FUNCTIONALITY	In Base System	Requires Configuration	Requires user exit	Requires modification	Available in Future Release	Not Supported	Module	Workday Estimate	Bidder Notes
84	Process Payments	Unidentified Payments	The product shall support posting of unidentified payments using other identifiers such as check number, name, date, amount.									
85	Process Payments	Unidentified Payments	The product shall have the ability to reassign or transfer misapplied payments to correct accounts.									
86	Process Payments	Unidentified Payments	The product shall have the ability to add/change/view/terminate/delete a payment once a batch is closed.									
87	Process Payments	Unidentified Payments	The product shall have the ability to provide on-line research and/or resolution capability for payments received without stubs, with stubs that do not balance with check total (multiple payments), or with non-sufficient fund processing.									
88	Process Payments	Unidentified Payments	The product shall have the ability to create clearing account where unidentified payments can be posted.									
89	Process Payments	Unidentified Payments	Audit trail of corrections or override postings									
90	Process Payments	Unidentified Payments	Provide on-line cash corrections of misapplied and unposted cash									
91	Process Payments	Payment Corrections	The product shall have the ability to handle exception items, such as:									
92	Process Payments	Payment Corrections	Payments received without an accompanying bill stub									
93	Process Payments	Payment Corrections	Account number does not exist in CIS									
94	Process Payments	Miscellaneous Payment Programs	Account has been charged off in CIS									
95	Payment Data	Payment Information/History	Ability to view payment history at the account level									
96	Payment Data	Payment Information/History	Ability to view payment history at the customer level									
97	Payment Data	Payment Information/History	On-line notification of payment requirements such as do not accept checks									
98	Payment Data	Payment Information/History	On-line notification of payment requirements such as do not accept credit cards.									
99	Payment Data	Payment Information/History	On-line notification of pending shut-off for non-payment and the amount due to avoid disconnect.									
100	Payment Data	Payment Information/History	On-line notification of shut-off for non-payment order status.									
101	Payment Data	Payment Information/History	On-line notification of total amount due for reconnection of service following disconnect shut-off for non-payment.									
102	Payment Data	Payment Information/History	On-line transaction listing, including non-CIS payment cash balancing and correction capabilities for a cashier batch.									
103	Payment Data	Payment Information/History	The product shall have the ability to maintain and view payment transaction history .									
104	Payment Data	Payment Information/History	The product shall have the ability to view cashier payment history for a user defined period of time.									
105	Payment Data	Payment Information/History	The product shall maintain an unlimited amount of payment history based on user defined requirements.									

CIS Functional Requirements

REF #	PROCESS	CATEGORY	DESIRED FUNCTIONALITY	In Base System	Requires Configuration	Requires user exit	Requires modification	Available in Future Release	Not Supported	Module	Workday Estimate	Bidder Notes
106	Cash Processing	Remittance Processing	Ability to interface with the automated remittance systems									
107	Cash Processing	Remittance Processing	The product shall have the ability to receive payments from the central remittance processing center as batched and totaled on electronic equipment and then uploaded for processing.									
108	Cash Processing	Remittance Processing	Ability to scan checks for checking account numbers as additional identifier for customer, or to alert history of non-sufficient funds for that checking account number, and associate that information to the customers' master records									
109	Cash Processing	Cash Tracking and Maintenance	The product shall support batch processing of payment files from 3rd party vendors or internal company applications. Depending upon cash management balancing model, some 'real time' payments actually may be hourly-daily batch files.									
110	Cash Processing	Cash Tracking and Maintenance	The following are examples of these payment types:									
111	Cash Processing	Cash Tracking and Maintenance	Lockbox vendor									
112	Cash Processing	Cash Tracking and Maintenance	Payment consolidators									
113	Cash Processing	Cash Tracking and Maintenance	Authorized payment agents									
114	Cash Processing	Cash Tracking and Maintenance	Kiosk (hourly files)									
115	Cash Processing	Cash Tracking and Maintenance	Web (daily files)									
116	Cash Processing	Cash Tracking and Maintenance	IVR (daily files)									
117	Cash Processing	Cash Tracking and Maintenance	Over the counter cashier system (internal)									
118	Cash Processing	Cash Tracking and Maintenance	Utility's remittance processing system (internal)									
119	Cash Processing	Cash Tracking and Maintenance	EDI format (example 820)									
120	Cash Processing	Cash Tracking and Maintenance	Ability to handle payment processing from multiple companies and various third parties									
121	Cash Processing	Cash Tracking and Maintenance	Ability to handle payment processing for multiple companies									
122	Cash Processing	Cash Tracking and Maintenance	Ability to handle payment processing for 3rd party companies									
123	Cash Processing	Cash Tracking and Maintenance	Cash close at multiple times throughout the day									
124	Cash Processing	Cash Tracking and Maintenance	Daily balancing of total funds processed by cashier, district office, total amount posted to system.									
125	Cash Processing	Cash Tracking and Maintenance	Automated reconciliation processes and controls									

CIS Functional Requirements

REF #	PROCESS	CATEGORY	DESIRED FUNCTIONALITY	In Base System	Requires Configuration	Requires user exit	Requires modification	Available in Future Release	Not Supported	Module	Workday Estimate	Bidder Notes
126	Cash Processing	Cash Tracking and Maintenance	Bank reconciliation for all fund transactions by product group									
127	Cash Processing	Cash Tracking and Maintenance	The product shall store/display batch details including batch source, batch number, payment type, payment amount.									
128	Cash Processing	Cash Tracking and Maintenance	The product shall allow online viewing of check images									
129	Cash Processing	Cashier	The product shall provide an online cashiering function including the following:									
130	Cash Processing	Cashier	System maintenance of cash report log and daily cash balancing including cashier Drawer									
131	Cash Processing	Cashier	On-line maintenance of multiple cashier funds and cash report numbers assigned to offices									
132	Cash Processing	Cashier	Daily cash report work queue for over/short approval									
133	Cash Processing	Cashier	Consolidation of individual cashiers to an office level daily cash report with Maintenance of month-to-date totals									
134	Cash Processing	Cashier	Automatic treasury notification of bank deposit transfer amounts by financial Institution									
135	Cash Processing	Cashier	Ability to view payment history by cash drawer									
136	Cash Processing	Cashier	The product shall have the ability to assign responsibility for a new cash drawer/batch. (Cashier Assignment)									
137	Cash Processing	Cashier	The product shall have the ability to assign the responsibility for an existing cash drawer/batch.									
138	Cash Processing	Cashier	The product shall have the ability to identify and assign cash drawers/batches to various representatives and geographic locations.									
139	Cash Processing	Cashier	The product shall have the ability to assign a representative to more than one cash drawer/batch within a working day.									
140	Cash Processing	Cashier	The product shall have the ability to restrict the number of open batches assigned to a single cashier.									
141	Cash Processing	Cashier	The product shall have the ability to modify the working fund.									
142	Cash Processing	Cashier	The product shall have the ability to balance the cash drawer/batch.									
143	Cash Processing	Cashier	The product shall have the ability to reconcile total office cash funds.									
144	Cash Processing	Cashier	The product shall have the ability to automate the preparation of bank deposit per drawer/batch as well as per branch office.									
145	Cash Processing	Cashier	The product shall have the ability to ability to correct encoding errors on payments made by check.									
146	Cash Processing	Cashier	The product shall provide a real-time interface to 3rd party cashiering products.									
147	Cash Processing	Bank Reconciliation	Ability to support bank reconciliation for all money transactions including cash payments, deposit refunds, rate refunds, etc.									

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REF #	PROCESS	CATEGORY	DESIRED FUNCTIONALITY	In Base System	Requires Configuration	Requires user exit	Requires modification	Available in Future Release	Not Supported	Module	Workday Estimate	Bidder Notes
148	Cash Processing	Bank Reconciliation	Identify in CIS, based on payment source, where funds were deposited at the time of payment processing. This information is based on user defined table drive rules. Each payment batch is associated to a single bank deposit. The bank deposit information is used during GL account determination/distribution code.									
149	Cash Processing	Bank Reconciliation	The system shall track all payments by bank deposit I.D.									
150	Miscellaneous Cash Management	Charity Contribution	The product shall have the ability to manage charity contribution programs.									
151	Miscellaneous Cash Management	Charity Contribution	The product shall have the ability to accrue charity contribution amounts in a separate account until it reaches a certain level for distribution to the charitable agency.									
152	Miscellaneous Cash Management	Charity Contribution	The product shall have the ability to add/change/terminate/delete charitable contribution information for an customers account.									
153	Miscellaneous Cash Management	Charity Contribution	The product shall have the ability to view charity contributions payment history via on-line inquiry									
154	Miscellaneous Cash Management	Charity Contribution	The product shall have the ability to process charity contributions adjustments.									
155	Miscellaneous Cash Management	Charity Contribution	The product shall manage the administration of charity funds including the ability to distribute funds to various charities based on user defined business rules.									
156	Miscellaneous Cash Management	Charity Contribution	The product shall have the ability to track and store charity funds online without the need to send these funds to a 3rd party.									
157	Miscellaneous Cash Management	Charity Contribution	When notified by the charity/agency that payment will be made on a customer's account, the system will automatically transfer designated payment from the charities/agencies fund/account to the recipients account.									
158	Miscellaneous Cash Management	Charity Contribution	The product shall maintain a full audit trail of fund accumulated by charity/agency, and the record of distribution to recipients accounts.									
159	Miscellaneous Cash Management	Charity Contribution	The product shall have the ability to reverse charity contribution postings.									
160	Miscellaneous Cash Management	Charity Contribution	The product shall have the ability to track the total dollar amount donated to charity by customer account and display this information as part of an annual bill message.									
161	Miscellaneous Cash Management	New CIS Transition	Following conversion to new customer system, payments will be received against the old system account number the product will have the ability to post payments using these legacy system account numbers.									
162	Miscellaneous Cash Management	New CIS Transition	The product shall have the ability to automatically post payments in the new CIS based on legacy CIS account/customer number.									
163	Miscellaneous Cash Management	New CIS Transition	The product shall have the ability to identify the old account number on the new system and vice-versa									
164	Miscellaneous Cash Management	Check Digit	System will support a check digit routine that includes the check digit in the system generated scan line created during bill print.									
165	Miscellaneous Cash Management	Check Digit	Ability to view account check digit on-line									
166	Miscellaneous Cash Management	Account Number Conversion	Ability to use legacy system account numbers in the new system without replacing these account numbers.									

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REF #	PROCESS	CATEGORY	DESIRED FUNCTIONALITY	In Base System	Requires Configuration	Requires user exit	Requires modification	Available in Future Release	Not Supported	Module	Workday Estimate	Bidder Notes
167	Miscellaneous Cash Management	Pre-paid Receivables	Support collection of pre-paid meter receivables, including taxes and franchise fees									
168	Miscellaneous Cash Management	3rd Party Remote Collection Sites/Sources	Remote payment/collection sites (i.e., grocery stores, pharmacies, banks) exist as a customer service. Some sites use an electronic system or forward the individual customer payments and remittance stubs to the billing office, others send a check (drawn on their company account) with the attached remittance stubs, while others (banks) send a deposit slip with the attached remittance stubs. The product will have the ability to manage payments received from these 3rd party payment sites.									
169	Miscellaneous Cash Management	3rd Party Remote Collection Sites/Sources	The product shall have the ability to :									
170	Miscellaneous Cash Management	3rd Party Remote Collection Sites/Sources	Identify a collection site relationship to a particular billing office and audit capabilities									
171	Miscellaneous Cash Management	3rd Party Remote Collection Sites/Sources	Perform mass data entry for collection batches from these sites									
172	Miscellaneous Cash Management	3rd Party Remote Collection Sites/Sources	Record and view payment history from the payment site									
173	Miscellaneous Cash Management	3rd Party Remote Collection Sites/Sources	Record electronic fund transfer of cash payments received									
174	Miscellaneous Cash Management	3rd Party Remote Collection Sites/Sources	Provide real-time payment validation and memo posting									
175	Miscellaneous Cash Management	3rd Party Remote Collection Sites/Sources	Provide flexible batch processing during the business day									
176	Miscellaneous Cash Management	3rd Party Remote Collection Sites/Sources	Provide correction capability for over/under payments (Automated processing for negative payments)									
177	Miscellaneous Cash Management	3rd Party Remote Collection Sites/Sources	Accept payments directed to various receivables									
178	Miscellaneous Cash Management	3rd Party Remote Collection Sites/Sources	Accept payments for a variety of company programs and services									
179	Miscellaneous Cash Management	3rd Party Remote Collection Sites/Sources	Ability to track Field Collection funds deposited at various branch offices									
180	Process Payments	ACH/Wire Transfers	The product shall have the ability to process wire transfers and post payments against the corresponding invoices.									
181	Process Payments	ACH/Wire Transfers	The product shall provide a process to automatically match incoming ACH/wire transfer from the bank to the corresponding EDI 820 remittance advice from the CR.									

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REF #	PROCESS	CATEGORY	DESIRED FUNCTIONALITY	In Base System	Requires Configuration	Requires user exit	Requires modification	Available in Future Release	Not Supported	Module	Workday Estimate	Bidder Notes
182	Process Payments	ACH/Wire Transfers	The product shall allocate these payments based on the instructions contained in the EDI 820 remittance advice from the CR.									
183	Process Payments	ACH/Wire Transfers	The product shall automatically route ACH/wire transfer payment errors to an on-line work queue for research and correction including but not limited to the following errors:									
184	Process Payments	ACH/Wire Transfers	Unmatched payment									
185	Process Payments	ACH/Wire Transfers	Overpayment									
186	Process Payments	ACH/Wire Transfers	Incorrect invoice number									
187	Process Payments	ACH/Wire Transfers	Negative payment									
188	Process Payments	ACH/Wire Transfers	Pre-cleared payment									
189	Process Payments	ACH/Wire Transfers	The product shall have the ability to search for an unidentified payments.									
190	Process Payments	ACH/Wire Transfers	The product shall have the ability to create clearing account where unidentified payments can be posted.									
191	Process Payments	ACH/Wire Transfers	The product shall maintain an online audit trail of these transactions and corrections.									
192	Process Payments	ACH/Wire Transfers	The product shall automatically process ACH/wire transfer payments transmitted by the bank which include the EDI 820 remittance advice information.									
193	Process Payments	ACH/Wire Transfers	The product shall have the ability to process "test" payments including refunding of these payments.									
194	Process Payments	ACH/Wire Transfers	The product shall have the ability to upload remittance advice information from desktop applications such as Excel to replicate the EDI 820 remittance advice information.									
195	Process Payments	ACH/Wire Transfers	The system shall have the ability to reject EDI 820 remittance transactions based on user defined rules (negative total) and route these transactions to an on-line work queue for research and correction.									
196	Process Payments	ACH/Wire Transfers	The product shall have the ability to reject duplicate EDI 820 remittance transactions (duplicate trace number)									
197	Process Payments	ACH/Wire Transfers	The product shall provide the ability to view payment history by CR, Invoice, ESI I.D., amount.									
198	Process Payments	ACH/Wire Transfers	The product shall have the ability to search for wire payment payments.									
199	Process Payments	Miscellaneous Payment Programs	The product shall have the ability to accept and process miscellaneous payments such as wire transfer.									
200	Payment Data	Payment Information/History	The product shall have the ability to maintain and view payment transaction history .									
201	Payment Data	Payment Information/History	The product shall have the ability to maintain payment transaction history.									
202	Cash Processing	Remittance Processing	Ability to interface with the Remittance processing System:									
203	Cash Processing	Cash Tracking and Maintenance	The product shall have the ability to provide the following:									
204	Cash Processing	Cash Tracking and Maintenance	Support batch processing of payments									
205	Cash Processing	Cash Tracking and Maintenance	Cash close at multiple times throughout the day									
206	Cash Processing	Cash Tracking and Maintenance	Daily cash balancing of funds, product groups, etc.									

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REF #	PROCESS	CATEGORY	DESIRED FUNCTIONALITY	In Base System	Requires Configuration	Requires user exit	Requires modification	Available in Future Release	Not Supported	Module	Workday Estimate	Bidder Notes
207	Cash Processing	Cash Tracking and Maintenance	Automated reconciliation processes and controls									
208	Cash Processing	Cash Tracking and Maintenance	Bank reconciliation for all fund transactions by product group									
209	Cash Processing	Cash Tracking and Maintenance	The product shall store/display batch details including batch source, batch number, payment type, payment amount.									
210	Cash Processing	Bank Reconciliation	Ability to support bank reconciliation for all money transactions including cash payments, deposit refunds, rate refunds, etc.									
211	Cash Processing	Bank Reconciliation	Identify in CIS, based on payment source, where funds were deposited at the time of payment processing. This information is based on user defined table drive rules. Each payment batch is associated to a single bank deposit. The bank deposit information is used during GL account determination/distribution code.									
212	Cash Processing	Bank Reconciliation	The system shall track all payments by bank deposit I.D. and office making the deposit.									
213	Cash Processing Reporting	Reports	The product shall provide operational reports for cash processing									
214	Cash Processing Reporting	Reports	The product shall support user defined selection criteria for all reports.									
215	Cash Processing Reporting	Reports	On-line and system reports pertaining to all phases of cash including payments, batch processing, account processing data, and ability to identify payment sources for accounts									
216	Cash Processing Reporting	Reports	The following are examples of operational reports:									
217	Cash Processing Reporting	Reports	Breakdown of all bank deposits by source									
218	Cash Processing Reporting	Reports	Report of all unpostable payments									
219	Cash Processing Reporting	Reports	Report of all unidentified payments transferred									
220	Cash Processing Reporting	Reports	Report of all EDI 810 remittance advices that do not have matching payments.									
221	Cash Processing Reporting	Reports	Report of all duplicate EDI 810 remittance advices									
222	Cash Processing Reporting	Reports	Ability to automatically post EDI payments and negative payments (cancel/debit credit balances between EDI accounts)									
223	Cash Processing Reporting	Reports	The product shall have the ability to receive and process reports based on payments, batch processing, and balancing to ensure that all the money is posted to the correct invoices.									
224	Cash Processing Interfaces	Bank Interface	The product shall have the ability to receive a bank transaction file which conforms to the standard automatic clearing house Canadian Payments Association bank transaction file layout.									
225	Cash Processing Interfaces	Bank Interface	The product shall have the ability to interface with any financial institution automatically to accept bank account number changes with proper validation.									

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REF #	PROCESS	CATEGORY	DESIRED FUNCTIONALITY	In Base System	Requires Configuration	Requires user exit	Requires modification	Available in Future Release	Not Supported	Module	Workday Estimate	Bidder Notes
	CUSTOMER SERVICE FIELD WORK											
1	Service Orders	General	Support user-maintained table-driven service charges for a variety of order types.									
2	Service Orders	General	The product shall comply with all rules and regulations regarding service orders in multiple jurisdictions.									
3	Service Order Data	General	The system shall support complex user defined service order edits for order issuance, maintenance and completion.									
4	Service Order Data	Order Types	The product should allow configuration of different types of orders and specify the prioritization and communications methods for each type of order.									
5	Service Order Data	Order Types	The following are examples:									
6	Service Order Data	Order Types	Customer Switch									
7	Service Order Data	Order Types	Customer Move-in									
8	Service Order Data	Order Types	Customer Move-out									
9	Service Order Data	Order Types	Customer Move-in/move-out									
10	Service Order Data	Order Types	Cancels									
11	Service Order Data	Order Types	ESI I.D. Create/Maintain									
12	Service Order Data	Order Types	Suspension of Delivery Services									
13	Service Order Data	Order Types	Load Profile Usage History Request									
14	Service Order Data	Order Types	Turn-on for new customer, existing customer									
15	Service Order Data	Order Types	Turn-off									
16	Service Order Data	Order Types	Turn-off with meter remove									
17	Service Order Data	Order Types	Order Cancellation all order types									
18	Service Order Data	Order Types	Date Change all order types									
19	Service Order Data	Order Types	Read Only (Switch Retailer)									
20	Service Order Data	Order Types	Read Only (Changing Customer)									
21	Service Order Data	Order Types	Ad Hoc historical usage report request									
22	Service Order Data	Order Types	Update to Customer Information from CR									
23	Service Order Data	Order Types	Non-pay disconnect									

CIS Functional Requirements

REF #	PROCESS	CATEGORY	DESIRED FUNCTIONALITY	In Base System	Requires Configuration	Requires user exit	Requires modification	Available in Future Release	Not Supported	Module	Workday Estimate	Bidder Notes
24	Service Order Data	Order Types	Non-pay reconnect									
25	Service Order Data	Order Types	Add additional meter									
26	Service Order Data	Order Types	Investigate (i.e. gas, electric, steam, water diversion or tampering)									
27	Service Order Data	Order Types	Investigate Radio/TV interference (i.e., static due to elec. Equipment)									
28	Service Order Data	Order Types	Meter install									
29	Service Order Data	Order Types	Meter remove									
30	Service Order Data	Order Types	Investigate safety hazards (i.e., electric, gas, water, steam)									
31	Service Order Data	Order Types	Investigate customer property damages									
32	Service Order Data	Order Types	Special reading									
33	Service Order Data	Order Types	Meter or any company equipment needing investigation/repairs (i.e., poles, meters, transformers, etc)									
34	Service Order Data	Order Types	Meter exchange									
35	Service Order Data	Order Types	Reprogram Meter/Change Battery									
36	Service Order Data	Order Types	Install Outdoor Light									
37	Service Order Data	Order Types	Remove Outdoor Light									
38	Service Order Data	Order Types	Re-read									
39	Service Order Data	Order Types	Combine/Split metering									
40	Service Order Data	Order Types	Inspect the meter									
41	Service Order Data	Order Types	Zero usage (Dead Meter)									
42	Service Order Data	Order Types	Verify customer (Occupied Premise)									
43	Service Order Data	Order Types	Verify service type (Residential/Commercial)									
44	Service Order Data	Order Types	Verify meter									
45	Service Order Data	Order Types	Verify address									
46	Service Order Data	Order Types	Identification (i.e., ask potential customer to produce ID to company representative at premise: current diversion/ name switch invest.)									
47	Service Order Data	Order Types	Temporary disconnect due to customer request									
48	Service Order Data	Order Types	Temporary off accounts, the reason for the off (company maintenance, seasonal customer, safety off, etc.) and the management of those accounts. The system shall retain all customer information (security deposit, balances, charges, budget, history, How the meter was turned off/pole cut at street, etc).									
49	Service Order Data	Order Types	Trouble Orders:									
50	Service Order Data	Order Types	No Electric									
51	Service Order Data	Order Types	No Electric - Area									
52	Service Order Data	Order Types	Part Out									
53	Service Order Data	Order Types	Check Voltage									
54	Service Order Data	Order Types	Light Flicker									
55	Service Order Data	Order Types	Stray Voltage									
56	Service Order Data	Order Types	Fire									
57	Service Order Data	Order Types	Service and Repair - electric									
58	Service Order Data	Order Types	Pole Down									

CIS Functional Requirements

REF #	PROCESS	CATEGORY	DESIRED FUNCTIONALITY	In Base System	Requires Configuration	Requires user exit	Requires modification	Available in Future Release	Not Supported	Module	Workday Estimate	Bidder Notes
59	Service Order Data	Order Types	Wire down - pole									
60	Service Order Data	Order Types	Wire down - house									
61	Service Order Data	Order Types	Meter Burning									
62	Service Order Data	Order Types	Pole Burning									
63	Service Order Data	Order Types	Pole Leaning									
64	Service Order Data	Order Types	Transformer Burning									
65	Service Order Data	Order Types	Wire Burning									
66	Service Order Data	Order Types	See Customer (Tech to contact customer regarding outage)									
67	Service Order Data	Order Types	Dim Lights									
68	Service Order Data	Order Types	Leaking Transformer									
69	Service Order Data	Order Types	Explosion									
70	Service Order Data	Order Types	Light Flicker									
71	Service Order Data	Order Types	Temporary Bypass									
72	Service Order Data	Order Types	Tree trimming requests									
73	Service Order Data	Order Types	Street light/Security light repair									
74	Service Order Data	Order Types	Other (Unclassified Order with Free Form Text)									
75	Service Order Data	Order Types	Outage Notification (Planned or Unplanned)									
76	Service Order Data	Order Types	Suspension of Service (Temp)									
77	Service Order Data	Order Types	Suspension of Service (Perm)									
78	Service Order Data	Order Types	Removal of Service (ESI I.D. Retirement)									
79	Service Order Data	Order Types	Meter survey i.e. class, switched meters									
80	Service Order Data	Order Types	Customer complaint									
81	Service Order Data	Order Types	Inquiry to meter department									
82	Service Order Data	Order Types	Inquiry to distribution/line department									
83	Service Order Data	Order Types	Complaint Test Accuracy									
84	Service Order Data	Order Types	Kwh Accuracy									
85	Service Order Data	Order Types	Kva Accuracy									
86	Service Order Data	Order Types	Stopped Meter									
87	Service Order Data	Order Types	Dial Off Scale									
88	Service Order Data	Order Types	Exceed 100% Load Factor									
89	Service Order Data	Order Types	Unable to Reset									
90	Service Order Data	Order Types	Install Larger Kva									
91	Service Order Data	Order Types	Install Smaller Kva									
92	Service Order Data	Order Types	No Usage Occupied									
93	Service Order Data	Order Types	No Usage Unoccupied									
94	Service Order Data	Order Types	Low Usage Occupied									
95	Service Order Data	Order Types	Low Usage Unoccupied									
96	Service Order Data	Order Types	Erratic Usage									
97	Service Order Data	Order Types	Exceeds Maximum Kva									
98	Service Order Data	Order Types	Bulb Out									
99	Service Order Data	Order Types	Damaged Occupied									

CIS Functional Requirements

REF #	PROCESS	CATEGORY	DESIRED FUNCTIONALITY	In Base System	Requires Configuration	Requires user exit	Requires modification	Available in Future Release	Not Supported	Module	Workday Estimate	Bidder Notes
100	Service Order Data	Order Types	Damaged Unoccupied									
101	Service Order Data	Order Types	Other									
102	Service Order Data	Order Types	Tamper Proof Lid									
103	Service Order Data	Order Types	Burned Meter Lug									
104	Service Order Data	Order Types	Over Kwh Limits									
105	Service Order Data	Order Types	Inspect Collar									
106	Service Order Data	Order Types	The product shall have the ability for the user to create additional types of miscellaneous service orders and establish rules for charges, taxes, warranties, etc.									
107	Service Order Data	Service Order Content	The product shall allow Service Order content and formatting to be configured by designated system users.									
108	Service Order Data	Service Order Content	The product shall provide configurable templates for consistent order content.									
109	Service Order Data	Service Order Content	Any data element contained in the system can be included in service order content.									
110	Service Order Data	Service Order Content	Data from other systems can be included in service order content.									
111	Service Order Data	Service Order Content	The system shall capture and maintain the following order content. This information may be used by MWM for dispatching, printed on orders and transmitted to the marketplace. Service order content may include any data element in the CIS as well as additional information received from 3rd parties and other systems.									
112	Service Order Data	Service Order Content	The system shall support, but not be limited to the following examples:									
113	Service Order Data	Service Order Content	Customer name									
114	Service Order Data	Service Order Content	Order Source									
115	Service Order Data	Service Order Content	Inbound transaction I. D.									
116	Service Order Data	Service Order Content	Outbound transaction I. D. Unique System Generated I. D.									
117	Service Order Data	Service Order Content	Print Flag									
118	Service Order Data	Service Order Content	Print Date									
119	Service Order Data	Service Order Content	Routing Flag (Based on system codes, meter equipment type, order type, etc.)									
120	Service Order Data	Service Order Content	Associated Meter Device (ERT, Regulator, Electronic Module)									
121	Service Order Data	Service Order Content	Requested Date/Time									
122	Service Order Data	Service Order Content	Scheduled Date/Time									
123	Service Order Data	Service Order Content	Completion Date/Time									
124	Service Order Data	Service Order Content	Completed by name and user I.D. (Field Tech or Office Worker)									
125	Service Order Data	Service Order Content	Must Complete by Date									
126	Service Order Data	Service Order Content	Additional Name Information (DBA)									

CIS Functional Requirements

REF #	PROCESS	CATEGORY	DESIRED FUNCTIONALITY	In Base System	Requires Configuration	Requires user exit	Requires modification	Available in Future Release	Not Supported	Module	Workday Estimate	Bidder Notes
127	Service Order Data	Service Order Content	Account Number from Legacy System									
128	Service Order Data	Service Order Content	Premise Type									
129	Service Order Data	Service Order Content	Cycle Number									
130	Service Order Data	Service Order Content	Safety Information (Caution)									
131	Service Order Data	Service Order Content	Order Type									
132	Service Order Data	Service Order Content	Service address, city, state/province, zip									
133	Service Order Data	Service Order Content	Service information (type, size, voltage, pressure, etc.).									
134	Service Order Data	Service Order Content	Premise Number									
135	Service Order Data	Service Order Content	ESI E.D.									
136	Service Order Data	Service Order Content	Contact name and phone number									
137	Service Order Data	Service Order Content	Call Ahead Flag									
138	Service Order Data	Service Order Content	DUNS Number / Competitive Retailer									
139	Service Order Data	Service Order Content	Purpose code (Class and Sub Class)									
140	Service Order Data	Service Order Content	Meter information, which includes meter prefix, meter size, and meter number (s).									
141	Service Order Data	Service Order Content	Meter manufacturer									
142	Service Order Data	Service Order Content	Number of dials									
143	Service Order Data	Service Order Content	Meter type									
144	Service Order Data	Service Order Content	Multiple reading types									
145	Service Order Data	Service Order Content	Kw									
146	Service Order Data	Service Order Content	Kwh									
147	Service Order Data	Service Order Content	Kvarh									
148	Service Order Data	Service Order Content	CT and PT information									
149	Service Order Data	Service Order Content	Meter read instructions									
150	Service Order Data	Service Order Content	Meter Install Date									
151	Service Order Data	Service Order Content	Last Meter Test Date									
152	Service Order Data	Service Order Content	Meter Ownership									
153	Service Order Data	Service Order Content	Priority Code (Classification)									
154	Service Order Data	Service Order Content	Special Needs									
155	Service Order Data	Service Order Content	Operations area (Service Center/District)									
156	Service Order Data	Service Order Content	Order Source/Originator									
157	Service Order Data	Service Order Content	Field Investigation Territories or Field Service Territories (Sub Area)									
158	Service Order Data	Service Order Content	Meter location									
159	Service Order Data	Service Order Content	Requested disconnect method									
160	Service Order Data	Service Order Content	Previous disconnect method									
161	Service Order Data	Service Order Content	Last meter reading									

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REF #	PROCESS	CATEGORY	DESIRED FUNCTIONALITY	In Base System	Requires Configuration	Requires user exit	Requires modification	Available in Future Release	Not Supported	Module	Workday Estimate	Bidder Notes
162	Service Order Data	Service Order Content	Current meter reading (Error Reading)									
163	Service Order Data	Service Order Content	Constant/multiplier									
164	Service Order Data	Service Order Content	"Serves" field: notes the principle end use or the critical care designation (i.e., grain elevator, life support, hog confinement, etc)									
165	Service Order Data	Service Order Content	Geographic Location Number (Transformer/Node Number)									
166	Service Order Data	Service Order Content	Same As Address (Crew notes nearest address feeding from same transformer/node)									
167	Service Order Data	Service Order Content	Substation I. D.									
168	Service Order Data	Service Order Content	Circuit Number									
169	Service Order Data	Service Order Content	Section Number									
170	Service Order Data	Service Order Content	Fuse Number									
171	Service Order Data	Service Order Content	Pole Number									
172	Service Order Data	Service Order Content	Town/Work Zone/Operations area									
173	Service Order Data	Service Order Content	Permit Number with Date									
174	Service Order Data	Service Order Content	Load Profile Description									
175	Service Order Data	Service Order Content	Revenue Area Code (RAC used to identify permitting authority)									
176	Service Order Data	Service Order Content	Service Status									
177	Service Order Data	Service Order Content	Free form text capabilities required on Service Order comment and Meter Reading comment.									
178	Service Order Data	Service Order Content	Multiple turn down codes (Market Defined)									
179	Service Order Data	Service Order Content	Rejection reason (Market Defined)									
180	Service Order Data	Service Order Content	Historic usage available (yes/no)									
181	Service Order Data	Service Order Content	Unmetered service type									
182	Service Order Data	Service Order Content	Security Light Type (Size/Watts)									
183	Service Order Data	Service Order Content	Security Light I. D. number									
184	Service Order Data	Service Order Content	Street Light Type (Size/Watts)									
185	Service Order Data	Service Order Content	Street Light I. D. number									
186	Service Order Data	Service Order Content	TDSP Rate Class									
187	Service Order Data	Service Order Content	Distribution loss factor code									
188	Service Order Data	Service Order Content	Support identification of an order as a repeat order and support initiation of charges for repeat orders									
189	Service Order Data	Service Order Content	Include property condition information on service orders (caution cards, special instructions, safety message, theft, credit risk)									
190	Service Order Data	Service Order Content	The product shall have the ability to create multiple separate service order types for the same customer at the same address.									
191	Service Order Data	Service Order Content	The order shall include a section for the field representative to list special conditions at the property, i.e. vacant home, stuck meter, etc.									

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REF #	PROCESS	CATEGORY	DESIRED FUNCTIONALITY	In Base System	Requires Configuration	Requires user exit	Requires modification	Available in Future Release	Not Supported	Module	Workday Estimate	Bidder Notes
192	Service Order Data	Service Order Content	The product shall be able to display a SAFETY MESSAGE to the representative and print on all orders that go to the field regardless of which field group. The product should give the user the flexibility to specify whether the message stays with the customer or with the premise.									
193	Service Order Data	Service Order Content	The product shall be able to provide on field orders for different field groups with a message, "HIGH VOLTAGE" on all orders types that have a meter prefix indicating it is a high voltage meter.									
194	Service Order Data	Service Order Content	The product shall support the service order data requirements needed to meet marketplace protocols, PUC Rules, etc.									
195	Service Order Data	Searching for an Order	The product shall have the ability to search for and access service orders (all types) regardless of status.									
196	Service Order Data	Searching for an Order	The following are search examples:									
197	Service Order Data	Searching for an Order	Date/time received/created									
198	Service Order Data	Searching for an Order	Date/time scheduled									
199	Service Order Data	Searching for an Order	Date/time required									
200	Service Order Data	Searching for an Order	Date/time completed									
201	Service Order Data	Searching for an Order	Service Address									
202	Service Order Data	Searching for an Order	Account Number									
203	Service Order Data	Searching for an Order	Premise Number									
204	Service Order Data	Searching for an Order	ESI E.D. (US Texas Requirement)									
205	Service Order Data	Searching for an Order	Technician assignment									
206	Service Order Data	Searching for an Order	Time scheduled									
207	Service Order Data	Searching for an Order	Order Source									
208	Service Order Data	Searching for an Order	Customer name									
209	Service Order Data	Searching for an Order	Order Status (e.g., Pending, completed)									
210	Service Order Data	Searching for an Order	Status (Transaction/response)									
211	Service Order Data	Searching for an Order	Effective date (Status)									
212	Service Order Data	Searching for an Order	Requested by individual/source									
213	Service Order Data	Searching for an Order	Telephone Number									
214	Service Order Data	Searching for an Order	Order Type									
215	Service Order Data	Searching for an Order	Order Priority									
216	Service Order Data	Searching for an Order	Meter number									
217	Service Order Data	Searching for an Order	Service characteristic (Metered, Unmetered, Overhead, Underground etc.)									
218	Service Order Data	Searching for an Order	Other Geographic Information									
219	Service Order Data	Searching for an Order	Address or address range (street name, range of addresses, town, etc.)									
220	Service Order Initiation	General Requirements	The product shall provide user configurable, context sensitive, dynamic scripting for all on-line order processing.									
221	Service Order Initiation	General Requirements	The product shall be able to verify that the customer and premise exist within the system prior to allowing orders for new service.									

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REF #	PROCESS	CATEGORY	DESIRED FUNCTIONALITY	In Base System	Requires Configuration	Requires user exit	Requires modification	Available in Future Release	Not Supported	Module	Workday Estimate	Bidder Notes
222	Service Order Initiation	General Requirements	The product shall provide unique identification of the order by a system-generated order number									
223	Service Order Initiation	General Requirements	The product shall provide the ability to initiate orders for non-metered services									
224	Service Order Initiation	General Requirements	The product shall provide the ability to initiate non-premise orders by entering cross street, intersections, or other pertinent information									
225	Service Order Initiation	Select Service/Meter	The product shall support initiation of orders for specific services (meter) without affecting the other services provided at the same address. If multiple meters or services exist for a single service point the system must allow the									
226	Service Order Initiation	User Alert/Support	The product shall provide online prompt/alert to warn the service representative of special situations when issuing, maintaining or voiding a service order.									
227	Service Order Initiation	User Alert/Support	Removal or disposition of company owned equipment (rentals, lights)									
228	Service Order Initiation	User Alert/Support	Change service back to the correct rate (standard price) following move-out.									
229	Service Order Initiation	User Alert/Support	Recognize an earlier order has not been completed and not allow for the completion of later orders that effect the service point billing status.									
230	Service Order Initiation	User Alert/Support	A disconnect order for non-payment is in the field and is either pending or completed.									
231	Service Order Initiation	User Alert/Support	The product shall allow the selected users to override any warning/alert provided by the system									
232	Service Order Initiation	User Alert/Support	The system shall prompt the user to enter any "missing" required information when orders.									
233	Service Order Initiation	User Alert/Support	The product shall alert the users that a premise has been disconnected for non-payment when creating an outage order.									
234	Service Order Initiation	Trouble/Outage Orders	When there are multiple outage calls in the same area, the product shall be able to notify personnel of the geographical area and identify the customers that could be impacted. It also shall be able to provide for customer notification for "critical accounts" such as medical emergency, sensitive customers, follow-up with correspondence to the customer, livestock confinement premises, and orders (when applicable) for restoration of services. This functionality should be in the CIS or supported through an interface to an OMS.									
235	Service Order Initiation	Trouble/Outage Orders	Allow for automated creation of correspondence to customers impacted by planned power outage									
236	Service Order Initiation	Trouble/Outage Orders	Display current trouble orders and maintain a history of trouble reports for a premise location.									
237	Service Order Initiation	Trouble/Outage Orders	Provide for the status updates, comments, and viewing of trouble orders.									

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REF #	PROCESS	CATEGORY	DESIRED FUNCTIONALITY	In Base System	Requires Configuration	Requires user exit	Requires modification	Available in Future Release	Not Supported	Module	Workday Estimate	Bidder Notes
238	Service Order Initiation	Trouble/Outage Orders	Trouble orders should allow any relevant field to be included on the service order. Refer back to Service Order Format and Content.									
239	Service Order Generation	Prioritization	The product shall have the ability to determine order sequence hierarchy.									
240	Service Order Generation	Order Stacking and Timing Edits	The product shall accept (and process) multiple, non-sequential transactions concurrently on a single premise.									
241	Service Order Generation	Order Stacking and Timing Edits	The product shall support user defined business rules for order timing.									
242	Service Order Generation	Order Stacking and Timing Edits	The product shall provide on-line error handling for order stacking and timing.									
243	Service Order Generation	Order Stacking and Timing Edits	The product shall route order stacking and timing errors using user configurable workflow processing									
244	Service Order Generation	Order Stacking and Timing Edits	The product shall comply with all rules in accordance with the Texas SET Solution to Stacking Document.									
245	Service Order Generation	Scheduling	The product shall have the ability to coordinate the process of orders that should be worked together even though different workdays are assigned.									
246	Service Order Generation	Scheduling	The product shall have the ability to change the priority of orders due to aging.									
247	Service Order Generation	Scheduling	The product shall automatically notify the service representative of the first available appointment and time slot, with optional future dates and time slots, and service order number once the order is created. The date taken and the ID of the person taking the order needs to be recorded.									
248	Service Order Generation	Scheduling	There have been more work order minutes scheduled than minutes available. The product shall have the ability to be able to handle this. Allow additional orders (by type) to be sent through to be worked if there is no available time.									
249	Service Order Generation	Scheduling	The product shall have the ability to 'count' the minutes and then 'close' the work date and time slot to allow for a maximum number of orders to be scheduled. The product shall also allow the schedule to be overridden once the maximum workload has been scheduled.									
250	Service Order Generation	Scheduling	The product shall verify date with the user if work is scheduled for a weekend or a holiday.									
251	Service Order Generation	Scheduling	The product shall be able to assign the first available work date based on order type or market rules.									
252	Service Order Generation	Scheduling	The product shall allow the customer to choose a specific date and time and/or a block of time or dates.									
253	Service Order Generation	Scheduling	The product shall provide for an on-line review of the order backlog.									
254	Service Order Generation	Scheduling	The product shall have the ability to pre-schedule service order appointments.									
255	Service Order Generation	Scheduling	The product shall have the ability to calculate service order arrival times.									
256	Service Order Generation	Scheduling	The product shall have the ability to add unscheduled work to a service order.									

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REF #	PROCESS	CATEGORY	DESIRED FUNCTIONALITY	In Base System	Requires Configuration	Requires user exit	Requires modification	Available in Future Release	Not Supported	Module	Workday Estimate	Bidder Notes
257	Service Order Generation	Scheduling	The product shall have the ability to filter multiple orders.									
258	Service Order Generation	Scheduling	The product shall have the ability to send all non-dispatched and un-worked orders to a different online work queue for rescheduling and customer notification depending on the type of work order.									
259	Service Order Generation	Scheduling	The product shall have the ability to re-route a service order on-line from one service/dispatch terminal to another.									
260	Service Order Generation	Scheduling	The product shall have the ability to interface with a service order scheduling system.									
261	Service Order Generation	Scheduling	Ability to schedule multiple appointment windows with an order.									
262	Service Order Generation	Scheduling	The product shall have the ability to remove the order from the schedule, adjust the work time from the original schedule, and track the order (in case the customer does not call to reschedule within a given time frame).									
263	Service Order Generation	Scheduling	The product shall have the ability to reschedule the order .									
264	Service Order Generation	Scheduling	The product shall be able to reschedule orders in bulk due to weather.									
265	Service Order Generation	Order Dispatch	The product shall be able to define and maintain service zones. (i.e., sequence, maps, number of accounts, zip codes, etc.).									
266	Service Order Generation	Order Dispatch	The product shall be able to assign service order based on type of work.									
267	Service Order Generation	Order Dispatch	The product shall provide for area segments, field investigations and field service territories.									
268	Service Order Generation	Order Dispatch	The product shall be able to indicate to any office personnel that particular order has been dispatched to the field. (The indicator would have to be seen on the individual order.)									
269	Service Order Generation	Order Dispatch	The product shall have the capability to issue orders in both batch and real time environments with de-fault routing instructions, as well as the ability to route orders to a specific destination and device.									
270	Service Order Generation	Order Dispatch	Ability to have different dispatch methods based on jurisdiction and time of day									
271	Service Order Generation	Order Dispatch	Support the input and immediate dispatching of an order at the correct field office									
272	Service Order Generation	Order Dispatch	Support automatic routing (with override capability of order to the appropriate service center/dispatch printer)									
273	Service Order Generation	Order Dispatch	The product shall have the ability to assign and route an order to a different work group and location on a permanent or temporary basis.									
274	Service Order Generation	Order Dispatch	The product shall have the ability to suppress order dispatch									

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REF #	PROCESS	CATEGORY	DESIRED FUNCTIONALITY	In Base System	Requires Configuration	Requires user exit	Requires modification	Available in Future Release	Not Supported	Module	Workday Estimate	Bidder Notes
275	Service Order Completion	Update Order	The product shall have the ability upon completion of the order to capture, update, and store user defined information.									
276	Service Order Completion	Update Order	Examples of service order completion data include the following:									
277	Service Order Completion	Update Order	Order effective and creation date									
278	Service Order	Update Order	Who worked and completed order with telephone number									
279	Service Order Completion	Update Order	Field action a i.e. meter read, physical off type, etc.									
280	Service Order Completion	Update Order	Disconnect method and location of meter/equipment									
281	Service Order Completion	Update Order	Location information / cross street and intersection									
282	Service Order Completion	Completion Updates/Alerts	Automatically notify order originator of status change. Order originator would be the CR and notification would be via direct connection.									
283	Service Order Completion	Completion Updates/Alerts	Once order is worked, if special conditions were entered by the field representative, this information shall automatically be noted on the meter reading instructions for user defined period of time.									
284	Service Order Completion	Completion Updates/Alerts	The product shall be able to display and identify the reason a service was shut off. (Delinquent Regular bill, diversion, temporary off, unauthorized use, delinquent deposit, final bill, seasonal, customer request, etc.)									
285	Service Order Completion	Completion Updates/Alerts	If field person was unable to gain access, generate a letter to the customer asking to gain entry per user defined rules. If not create a to do in a work queue for manual release by diversion team.									
286	Service Order Completion	Completion Updates/Alerts	The product shall be able to accept a closing and final read for a customer by the Field Investigator without having an off order pending. This will have to result in the automatic creation of a final bill for that contract.									
287	Service Order Completion	Auto-Complete	The product shall be able to automatically complete certain types of orders without a field visit.									
288	Service Order Completion	Auto-Complete	The following are examples of these self completing orders:									
289	Service Order Completion	Auto-Complete	On cycle switch using regular meter reading.									
290		Auto-Complete	Complete a move-out using the next customer's on reading									
291	Service Order Completion	Auto-Complete	Batch orders (Automated Complete no EDI return transaction)									
292	Service Order Completion	Auto-Complete	The product shall be able to identify how the order would be completed. (Create EDI etc.)									
293	Service Order Completion	Auto-Complete	Update to customer information (name/telephone etc.)									
294	Service Order Completion	Auto-Complete	The product shall have the ability to process online auto completion of service orders.									
295	Service Order Completion	Auto-Complete	The system needs to support user defined business logic to automatically match safety net (spreadsheet uploaded orders) with the corresponding EDI transaction.									

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Customer Service Field Work

CIS Functional Requirements

REF #	PROCESS	CATEGORY	DESIRED FUNCTIONALITY	In Base System	Requires Configuration	Requires user exit	Requires modification	Available in Future Release	Not Supported	Module	Workday Estimate	Bidder Notes
296	Service Order Completion	Completion Sequence Enforcement	The product shall have an order completion process, emphasizing efficiency and constraints. For example:									
297	Service Order Completion	Completion Sequence Enforcement	Have a completion sequence enforced (multiple orders for same premise) including an automated user defined edits that prevent time/date sequences that are not possible (e.g. a completed date/time that is PRIOR TO the date/time order was issued or placed in transit or arrived at location).									
298	Service Order Completion	Completion Sequence Enforcement	Ability to re-queue orders if data is missing.									
299	Service Order Completion	Completion Sequence Enforcement	Order completion dependent on billing (on cycle, account status)									
300	Service Order Management	Order Tracking	The product shall provide for order status tracking based on user defined status codes. Maintain order status through the life of an order and provide and audit trail of order status									
301	Service Order Management	Order Tracking	The product shall have the ability to provide tracking of the type and number of orders processed each workday in order to track field performance and order trends (i.e., Order confirmation number is created and displayed at the time the order is initiated).									
302	Service Order Management	Order Tracking	The product shall track and note information regarding the reason and/or condition for the incomplete orders. The product shall have the ability to automatically reissue the order through the dispatch system.									
303	Service Order Management	Market mechanics (order tracking)	The system shall support processes that specify the market transaction rules for each order type. The rules will vary based on jurisdictional specific requirements.									
304	Service Order Management	Market mechanics (order tracking)	Examples of market transactions rules include the following:									
305	Service Order Management	Market mechanics (order tracking)	Order received response sent (accept or reject)									
306	Service Order Management	Market mechanics (order tracking)	Order completed response sent									
307	Service Order Management	Market mechanics (order tracking)	Order unexcitable response sent									
308	Service Order Management	Market mechanics (order tracking)	Order exception no response sent									
309	Service Order Management	Market mechanics (order tracking)	Order exception response sent order was not dispatched									
310	Service Order Management	Market mechanics (order tracking)	The product shall support resending of the above transactions in case of error.									
311	Service Order Management	Market mechanics (order tracking)	The system shall perform complex user defined validation and analysis of system data for permits, safety net, critical care and other factors before determining the correct market response.									
312	Service Order Management	Market mechanics (order tracking)	The system shall provide online tracking of these transactions with user defined workflow processing for exceptions to the market transaction rules.									
313	Service Order Management	Market mechanics (order tracking)	The system shall determine automatically determine the date wanted based on user defined business logic..									

CIS Functional Requirements

REF #	PROCESS	CATEGORY	DESIRED FUNCTIONALITY	In Base System	Requires Configuration	Requires user exit	Requires modification	Available in Future Release	Not Supported	Module	Workday Estimate	Bidder Notes
314	Service Order Management	Update/Cancel Orders	The product shall be able to update and/or cancel an existing order									
315	Service Order Management	Update/Cancel Orders	The product shall have the ability to provide controls applicable to order updates and/or cancels while an order is pending or in the field									
316	Service Order Management	Update/Cancel Orders	The product shall alert the CSR if an update or cancel is being made to an order that is currently in the field.									
317	Service Order Management	Update/Cancel Orders	The product shall be able to flag a disconnect order for possible modifications based on the cancellation of the related connect order.									
318	Service Order Management	Update/Cancel Orders	The product shall have the ability to allow for changes to historical data with a name of the representative who updated the order with date and time stamped.									
319	Service Order Management	Printing Orders	The product shall have the capability to print service orders in both batch and real time environments									
320	Service Order Management	Printing Orders	The product shall have the ability to print a service order list									
321	Service Order Management	Printing Orders	Provide the capability of reprinting specific orders or a small group of specific orders online or batch.									
322	Service Order Management	Miscellaneous	The product shall also provide the ability to support order generation for non-company meters									
323	Service Order Management	Miscellaneous	Ability to mass generate, mass edit and mass complete service orders.									
324	Service Order Interfaces	Order Systems	The system shall provide the ability to accept orders for internal and external users using a variety of access methods. These orders may be created via real-time access to system transactions, via the web, via real-time or batch interfaces. The system should provide mechanisms to insure the accuracy of this information and on-line routing of errors to a work queue for review or correction.									
325	Service Order Interfaces	Dispatch Systems	The product shall be able to interface (real-time, batch) with computer aided dispatch for sending orders and receiving completion information.									
326	Service Order Interfaces	Dispatch Systems	The product shall have the ability to support dispatching to MWM field terminals.									
327	Service Order Interfaces	Dispatch Systems	The product shall allow access to CIS data from MWM field terminals.									
328	Service Order Interfaces	Dispatch Systems	The product shall support dispatching and completion of field orders via radio dispatch (non-MDSI orders)									
329	Service Order Interfaces	EDI Transaction Management Systems	The product shall support standard communication structures (EDI, Other) to third parties for sending and receiving order requests, updates, completion information. The system will comply with all mandated communication standards between the interested parties.									
330	Service Order Interfaces	Outage Management Systems	The product shall have the ability to interface with trouble systems.									
331	Service Order Interfaces	Mobile Data Systems	The product shall have the ability to interface with a Mobile Data System.									
332	Service Order Interfaces	Mobile Data Systems	The system shall provide user defined logic to manage uploading and downloading of orders from the CIS to the MWM system based on transaction type.									
333	Service Order Interfaces	Scheduling Systems	The product shall interface with existing order scheduling software.									

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REF #	PROCESS	CATEGORY	DESIRED FUNCTIONALITY	In Base System	Requires Configuration	Requires user exit	Requires modification	Available in Future Release	Not Supported	Module	Workday Estimate	Bidder Notes
334	Service Order Interfaces	WMS/GIS	The product shall have the ability to interface with GIS and WMS in such a way as to efficiently schedule orders based on time and distance as well as skill sets of service personnel available to the geographic area.									
335	Service Order Interfaces	WM/GIS	The product shall have the ability to interface with the Work Management System or CAD.									
336	Service Order Interfaces	WM/GIS	The product shall provide an interface with GIS during street light/security light installation/removal in order that GIS based mapping will be updated in the CIS.									
337	Service Order Interfaces	WM/GIS	The product shall provide an interface with GIS during meter order completion in order that GIS information be updated in the CIS.									
338	Service Order Interfaces	Third Parties	The system shall interface with 3rd party meter inventory systems to update customer, premise, equipment information during order completion.									
339	Service Order Interfaces	Call Center	Interface to an outbound automated call system to contact customers impacted by power outage.									

CIS Functional Requirements

REF #	PROCESS	CATEGORY	DESIRED FUNCTIONALITY	In Base System	Requires Configuration	Requires user exit	Requires modification	Available in Future Release	Not Supported	Module	Workday Estimate	Bidder Notes
	REVENUE ACCOUNTING											
1	AR Data	Accounts Receivable Balance	The product shall have the ability to provide daily system calculations of the outstanding accounts receivable balance.									
2	AR Data	Accounts Receivable Balance	The product shall provide a real-time account level balance									
3	AR Data	Accounts Receivable Balance	The product shall provide a real-time customer level balance.									
4	AR Data	Accounts Receivable Balance	The product shall have the ability to provide daily calculations of all outstanding accounts receivable balances by type of receivable, e.g. water, power, gas, sewer, different taxes, commodities, products etc.									
5	AR Data	Accounts Receivable Balance	The product shall provide the ability to handle open-item accounting									
6	AR Data	AR Detail	The product shall provide detailed accounts receivable information									
7	AR Data	AR Detail	Details include but are not limited to the following:									
8	AR Data	AR Detail	Date received									
9	AR Data	AR Detail	Date posted									
10	AR Data	AR Detail	Date due									
11	AR Data	AR Detail	Unpaid Amount									
12	AR Data	AR Detail	Amount remaining after payment, adjustment, partial cancellation									
13	AR Data	AR Detail	Original receivable amount									
14	AR Data	AR Detail	Source of transaction									
15	AR Data	AR Detail	The product shall have receivable history maintained for common transactions.									
16	AR Data	AR Detail	Details include but are not limited to the following:									
17	AR Data	AR Detail	Bill calculation									
18	AR Data	AR Detail	Cancellation/rebill									
19	AR Data	AR Detail	Payment									
20	AR Data	AR Detail	Returned check, (what information is available on the product)									
21	AR Data	AR Detail	Write-off									
22	AR Data	AR Detail	Reinstatements									
23	AR Data	AR Detail	Transfer									
24	AR Data	AR Detail	Final bill									
25	AR Data	AR Detail	Non-utility products and services									
26	AR Data	AR Detail	The product must keep a detailed history of all adjustments to dollars, energy, taxes and demand adjustments.									
27	AR Data	AR Detail	The product shall have the ability to provide visibility for miscellaneous receivables (whether billed through this system or another billing system).									
28	AR Data	AR Detail	The product shall be able to support multiple receivable types.									
29	AR Data	AR Detail	The following are examples of receivable types:									
30	AR Data	AR Detail	Utility service charges									

CIS Functional Requirements

REF #	PROCESS	CATEGORY	DESIRED FUNCTIONALITY	In Base System	Requires Configuration	Requires user exit	Requires modification	Available in Future Release	Not Supported	Module	Workday Estimate	Bidder Notes
31	AR Data	AR Detail	Non-utility service charges									
32	AR Data	AR Detail	Late payment charges									
33	AR Data	AR Detail	Deferred agreements (Short Term Extension)									
34	AR Data	AR Detail	Long term credit agreements (installment payments)									
35	AR Data	AR Detail	Installment Payment Plans									
36	AR Data	AR Detail	Service fees									
37	AR Data	AR Detail	Returned checks fee									
38	AR Data	AR Detail	One time fees/charges									
39	AR Data	AR Detail	Marketing programs									
40	AR Data	AR Detail	Merchandise programs									
41	AR Data	AR Detail	Finance charges									
42	AR Data	AR Detail	Sundry receivables									
43	AR Data	AR Detail	Products									
44	AR Data	AR Detail	Taxes									
45	AR Data	AR Detail	Energy consumption and demand charges									
46	AR Data	AR Detail	Deposit payments									
47	AR Data	AR Detail	Deposit Interest paid									
48	AR Data	AR Detail	Deposit interest liability									
49	AR Data	AR Detail	The product shall support reconciliation tracking to the lowest level of detail (account level, receivable type, etc.).									
50	AR Data	AR Summary	The product must keep a detailed history of all bills issued, adjustments should not change these "original" bills but appear as line item adjustments on future bills.									
51	AR Data	AR Summary	The product shall have the ability to provide receivables for aggregated groups.									
52	AR Data	AR Summary	The product shall have the ability to view accounts receivable summary information.									
53	AR Data	AR Summary	The product shall have the ability to display outstanding balances for charges, unidentified payments, misc items at month end.									
54	AR Data	AR Summary	For the following:									
55	AR Data	AR Summary	Receivable type									
56	AR Data	AR Summary	Charge group									
57	AR Data	AR Summary	Bankruptcies									
58	AR Data	AR Summary	Charge offs									
59	AR Data	AR Summary	Billing program									
60	AR Data	AR Summary	Age of charge									
61	AR Data	AR Summary	Ability to drill to details behind summary									
62	AR Data	AR Summary	The product shall provide the ability to reconcile overpayments against new customer charges									
63	AR Data	Taxes	The product shall have the ability to apply different taxes to the same tariff or charge.									
64	AR Data	Taxes	The product shall have the ability to apply different taxes to adjustments by line item.									
65	AR Maintenance	Account Distribution Rules	The product shall have the ability to provide for the capture of receivables by user-maintained, table-driven components.									
66	AR Maintenance	Account Distribution Rules	The product should be able to allow authorized users to maintain account distribution rules for all financial activity (A/R, revenue, expense, etc.).									

CIS Functional Requirements

REF #	PROCESS	CATEGORY	DESIRED FUNCTIONALITY	In Base System	Requires Configuration	Requires user exit	Requires modification	Available in Future Release	Not Supported	Module	Workday Estimate	Bidder Notes
67	AR Maintenance	Adjustments	The product shall be able to support on-line adjustments:									
68	AR Maintenance	Adjustments	Types of adjustments include:									
69	AR Maintenance	Adjustments	Charge offs (various reasons including uncollectible, forgiveness programs, bankruptcy)									
70	AR Maintenance	Adjustments	Redistribution of a payment									
71	AR Maintenance	Adjustments	Transfers between accounts									
72	AR Maintenance	Adjustments	Cancellation of late payment and returned check charges									
73	AR Maintenance	Adjustments	Cash payment encoding and third party errors									
74	AR Maintenance	Adjustments	Cancellation of refunds									
75	AR Maintenance	Adjustments	The product shall have the flexibility to allow for changes in the charge-off rules and functionality.									
76	AR Maintenance	Adjustments	The product shall allow for reinstatement of account balances subsequent to charge-off									
77	AR Maintenance	Adjustments	The product shall be able to show the effect on consumption for the above on-line adjustments and how it is reported.									
78	AR Maintenance	Adjustments	The product shall have the ability to make adjustments on any billing component.									
79	AR Maintenance	Adjustments	The product shall have the ability to make one-time adjustments not associated with a billing component (Business needs - service failure recovery, NSF fee, etc.) and such adjustments shall appear on the next customer bill.									
80	AR Maintenance	Adjustments	The product shall have the ability to track and summarize reasons for bill corrections.									
81	AR Maintenance	Adjustments	The product shall be able to support automatic cancel and rebills for current and multiple periods. **Note: most of cancel/rebill functionality covered under Billing**									
82	AR Maintenance	Adjustments	The product shall be able to support consumption only adjustments.									
83	AR Maintenance	Adjustments	The product shall be able to support the real-time on-line recalculation of the consumption and revenue for adjustment based on entry of approved current readings.									
84	AR Maintenance	Adjustments	The product shall support adjustments to prior billing periods without the need to cancel the original bill. The adjustment can be applied to any prior billing period but appear as an adjustment on the next regular invoice.									
85	AR Maintenance	Adjustments	The product must keep track of the impact on taxes for all of the above adjustments.									
86	AR Maintenance	GL Posting	The product should be able to automatically create all financial transactions (i.e., billing payment, deposit, etc.) for posting to the General Ledger.									
87	AR Maintenance	GL Posting	The product should be able to report paid deposits to the General Ledger									
88	AR Maintenance	GL Posting	The product shall calculate monthly liability for interest based on retained customer deposits									

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Revenue Accounting

CIS Functional Requirements

REF #	PROCESS	CATEGORY	DESIRED FUNCTIONALITY	In Base System	Requires Configuration	Requires user exit	Requires modification	Available in Future Release	Not Supported	Module	Workday Estimate	Bidder Notes
89	AR Maintenance	Memo Amounts	The product shall handle memo amounts. Memo amounts may or may not be reported the general ledger. They are used to track status of special programs within the customer system.									
90	AR Maintenance	Memo Amounts	Programs that require memo postings include:									
91	AR Maintenance	Memo Amounts	Budget billing (the level payment amount is a record only item)									
92	AR Maintenance	Memo Amounts	Energy assistance pledges									
93	AR Maintenance	Memo Amounts	Year to date charity contributions									
94		Memo Amounts	Security deposit installments									
95	AR Maintenance	Memo Amounts	Fixed Payment Plan amounts									
96	AR Maintenance	Memo Amounts	The product shall be able to perform baseline processing of memo amounts. It shall be able to show the transactions used to maintain budgets, energy assistance and deposits; and may not impact the general ledger accounting.									
97	AR Maintenance	Memo Amounts	The product shall be able to show that memo amounts are available for display in the product, on reports and correspondence and on the bill.									
98	AR Maintenance	Memo Amounts	The product shall be able to differentiate between amounts affecting and not affecting the general ledger.									
99	AR Maintenance	Receivable Aging	The product shall be able to handle the aging of all types of accounts receivables including a stratification of accounts by various parameters.									
100	AR Maintenance	Receivable Aging	The following are examples of receivable aging.									
101	AR Maintenance	Receivable Aging	Aging by cycle (30/60/90/120….)									
102	AR Maintenance	Receivable Aging	Aging by calendar date									
103	AR Maintenance	Receivable Aging	Aging by program									
104	AR Maintenance	Receivable Aging	Aging by company and receivable type									
105	AR Maintenance	Receivable Aging	Aging by company and product type									
106	AR Maintenance	Receivable Aging	Aged data presented by fund down to the receivable component level									
107	AR Maintenance	Refunds	The product shall be able to support on-line refunding of overpayments including capability to generate a refund when customers account balance is not in a credit status, or when only a partial refund is necessary.									
108	AR Maintenance	Refunds	The product shall provide a work queue function for approval of refunds.									
109	AR Maintenance	Transfers	The product shall be able to support automatic adjustment of small debit/credit balances on inactive accounts when the balance is less than or equal to a user-specified table-driven amount.									
110	AR Maintenance	Transfers	The product shall allow the for the transfer of receivables (receivable type change) including the following:									

CIS Functional Requirements

REF #	PROCESS	CATEGORY	DESIRED FUNCTIONALITY	In Base System	Requires Configuration	Requires user exit	Requires modification	Available in Future Release	Not Supported	Module	Workday Estimate	Bidder Notes
111	AR Maintenance	Transfers	Redistribute a payment from one receivable type to another within the same account									
112	AR Maintenance	Transfers	Transfer receivables from one type to another within the same account									
113	AR Maintenance	Transfers	Transfer payments between accounts for the same receivable type									
114	AR Maintenance	Transfers	Transfer payments between accounts for different receivable types									
115	AR Maintenance	Transfers	Transfer receivables from one general ledger account to another									
116	AR Maintenance	Transfers	The product shall be able to show transferred receivables at the account level									
117	AR Maintenance	Transfers	The product shall be able to show transferred receivables at the transaction level									
118	AR Maintenance	Transfers	The product shall maintain the history on both accounts involved in the transfer									
119	AR Maintenance	Transfers	The product must support an online approval process for the above transactions.									
120	AR Maintenance	Transfers	The product shall have the ability to:									
121	AR Maintenance	Transfers	Transfer total debit and credit balances									
122	AR Maintenance	Transfers	Transfer partial debit or credit balances									
123	AR Maintenance	Transfers	Transfer an unidentified payment or payment reversal to a single suspense account									
124	AR Maintenance	Transfers	Transfer an unidentified payment or payment reversal to multiple accounts									
125	AR Maintenance	Transfers	View payment / payment reversal history									
126	AR Maintenance	Transfers	Transfer full or partial account balance from one account to another									
127	AR Maintenance	Transfers	Transfer full or partial account balance from one account to multiple accounts (with restrictions based on user defined business rules)									
128	AR Maintenance	Transfers	Retain the historical data as well as the transfer data									
129	AR Maintenance	Transfers	The product shall have the ability to track the original date of the transaction as well as the transfer date for accounts receivable aging purposes.									
130	AR Maintenance	Transfers	The product must support an online approval process for the above transactions.									
131	AR Maintenance	Unclaimed AR	The product shall be able to support the on-line processing of unclaimed accounts receivables including access to all applicable customer and account information and unclaimed receivables.									
132	AR Maintenance	Unclaimed AR	The product shall capture and display the following unclaimed information:									
133	AR Maintenance	Unclaimed AR	Date status changed to unclaimed									
134	AR Maintenance	Unclaimed AR	Date sent to the state/province									

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Revenue Accounting

CIS Functional Requirements

REF #	PROCESS	CATEGORY	DESIRED FUNCTIONALITY	In Base System	Requires Configuration	Requires user exit	Requires modification	Available in Future Release	Not Supported	Module	Workday Estimate	Bidder Notes
135	AR Maintenance	Unclaimed AR	Unclaimed accounts receivable transaction listing									
136	AR Maintenance	Unclaimed AR	Unclaimed accounts receivable balance									
137	AR Maintenance	Unclaimed AR	Identification as to whether funds sent to a third party were deposits or inactive accounts receivable credit balances.									
138	AR Maintenance	Unclaimed AR	The product shall have the ability to provide a permanent record of escheat (Forwarded to the state/province) transactions by account.									
139	AR Maintenance	Unclaimed AR	The product shall provide the ability for customers to search for unclaimed amounts via the web.									
140	Miscellaneous AR Functionality	Unclaimed AR	The system should provide long term loan tracking functions.									
141	Revenue Accounting	Intercompany Transactions	The product should be able to account for intercompany transactions.									
142	Revenue Accounting	Intercompany Transactions	The company owns, operates and maintains facilities. The product shall have the ability to automatically "pay off" the amount of bills and report the information to the general ledger accounting system.									
143	Revenue Accounting Reporting	Reports	The product shall provide revenue reporting capabilities.									
144	Revenue Accounting Reporting	Reports	The product shall be able to assign adjusted revenue according to the proper accounting period and report both revenue changes and consumption changes.									
145	Revenue Accounting Reporting	Reports	The product shall be able to extract month-end balances at a later date.									
146	Revenue Accounting Reporting	Reports	The product shall be able to identify any out-of-balance situations.									
147	Revenue Accounting Reporting	Reports	The system shall have the ability to produce AR and GL reports and online screens to view GL and or AR accounts at detail and summary level.									
148	Revenue Accounting Reporting	Reports	The system shall include base reports and online screens to reflect system current accounts receivables, current billings, all financial transaction activity by type e.g. (cash, deposits, adjustments, cancels, rebills, AR transfers, etc) For any user defined time period including running totals and current period.									
149	Revenue Accounting Reporting	Reports	The system shall have the ability to track and report all financial transactions processed daily (cash payments, deposits, refunds, write offs, billings, etc)									
150	Revenue Accounting Reporting	Reports	Monthly receivables aging summary									
151	Revenue Accounting Reporting	Reports	The system shall allow for reporting of utility revenue, and statistics (kwh, CCF, GJ, Therms) and all other revenue (daily, monthly, quarterly, annually, year-to-date) including but not limited to the following:									
152	Revenue Accounting Reporting	Reports	Reports may be produced based on the following:									
153	Revenue Accounting Reporting	Reports	Billing cycle/batch									
154	Revenue Accounting Reporting	Reports	Calendar month									
155	Revenue Accounting Reporting	Reports	Revenue earnings month end									

Revenue Accounting

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REF #	PROCESS	CATEGORY	DESIRED FUNCTIONALITY	In Base System	Requires Configuration	Requires user exit	Requires modification	Available in Future Release	Not Supported	Module	Workday Estimate	Bidder Notes
156	Revenue Accounting Reporting	Reports	All tax entity levels									
157	Revenue Accounting Reporting	Reports	Class of customer									
158	Revenue Accounting Reporting	Reports	GL Number									
159	Revenue Accounting Reporting	Reports	Customer segments (retail, transportation)									
160	Revenue Accounting Reporting	Reports	Company									
161	Revenue Accounting Reporting	Reports	Region/District									
162	Revenue Accounting Reporting	Reports	State/province									
163	Revenue Accounting Reporting	Reports	Type of receivable									
164	Revenue Accounting Reporting	Reports	SIC Code									
165	Revenue Accounting Reporting	Reports	NAICS Code									
166	Revenue Accounting Reporting	Reports	Rate Schedule									
167	Revenue Accounting Reporting	Reports	Rider									
168	Revenue Accounting Reporting	Reports	Billing component									
169	Revenue Accounting Reporting	Reports	Meter Number									
170	Revenue Accounting Reporting	Reports	Any User Defined Element									
171	Revenue Accounting Reporting	Reports	Marketing Campaign									
172	Revenue Accounting Reporting	Reports	Product									
173	Revenue Accounting Reporting	Reports	Geographic Region/taxing district									
174	Revenue Accounting Reporting	Reports	Tariff number (Rate Sheet)									
175	Revenue Accounting Reporting	Reports	The system shall provide customer count by sub-segment, movements of customers to different sub-segments, customer gains and losses by sub-segment.									
176	Revenue Accounting Reporting	Reports	The system shall provide customer counts and revenue reports by user defined criteria.									
177	Revenue Accounting Reporting	Reports	Based on accounts billed and the due dates of the those accounts, the system should generate cash forecasts for treasury. This report should contain expected payments by date, amount and payment type. (check, wire transfer)									

CIS Functional Requirements

REF #	PROCESS	CATEGORY	DESIRED FUNCTIONALITY	In Base System	Requires Configuration	Requires user exit	Requires modification	Available in Future Release	Not Supported	Module	Workday Estimate	Bidder Notes
178	Revenue Accounting Reporting	Reports	The system should provide a forecast of cash based on annual sales by month for future sales based on prior billed activity for any user defined element, by product, by segment etc.									
179	Revenue Accounting Reporting	Reports	The system shall provide a forecast of monthly charge-off based on historical payment by segment, month, final bill amounts.									
180	Revenue Accounting Reporting	Reports	The product shall provide reliable and consistent reserve level analysis.									
181	Revenue Accounting Reporting	Reports	Revenue analysis could include the following:									
182	Revenue Accounting Reporting	Reports	Monthly aged receivables by account status (active, inactive, service, non-service, etc.)									
183	Revenue Accounting Reporting	Reports	Monthly payments distribution									
184	Revenue Accounting Reporting	Reports	Monthly write-off									
185	Revenue Accounting Reporting	Reports	Monthly reinstatements									
186	Revenue Accounting Reporting	Reports	Other activity									
187	Revenue Accounting Reporting	Reports	The product shall track Monthly Credit and Debit dollar adjustments									
188	Revenue Accounting Reporting	Reports	The system shall track receivable write-off and reinstatement by aging category, tax jurisdiction, etc.									
189	Revenue Accounting Reporting	Reports	List of all government accounts and their outstanding balance at month end									
190	Revenue Accounting Reporting	Reports	Listing of all adjustments within a month with reason									
191	Revenue Accounting Reporting	Reports	The system shall calculate bad debt reserve rates by aging category using user defined algorithms based on historical charge-offs, reinstatements and balances. The user will have the ability to change these algorithms.									
192	Revenue Accounting Reporting	Reports	The product shall be able to support generation of revenue related data for analysis and reporting by other business units.									
193	Revenue Accounting Reporting	Reports	The product shall be able to produce consolidated revenue reports based on predetermined criteria (i.e., one report for the enterprise with appropriate sub-totals by user defined criteria.									
194	Revenue Accounting Reporting	Reports	The product shall have the ability to provide for the capture of revenue by user-maintained, table-driven components.									
195	Revenue Accounting Reporting	Reports	The product shall have the ability to identify revenue and/or consumption at the agreement/billable item level.									
196	Revenue Accounting Reporting	Reports	The product shall have the ability to view which revenue month a bill is booked to.									
197	Revenue Accounting Reporting	Reports	The product shall have the ability to recognize revenue on installment purchases, immediately or over time based on the monthly charge.									
198	Revenue Accounting Reporting	Reports	The system shall provide a methodology for allocating billed revenue to revenue month based on user defined algorithms.									

CIS Functional Requirements

REF #	PROCESS	CATEGORY	DESIRED FUNCTIONALITY	In Base System	Requires Configuration	Requires user exit	Requires modification	Available in Future Release	Not Supported	Module	Workday Estimate	Bidder Notes
199	Revenue Accounting Reporting	Reports	The system shall provide a methodology for calculating unbilled revenue for a user defined period based on previous billed consumption using user defined algorithms.									
200	Revenue Accounting Reporting	Reports	The product shall support forecasting of expected revenue by customer classification, rate type, day, month based on current and historical billed amounts.									
201	Revenue Accounting Reporting	Reports	The product shall also monitor, manage and report recoveries by various methods such as inception-to-date, month-to-date, etc. The product shall be able to manage and report long-term, multi-year recoveries and supplier 'pass through' charges.									
202	Revenue Accounting Reporting	Reports	Produce monthly consumption and earnings reports, which captures all components of revenue by customer, agreement, product, service, etc.									
203	Revenue Accounting Reporting	Reports	The system must have the capability to capture/report revenue and consumption from different billed components.									
204	Revenue Accounting Reporting	Reports	The system must have the capability to capture/report consumption and revenue based on a multi tiered (i.e., stepped - electric, gas, seasonal, other..) rate structure.									
205	Revenue Accounting Reporting	Reports	The system must have the capability to capture/report revenue and consumption by different customer classes.									
206	Revenue Accounting Reporting	Reports	The system must have the capability to capture/report total revenue by rate component and by customer class.									
207	Revenue Accounting Reporting	Reports	The system must be able to capture/report historical data (revenue and consumption).									
208	AR Interfaces	GL Interface	The product must provide standard interface APIs to industry standard General Ledger systems including but not limited to Oracle, People Soft, SAP, others. (for g/l account number validation and transaction posting)									
209	AR Interfaces	GL Interface	The product shall allow for manual entry of G/L account numbers for specific misc. account adjustments.									
210	AR Interfaces	GL Interface	The product shall be able to provide general ledger reconciliation processes.									
211	AR Interfaces	GL Interface	The product shall have the ability to restate general ledger accounts in the product to Federal Energy Regulatory Accounts, or some other accounting system standards.									
212	AR Interfaces	External Systems	The product shall be able to support entry into the product of calculations and reallocations done outside of the product.									
213	AR Interfaces	External Systems	The system shall interface to other third party billing systems to receive pass-through charges and track these charges by billable charge code.									
214	AR Interfaces	External Systems	The system shall track construction billing/customer advances for construction balances, whether billed through this system or billed by eternal systems. The system shall track if these charges are refundable or non-refundable.									
215	AR Interfaces	AP Interface	Accounts Payable System - If the refund functionality is outside the proposed product there shall be an interface to the third party product and the proposed product shall maintain key data relating to refund checks such as status of refund check pending/issued/reissued , check number, amount, and date issued.									

CIS Functional Requirements

REF #	PROCESS	CATEGORY	DESIRED FUNCTIONALITY	In Base System	Requires Configuration	Requires user exit	Requires modification	Available in Future Release	Not Supported	Module	Workday Estimate	Bidder Notes
216	Regulatory Compliance	Sarbanes-Oxley Rule 3526 (OSC Compliance Canada)	The product must provide financial controls to insure that all monetary transactions are approved, posted and applied correctly.									

CIS Functional Requirements

REF #	PROCESS	CATEGORY	DESIRED FUNCTIONALITY	In Base System	Requires Configuration	Requires user exit	Requires modification	Available in Future Release	Not Supported	Module	Workday Estimate	Bidder Notes
			CREDIT &COLLECTIONS									
1	Credit Data	Credit Notes	The product shall have the ability to capture credit related information on various business objects.									
2	Credit Data	Credit Notes	Customer level									
3	Credit Data	Credit Notes	Account level									
4	Credit Data	Credit Notes	Competitive Retailer									
5	Credit Data	Credit Notes	Product/service level									
6	Credit Data	Credit Notes	Premise level									
7	Credit Data	Credit Notes	The product shall have note purging capability.									
8	Credit Data	Collection Status	The product shall provide a real-time, on-line view of all collection activities including the service order status (service on/ service disconnect/ service reconnected) for all accounts.									
9	Credit Data	Payment History	The system shall track and display payment history at the customer level.									
10	Credit Data	Payment History	Payment history includes the following:									
11	Credit Data	Payment History	Number of partial, late and full payments									
12	Credit Data	Payment History	Number of return checks									
13	Credit Data	Payment History	Number of disconnects									
14	Credit Data	Payment History	Number of delinquency notices sent									
15	Credit Data	Payment History	Number of extensions granted									
16	Credit Data	Payment History	Number of payment arrangements not kept									
17	Credit Data	Payment History	Credit score, if applicable									
18	Credit Data	Preferred Payment Due Date	A customer's account is in a billing cycle that usually bills the 10th of each month and is due the 24th of each month. He has trouble paying his bill on time because he gets paid only once a month, on the 1st. He wants a preferred due date of the 5th. The product shall have the ability to support a preferred payment date based on user defined business rules.									
19	Credit Data	Assistance Programs	The product shall have the ability to establish and track a customer as a participant in an assistance program (or multiple programs) according to jurisdictional requirements. The product shall have the ability to interface with outside agencies for eligibility determination, payments, and regulatory reporting.									
20	Credit Data	Letter of Credit	The closing bill should summarize the customer's credit rating for the past 12 billing periods. The bill should also be able indicate the period of time the customer had service. The customer will be able to use as a credit reference to establish credit with another utility. The information provided should be the same as the letter of credit (i.e., company's credit rating and scale, number of disconnects, etc.). The product shall have the ability to support this.									
21	Credit Data	Letter of Credit	A customer moves out of the service area and is quoted a deposit by the new utility company. He requests a "letter of credit" from us that would help him establish credit with the new utility company and may be a basis for the new company to waive the deposit requirement. The product shall have the ability to support processing this through a batch process or on-line.									
22	Credit Data	Letter of Credit	A letter of credit worthiness may contain the following:									

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REF #	PROCESS	CATEGORY	DESIRED FUNCTIONALITY	In Base System	Requires Configuration	Requires user exit	Requires modification	Available in Future Release	Not Supported	Module	Workday Estimate	Bidder Notes
23	Credit Data	Letter of Credit	Length of service									
24	Credit Data	Letter of Credit	Number of delinquent payments in the last 12 billing periods									
25	Credit Data	Letter of Credit	Number of disconnection notices in the last 12 billing periods									
26	Credit Data	Letter of Credit	Number of times shut-off for non-payment									
27	Credit Data	Letter of Credit	Number of returned checks									
28	Credit Data	Letter of Credit	Final bill balance paid if applicable									
29	Credit Data	Letter of Credit	Account still active if applicable									
30	Credit Data	Letter of Credit	Certain credit ratings and those provided service less than 6 months may be ineligible to receive a letter of credit. The product shall have the ability to support the "blocking" of sending of such a letter.									
31	Credit Data	Third-Party Notification	When a customer participates in "third-party notification", a third-party receives copies of delinquent notices. The name, address and telephone number of the third-party needs to be stored in the system and linked to the customer's account.									
32	Credit Data	Third-Party Notification	The product shall support the following:									
33	Credit Data	Third-Party Notification	Notify multiple parties									
34	Credit Data	Third-Party Notification	Capability to terminate the 3rd party notification									
35	Credit Data	Third-Party Notification	Capability to future date termination of 3rd party notification									
36	Credit Data	Third-Party Notification	Add/change/view current third-party credit relationship information									
37	Credit Data	Third-Party Notification	View historical third-party credit relationship information									
38	Credit Data	Third-Party Notification	The ability to automatically generate past-due notices to third parties for past-due accounts they are associated with.									
39	Credit Validation	New Service Request	A customer applies for service. Although he previously lived within the service territory and still owes an outstanding balance (disconnect for non-pay, finale, bad debt), he says he never lived in the area:									
40	Credit Validation	New Service Request	The product shall have the ability to **automatically** find the outstanding account by user defined search parameters including customer's social insurance number, drivers license number, etc. The product should also check for additional active accounts in the applicant's name. (w/o additional data entry) If in the future social security number and or other identification number is no longer available for use, because of government regulation, how would your system handle this change?									
41	Credit Validation	New Service Request	The product shall have the ability to alert the CCA of this situation to prevent the customer from enrollment until the past due amount has been paid.									
42	Credit Validation	New Service Request	The product shall support on-line manual searches for past-due, unpaid balances owed by the customer using user defined search criteria.									
43	Credit Validation	New Service Request	The product shall have the ability to search for delinquent customer account balances across multiple databases/CIS systems.									
44	Credit Validation	New Service Request	At time of taking new service request, product shall have the ability to alert CSR if the previous customer at that premise was disconnected, subject to disconnection, in arrears or inactive.									

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REF #	PROCESS	CATEGORY	DESIRED FUNCTIONALITY	In Base System	Requires Configuration	Requires user exit	Requires modification	Available in Future Release	Not Supported	Module	Workday Estimate	Bidder Notes
45	Credit Validation	New Service Request	At time of taking new service request the product shall have the ability to "block" a premise or name pending collections investigation.									
46	Credit Validation	New Service Request	At time of taking a new service request the system shall provide an interface to outside credit agencies.									
47	Credit Validation	New Service Request	The product shall provide the ability to reconcile overpayments against new customer charges									
48	Credit Validation	New Service Request	The system can store the customer's complete outside agency credit report.									
49	Credit Validation	New Service Request	At the time of taking a new service request the system may receive additional credit history information that requires special processing. The system should provide informational messages to the CCA if the special codes exist.									
50	Credit Validation	New Service Request	Types of codes provided by outside credit agencies include:									
51	Credit Validation	New Service Request	Victim statement									
52	Credit Validation	New Service Request	Deceased									
53	Credit Validation	New Service Request	Blocked									
54	Credit Validation	New Service Request	Previous tenant information is very useful in finding name matches of customers attempting to obtain service without paying for a prior obligation. The product shall have the ability to identify prior occupant information for viewing during a turn on request.									
55	Credit Validation	New Service Request	The product shall have the ability to link customers to their aliases when discovered. For example, John Smith has been found to use the names Jo Smith, Sean Smith and Johnny Smith in the past to obtain credit.									
56	Credit Validation	New Service Request	The product shall have the ability to identify energy theft on the premise record.									
57	Credit Validation	New Service Request	The product shall have the ability to identify energy theft on the customer record.									
58	Credit Validation	New Service Request	The product shall support password protection to prevent credit fraud such as unauthorized turn-on, turn-off or release of information.									
59	Credit Validation	New Service Request	Based on the customer's history of returned payment items or prior credit card reversals the company wants to identify the account . The payment problem would be identified for all system users including cashiers, call center CSR's, remittance processing operators, remote payment cashiers and authorized 3rd party payment sites. This information would also be available for display on all credit related service orders.									
60	Credit Validation	New Service Request	The system should automatically flag an account as no check or no credit card based on the following information:									
61	Credit Validation	New Service Request	History of returned checks									

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REF #	PROCESS	CATEGORY	DESIRED FUNCTIONALITY	In Base System	Requires Configuration	Requires user exit	Requires modification	Available in Future Release	Not Supported	Module	Workday Estimate	Bidder Notes
62	Credit Validation	No Check - No Credit Card Accounts	Credit Card reversals									
63	Credit Validation	No Check - No Credit Card Accounts	Electronic payments reversals									
64	Credit Validation	No Check - No Credit Card Accounts	Rejected 3rd party payments (Check Free)									
65	Credit Validation	No Check - No Credit Card Accounts	Notify user this is a no payment by check account									
66	Credit Validation	No Check - No Credit Card Accounts	Notify user this is a no payment by credit card account									
67	Credit Validation	No Check - No Credit Card Accounts	No check status should be displayed on-line									
68	Credit Validation	No Check - No Credit Card Accounts	No check status must be reflected on the bill									
69	Credit Validation	No Check - No Credit Card Accounts	The no check status must be reflected on the bill payment stub.									
70	Credit Validation	No Check - No Credit Card Accounts	This information is also provided to authorized 3rd parties via electronic file transfer on a user defined schedule.									
71	Credit Validation	No Check - No Credit Card Accounts	This information is updated to authorized 3rd parties via electronic file transfer on a user defined schedule.									
72	Credit Validation	No Check - No Credit Card Accounts	Have automatic expiration of Cash only flag based on jurisdiction specific, user defined business rules.									
73	Credit Validation	Credit Scoring	The product shall have the ability calculate a credit score based on user defined business rules.									
74	Credit Validation	Credit Scoring	The following examples may have a positive or negative impact on this credit score:									
75	Credit Validation	Credit Scoring	Credit bureau report (External Credit Score)									
76	Credit Validation	Credit Scoring	Payment history									
77	Credit Validation	Credit Scoring	Collection actions									
78	Credit Validation	Credit Scoring	Returned items									
79	Credit Validation	Credit Scoring	Disconnect history									
80	Credit Validation	Credit Scoring	Customer length of service at the current single account/premise									
81	Credit Validation	Credit Scoring	Customer length of service across multiple account/premises									
82	Credit Validation	Credit Scoring	Payment arrangements kept									
83	Credit Validation	Credit Scoring	Payment arrangements not kept									
84	Credit Validation	Credit Scoring	Credit information obtained from other utility companies via utility exchange.									
85	Credit Validation	Credit Scoring	Average days to pay									
86	Credit Validation	Credit Scoring	Completeness of customer record; for example do we have Social Security, Drivers License Number, Telephone Number									
87	Credit Validation	Credit Scoring	Previous theft or fraud for customer									
88	Credit Validation	Credit Scoring	The system shall provide multiple methodology for calculation of the credit score based on customer classification, jurisdiction, rate or other user defined attribute.									

CIS Functional Requirements

REF #	PROCESS	CATEGORY	DESIRED FUNCTIONALITY	In Base System	Requires Configuration	Requires user exit	Requires modification	Available in Future Release	Not Supported	Module	Workday Estimate	Bidder Notes
89	Credit Validation	Credit Scoring	The product shall have the ability to retain previous credit rating information for a user defined period of time.									
90	Credit Validation	Credit Scoring	Ability to calculate credit score at the account level									
91	Credit Validation	Credit Scoring	Ability to calculate a customer credit score when the customer has multiple accounts and have this "customer" credit score displayed on all accounts.									
92	Credit Validation	Credit Scoring	Ability to view credit score information									
93	Credit Validation	Credit Scoring	Ability to modify credit score information manually									
94	Credit Validation	Credit Scoring	Ability to modify credit score information automatically									
95	Credit Validation	External Credit Information	When obtaining an external credit report or score, the system will automatically retain that score and not attempt to obtain an updated credit score from the credit bureau for a user defined period of time.									
96	Credit Validation	External Credit Information	The system will store the external credit score in a unique field different from the internally calculated credit score.									
97	Deposits/Guarantee	Deposit Interest	The product shall have the ability to track variable interest rates on multiple deposits, including automatically calculating deposit interest on single deposits as well as on multiple deposits with variable dates and variable interest rates.									
98	Deposits/Guarantee	Deposit Interest	The product shall have the ability to calculate deposit interest and apply the deposit interest to accounts receivable or issue a refund check and track the check									
99	Deposits/Guarantee	Deposit Interest	Interest may be applied/refunded annually as required by jurisdiction. If interest only is paid, system should denote prior interest refunded/applied and applicable dates.									
100	Deposits/Guarantee	Deposit Interest	Customers often ask questions regarding deposit interest calculations. The calculation information shall be available for on-line viewing.									
101	Deposits/Guarantee	Deposit Interest	When processing an on-line deposit refund the system shall calculate the interest owed and display this information on-line.									
102	Deposits/Guarantee	Deposit Interest	Interest refunds are based on all interest rates in effect since the last date interest was paid on the deposit.									
103	Deposits/Guarantee	Deposit Interest	The system shall display historical and current interest rates.									
104	Deposits/Guarantee	Deposit Interest	Interest rates shall be stored with effective date ranges.									
105	Deposits/Guarantee	Deposit Interest	Interest shall be on a separate line item									
106	Deposits/Guarantee	Deposit Interest	The system shall calculate interest based on user defined jurisdictional rules.									
107	Deposits/Guarantee	Deposit Interest	The system shall support multiple deposit agreements for a single account.									
108	Deposits/Guarantee	Deposit Interest	The system shall support different interest rates at the deposit agreement level. (Different interest rate for gas or electric service)									
109	Deposits/Guarantee	Deposit Interest	The product shall have the ability to:									
110	Deposits/Guarantee	Deposit Interest	Refund interest only, and track and view types of refunds (date/time)									
111	Deposits/Guarantee	Deposit Interest	Apply interest only									

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REF #	PROCESS	CATEGORY	DESIRED FUNCTIONALITY	In Base System	Requires Configuration	Requires user exit	Requires modification	Available in Future Release	Not Supported	Module	Workday Estimate	Bidder Notes
112	Deposits/Guarantee	Deposit Refund	A deposit is to be automatically refunded after a user defined time(12 months, 24 months) if pre-determined payment criteria is met or if the account is closed. The deposit, plus appropriately calculated interest, is applied to the bill. If the account is closed and a credit balance exists, the credit should be refunded.									
113	Deposits/Guarantee	Deposit Refund	Before a refund is made, an automatic credit search should be made by the required identifiers to identify if a customer has any outstanding bills, delinquent final bills or bad debts (define notification process).									
114	Deposits/Guarantee	Deposit Refund	The product shall have the ability to monitor the account using pre-determined criteria (i.e. number of times late, returned checks, amount due versus amount paid, credit scoring, etc.) and apply/refund the cash deposit.									
115	Deposits/Guarantee	Deposit Refund	Commercial account deposits may be held for any user defined number of complete billing months and refunded automatically applied/refunded based on user defined criteria.									
116	Deposits/Guarantee	Deposit Refund	Other accounts are refunded at the discretion of the appropriate credit management personnel. The product shall have the ability to support this.									
117	Deposits/Guarantee	Deposit Refund	Annually, the accrued deposit interest for each deposit customer is applied to their specific account. There are occasions in which it is necessary to refund all deposits for a specific group of customers. The product shall have the ability to support the automatic refunding of deposits and accrued interest for selected customers and the reporting capabilities associated with the refunding.									
118	Deposits/Guarantee	Deposit Transfer	The product shall have the ability to support automatic and manual transfers of deposits between accounts.									
119	Deposits/Guarantee	Deposit Transfer	The product shall have the ability to transfer the deposit and the balance due amount from the old account to the new account, for example:									
120	Deposits/Guarantee	Deposit Transfer	Commercial to Commercial									
121	Deposits/Guarantee	Deposit Transfer	Residential to Residential									
122	Deposits/Guarantee	Deposit Transfer	Residential to Commercial									
123	Deposits/Guarantee	Deposit Transfer	Commercial to Residential									
124	Deposits/Guarantee	Determine Security Deposits	A customer who does not meet user defined criteria shall pay a deposit. The product shall have the ability to determine a deposit amount based on jurisdictional specific business rules.									
125	Deposits/Guarantee	Determine Security Deposits	The following are examples of deposit determination methods:									
126	Deposits/Guarantee	Determine Security Deposits	A security deposit equal to the two highest consecutive bills in the past 12 months									

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REF #	PROCESS	CATEGORY	DESIRED FUNCTIONALITY	In Base System	Requires Configuration	Requires user exit	Requires modification	Available in Future Release	Not Supported	Module	Workday Estimate	Bidder Notes
127	Deposits/Guarantee	Determine Security Deposits	A security deposit of x times the average monthly amount.									
128	Deposits/Guarantee	Determine Security Deposits	A security deposit based on a square footage									
129	Deposits/Guarantee	Determine Security Deposits	Manually estimated amount									
130	Deposits/Guarantee	Determine Security Deposits	A security deposit based on credit score									
131	Deposits/Guarantee	Determine Security Deposits	A security deposit based on customer segmentation (rate classification/service type)									
132	Deposits/Guarantee	Determine Security Deposits	The product shall display the required estimated deposit, and recalculate if necessary.									
133	Deposits/Guarantee	Determine Security Deposits	The product shall have the ability to calculate the deposit if the average monthly bill data is not available, and estimate the required deposit for the residential accounts, commercial, industrial, and house meter accounts.									
134	Deposits/Guarantee	Determine Security Deposits	The product shall have the ability to determined deposits for accounts not yet created in the system. (Existing Service Location)									
135	Deposits/Guarantee	Determine Security Deposits	The product shall have the ability to override a system calculated deposit.									
136	Deposits/Guarantee	Determine Security Deposits	The product shall have the ability to identify accounts which may need to be assessed a deposit based upon account history.									
137	Deposits/Guarantee	Determine Security Deposits	A customer who has been quoted a deposit may request a waiver. A waiver is granted if certain pre-established criteria is met (i.e. good letter of credit from prior utility, etc.). The product shall have the ability to waive a deposit at the time of turn-on or at any other time in the future. The product shall capture and store the reason for deposit waiver.									
138	Deposits/Guarantee	Determine Security Deposits	Ability to produce a certificate or receipt as proof of deposit									
139	Deposits/Guarantee	Guarantee	The product shall have the ability to store deposit guarantee information.									
140	Deposits/Guarantee	Guarantee	The product shall have the ability to release/notify the guarantor when primary customer attains good credit as defined by the utility.									
141	Deposits/Guarantee	Guarantee	The customer attempts to secure service and cannot pay the required security deposit. A third party (i.e. church, energy assistance agency) guarantees the security deposit for the customer. The product shall have the ability to set up a guarantor's agreement.									
142	Deposits/Guarantee	Guarantee	The product shall have the ability to track the guarantor and the quoted deposit.									
143	Deposits/Guarantee	Guarantee	The product shall have the ability to notify guarantor when customer is delinquent.									
144	Deposits/Guarantee	Guarantee	The product shall have the ability to notify the guarantor when customer transfers or discontinues service.									
145	Deposits/Guarantee	Guarantee	The product shall automatically transfer the guarantor information to a new account whenever the guaranteed customer transfers to a new location.									

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REF #	PROCESS	CATEGORY	DESIRED FUNCTIONALITY	In Base System	Requires Configuration	Requires user exit	Requires modification	Available in Future Release	Not Supported	Module	Workday Estimate	Bidder Notes
146	Deposits/Guarantee	Guarantee	Add/change/terminate/release guarantor information and agreements									
147	Deposits/Guarantee	Guarantee	Generate letters to the customer of record where guarantors have canceled/revoked their guarantee or when the guarantor no longer meets user defined criteria.									
148	Deposits/Guarantee	Guarantee	Automatically assess a security deposit whenever the guarantor disconnects service and leaves the service territory.									
149	Deposits/Guarantee	Guarantee	Automatically bill a new deposit to the guaranteed account whenever the guarantors agreement is canceled if the guaranteed account requires a security deposit.									
150	Deposits/Guarantee	Guarantee	The product shall support the transfer of full or partial unpaid account balances to the guarantors account. The amount transferred is defined by the guarantors contract obligation amount.									
151	Deposits/Guarantee	Non-cash Deposit	In lieu of a cash deposit, non-cash alternative, may be accepted as a security deposit. These non-cash deposits are made out to the appropriate company for the amount equal to the deposit. The system shall track and display non-cash deposit information.									
152	Deposits/Guarantee	Non-cash Deposit	The system shall support attachment of scanned images of non-cash deposit documents to customer or account records.									
153	Deposits/Guarantee	Non-cash Deposit	Examples of non-cash deposits include:									
154	Deposits/Guarantee	Non-cash Deposit	Bank Certification of Deposit									
155	Deposits/Guarantee	Non-cash Deposit	Savings and Loans Passbook account									
156	Deposits/Guarantee	Non-cash Deposit	Board Resolution									
157	Deposits/Guarantee	Non-cash Deposit	Guarantor									
158	Deposits/Guarantee	Non-cash Deposit	Letter of Credit									
159	Deposits/Guarantee	Non-cash Deposit	Trust Deeds									
160		Non-cash Deposit	Corporate Guarantee (Letter from parent company)									
161	Deposits/Guarantee	Non-cash Deposit	Surety Bonds									
162	Deposits/Guarantee	Non-cash Deposit	The ability to track agency details for all vendors, agencies, and institutions									
163	Deposits/Guarantee	Non-cash Deposit	The ability to add/change/review information									
164	Deposits/Guarantee	Non-cash Deposit	Automatic review of accounts eligible for release from a non-cash deposit based on user defined business rules.									
165	Deposits/Guarantee	Non-cash Deposit	Automatic notification of expiration of non-cash deposits									
166	Deposits/Guarantee	Security Deposit Maintenance	The product shall have the ability to support maintenance of security deposit information.:									
167	Deposits/Guarantee	Security Deposit Maintenance	The system shall support the following:									
168	Deposits/Guarantee	Security Deposit Maintenance	The system shall support billing of security deposits in installments.									
169	Deposits/Guarantee	Security Deposit Maintenance	Requesting a security deposit at the customer level									

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REF #	PROCESS	CATEGORY	DESIRED FUNCTIONALITY	In Base System	Requires Configuration	Requires user exit	Requires modification	Available in Future Release	Not Supported	Module	Workday Estimate	Bidder Notes
170	Deposits/Guarantee	Security Deposit Maintenance	Requesting a security deposit at the account level									
171	Deposits/Guarantee	Security Deposit Maintenance	Requesting a security deposit at the service level									
172	Deposits/Guarantee	Security Deposit Maintenance	Transferring a security deposit to another account									
173	Deposits/Guarantee	Security Deposit Maintenance	Revising a security deposit status if payment of the deposit was by a returned item. (Returned Check/Reversed Credit Card)									
174	Deposits/Guarantee	Security Deposit Maintenance	Increase an existing deposit amount									
175	Deposits/Guarantee	Security Deposit Maintenance	Decrease an existing deposit amount									
176	Deposits/Guarantee	Security Deposit Maintenance	Increase or decrease an existing deposit amount based on automatic review.									
177	Deposits/Guarantee	Security Deposit Maintenance	Ability to add/change/cancel a deposit request									
178	Collections	Collection Rules	The product shall have the ability to view deposit and interest start dates, date interest paid, refund reason, and payment status.									
179	Deposits/Guarantee	Security Deposit Maintenance	The product shall display the reason for a deposit.									
180	Deposits/Guarantee	Security Deposit Maintenance	The product shall have the ability to allow or not allow deposit to roll-up into the general ledger based on jurisdictional rules.									
181	Deposits/Guarantee	Security Deposit Maintenance	The product shall support the automatic review of the deposit amount held and determine if the deposit should be increased or decreased based on jurisdictional specific business rules.									
182	Deposits/Guarantee	Security Deposit Maintenance	The following events may trigger an automatic security deposit review:									
183	Deposits/Guarantee	Security Deposit Maintenance	Reconnect following Disconnect for non-payment									
184	Deposits/Guarantee	Security Deposit Maintenance	Actual usage exceeds amount calculated when original deposit amount calculated									
185	Deposits/Guarantee	Security Deposit Maintenance	Actual usage is less than amount calculated when original deposit amount calculated									
186	Deposits/Guarantee	Security Deposit Maintenance	Scheduled review									
187	Deposits/Guarantee	Security Deposit Maintenance	Change to internal credit score									
188	Deposits/Guarantee	Security Deposit Maintenance	Other collections events (returned check)									
189	Deposits/Guarantee	Security Deposit Maintenance	Collection step (where account is in collections process)									
190	Deposits/Guarantee	Security Deposit Maintenance	Using user configured, jurisdiction specific business rules; the product shall have the ability to automatically calculate an actual deposit amount for an existing account and automatically create a request for an additional deposit amount.									

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REF #	PROCESS	CATEGORY	DESIRED FUNCTIONALITY	In Base System	Requires Configuration	Requires user exit	Requires modification	Available in Future Release	Not Supported	Module	Workday Estimate	Bidder Notes
191	Deposits/Guarantee	Security Deposit Maintenance	Using user configured, jurisdiction specific business rules; the product shall have the ability to automatically calculate an actual deposit amount for an existing account and automatically refund/apply any deposit amount in excess of the calculated amount.									
192	Deposits/Guarantee	Security Deposit Maintenance	The owner of a trailer court is required to pay a deposit for each mobile home that will be in his name. Rather than billing a separate deposit for each account a single blanket deposit is billed to cover all of these services. The system needs to track these blanket deposits and show which accounts are covered by it.									
193	Deposits/Guarantee	Security Deposit Maintenance	The product shall have the ability to bill deposit amounts along with the customer's normal invoice.									
194	Deposits/Guarantee	Security Deposit Maintenance	The product shall have the ability to automatically generate deposit only bills that are separate from the customer's normal invoice.									
195	Deposits/Guarantee	Security Deposit Maintenance	The product shall have the ability to accept deposits for multiple utility services within a single account or optionally within multiple accounts.									
196	Collections	Collection Rules	The product shall have the ability to incorporate multiple credit policies and rules and regulations from various regulatory bodies/jurisdictions.									
197	Collections	Collection Rules	Collections rules would include the following:									
198	Collections	Collection Rules	Multiple Credit and Collections business rules									
199	Collections	Collection Rules	Multiple Account disconnection business rules									
200	Collections	Collection Rules	Multiple Payment arrangement business rules									
201	Collections	Collection Rules	Disconnect moratorium rules and regulations by jurisdictions.									
202	Collections	Collection Rules	Local Ordinance									
203	Collections	Collection Rules	Multiple Notification/disconnection notice types									
204	Collections	Collection Rules	Multiple Deposits and Refunds application business rules									
205	Collections	Collection Rules	Multiple credit and collection regulations									
206	Collections	Collection Rules	Multiple payment application regulations									
207	Collections	Collection Rules	The product shall support the temporary suspension of collection activities for any user defined group of accounts. For example we may want to suspend collection activities by geographic area following a storm.									
208	Collections	Collection Rules	The product shall support the temporary suspension of collection activities for any user defined group of accounts. For example we may want to suspend collection activities for all residential customers.									
209	Collections	Collection Rules	The product shall have the ability to use separate collection rules at the receivable/product type level.									
210	Collections	Collection Rules	The product shall have the ability to accommodate modifications to user defined to collections rules (i.e. winter disconnection versus regular disconnection rules).									

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REF #	PROCESS	CATEGORY	DESIRED FUNCTIONALITY	In Base System	Requires Configuration	Requires user exit	Requires modification	Available in Future Release	Not Supported	Module	Workday Estimate	Bidder Notes
211	Collections	Collection Rules	The product shall support creation of multiple outbound call listing (electronic file/interface to IVR and predictive dialer)									
212	Collections	Collection Notices	The product shall have the ability to issue collections notices based on jurisdictional specific business rules.									
213	Collections	Collection Notices	If payment is not received by the next bill date, an overdue line item is printed on the bill.									
214	Collections	Collection Notices	The product shall have the ability to generate the notices and disconnect order by user defined specifications. The customer's account shall indicate that notices were generated.									
215	Collections	Collection Notices	The product shall allow for the prioritization of disconnect orders based on user defined business rules (e.g. cut this account first)									
216	Collections	Collection Notices	The product shall have the ability to override sending notices (i.e. commission complaint, disputed bills, etc.) or change the notice criteria (i.e., 7 day instead of 15 days).									
217	Collections	Collection Notices	The product shall have the ability to send delinquent notices for non-utility services.									
218	Collections	Collection Notices	The product shall have the ability to re-send a disconnect notice. (24 hour notice)									
219	Collections	Collection Notices	The product shall have the ability to automatically generate additional past-due notices to third parties for past-due accounts they are associated with the following:.									
220	Collections	Collection Notices	Payment arrangements (if being kept)									
221	Collections	Collection Notices	Bankruptcy Proceedings									
222	Collections	Collection Notices	Medical certificates Life support									
223	Collections	Collection Notices	Commission appeal pending									
224	Collections	Collection Notices	Third party notification									
225	Collections	Collection Notices	Tenant notification for multi-tenant (residential/commercial)									
226	Collections	Collection Notices	The product shall provide for the ability to charge for the delivery of the above notices.									
227	Collections	Collection Notices	The product shall have the ability to support a user-defined, table-driven sequence of delinquent and disconnect notices which can be utilized by local offices or a centralized credit office. The product should support any number of notices with variable content and format by customer and service type and jurisdiction.									
228	Collections	Collection Notices	Ability to create collection letter/notice that is hand delivered to delinquent customers asking for payment.									
229	Collections	Collection Notices	The ability to mail notices directly to customers except for those identified as special handling.									
230	Collections	Collection Notices	The ability to suppress or issue disconnect notices individually.									
231	Collections	Collection Notices	The ability to provide for the prioritization of cut-off notices by total amount due or other pertinent criteria.									
232	Collections	Collection Notices	Ability to issue past due notices for individual accounts tied to a summary master account.									

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Credit & Collections

CIS Functional Requirements

REF #	PROCESS	CATEGORY	DESIRED FUNCTIONALITY	In Base System	Requires Configuration	Requires user exit	Requires modification	Available in Future Release	Not Supported	Module	Workday Estimate	Bidder Notes
233	Collections	Payment Arrangements	The product shall have the ability to create and maintain jurisdictional specific payment arrangements.									
234	Collections	Payment Arrangements	The product shall have the ability to provide for the following functions:									
235	Collections	Payment Arrangements	Initiate payment arrangements									
236	Collections	Payment Arrangements	Multiple plan options (monthly account balance plus a certain amount, flat monthly payments, percentages, interest, etc.) for the total/partial account balances/arrears and/or future bills.									
237	Collections	Payment Arrangements	Flexibility to establish and track payment frequencies (daily, weekly, bi-weekly, monthly, specific date, etc.) and plan options by company and regulatory jurisdiction									
238	Collections	Payment Arrangements	Ability to reactivate a previously broken/canceled payment arrangement.									
239	Collections	Payment Arrangements	On-line prompt of a broken, active or previous payment arrangement									
240	Collections	Payment Arrangements	Suppress collection/credit activities for those accounts with payment arrangements in good standing.									
241	Collections	Payment Arrangements	The product shall support payment arrangements on finaled and charged off accounts.									
242	Collections	Payment Arrangements	Allow the option of continuing to bill payment arrangements to 'good standing' customers which have closed accounts.									
243	Collections	Payment Arrangements	Maintain a history of payment arrangements granted, kept, defaulted and for a user defined time period on an account.									
244	Collections	Payment Arrangements	Maintain a history of payment arrangements granted, kept, defaulted and for a user defined time period for a customer with multiple accounts.									
245	Collections	Payment Arrangements	Support payment arrangements by service type.									
246	Collections	Payment Arrangements	Automated creation of a letter upon creation of an installment payment schedule (initial or upon a change) to customer; showing all pertinent details specific to the arrangement (dates, amounts, etc.).									
247	Collections	Payment Arrangements	Print single/multiple payment arrangement details/install amount on the customer bill.									
248	Collections	Payment Arrangements	Allow flexible bill dispute handling to allow collection activity to continue on outstanding balances after subtracting disputed amounts									
249	Collections	Payment Arrangements	Automatic creation of installment payment notification/48 hour notice based on installment payment due date.									
250	Collections	Payment Arrangements	Payment arrangements will be automatically canceled if account has a returned item (check/credit card)									
251	Collections	Payment Arrangements	Support establishment of a grace of payment default									
252	Collections	Payment Arrangements	When granting an extension if the agreed payment amount meets user defined criteria, the system will automatically remove the account from further collections processing.									

CIS Functional Requirements

REF #	PROCESS	CATEGORY	DESIRED FUNCTIONALITY	In Base System	Requires Configuration	Requires user exit	Requires modification	Available in Future Release	Not Supported	Module	Workday Estimate	Bidder Notes
253	Collections	Payment Arrangements	When granting an extension if the agreed payment amount meets user defined criteria, the system will cancel any existing orders to disconnect service.									
254	Collections	Payment Arrangements	When granting an extension if the agreed payment amount meets user defined criteria, the system will automatically issue a reconnect order if service has already been disconnected for non-payment.									
255	Collections	Payment Arrangements	The product shall have the ability to create a payment arrangement facilitated through a voice response unit.									
256	Collections	Payment Arrangements	The product shall have the ability to create a payment arrangement facilitated via the web.									
257	Collections	Payment Arrangements	The product shall automatically determine eligibility for payment extension and deferred payment arrangements based on user defined business rules.									
258	Collections	Payment Arrangements	The product shall have the ability to:									
259	Collections	Payment Arrangements	Resume collections activities if the payment arrangement broken.									
260	Collections	Payment Arrangements	Provide automated follow up support for broken payment arrangements.									
261	Collections	Payment Arrangements	Track payment arrangements on final/write off accounts.									
262	Collections	Payment Arrangements	Track payment arrangements on active accounts									
263	Collections	Payment Arrangements	If the customer opens a new account the product shall have the ability to transfer the closed accounts payment arrangement to the new account.									
264	Collections	Payment Arrangements	The product shall have the ability to allow payment arrangements to preclude account from entering write-off processing.									
265	Collections	Payment Arrangements	The product shall have the ability to automatically write-off closed accounts with defaulted payment arrangements.									
266	Collections	Payment Arrangements	The product shall have the ability to support customer requests to change the payment plan amount or due date.									
267	Collections	Payment Arrangements	The product shall have the ability to terminate payment arrangements.									
268	Collections	Payment Arrangements	A customer was making payments on a payment plan. He can now afford to pay off the balance which equals a total of five payments. The product shall have the ability to support this.									
269	Collections	Percent Income Payment Plan	The product shall support multiple percentage of income payment plans based on jurisdictional specific rules.									
270	Collections	Percent Income Payment Plan	Enroll and remove customers via 3rd party agency interface tracking income, family size, primary and secondary heating sources, etc									
271	Collections	Percent Income Payment Plan	Validate program eligibility									

CIS Functional Requirements

REF #	PROCESS	CATEGORY	DESIRED FUNCTIONALITY	In Base System	Requires Configuration	Requires user exit	Requires modification	Available in Future Release	Not Supported	Module	Workday Estimate	Bidder Notes
272	Collections	Percent Income Payment Plan	Create installments based on calculation methods requiring various scenarios all being a percentage of income, federal income guidelines, primary and secondary heating source and time of year									
273	Collections	Percent Income Payment Plan	Ability to track special accounting for charges deferred as part of enrollment in a percent of income payment plan and ongoing billings. Accounting tracking remains in effect even if removed from program (unless setup in error reason code is used). So this is separate from deferral code.									
274	Collections	Percent Income Payment Plan	Ability to adjust installment amount without affect deferred balance (which is based on usage calculated charges)									
275	Collections	Percent Income Payment Plan	Ability to age and move accounting by service type to progress from deferrable accounting to deferred accounting.									
276	Collections	Percent Income Payment Plan	Ability to remove from program with various reason codes that drive deferral of balance and/or accounting changes. Hard remove for setup in error to make like never on program or soft remove (final bill or failure to re-verify or income in-eligible) keeping accounting in place and allowing for future reinstates.									
277	Collections	Percent Income Payment Plan	Ability to track several accounts/premises related to a single customer as a single enrollment. So an installment that is calculated would be divide by the number of account in the enrollment. 3 accounts, each would get 1/3 of the installments calculated.									
278	Collections	Percent Income Payment Plan	Ability to reinstate a customer soft removed from the program for various reasons (income re-verified, etc)									
279	Collections	Percent Income Payment Plan	Ability to receive payments from EAP agencies in a similar fashion as enrollments. Types include winter reconnect or HEAP.									
280	Collections	Percent Income Payment Plan	Ability to transfer charges and program enrollment status to new billing account/premise. Allow for reinstate on new account if eligible.									
281	Collections	Percent Income Payment Plan	Ability to have special bill format for these customers									
282	Collections	Percent Income Payment Plan	Ability to accept a credit file from agencies that eliminates balance for certain class of customers by service type and type of the receivable.									
283	Collections	Percent Income Payment Plan	The product shall support the following special credit and collections reports for participants in the Percent Income Payment Plan:									
284	Collections	Percent Income Payment Plan	Total customers enrolled									
285	Collections	Percent Income Payment Plan	Total usage									
286	Collections	Percent Income Payment Plan	Total revenues									
287	Collections	Percent Income Payment Plan	Total payments collected									
288	Collections	Percent Income Payment Plan	Detail by billing account, 12 months of usage, revenue and payments									
289	Collections	Low Income Payment Plans	The product shall have the ability to support jurisdictional specific low income payment plans.									

CIS Functional Requirements

REF #	PROCESS	CATEGORY	DESIRED FUNCTIONALITY	In Base System	Requires Configuration	Requires user exit	Requires modification	Available in Future Release	Not Supported	Module	Workday Estimate	Bidder Notes
290	Collections	1/3 payment option	The product shall have the ability to provide for the following functions for special low income billing.									
291	Collections	1/3 payment option	Track enrollment and removal (manual based on customer contact)									
292	Collections	1/3 payment option	Validate program participation									
293	Collections	1/3 payment option	Calculate installments based on 1/3 outstanding balance (current and deferred charges) during winter season									
294	Collections	1/3 payment option	Provide 6 month installment plan on deferred balance if current on bill after winter season ends									
295	Collections	1/3 payment option	track revenues, payments, customers participating, and other relevant statistics for this group of accounts									
296	Collections	1/3 payment option	Ability to adjust asking installment amount without affect deferred balance									
297	Collections	Returned Items	The product shall have the ability to debit a returned item back to the customers account and create a returned item notice to be mailed to the customer and display the reason for return online.									
298	Collections	Returned Items	The product shall have the ability to create an image of the returned item or the ability to view name of check holder, check number, address on check, name of bank, and reason for return, and bank branch name.									
299	Collections	Returned Items	The product shall have the ability to:									
300	Collections	Returned Items	Allow return item fees to be charged, collected, or applied with override capability. (Direct Debit, E-collect, Credit Cards, Western Union, Wire transfers...)									
301	Collections	Returned Items	Waive/remove the returned item fee if warranted									
302	Collections	Returned Items	Identify **customers** who have paid with any type of returned item (Direct Deposit/E-Collect/Credit Card/Western Union/Wire Transfer/etc.) in the past.									
303	Collections	Collections Activity	The product shall have the ability to track accounts receivable aging, termination notices and collection activity associated with each months' billing.									
304	Collections	Collections Activity	The product shall recognize actual or memo payments on accounts and automatically take action based on the collection status of the account:.									
305	Collections	Collections Activity	The product shall have the ability to support collection, noticing, service limiter installation and disconnect activity for all account types in a multi-jurisdictional environment.									
306	Collections	Collections Activity	Residential									
307	Collections	Collections Activity	Commercial									
308	Collections	Collections Activity	Industrial									
309	Collections	Collections Activity	Master metered account									
310	Collections	Collections Activity	Security deposit only accounts									

CIS Functional Requirements

REF #	PROCESS	CATEGORY	DESIRED FUNCTIONALITY	In Base System	Requires Configuration	Requires user exit	Requires modification	Available in Future Release	Not Supported	Module	Workday Estimate	Bidder Notes
311	Collections	Collections Activity	Merchandise Product Only accounts									
312	Collections	Collections Activity	Non-energy products or services									
313	Collections	Collections Activity	Governmental									
314	Collections	Collections Activity	Sensitive accounts (Managed Accounts)									
315	Collections	Collections Activity	The product shall have the ability to support the following:									
316	Collections	Collections Activity	Ability to view accounts eligible for disconnection									
317	Collections	Collections Activity	Ability to print a listing of accounts eligible for disconnection									
318	Collections	Collections Activity	Ability to view a listing of accounts eligible for other collection activities									
319	Collections	Collections Activity	Ability to set parameters to automatically select accounts and produce disconnect/service limiter orders.									
320	Collections	Collections Activity	Ability to support a user-maintained, table-driven schedule for collection, notice and disconnect/service limiter activity for each account type (i.e., residential, non-residential, calendar billed, etc.) and receivable type. These actions will be jurisdiction specific and shall exclude weekends and holidays or other utility company defined periods.									
321	Collections	Collections Activity	The product shall support the establishment of jurisdiction specific disconnect moratorium schedule.									
322	Collections	Collections Activity	The product shall have the ability to update appropriate CIS fields with regard to field actions taken (left notice/disconnected/etc) and/or informational updates (off type) (type & location of disconnect)/charges/readings) via batch processing, real time, or manually.									
323	Collections	Collection Letters	The product shall support user creation and maintenance of various collections letters using desktop tools such as Microsoft Word.									
324	Collections	Collection Letters	The product shall provide system security to prevent unauthorized set-up and modification to collection letters.									
325	Collections	Collection Letters	Producing letters based on jurisdiction, account status and prior collection activities.									
326	Collections	Collection Letters	Provide support for multi-language collection letters									
327	Collections	Collection Letters	Collection letters shall support the inclusion any CIS data including but not limited to customer name, address, account number, amount due, payment arrangements, nearest payment office location, company or 3rd party telephone number etc.									
328	Collections	Collection Letters	The product shall support additional letters to be sent in the collections processing for a specific time period. The letters are user business rules defined and jurisdictional based.									

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REF #	PROCESS	CATEGORY	DESIRED FUNCTIONALITY	In Base System	Requires Configuration	Requires user exit	Requires modification	Available in Future Release	Not Supported	Module	Workday Estimate	Bidder Notes
329	Collections	Disputed Amount	The product shall have the ability to handle disputed amounts.									
330	Collections	Disputed Amount	Disputed amounts may include the following:									
331	Collections	Disputed Amount	Exempt disputed charges from collection activity until the dispute is resolved/add expiration date to disputed bill including interest (late payment penalty)									
332	Collections	Disputed Amount	Ability to add/change a dispute									
333	Collections	Disputed Amount	Ability to view disputed bill/charge									
334	Collections	Disputed Amount	Ability to track disputed charges by various criteria									
335	Collections	Disputed Amount	Ability to record a resolution for a dispute									
336	Collections	Disputed Amount	Amount is disputed after payment is posted (credit card)									
337	Collections	Disputed Amount	The product shall have the ability to track the impact of disputed amounts on:									
338	Collections	Disputed Amount	Billing									
339	Collections	Disputed Amount	Credit									
340	Collections	Disputed Amount	Payment arrangements									
341	Collections	Disputed Amount	Final bills									
342	Collections	Disputed Amount	Determination of deposit									
343	Collections	Disputed Amount	Security deposit									
344	Collections	Disputed Amount	Refunds									
345	Collections	Disputed Amount	Merchandise orders									
346	Collections	Disputed Amount	Service orders									
347	Collections	Disputed Amount	Budget Billing									
348	Collections	Disputed Amount	The product shall have the ability to handle a disputed receivable that is reinstated as a valid receivable.									
349	Collections	Disputed Amount	The product shall have the ability to process a disputed amount that charged off (maintain link with original receivable charge).									
350	Collections	Bad Debt Charge-off	The product shall support the creation of multi-jurisdictional charge-off processes.									
351	Collections	Bad Debt Charge-off	Bad debt charge-off activity shall be interfaced with the general ledger. Each receivable type shall be identified separately - i.e.: Sales/provincial taxes can be recovered from the state/province by off-setting the liability account.									
352	Collections	Bad Debt Charge-off	The product shall support the automatic reversal and reporting of selected receivable types at the time of final billing. Examples would include green power, appliance warranty, taxes, PPC charge etc. The product shall support identification of items subject to this processing. This is designed to prevent bad debit charge off for these items.									
353	Collections	Bad Debt Charge-off	The product shall support automated write off of 3rd party suppliers charges 45 days after the customer elects to leave the supplier relationship. This processing only applies if the company does not own the receivable but provides billing services for the 3rd party supplier.									

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REF #	PROCESS	CATEGORY	DESIRED FUNCTIONALITY	In Base System	Requires Configuration	Requires user exit	Requires modification	Available in Future Release	Not Supported	Module	Workday Estimate	Bidder Notes
354	Collections	Bad Debt Charge-off	The product shall have the ability to present written-off bad debt information on-line. The product shall allow for the input and on-line review of account collection status.									
355	Collections	Bad Debt Charge-off	Information includes but is not limited to the following:									
356	Collections	Bad Debt Charge-off	Returned mail									
357	Collections	Bad Debt Charge-off	Bankruptcy									
358	Collections	Bad Debt Charge-off	Other legal (probate, assignment ,etc.)									
359	Collections	Bad Debt Charge-off	Inside collection letter service									
360	Collections	Bad Debt Charge-off	Referred to collection agency									
361	Collections	Bad Debt Charge-off	Extensions and Payment Arrangements History									
362	Collections	Bad Debt Charge-off	Ability to set jurisdiction specific write-off parameters and allow for secure override									
363	Collections	Bad Debt Charge-off	Ability to add/change a write-of date prior to the product automatically processing the write-off									
364	Collections	Bad Debt Charge-off	Ability to recall a write-off account									
365	Collections	Bad Debt Charge-off	Ability to reinstate a write-off and direct to new account									
366	Collections	Bad Debt Charge-off	Ability to view write-off transaction history by date									
367	Collections	Bad Debt Charge-off	The product shall have the ability to provide for automatic Write-off of accounts based upon user-defined, table-driven parameters. Allow for override of this automated process (secured by user).									
368	Collections	Bad Debt Charge-off	The product shall have the ability to transfer a bad debt to an active account when a bad debt customer is identified. The process shall occur on-line and the system will have the ability to create an on-line letter.									
369	Collections	Bad Debt Charge-off	The accounting entries for the reversal shall be automatic.									
370	Collections	Bankruptcy Receivership	Upon notification that a customer has filed bankruptcy, the account is closed (if active) as of the date of the filing. The delinquency process is stopped for the amount due at the time of the filing to prevent the service from being disconnected for nonpayment. The product shall have the ability to support this.									
371	Collections	Bankruptcy Receivership	If the account was active, a new account is opened and billed to the debtor in possession. A security deposit may be required of the debtor in possession. If the account was inactive, no other action is required. The product shall provide the ability to bill for the new security deposit, track its payment and issue disconnection orders if not paid.									
372	Collections	Bankruptcy Receivership	The product shall have the ability to set user defined work sequence for bankrupt accounts. The product shall handle bankruptcy dismissals and discharges.									
373	Collections	Bankruptcy Receivership	Bankruptcy steps include the following:									

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REF #	PROCESS	CATEGORY	DESIRED FUNCTIONALITY	In Base System	Requires Configuration	Requires user exit	Requires modification	Available in Future Release	Not Supported	Module	Workday Estimate	Bidder Notes
374	Collections	Bankruptcy Receivership	Track, add/change, delete, cancel, bankruptcy information									
375	Collections	Bankruptcy Receivership	Provide the ability to view bankruptcy History									
376	Collections	Bankruptcy Receivership	Provide the ability to charge off the account balance at the time of bankruptcy filing.									
377	Collections	Bankruptcy Receivership	Track the bankruptcy filing type									
378	Collections	Bankruptcy Receivership	Provide for bankruptcy case management including filings, payments, court judgment, etc.									
379	Collections	Bankruptcy Receivership	The system needs to ability to process backdated bankruptcy processing with the ability to recognize pre and post bankruptcy dollars and provide separate follow-up activities for these monies.									
380	Collections	Bankruptcy Receivership	Landlord fails to pay his bill. Through the handling of the delinquency, the courts award the utility or an agent of the utility with receivership of the apartments (RFP). The product shall have the ability to handle this, including:									
381	Collections	Bankruptcy Receivership	Making the utility "RFP"									
382	Collections	Bankruptcy Receivership	Making the third party "RFP"									
383	Collections	Bankruptcy Receivership	Tenant notification									
384	Collections	Bankruptcy Receivership	Suspension of collection action									
385	Collections	Bankruptcy Receivership	Monitoring the RFP account)									
386	Collections	Bankruptcy Receivership	Reverting accounts back to original owner once payment is made.									
387	Collections	Bankruptcy Receivership	A customer is under court order to pay their bill. The court or other state/provincial agency (i.e., Utility of Motor Vehicles for pole damage claim) want to be notified when the debt is paid. The product shall have the ability to track the payment and how the court or agency is notified upon receipt of full payment									
388	Collections	Bankruptcy Receivership	The product shall have the ability to:									
389	Collections	Bankruptcy Receivership	Ability to add/change case file information and create case files based on user defined criteria									
390	Collections	Bankruptcy Receivership	Ability to remove the account from case files									
391	Collections	Bankruptcy Receivership	Ability to track and view case file accounts sent to Legal									

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REF #	PROCESS	CATEGORY	DESIRED FUNCTIONALITY	In Base System	Requires Configuration	Requires user exit	Requires modification	Available in Future Release	Not Supported	Module	Workday Estimate	Bidder Notes
392	Collections	Collections Performance Tracking	In order to appraise field work performance, it is necessary to know the quantity and outcome of work performed by field employees. The product shall provide collections field activities reports.									
393	Collections	Collections Performance Tracking	Collections field reports would include the following:									
394	Collections	Collections Performance Tracking	The product shall track the number of service orders by quantity, outcome and company.									
395	Collections	Collections Performance Tracking	The product shall indicate the reason work was incomplete (i.e. due to weather, not permitted to shut-off due to commission, etc.)									
396	Collections	Collections Performance Tracking	This report shall be available and accumulated for monthly reports with user defined attributes.									
397	Collections	Collections Performance Tracking	The product shall have the ability to track and maintain performance statistics for the entire collection process and personnel.									
398	Collections	Collections Performance Tracking	Collections activity includes the following:									
399	Collections	Collections Performance Tracking	Arrangements made by type and customer class/segment									
400	Collections	Collections Performance Tracking	Arrangements broken by type and customer class/segment									
401	Collections	Collections Performance Tracking	Dollar value of arrangements by type and customer class/segment									
402	Collections	Collections Performance Tracking	Disconnect orders created, processed, completed, dates, account status, dollars, by user defined criteria.									
403	Collections	Collections Performance Tracking	Dollars collected versus time spent (by method) to collect it									
404	Collections	Collections Performance Tracking	Dollars written off by type and customer class/segment									
405	Collections	Collections Performance Tracking	Charged off dollars recovered (skip tracing, etc.)									
406	Collections	Collections Performance Tracking	Agency performance (% collected versus total forwarded)									
407	Collections	Collections Performance Tracking	Complaints									
408	Collections	Collections Performance Tracking	Number of arrangements and dollar value by employee.									
409	Collections	Collections Performance Tracking	Arrangements kept/defaulted by employee									

CIS Functional Requirements

REF #	PROCESS	CATEGORY	DESIRED FUNCTIONALITY	In Base System	Requires Configuration	Requires user exit	Requires modification	Available in Future Release	Not Supported	Module	Workday Estimate	Bidder Notes
410	Collections	Collections Performance Tracking	Number of arrangements created outside of user defined business rules.									
411	Collections Agency	Collection Agency Maintenance	The company uses multiple collection agencies to handle delinquent final bills, bankruptcy account and merchandising and jobbing/store accounts. The product shall have the ability to assign accounts by predetermined areas, or randomly, or any other method.									
412	Collections Agency	Collection Agency Maintenance	The company may also use pre-assignment collections (i.e. letter of service of first call telephone service). The product shall authorize such assignment and allow automatic or manual recall of the accounts at the appropriate time (i.e. 30 days) and assign to a full service collection agency. The product shall assign accounts to multiple collection agencies by multiple user defined criteria prior to automatic system assignment.									
413	Collections Agency	Collection Agency Maintenance	The product shall accept and process multiple methods of cash remittances from the collection agencies. The product will provide validation of these payments and reports shall be generated.									
414	Collections Agency	Collection Agency Maintenance	The company may wish all cash to be electronically processed and reconciled. The product shall have the ability to support this. The product shall accept and verify electronically processed collection agency moneys.									
415	Collections Agency	Collection Agency Maintenance	System shall have the ability to submit accounts to agencies electronically.									
416	Collections Agency	Collection Agency Maintenance	The company has multiple collection agencies handling work for it. Communications are generated between the company and collection agency regarding such items as, but not limited to, payments received, changes in names, addresses, etc. and agreement terms. The product shall have the ability to support this.									
417	Collections Agency	Collection Agency Maintenance	The product shall provide the ability to maintain collection agency status.									
418	Collections Agency	Collection Agency Maintenance	For future contract negotiations or agency selection, statistical information shall be collected by the product to help monitor agency performance. The product shall have the ability to process and track agency commissions on debts collected .									
419	Collections Agency	Collection Agency Maintenance	An account is assigned to one collection agency and after a user defined period of time the company wishes to reassign the account to another agency. The product shall have the ability to reassign, such as:									
420	Collections Agency	Collection Agency Maintenance	Transferring responsibility									
421	Collections Agency	Collection Agency Maintenance	Making information available to the new agency									

CIS Functional Requirements

REF #	PROCESS	CATEGORY	DESIRED FUNCTIONALITY	In Base System	Requires Configuration	Requires user exit	Requires modification	Available in Future Release	Not Supported	Module	Workday Estimate	Bidder Notes
422	Collections Agency	Collection Agency Maintenance	The product shall allow for recalling accounts previously assigned to a collection agency. The product shall be able to handle individual or mass recalls and identify these accounts.									
423	Collections Agency	Collection Agency Maintenance	The product shall automatically recall accounts previously assigned to a collection agency at the time of a bankruptcy filing.									
424	Collections	Reports	The product shall provide detailed collections reports.									
425	Collections	Reports	Report information shall include but not be limited to following:									
426	Collections Reporting	Reports	Number of final notices									
427	Collections Reporting	Reports	Number of protected customers (medical certificates, hardship, other)									
428	Collections Reporting	Reports	Number and value of deposits									
429	Collections Reporting	Reports	Number and amount of write offs									
430	Collections Reporting	Reports	Number of active credit arrangements and outstanding delinquent dollars									
431	Collections Reporting	Reports	Number of credit arrangements made during a specific time period									
432	Collections Reporting	Reports	Number of customers by type (residential, commercial, industrial)									
433	Collections Reporting	Reports	Accounts/premises disconnected and not reconnected.									
434	Collections Reporting	Reports	Dollars in arrears paid during a certain time period.									
435	Collections Reporting	Reports	Listing of accounts disconnected for non-pay and associated dollars by user defined date/time parameters.									
436	Collections Reporting	Reports	List of accounts to be disconnected after the moratorium ends.									
437	Collections Reporting	Reports	Number of accounts determined un-collectable (Potential Bad Debt)									
438	Collections Reporting	Reports	Number of disconnection notices issued (summary/detail)									
439	Collections Reporting	Reports	Number of bankruptcies (summary/detail)									
440	Collections Reporting	Reports	Number and dollar balance of accounts disconnected for non-payment.									
441	Collections Reporting	Reports	The product shall provide bad debt and agency payment reports based on taxes collected.									
442	Collections Reporting	Reports	The product shall have the ability to notify Revenue Canada of interest earned (over $50.00). T-5 Processing									
443	Collections Reporting	Reports	Payment arrangements broken down by 30, 60, 90 day arrears.									
444	Collections Reporting	Reports	Top 75 commercial accounts by revenue									
445	Collections Reporting	Reports	Top 75 industrial accounts by revenue									
446	Collections Reporting	Reports	Largest charge off in past 12 months									
447	Collection Interfaces	Third Party Interfaces	The product shall have the ability to interface with outside firms and third party applications.									
448	Collection Interfaces	Third Party	Other utility companies									
449	Collection Interfaces	Third Party	County, state/provincial and federal agencies									
450	Collection Interfaces	Third Party/IVR/Web	The product shall support approved agency access to customer information based on security verification by user defined business rules.									

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REF #	PROCESS	CATEGORY	DESIRED FUNCTIONALITY	In Base System	Requires Configuration	Requires user exit	Requires modification	Available in Future Release	Not Supported	Module	Workday Estimate	Bidder Notes
451	Collection Interfaces	Third Party	The product shall have the ability to interface Rating Agencies information directly into the product for on-line accessibility secured by system user.									
452	Collection Interfaces	Third Party	Ability to automatically notify account managers of collection activities on their accounts via 3rd party applications such as email, PDA, etc.									
453	Collection Interfaces	IVR and Web	The product shall support real time (current) information delivered to the IVR for collection information, pending and non pay cut orders, and payment information, based on secured customer verification.									
454	Collection Interfaces	Third Party	Be able to send and receive user defined data to these interfaces.									
455	Collection Interfaces	Third Party	The product shall have the ability to purchase credit data (social security number, drivers license, credit score, DOB, telephone number, email address etc) from a third party agency and use it to populate our database.									
456	Collection Interfaces	IVR and Predictive Dialer	The product shall support download of outbound call listing (electronic file/interface to IVR and predictive dialer)									
457	Collection Interfaces	IVR and Predictive Dialer	The product shall support upload of call results from IVR Predictive Dialer. (Negative Answer, Positive Answer, Disconnected, etc.)									
458	Collection Interfaces	Tax Assessor	Provide access to tax assessor information and business license information on-line by interfacing with available source reference data.									
459	Collection Interfaces	Credit Bureaus	The product shall have the ability to interface with credit bureaus (Equifax, Dunn and Bradstreet, Experian, TRW, etc.).									
460	Collection Interfaces	Credit Bureaus	The product shall have the ability to interface with credit bureaus to verify customer id, credit score, etc. when the customer applies for service in real time.									
461	Collection Interfaces	Credit Bureaus	The product shall have the ability to report delinquent customers to credit bureaus.									
462	Collection Interfaces	Credit Bureaus	The product shall have the ability to report delinquent customers to inter-utility data exchange services.									

CIS Functional Requirements

REF #	PROCESS	CATEGORY	DESIRED FUNCTIONALITY	In Base System	Requires Configuration	Requires user exit	Requires modification	Available in Future Release	Not Supported	Module	Workday Estimate	Bidder Notes
	METER READING											
1	Meter Read Data	Reading Types/Usage Data	The product shall provide the ability to support the measurement/billing of any type of utility meter (gas, electric, water, steam, etc.)									
2	Meter Read Data	Reading Types/Usage Data	The following are examples of usage types:									
3	Meter Read Data	Reading Types/Usage Data	KWH delivered									
4	Meter Read Data	Reading Types/Usage Data	KW delivered									
5	Meter Read Data	Reading Types/Usage Data	KVAR delivered									
6	Meter Read Data	Reading Types/Usage Data	TOU Delivered									
7	Meter Read Data	Reading Types/Usage Data	KWH received									
8	Meter Read Data	Reading Types/Usage Data	KW received									
9	Meter Read Data	Reading Types/Usage Data	KVAR received									
10	Meter Read Data	Reading Types/Usage Data	Demand KW									
11		Reading Types/Usage Data	Demand KVA									
12	Meter Read Data	Reading Types/Usage Data	KVAR									
13	Meter Read Data	Reading Types/Usage Data	TOU									
14	Meter Read Data	Reading Types/Usage Data	Totalizer									
15	Meter Read Data	Reading Types/Usage Data	Co-Generation									
16	Meter Read Data	Reading Types/Usage Data	Interval Data Recorder									
17	Meter Read Data	Reading Types/Usage Data	Net Metering									

CIS Functional Requirements

REF #	PROCESS	CATEGORY	DESIRED FUNCTIONALITY	In Base System	Requires Configuration	Requires user exit	Requires modification	Available in Future Release	Not Supported	Module	Workday Estimate	Bidder Notes
18	Meter Read Data	Reading Types/Usage Data	The product shall Support Unit of Measure definition within rate structures, measurement points and measurement device attributes. Application rules should encompass appropriate validations for assignment and applications.									
19	Meter Read Data	Reading Types/Usage Data	Ability to directly input a corrected usage and retain both the corrected reading and the original reading, including an audit trail identifying employee making corrections, and time and date of correction									
20	Meter Read Management	General Requirements	Meter readings and consumptions are obtained from meter read documents, 3rd party meter readings, hand-held device output files, customer read cards, phone in, laptop computers, desktop computers, mobile data terminals, and external data files (vendors) for possible use in regular and off-cycle bill calculation and/or consumption history maintenance. The product shall provide the following general requirements:									
21	Meter Read Management	General Requirements	Provide meter readings history as defined by our requirements									
22	Meter Read Management	General Requirements	Utilize the source to determine the appropriate action to request the next reading of consumption data (create read document, mail customer read card, etc.)									
23	Meter Read Management	General Requirements	Provide ability to aggregate reads on any schedule									
24	Meter Read Management	General Requirements	Accept "can't reads" including identifying reason									
25	Meter Read Management	General Requirements	Support the upload/download of selected customer/premise information for hand-held meter reading system									
26	Meter Read Management	General Requirements	Identify if hi/lo failure occurred during reading, and if reader changed or re-entered the same reading.									
27	Meter Read Management	General Requirements	Identify reads out of the "normal" billing cycle (off-cycle reads)?									
28	Meter Read Management	General Requirements	Probe meters from within route - CIS must recognized the data is from a probed meter and the meter is probe type									
29	Meter Read Management	General Requirements	Provide on-line status and update of field activities/incidents to be immediately available (or upon upload as designated by Utility) to Customer Service Reps to answer customer inquiries									
30	Meter Read Management	General Requirements	Utility's hand held meter reading devices contain many abbreviations or codes used to display various types of information. The product shall provide the ability to provide more "user friendly" information by eliminating the need for such codes.									
31	Meter Read Download	Download Data	Allow CIS premise notes to be downloaded to hand held devices. Maintain standard note format through out CIS									
32	Meter Read Download	Download Data	The product shall provide the ability to identify new customers so meter readers will update safety and access info, and verify information and identify a first time read.									

CIS Functional Requirements

REF #	PROCESS	CATEGORY	DESIRED FUNCTIONALITY	In Base System	Requires Configuration	Requires user exit	Requires modification	Available in Future Release	Not Supported	Module	Workday Estimate	Bidder Notes
33	Meter Read Download	Download Data	Safety alerts also shall be issued on select accounts. The product shall provide the ability to alert meter readers to these conditions (i.e., customer PR situations, dog info, special instructions, etc).									
34	Meter Read Upload	Meter Read Validation	The product shall provide the ability to store all reads received regardless of their validity, and validate billing readings.									
35	Meter Read Upload	Meter Read Validation	These read validations prior to billing would include:									
36	Meter Read Upload	Meter Read Validation	Number of dials on read/registers on meter									
37	Meter Read Upload	Meter Read Validation	Multiplier validation									
38	Meter Read Upload	Meter Read Validation	Go around (dial turnover)									
39	Meter Read Upload	Meter Read Validation	Meter prefix/size/number									
40	Meter Read Upload	Meter Read Validation	Account status (Zero Customer Report)									
41	Meter Read Upload	Meter Read Validation	High - low reasonableness of usage									
42	Meter Read Upload	Meter Read Validation	Read below prior									
43	Meter Read Upload	Meter Read Validation	Partial readings									
44	Meter Read Upload	Meter Read Validation	Reading type (manually, probed, customer, etc.)									
45	Meter Read Upload	Meter Read Validation	Change of season (TOU)									
46	Meter Read Upload	Meter Read Validation	Negative use (net meter, meter set upside down, running backwards)									
47	Meter Read Upload	Meter Read Validation	AMR/RF reading									
48	Meter Read Upload	Meter Read Validation	Meter change found									
49	Meter Read Upload	Meter Read Validation	Zero Usage									
50	Meter Read Upload	Meter Read Validation	Use on Inactive									
51	Meter Read Upload	Meter Read Validation	Read responsibility									
52	Meter Read Upload	Meter Read Validation	The product shall provide the ability to conduct the following reasonableness checks (high/low, zero consumption for pre-determined number of months) against recorded usage:									
53	Meter Read Upload	Meter Read Validation	Current consumption to last month's low consumption									
54	Meter Read Upload	Meter Read Validation	Current consumption to year ago low consumption									
55	Meter Read Upload	Meter Read Validation	Current consumption to 13th month historical high consumption.									
56	Meter Read Upload	Meter Read Validation	Current consumption to last month's high consumption									
57	Meter Read Upload	Meter Read Validation	Current consumption to year ago high consumption									
58	Meter Read Upload	Meter Read Validation	Current consumption to 12 month peak consumption									
59	Meter Read Upload	Meter Read Validation	Load factor check (compare KWH usage to demand KVA usage)									
60	Meter Read Upload	Meter Read Validation	Current consumption to the special parameters established by users									
61	Meter Read Upload	Meter Read Validation	History for the address if complete history is not available for the customer									

CIS Functional Requirements

REF #	PROCESS	CATEGORY	DESIRED FUNCTIONALITY	In Base System	Requires Configuration	Requires user exit	Requires modification	Available in Future Release	Not Supported	Module	Workday Estimate	Bidder Notes
62	Meter Read Upload	Meter Read Validation	KW, and KVA demand level needed to determine rate structure (automated rate change)									
63	Meter Read Upload	Work Queue/Order Generation	Automatically generate or route to a work queue orders based on information provided by the meter reader (i.e. clean dial, broken glass, meter out, house check, and/or other requests as defined) and update system with new attributes									
64	Meter Read Upload	Work Queue/Order Generation	Automatically generate or route orders to a work queue based on information from "billing exceptions" such as: low usage, high usage, Failed Full Scale, check for non-registering meter (a.k.a.: Zero usage), check for tampering or diversion of service, or usage on an inactive meter, inaccessible on Commercial and Industrial accounts or meters that cannot be estimated.) and update system with new attributes. Store diversion history on the person level forever.									
65	Meter Read Upload	Work Queue/Order Generation	When instances occur involving diversion, bypassing the meter, tampered meters, or violating specific meter regulating equipment, the meter reader will report these incidents and the account should be properly noted in the customer and premise file. After the meter reader has reported this information, an order is immediately generated for investigation and routed to the correct field group based on the meter readers' findings. A work queue shall be generated for the initiation and resolution of reported situation.									
66	Meter Read Upload	Work Queue/Order Generation	When reading meters in a route, the meter reader or AMR system "finds" a meter that is unrecognized (new meter has been set but not replaced in the product, or for AMR a signal is picked up for a non-company meter. Provide the ability to generate a report and direct to a work queue.									
67	Meter Read Upload	Work Queue/Order Generation	Based on readings and exception codes the system shall automatically create work flow/orders based on user defined business rules. The following are examples of these codes/conditions:									
68	Meter Read Upload	Work Queue/Order Generation	Meter changes									
69	Meter Read Upload	Work Queue/Order Generation	Energy diversion investigations									
70	Meter Read Upload	Work Queue/Order Generation	Special Instructions									
71	Meter Read Upload	Work Queue/Order Generation	Field Irregularities (i.e.: clean box, meter leak, etc.)									
72	Meter Read Upload	Work Queue/Order Generation	Multiple lock-outs (can't get in)									
73	Meter Read Upload	Work Queue/Order Generation	Meters found to have consumption when records indicate they should be off.									
74	Meter Read Upload	Work Queue/Order Generation	New/Unknown meter found									

CIS Functional Requirements

REF #	PROCESS	CATEGORY	DESIRED FUNCTIONALITY	In Base System	Requires Configuration	Requires user exit	Requires modification	Available in Future Release	Not Supported	Module	Workday Estimate	Bidder Notes
75	Meter Read Upload	Work Queue/Order Generation	ERT Failure (Dead Battery, Did Not Wake Up)									
76	Meter Read Upload	Work Queue/Order Generation	Probe failure									
77	Meter Read Upload	Work Queue/Order Generation	High/Low Reading Failure									
78	Meter Read Upload	Meter Read Review/Correction	The product shall provide the ability to show meter status (i.e.: meter out, active, etc), and indicate in readings history if the meter was observed out, etc.									
79	Meter Read Upload	Meter Read Review/Correction	The product shall provide the ability to allow correction of an error in stored readings or consumption prior to billing. The reading may have come from any source (orders, field readings, customer readings, etc.).									
80	Meter Read Upload	Meter Read Review/Correction	The product shall provide the ability to allow on-line approval of readings prior to billing for selected accounts with energy usage over a user-defined number of energy units per month.									
81	Meter Read Upload	Statistics	The product shall provide the ability to provide performance reporting relative to meter reading statistics using company defined parameters with the ability to upload the data to CIS									
82	Meter Read Upload	Statistics	Generate reports on number of actual meters read and estimated within any user defined grouping.									
83	Meter Read Upload	Statistics	Inactive meters ("on" with no consumption)									
84	Meter Read Upload	Statistics	Off 'no meter' (idle service) accounts aged by time off									
85	Meter Read Upload	Statistics	Negative consumption expectance processing: The product shall be capable of creating exception reports which include negative consumption, bad reads, and any other user define criteria									
86	Meter Install	Meter Install Validation	At the time that new meters are installed, the product shall contain validations to ensure that all required information is present and automatically identify the account for a first time read.									
87	Meter Install	Meter Install Validation	The product shall provide validations for:									

CIS Functional Requirements

REF #	PROCESS	CATEGORY	DESIRED FUNCTIONALITY	In Base System	Requires Configuration	Requires user exit	Requires modification	Available in Future Release	Not Supported	Module	Workday Estimate	Bidder Notes
88	Meter Install	Meter Install Validation	Billing constant									
89	Meter Install	Meter Install Validation	Meter configuration versus rate									
90	Meter Install	Meter Install Validation	Meter status versus inventory									
91	Meter Install	Meter Install Validation	Meter reading versus last read (regardless of meter location at the time of last reading) errors, cold starting meter, other.									
92	Meter Install	Meter Install Validation	ERT Number									
93	Meter Install	Meter Install Validation	Collar Number (On/Off Switch Smart Meter)									
94	Meter Install	Meter Install Validation	Validate meter program ID to rate (TOU or IDR)									
95	Meter Install	Meter Install Validation	Validate meter corrector									
96	Meter Install	Meter Install Validation	CT/PT ratios									
97	Meter Install	Meter Install Validation	Number of registers & corresponding dials per register.									
98	Meter Install	Meter Install Validation	Meter prefix, size, and number									
99	Meter Install	Meter Install Validation	Verify Zero Usage									
100	Meter Install	Meter Install Validation	Adjustments to readings/usage when meters are changed in the field and we are unable to get the out and in readings to match.									
101	Meter Install	Meter Install Validation	To ensure consistency in meter readings in order to reduce billing errors, meter readings obtained from any meter set order shall be validated against the meter inventory or last known reading for the meter. The product shall provide the ability to validate readings on meter set orders.									
102	Meter Associations	Complex Metering	The product shall provide the ability to identify totalized metering situations, linking meters to totalizer, then to final billing instrument.									
103	Meter Associations	Complex Metering	Accept readings and/or consumption data from multiple meters, and from multiple reading systems, for separate billing, summary billing, or aggregate billing.									
104	Meter Associations	Complex Metering	Obtain KVA/KVARH/KW data from totalizer meters									
105	Meter Associations	Complex Metering	Determine power factor									
106	Meter Associations	Non-Billing Meters	The product shall have the ability to track non-billing meters such as test meters and research meters.									
107	Meter Associations	Non-Billing Meters	Add non-billing meters and all of their attributes									

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Meter Reading

CIS Functional Requirements

REF #	PROCESS	CATEGORY	DESIRED FUNCTIONALITY	In Base System	Requires Configuration	Requires user exit	Requires modification	Available in Future Release	Not Supported	Module	Workday Estimate	Bidder Notes
108	Meter Associations	Non-Billing Meters	Maintain non-billing meters and all of their meter attributes									
109	Meter Associations	Non-Billing Meters	Pass non-billing meter reads to a load research without impacting any billing processes									
110	Meter Associations	Non-Billing Meters	Manage different levels of read responsibility i.e.: test lab, energy control, meter reading, etc.									
111	Meter Associations	Non-Billing Meters	Handle By-Pass situations (meter appears in readers route but reader does not have read responsibility).									
112	Route Management	Route Maintenance	Modification to meter reading routes and billing cycles.									
113	Route Management	Route Maintenance	The product shall provide the following route maintenance abilities:									
114	Route Management	Route Maintenance	Create and Modify meter reading routes based on changes to meter readings cycles/schedules.									
115	Route Management	Route Maintenance	Manage the sequence of customers within the route based on information passed from the meter reading system.									
116	Route Management	Route Maintenance	Automatically resequence the route when meters are added or removed from the route.									
117	Route Management	Route Maintenance	Cut, copy, paste customers between routes.									
118	Route Management	Route Maintenance	Automatically generate routes based on reading schedules.									
119	Route Management	Route Maintenance	Suggest sequence number for newly assigned customers within a route based on address.									
120	Route Management	Route Maintenance	Support the use of a geo-locator and recommend efficient reading routes based on user defined parameters.									
121	Route Management	Route Maintenance	Ability to support customized meter reading dates and creation of new routes if necessary.									
122	Route Management	Route Maintenance	The product shall provide the ability to handle capturing multiple reads at one location.									
123	Route Management	Route Maintenance	We may be reading multiple meters at one stop for gas, electric and water service. However, because of monthly and bimonthly readings, the meters may not be on the same read schedule. The product shall provide the ability to handle routing for monthly and bi-monthly meter readings, including the ability to combine monthly and bi-monthly readings on the same route. (Alt. Sequence #, Monthly Cycle Numbers)									
124	Route Management	Route Scheduling	This system must provide interfaces to third party route management systems.									
125	Route Management	Route Scheduling	Based on the number of available meter readers, the number of routes to be read, and the number of days available within which the meter can be read to keep the accounts on cycle (between 'x' and 'y' days), the product shall automatically schedule the routes for monthly and bimonthly reads. The product shall provide the ability to support monthly and bi-monthly route scheduling.									

CIS Functional Requirements

REF #	PROCESS	CATEGORY	DESIRED FUNCTIONALITY	In Base System	Requires Configuration	Requires user exit	Requires modification	Available in Future Release	Not Supported	Module	Workday Estimate	Bidder Notes
126	Route Management	Route Scheduling	The product shall provide the ability to schedule routes around weekends, holidays, and scheduled workday Saturdays if necessary									
127	Route Management	Route Scheduling	The product shall provide the ability to add/change meter reading calendar									
128	Route Management	Route Scheduling	The system must have the ability to manage and maintain on line calendar of meter reading routes taking into account user defined non-work days.									
129	Third Party Read Services	Meter Read Attributes Download	The product shall provide the ability to accept readings from 3rd parties. The product shall provide for the ability to process and update meter information online based on the content of the file transmitted by the third party.									
130	Third Party Read Services	Meter Read Attributes Download	The attributes for the meter/readings file may include, but are not limited to, the following:									
131	Third Party Read Services	Meter Read Attributes Download	Route number which includes a billing cycle number									
132	Third Party Read Services	Meter Read Attributes Download	Customer Account/ID number (ESI I.D.)									
133	Third Party Read Services	Meter Read Attributes Download	Customer Name									
134	Third Party Read Services	Meter Read Attributes Download	Customer Address (ability to define multiple fields)									
135	Third Party Read Services	Meter Read Attributes Download	Number of readings for a meter									
136	Third Party Read Services	Meter Read Attributes Download	Survey Codes									
137	Third Party Read Services	Meter Read Attributes Download	Meter Status (Active/Inactive/Seasonal/etc)									
138	Third Party Read Services	Meter Read Attributes Download	Optical Probe ID									
139	Third Party Read Services	Meter Read Attributes Download	Meter Number									
140	Third Party Read Services	Meter Read Attributes Download	Type of meter									
141	Third Party Read Services	Meter Read Attributes Download	Meter Read Sequence									
142	Third Party Read Services	Meter Read Attributes Download	Key Information									
143	Third Party Read Services	Meter Read Attributes Download	Meter read instruction codes (ability to define multiple fields)									

CIS Functional Requirements

REF #	PROCESS	CATEGORY	DESIRED FUNCTIONALITY	In Base System	Requires Configuration	Requires user exit	Requires modification	Available in Future Release	Not Supported	Module	Workday Estimate	Bidder Notes
144	Third Party Read Services	Meter Read Attributes Download	Special messages									
145	Third Party Read Services	Meter Read Attributes Download	Recorder ID / Device ID									
146	Third Party Read Services	Meter Read Attributes Download	TIM Name (Translation Interface Module)									
147	Third Party Read Services	Meter Read Attributes Download	Text Prompt (Electric, Gas, Water, Notes, Warnings, etc.)									
148	Third Party Read Services	Meter Read Attributes Download	Read direction									
149	Third Party Read Services	Meter Read Attributes Download	Number of dials for meter reading									
150	Third Party Read Services	Meter Read Attributes Download	Location of decimal point for meter reading									
151	Third Party Read Services	Meter Read Attributes Download	Read Method (Keyed, Probed, AMR ,etc)									
152	Third Party Read Services	Meter Read Attributes Download	Previous meter reading									
153	Third Party Read Services	Meter Read Attributes Download	High usage audit check									
154	Third Party Read Services	Meter Read Attributes Download	Low usage audit check									
155	Third Party Read Services	Meter Read Attributes Download	Meter constant (multiplier) KWH									
156	Third Party Read Services	Meter Read Attributes Download	AMR ID number									
157	Third Party Read Services	Meter Read Attributes Download	AMR Radio Frequency									
158	Third Party Read Services	Meter Read Attributes Download	AMR Wake-up tone									
159	Third Party Read Services	Meter Read Attributes Download	Tamper code									
160	Third Party Read Services	Meter Read Attributes Download	Meter constant (multiplier) KVA									

CIS Functional Requirements

REF #	PROCESS	CATEGORY	DESIRED FUNCTIONALITY	In Base System	Requires Configuration	Requires user exit	Requires modification	Available in Future Release	Not Supported	Module	Workday Estimate	Bidder Notes
161	Third Party Read Services	Meter Read Attributes Download	KVAR									
162	Third Party Read Services	Meter Read Attributes Upload	Meter Reading									
163	Third Party Read Services	Meter Read Attributes Upload	Resequence Flag / resequence number									
164	Third Party Read Services	Meter Read Attributes Upload	Meter Reader ID TDSP									
165	Third Party Read Services	Meter Read Attributes Upload	Meter Service Codes (predefined codes)									
166	Third Party Read Services	Meter Read Attributes Upload	Meter Service Comments									
167	Third Party Read Services	Meter Read Attributes Upload	Date/Time stamp of meter reading									
168	Third Party Read Services	Meter Read Attributes Upload	Beginning & ending odometer readings									
169	Third Party Read Services	Meter Read Attributes Upload	New customer/meter information									
170	Third Party Read Services	Meter Read Attributes Upload	Reading/constant verification flag									
171	Meter Read Interfaces	Automated Meter Reading (AMR)	The product shall provide the ability to support metering/hourly usage data to AMR in real-time.									
172	Meter Read Interfaces	Automated Meter Reading (AMR)	AMR information includes the following:									
173	Meter Read Interfaces	Automated Meter Reading (AMR)	Outage and detection and restoration									
174	Meter Read Interfaces	Automated Meter Reading (AMR)	Turn-on and turn-offs									
175	Meter Read Interfaces	Automated Meter Reading (AMR)	Power quality monitoring - meters should be able to monitor spikes, surges, sags, drops-outs, over voltage, under voltage and harmonic distortion									
176	Meter Read Interfaces	Automated Meter Reading (AMR)	Data to detect meter tampering and diversion detection									

CIS Functional Requirements

REF #	PROCESS	CATEGORY	DESIRED FUNCTIONALITY	In Base System	Requires Configuration	Requires user exit	Requires modification	Available in Future Release	Not Supported	Module	Workday Estimate	Bidder Notes
177	Meter Read Interfaces	Automated Meter Reading (AMR)	The product shall provide the ability to interface with various electronic meter-reading sources including AMR and telemetering devices for polling and uploading of meter read and load data information.									
178	Meter Read Interfaces	Automated Meter Reading (AMR)	The product shall provide the ability to interface with MV90 (load data as well as billing data).									
179	Meter Read Interfaces	Automated Meter Reading (AMR)	The product shall provide the ability to store MV90 interval data.									
180	Meter Read Interfaces	Automated Meter Reading (AMR)	The product shall provide the ability to create demand plots using MV90 interval data.									
181	Meter Read Interfaces	Remote Meter Reading	The product shall provide the ability to interface with remote meter reading systems.									
182	Meter Read Interfaces	Remote Meter Reading	Remote meter reading systems include:									
183	Meter Read Interfaces	Remote Meter Reading	Mobile Data Terminals (MDSI)									
184	Meter Read Interfaces	Remote Meter Reading	All current forms of AMR and OMR									
185	Meter Read Interfaces	Smart Meter	There may be a future need to interface with a "Smart Meter" system.									
186	Meter Read Interfaces	Smart Meter	The product shall provide the ability to:									
187	Meter Read Interfaces	Smart Meter	Interface with "Smart Meter" system.									
188	Meter Read Interfaces	Smart Meter	Interface with a system to remotely turn a meter off or on.									
189	Meter Read Interfaces	Smart Meter	Support the ability to handle "daily demand meters," "interval meters" to support unbundling, and user-defined TOU periods.									
190	Meter Read Interfaces	Smart Meter	Initiate an automated meter read electronically.									
191	Meter Read Interfaces	Third Party	The product shall have the ability to provide the necessary information and interfaces to read meters for another company, and share metering information like consumption, history, special meter reading requirements, load profiling, etc., within the confines of compliance with privacy of usage data.									
192	Meter Read Interfaces	Third Party	Receive input file of readings via Electronic Data Interchange (EDI) of meter reads performed by another company									
193	Meter Read Interfaces	Third Party	Create output file and transmit readings via Electronic Data Interchange (EDI) of meter reads for another company									

CIS Functional Requirements

REF #	PROCESS	CATEGORY	DESIRED FUNCTIONALITY	In Base System	Requires Configuration	Requires user exit	Requires modification	Available in Future Release	Not Supported	Module	Workday Estimate	Bidder Notes
194	Meter Read Interfaces	Third Party	Read another company's meters and provide a file through EDI of the readings									
195	Meter Read Interfaces	Miscellaneous	Support easy upload/download of meter reading data to/from laptops/desktops PCs.									

CIS Functional Requirements

REF #	PROCESS	CATEGORY	DESIRED FUNCTIONALITY	In Base System	Requires Configuration	Requires user exit	Requires modification	Available in Future Release	Not Supported	Module	Workday Estimate	Bidder Notes
	METERING & EQUIPMENT											
1	Meter Data	Meter Data	The product shall provide meter and equipment inventory management functions.									
2	Meter Data	Meter Attributes	The product shall provide an on-line review and update of all meter attributes and attachments.									
3	Meter Data	Meter Attributes	Meter attributes shall include but not be limited to the following:									
4	Meter Data	Meter Attributes	Meter Prefix (minimum of 10 alpha/numeric characters)									
5	Meter Data	Meter Attributes	Meter number (minimum of 10 numeric characters)									
6	Meter Data	Meter Attributes	Billing Constant									
7	Meter Data	Meter Attributes	Manufacturer Model									
8	Meter Data	Meter Attributes	Meter manufacturer name									
9	Meter Data	Meter Attributes	Meter manufacturer codes (3 alpha/numeric)									
10	Meter Data	Meter Attributes	Meter location on premises									
11	Meter Data	Meter Attributes	Number of dials									
12	Meter Data	Meter Attributes	Date installed/set (month, day and year)									
13	Meter Data	Meter Attributes	Repair history and in-test results									
14	Meter Data	Meter Attributes	Set criteria for generating a test order									
15	Meter Data	Meter Attributes	Date of meter purchase									
16	Meter Data	Meter Attributes	Meter status code (stock-set/active/inactive-removed-meter shop)									
17	Meter Data	Meter Attributes	Meter Ownership									
18	Meter Data	Meter Attributes	Daily demand meter, interval meter (unbundling)									
19	Meter Data	Meter Attributes	Demand scale									
20	Meter Data	Meter Attributes	Meter phone number (MV-90/gas)									
21	Meter Data	Meter Attributes	Additional Electric Meter Information:									
22	Meter Data	Meter Attributes	Meter class									
23	Meter Data	Meter Attributes	Meter Amps									
24	Meter Data	Meter Attributes	Meter dial type									
25	Meter Data	Meter Attributes	TOU register hours									
26	Meter Data	Meter Attributes	Number of registers									
27	Meter Data	Meter Attributes	Unit of measure									
28	Meter Data	Meter Attributes	Line phase (single or three phases)									
29	Meter Data	Meter Attributes	Number of wires									
30	Meter Data	Meter Attributes	Service conductor type and size									

CIS Functional Requirements

REF #	PROCESS	CATEGORY	DESIRED FUNCTIONALITY	In Base System	Requires Configuration	Requires user exit	Requires modification	Available in Future Release	Not Supported	Module	Workday Estimate	Bidder Notes
31	Meter Data	Meter Attributes	Pipe size									
32	Meter Data	Meter Attributes	Meter voltage/auto ranging									
33	Meter Data	Meter Attributes	Capacity									
34	Meter Data	Meter Attributes	Service voltage rating									
35	Meter Data	Meter Attributes	Meter size									
36	Meter Data	Meter Attributes	Transformer type									
37	Meter Data	Meter Attributes	Regulator									
38	Meter Data	Meter Attributes	Meter Pressure									
39	Meter Data	Meter Attributes	Delivery Pressure									
40	Meter Data	Meter Attributes	Transformer primary voltage									
41	Meter Data	Meter Attributes	Transformer secondary voltage									
42	Meter Data	Meter Attributes	Demand meter (Demand Register) (kva meters)									
43	Meter Data	Meter Attributes	Demand interval									
44	Meter Data	Meter Attributes	Internal multiplier (Corrector)									
45	Meter Data	Meter Attributes	Overhead/underground									
46	Meter Data	Meter Attributes	Interval recorder data									
47	Meter Data	Meter Attributes	Form number (Wires)									
48	Meter Data	Meter Attributes	Company code									
49	Meter Data	Meter Attributes	Register ratio (16 2/3)									
50	Meter Data	Meter Attributes	Manufacturer code									
51	Meter Data	Meter Attributes	Transformer kilovolt amps									
52	Meter Data	Meter Attributes	Seal number									
53	Meter Data	Meter Attributes	KVA									
54	Meter Data	Meter Attributes	KVA demand rating									
55	Meter Data	Meter Attributes	Meter Type (Demand/TOU/Kvar/etc)									
56	Meter Data	Meter Attributes	Meter Type (Small Diaphragm, Rotary, etc.)									
57	Meter Data	Meter Attributes	Register or disc constant									
58	Meter Data	Meter Attributes	Substation (Transformer, Feeder ID)									
59	Meter Data	Meter Attributes	Statistical Group (Compliance Sample)									
60	Meter Data	Meter Attributes	Tamper Code - on art meter bring back reading & tamper code									
61	Meter Data	Meter Attributes	Kh (watt hrs per rev on the disc - 1.8, 7.2)									
62	Meter Data	Meter Attributes	Person doing the work									
63	Meter Data	Meter Attributes	Date work done									
64			Time work done									
65	Meter Data	Meter Attributes	ERT number									
66	Meter Data	Meter Attributes	ERT type									
67	Meter Data	Meter Attributes	Collar number									

CIS Functional Requirements

REF #	PROCESS	CATEGORY	DESIRED FUNCTIONALITY	In Base System	Requires Configuration	Requires user exit	Requires modification	Available in Future Release	Not Supported	Module	Workday Estimate	Bidder Notes
68	Meter Data	Meter Attributes	KYZ output									
69	Meter Data	Meter Attributes	Communication type									
70	Meter Data	Meter Attributes	Frequency									
71	Meter Data	Meter Attributes	Scada protocol									
72	Meter Data	Meter Attributes	CT box size									
73	Meter Data	Meter Attributes	Meter box size									
74	Meter Data	Meter Attributes	Reason for removal									
75	Meter Data	Meter Attributes	Pressure Factor Metering Number (PFM) Minimum of 12 characters									
76	Meter Data	Meter Attributes	Count of Index Rollover									
77	Meter Data	Meter Attributes	The product shall store additional meter location information such as agency name, code, location/equipment served.									
78	Meter Data	Meter Attributes	The product shall provide the ability to store and update multiple registers per meter.									
79	Meter Data	Instrument/Device Attributes	The system should be able to manage instruments associated with meters and track these devices and their relationships.									
80	Meter Data	Instrument/Device Attributes	Device information includes the following:									
81	Meter Data	Instrument/Device Attributes	Manufacturer									
82	Meter Data	Instrument/Device Attributes	Manufacturer Type (Model Number)									
83	Meter Data	Instrument/Device Attributes	Size - Capacity									
84	Meter Data	Instrument/Device Attributes	Purchase Date									
85	Meter Data	Instrument/Device Attributes	Serial number									
86	Meter Data	Instrument/Device Attributes	Last tested date									
87	Meter Data	Instrument/Device Attributes	Track individual instruments connected to a meter									

CIS Functional Requirements

REF #	PROCESS	CATEGORY	DESIRED FUNCTIONALITY	In Base System	Requires Configuration	Requires user exit	Requires modification	Available in Future Release	Not Supported	Module	Workday Estimate	Bidder Notes
88	Meter Data	Instrument/Device Attributes	Insulation class									
89	Meter Data	Instrument/Device Attributes	Accuracy class									
90	Meter Data	Instrument/Device Attributes	Class (CT Ratio) - capable of tracking multi-ratio transformers									
91	Meter Data	Instrument/Device Attributes	Corrected ratio									
92	Meter Data	Instrument/Device Attributes	Gas pressure adjustment factor									
93	Meter Data	Instrument/Device Attributes	Temp. Pressure Adjustment Factor electronic gas correction device (Five dial CCF Read to 6 dial MCF reading.)									
94	Meter Data	Instrument/Device Attributes	Test history (include employee number)									
95	Meter Data	Instrument/Device Attributes	CT Connected burden									
96	Meter Data	Instrument/Device Attributes	PT Connected burden									
97	Meter Data	Instrument/Device Attributes	Rating Factor (CT)									
98	Meter Data	Premise Information	The product shall provide the ability to track number of CT units installed at a premise.									
99	Meter Data	Premise Information	The product shall provide the ability to track number of PT units installed at a premise.									
100	Meter Data	Load/Sizing Information	To verify the proper sizing of equipment, the company needs to identify the peak (highest) consumption recorded over a user defined period of time, at a premise, and within a distribution segment/node.									
101	Meter Data	Load/Sizing Information	The product shall provide the ability to store and maintain the following:									
102	Meter Data	Load/Sizing Information	Peak consumption information for a premise									
103	Meter Data	Load/Sizing Information	Equipment failure history									
104	Meter Data	Load/Sizing Information	Instances when consumption exceeds predetermined level by meter type									

CIS Functional Requirements

REF #	PROCESS	CATEGORY	DESIRED FUNCTIONALITY	In Base System	Requires Configuration	Requires user exit	Requires modification	Available in Future Release	Not Supported	Module	Workday Estimate	Bidder Notes
105	Meter Data	Load/Sizing Information	Generation data									
106	Meter Data	Load/Sizing Information	Peak generation value									
107	Meter Data	Load/Sizing Information	Peak load value									
108	Meter Data	Load/Sizing Information	Totalized/net value									
109	Meter Management	General Requirements	The system will support the creation of user-defined data elements needed to track all meter types and other serialized equipment.									
110	Meter Management	General Requirements	The system will support the creation of associations between meters and other customer and company owned equipment such as regulators and remote measurement devices.									
111	Meter Management	General Requirements	The system shall track metering equipment installs and removes.									
112	Meter Management	General Requirements	Metering equipment test/repair data/tracking and scheduling of the work and the meter tech performing such.									
113	Meter Management	General Requirements	The system shall provide on-line inquiry of meters by address, service number, prefix, size, class, meter number, or other meter attributes as defined by Utility									
114	Meter Management	General Requirements	The system shall provide on-line inquiry and hard copy reporting of meters and their status (set, etc.)									
115	Meter Management	General Requirements	The system shall show current and past geographical locations for all meters and other user defined equipment.									
116	Meter Management	General Requirements	Manage third party meter equipment (non-company meters)									
117	Meter Management	General Requirements	The product shall provide the ability to have a correlation process that goes on daily between meter inventory data & CIS data that takes any exceptions & sends them to a work queue. This goes to the meter attributes level (ex: number of read dials per register, constant, etc.) & the installation of meter in field or removal from the field. Work queue should list meters in 'limbo'. i.e. meters scheduled to install but never completed.									
118	Meter Management	General Requirements	There is a need to make some meter repairs in the field such as changing or resetting the dial. The product shall provide the ability to, upon completion of the order, update the premise record for the meter dial attributes and process through billing. It shall be treated same as any other meter change except meter number does not change.									
119	Meter Management	General Requirements	The product shall support on-line retrieval of meter information using the meter address/location information.									
120	Meter Management	Equipment Tracking	The product shall provide the ability to track the meter and instrument from purchase, to inventory, to installation, to removal, to disposal.									
121	Meter Management	Equipment Tracking	The product shall provide the ability to provide an on-line historical view of meters and instruments located at premises for a table driven period of time (by premise).									

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REF #	PROCESS	CATEGORY	DESIRED FUNCTIONALITY	In Base System	Requires Configuration	Requires user exit	Requires modification	Available in Future Release	Not Supported	Module	Workday Estimate	Bidder Notes
122	Meter Management	Equipment Tracking	The product shall provide the ability to associate a Geographic Location Number (GLN) with a meter.									
123	Meter Management	Rules/Validation	The company receives several shipments of new meters. The serial numbers of one shipment match serial numbers of meters that are already recorded in our system. For inventory control, we cannot accept or use the new (duplicate) meters. The product shall provide the ability to prohibit duplicate equipment serial numbers within the same manufacturer and meter type.									
124	Meter Management	Rules/Validation	The product shall provide validation of all meter attributes including cross field validation based on user defined business rules.									
125	Meter Management	Rules/Validation	A service person changes the meter. The product shall have the ability to automatically update meter and meter set component attribute values when the meter set order is completed. The product shall cross check meter number, register configuration and size, multiplier, etc.									
126	Meter Management	Rules/Validation	Metering equipment data shall be validated to prevent the inclusion of faulty data into your meter inventory file, as this will be correlated to CIS data. All input data shall be validated & correct. The product shall provide the ability to prevent incorrect meter/equipment data from entering the product.									
127	Meter Management	Rules/Validation	Procedures to be followed are determined in part by the metering equipment involved. For instance, if an off-cycle reading is needed, the procedure for a standard meter is different from a fixed network AMR meter. The product shall provide the ability to support rules based processing including meter attributes as determinant.									
128	Meter Management	Rules/Validation	Remote access versus field visit for reading									
129	Meter Management	Rules/Validation	Remote access versus field visit for disconnects									
130	Meter Management	Rules/Validation	Skill level assigned based on equipment category									
131	Meter Management	Rules/Validation	Ability to interface with automated meter reading systems.									
132	Meter Management	Meter Testing	The Utility performs scheduled testing of a select number of its meters on a regular, predefined basis, periodically and based on statistical selection. It also tests meters upon customer request, providing certain criteria are met.									

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REF #	PROCESS	CATEGORY	DESIRED FUNCTIONALITY	In Base System	Requires Configuration	Requires user exit	Requires modification	Available in Future Release	Not Supported	Module	Workday Estimate	Bidder Notes
133	Meter Management	Meter Testing	The product shall provide the following:									
134	Meter Management	Meter Testing	Generate the orders needed to cause a meter to be removed for testing (based on client defined selection criteria)									
135	Meter Management	Meter Testing	Set up the criteria needed to cause a scheduled meter test order to be issued.									
136	Meter Management	Meter Testing	Add/View meter test results data history (either scheduled testing or on-request testing results) including but not limited to: address, account number, meter, date, results, employee, comments, etc.									
137	Meter Management	Meter Testing	Provide Statistical Meter Testing - program to randomly select a meter for testing.									
138	Meter Management	Meter Testing	Provide user defined logic to identify periodic meters for testing									
139	Meter Management	Meter Testing	Support the ability to upload and download test information from a 3rd party system.									
140	Meter Management	Meter Testing	The product shall provide the ability to create a list/or on-line work queue of accounts where the meter has tested outside of range along with the appropriate test results. An adjustment can be calculated automatically for the prescribed period of time.									
141	Meter Management	Meter Testing	The product shall provide the ability to handle the following:									
142	Meter Management	Meter Testing	Determine if incorrect test data was entered for a meter									
143	Meter Management	Meter Testing	Correction of the test data									
144	Meter Management	Meter Testing	Correct the data within the time allotted.									
145	Meter Management	Meter Testing	Manage the level of authority required to correct the data									
146	Meter Management	Meter Testing	Provide reporting per regulatory requirements.									

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REF #	PROCESS	CATEGORY	DESIRED FUNCTIONALITY	In Base System	Requires Configuration	Requires user exit	Requires modification	Available in Future Release	Not Supported	Module	Workday Estimate	Bidder Notes
147	Meter Management	Meter Testing	Ability to maintain and manage test history data items such as but not limited to:									
148	Meter Management	Meter Testing	Results as found and as left									
149	Meter Management	Meter Testing	Reads									
150	Meter Management	Meter Testing	Date									
151	Meter Management	Meter Testing	Demand									
152	Meter Management	Meter Testing	Tester id									
153	Meter Management	Meter Testing	Test equipment									
154	Meter Management	Meter Testing	Test reason									
155	Meter Management	Meter Testing	The system shall support charging for customer requested meter tests.									
156	Meter Management	Mass Updates to Meter Inventory	A series of transactions occurs such as the purchase of 1000 meters, testing of 400 meters or the retirement of 100 meters. The system shall support the mass update of meter information including the following:									
157	Meter Management	Mass Updates to Meter Inventory	Track these entries on-line in real-time									

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REF #	PROCESS	CATEGORY	DESIRED FUNCTIONALITY	In Base System	Requires Configuration	Requires user exit	Requires modification	Available in Future Release	Not Supported	Module	Workday Estimate	Bidder Notes
158	Meter Management	Mass Updates to Meter Inventory	Validate all retired information was entered									
159	Meter Management	Mass Updates to Meter Inventory	Display the number of meters tested and repaired by class									
160	Meter Management	Mass Updates to Meter Inventory	The system shall provide the ability to automatically purge inactive meters after a user defined period of time.									
161	Meter Management	Meter Maintenance/Removal	Meters and meter components (meter attachments, dials, etc.) shall be changed periodically. These orders should be automatically generated based on table driven criteria (such as age, manufacturer code, other meter attributes/attachments, etc.) and matched/noted any time an order is generated for that premise. These orders shall also be able to be deleted from the product when quota is reached for the year. The product shall update the record for any of this work when completed. The product shall provide the ability to provide this functionality.									
162	Meter Management	Miscellaneous	The product shall provide the ability to scan bar code information off a meter, device or instrument for entry into the system.									
163	Meter Management	Miscellaneous	The product shall provide an on-line code dictionary for all meter types, makes and sizes including capacities, and pressures, etc.									
164	Meter Management	Interfaces	The product shall provide the ability to interface with third party meter reading systems including but not limited to the following:									
165	Meter Management	Interfaces	ITRON/MV90 meter reading systems									
166	Meter Management	Interfaces	PP4									
167	Meter Management	Interfaces	ARCS (Automated Routing Control System)									
168	Meter Management	Interfaces	AMM (Automated Meter Management)									
169	Meter Management	Interfaces	Multiple vendor meter reading input/output files and software									
170	Meter Management	Interfaces	Scheduling and dispatching system									
171	Meter Management	Interfaces	AMR devices/digital cellular									
172	Meter Management	Interfaces	GIS (GPS)									
173	Meter Management	Interfaces	Inventory control (materials handling)									
174	Meter Management	Interfaces	Work management									
175	Meter Management	Interfaces	Outage reporting									
176	Meter Management	Interfaces	Mobile data terminals									

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REF #	PROCESS	CATEGORY	DESIRED FUNCTIONALITY	In Base System	Requires Configuration	Requires user exit	Requires modification	Available in Future Release	Not Supported	Module	Workday Estimate	Bidder Notes
177	Meter Management	Interfaces	Wholesale billing system									
178	Meter Management	Interfaces	Weather Information									
179	Meter Management	Interfaces	The product shall provide the ability to support cross checking validation for various meter data interfaces.									
180	Meter Management	Interfaces	Support internet access (TCP/IP) to any metering device and interfaces to external systems (e.g., work management, construction management, facilities, AM/FM/GIS).									
181	Meter Management	Interfaces	The product shall provide standard interfaces to 3rd party reporting tools (BW)									
182	Meter Management Reporting	Reports	The product shall support on-line retrieval of meter information using the meter address/location information.									
183	Meter Management Reporting	Reports	Meter shop productivity reporting (meter tester performance)									

CIS Functional Requirements

REF #	PROCESS	CATEGORY	DESIRED FUNCTIONALITY	In Base System	Requires Configuration	Requires user exit	Requires modification	Available in Future Release	Not Supported	Module	Workday Estimate	Bidder Notes
	MARKETING											
1	Marketing Data	Customer/Premise Data	The system shall capture demographic data for use in marketing including but not limited to the following:									
2	Marketing Data	Customer/Premise Data	Demographic data									
3	Marketing Data	Customer/Premise Data	Special needs of all customers (including language preference for future correspondence)									
4	Marketing Data	Customer/Premise Data	Customer group data: marketing segment or sub-segment; rate and revenue class; etc.									
5	Marketing Data	Customer/Premise Data	Load curtailment: the system should have the ability to track numerous load curtailment programs. Load curtailment varies by customer and by service territory.									
6	Marketing Data	Customer/Premise Data	Transformer, Meters Pipes, Equipment, - Company owned vs. customer owned									
7	Marketing Data	Customer/Premise Data	Customer's company contact - energy decision maker and/or bill payer									
8	Marketing Data	Customer/Premise Data	Alternative fuel sources - wind, fuel, solar, capstone, digester, fuel cell, hydro power									
9	Marketing Data	Customer/Premise Data	Information about customer business (what they make or provide)									
10	Marketing Data	Customer/Premise Data	Primary and secondary email fields									
11	Marketing Data	Customer/Premise Data	Opt-in information that gives the customer's preferred method of contact									
12	Marketing Data	Customer/Premise Data	Opt-out information									
13	Marketing Data	Customer/Premise Data	Customer, account, and premise consumption, demand and revenue for any user defined period with ability to archive and retrieve.									
14	Marketing Data	Customer/Premise Data	Participation in marketing products/programs									
15	Marketing Data	Customer/Premise Data	Comments at the customer and premise level.									
16	Marketing Data	Customer/Premise Data	The system shall have the ability to provide a hierarchical, multi-level view of customers (e.g. parent/child relationships).									
17	Marketing Data	Customer/Premise Data	The system shall have the ability to track and maintain customer, premise and meter profile information, in addition to customer history information. Profile information includes items such as load factors, average energy usage and demand, customer reliability, event frequency and duration, percent on-and-off peak usage (for time-of-use rates), etc., and the amount of change in these over time.									
18	Marketing Data	Customer/Premise Data	The system shall maintain and update current SIC's and NASIC's. The system shall handle SIC/NASIC's code set up where the account's economic activity at the facility is not its primary function.									

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REF #	PROCESS	CATEGORY	DESIRED FUNCTIONALITY	In Base System	Requires Configuration	Requires user exit	Requires modification	Available in Future Release	Not Supported	Module	Workday Estimate	Bidder Notes
19	Marketing Data	Customer/Premise Data	The system shall have the ability to identify and group customers and/or premises.									
20	Marketing Data	Customer/Premise Data	The following are examples of identifying information or groups.									
21	Marketing Data	Customer/Premise Data	Customer/premise profile									
22	Marketing Data	Customer/Premise Data	Rate and revenue class									
23	Marketing Data	Customer/Premise Data	Revenue amounts - non-commodity									
24	Marketing Data	Customer/Premise Data	Product or Service Sales amounts									
25	Marketing Data	Customer/Premise Data	Geographic location									
26	Marketing Data	Customer/Premise Data	Service center/County/City/Other									
27	Marketing Data	Customer/Premise Data	Transformer/circuit, node, location information.									
28	Marketing Data	Customer/Premise Data	Customer grouping by service level									
29	Marketing Data	Customer/Premise Data	Other user defined elements									
30	Marketing	Customer Contact	A customer contacts the company via internet mail, fax, web, telephone or other contact method or is contacted by the company. The system shall store details related to outbound and inbound contacts.									
31	Marketing	Analytics	The system shall provide the ability to query for consumption history on various time frames.									
32	Marketing	Analytics	The system shall have the ability to produce reports of information for groups of customers and premises.									
33	Marketing	Analytics	The system shall have the ability to generate and export mailing lists, telephone contacts, to analyze data, to produce on-line and printed reports, etc., for groups created by the above process.									
34	Marketing	Analytics	The system shall evaluate past consumption history based on some pre-defined benchmark or calculated qualifier to determine eligibility for a program									
35	Marketing	Load Profile	The system should have the capability to provide customers with usage history and load profile information.									
36	Marketing	Marketing Toolsets	The system shall provide on-line access to comparison pricing of various competitive energy services and products.									
37	Marketing	Surveys	The system shall generate customer surveys or telemarketing lists to regularly determine if customer needs/requests are being met. The system shall also support automated call handoff for customer satisfaction survey follow-up monitoring by 3rd parties. This shall include surveys being sent directly to the customer, plus surveys being sent to marketing or customer service for those customers who will be called by account managers or service representatives for customer satisfaction for installed or delivered products.									

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REF #	PROCESS	CATEGORY	DESIRED FUNCTIONALITY	In Base System	Requires Configuration	Requires user exit	Requires modification	Available in Future Release	Not Supported	Module	Workday Estimate	Bidder Notes
38	Marketing	Surveys	The product shall support the creation of random samples based on user defined rules.									
39	Marketing	Interfaces	The system shall interface with programming languages/database query tools (Brio Query, Business Objects, Info Maker, Cognos, etc.), and spreadsheets (Microsoft Excel, etc.) for ad hoc analyses and reporting of data using these tools. The tools conceivably need access to every field in the database.									
40	Contract Management	General Contract Requirements	The system shall create a contract for delivery of products /services/energy and including the following details: **Note: Additional Contract Management Requirements found in Billing**									
41	Contract Management	General Contract Requirements	The system shall accommodate service delivery fee contracts.									
42	Contract Management	General Contract Requirements	The system shall allow multiple contracts per customer									
43	Contract Management	General Contract Requirements	The system shall upon delivery of product or service to customer or when service is completed:									
44	Contract Management	General Contract Requirements	Flag the contract for 30 day follow-up.									
45	Contract Management	General Contract Requirements	Post a receivable									
46	Contract Management	General Contract Requirements	Update the premise information									

CIS Functional Requirements

REF #	PROCESS	CATEGORY	DESIRED FUNCTIONALITY	In Base System	Requires Configuration	Requires user exit	Requires modification	Available in Future Release	Not Supported	Module	Workday Estimate	Bidder Notes
	REPORTING TOOLS											
1	Report Management	General Requirements	Reports shall be available for on-line and/or hardcopy viewing and distribution via fax, email, web link, online workflow and viewing on the Web.									
2	Report Management	General Requirements	Application shall provide for report management including the following examples:									
3	Report Management	General Requirements	Archival to long-term storage device and/or media									
4	Report Management	General Requirements	Rerun versus reprint									
5	Report Management	General Requirements	User controlled destination of output									
6	Report Management	General Requirements	Ability to "zip" a report prior to attaching to an email message.									
7	Report Management	General Requirements	Security (restrict access to sensitive reports while allowing access to others)									
8	Report Management	General Requirements	Base reports shall be standardized so basic format changes can be made easily (i.e., table driven headers and sort/break parameters).									
9	Report Management	General Requirements	The system shall allow users to save queries for reuse in the future. (Favorite Reports)									
10	Report Management	General Requirements	The system shall allow users to save ad hoc reports (results after running the report) for future access.									
11	Report Management	General Requirements	Documentation shall be provided for all "baseline" reports, this should include system generated, ad hoc and online reports. Documentation shall contain report narratives, data, tables utilized, algorithms, business logic and flowcharts.									
12	Report Management	General Requirements	The system shall provide for automatic user notification via email or other transaction to the status of batch processes. This is needed to insure that operational reports are run after batch updates to various business processes such as billing and payment posting.									
13	Report Management	General Requirements	A common report processor/tool shall be provided in the event we want to put all reports into a document management system.									
14	Report Management	General Requirements	Provide the ability to restrict AD Hoc access to the database.									
15	Report Management	General Requirements	The system shall provide for the following reporting features:									
16	Report Management	General Requirements	Provides user on-line facilities to identify and execute reports on specific cycles (report scheduling facilities).									
17	Report Management	General Requirements	Provide a set of reporting and development tools for report generation the product shall include drill down, graphical, statistical, and olap (online application process) features.									
18	Report Management	General Requirements	A scheduling tool shall be provided to automatically schedule reports to run.									

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Reporting Tools

CIS Functional Requirements

REF #	PROCESS	CATEGORY	DESIRED FUNCTIONALITY	In Base System	Requires Configuration	Requires user exit	Requires modification	Available in Future Release	Not Supported	Module	Workday Estimate	Bidder Notes
19	Report Management	General Requirements	The system shall provide the following:									
20	Report Management	General Requirements	Provides ability for user to modify standard report formats/fields.									
21	Report Management	General Requirements	Provides ability to change screen format easily.									
22	Report Management	General Requirements	Provides ability to modify help screens and add new help screens.									
23	Report Management	General Requirements	Provide a set of tools to perform report maintenance.									
24	Report Management	Ad-Hoc Reporting	The System shall contain ad-hoc reporting and file generation capabilities inherent in the system. The system shall have the flexibility for users to download and upload data in an Excel or other spreadsheet, user database files and modeling systems without technical assistance. Users should be able to control the format of the download file.									
25	Report Management	Ad-Hoc Reporting	The system shall allow for ad-hoc reporting that spans company jurisdictions. The system shall be have the ability to produce reports that include similar data									
26	Report Management	Ad-Hoc Reporting	Configuration of ad-hoc reporting shall be included with the baseline system and fixed fee contract.									
27	Report Management	Queries	The system shall provide the following query facilities:									
28	Report Management	Queries	Provides queries that are optimized and tools are provided to optimize new queries (i.e., dynamic SQL's are notorious for passing back to the client more rows of database records than is required by the server application (e.g. JOIN's)).									
29	Report Management	Queries	Provides ability to restrict the maximum number of records/rows reading the database.									
30	Report Management	Complex Queries	The system shall support complex data access and analysis via access to the production data environment.									
31	Report Management	Complex Queries	The system shall support complex data access and analysis via a data warehouse or shadow database.									
32	Report Management	Transactional Analysis	The system shall support transactional reporting and analysis to insure the accuracy of data passed to and from the CIS and other 3rd party applications including CRM, EDI and Web based transactions, and other interfaces.									
33	Report Management	Transactional Analysis	The system shall support transactional analysis for monitoring of system transactions such as collections activities, enrollment contract status, marketplace transactions etc.. The system shall support user defined exception handling for any transactions that fall outside of user defined parameters.									
34	Report Management	Interface	The system shall allow for integration with third party ad hoc tools such as (crystal reports, business objects, brio , etc).									
35	Report Management	Interface	The product shall support transmittal of reports via FTP									

CIS Functional Requirements

REF #	PROCESS	CATEGORY	DESIRED FUNCTIONALITY	In Base System	Requires Configuration	Requires user exit	Requires modification	Available in Future Release	Not Supported	Module	Workday Estimate	Bidder Notes
	WEB ACCESS											
1	Customer Self-Serve	Customer Transactions	The product shall have the ability to create items for employee work queues to further interact with customer's web inquiries.									
2	Customer Self-Serve	Customer Transactions	All web transactions shall create user defined customer contact records.									
3	Customer Self-Serve	Customer Transactions	The product shall provide the ability to create automatic confirmation of receipt of customer inquiries.									
4	Customer Self-Serve	Customer Transactions	The product shall allow customers to create/update customer profile information such as telephone number, email address, other demographic information.									
5	Customer Self-Serve	Customer Transactions	The product shall provide service outage messages									
6	Customer Self-Serve	Customer Transactions	The product shall support web based access to any CIS transaction									
7	Customer Self-Serve	Customer Transactions	The product shall support customer queries with selection criteria.									
8	Customer Self-Serve	Customer Transactions	The product shall support downloads of account information.									
9	Web Capabilities	Marketing	The product shall have the ability to incorporate surveys according to business needs.									
10	Web Capabilities	Marketing	The product shall have the ability to implement e-commerce via the Web site. (Complete a financial transaction for purchase of goods and services)									
11	Web Capabilities	Marketing	The product shall have the ability to allow customers to enroll in programs via the Web site.									
12	Web Capabilities	Marketing	The product shall have the ability to allow customers to check the status of program enrollment via the web. For example the check the status of a rebate via the web.									
13	Web Capabilities	Marketing	The product shall have the ability to track customer web traffic, transactions, and navigation.									
14	Web Capabilities	Marketing	The system shall provide the ability to display user defined messages upon web site logout.									
15	Web Capabilities	Marketing	The system shall provide a secure message capability for customer notifications. (Customer specific messages listed after login)									
16	Web Capabilities	Marketing	The product shall support customer analysis of energy usage.									
17	Web Capabilities	Security	The product shall only allow the customer of record or his/her authorized agent access to their account.									

CIS Functional Requirements

REF #	PROCESS	CATEGORY	DESIRED FUNCTIONALITY	In Base System	Requires Configuration	Requires user exit	Requires modification	Available in Future Release	Not Supported	Module	Workday Estimate	Bidder Notes
18	Web Capabilities	Security	The product shall support web based access to multiple customer/account records for select 3rd parties. For example 3rd party accounts payable, account management companies/individuals should have access to customer/accounts they manage.									
19	Web Capabilities	Security	The product should require pins or other mechanism for verification, and provide ability of creating and maintaining such authorization ID's.									
20	Web Capabilities	Security	The product shall encrypt passwords on the database.									
21	Web Capabilities	Security	The product shall allow one user ID and password for multiple accounts. (Landlords, etc…)									
22	Web Capabilities	Security	The product shall provide a mechanism to support password retrieval by user and reset by company.									
23	Web Capabilities	Security	The product shall support SSL. (Secure Socket Layer) between the customer/web server/client.									
24	Web Capabilities	Security	The product shall provide internal user-defined web logout procedures including timeout settings.									
25	Web Capabilities	Security	The product shall support online registration for account access.									
26	Web Capabilities	Security	The product shall support the capture of a user defined security questions to be used by the customer during web access login.									
27	Web Capabilities	Site Navigation/Look and Feel	The product shall have the ability to search by keywords and phrases with user defined parameters.									
28	Web Capabilities	Site Navigation/Look and Feel	The product shall have clearly navigable pages that are easy to use, minimizing levels.									
29	Web Capabilities	Site Navigation/Look and Feel	The product shall provide a knowledge-based Frequently Asked Questions (FAQs) data base.									
30	Web Capabilities	Site Navigation/Look and Feel	The product shall provide easily updatable task-based help.									
31	Web Capabilities	Site Navigation/Look and Feel	The product shall incorporate usability best practices.									
32	Web Capabilities	Web Design/Configuration	The product shall provide a test environment									
33	Web Capabilities	Web Design/Configuration	The product shall provide the ability to move web configuration from the test environment to the production environment with online approval/audit trail.									
34	Web Capabilities	Web Design/Configuration	The product shall provide tools to port production data to the test environment									
35	Web Capabilities	Web Design/Configuration	The product shall provide the ability to create test accounts/data manually									
36	Web Capabilities	Web Design/Configuration	The product shall be compatible to all current internet accessibility standards.									

CIS Functional Requirements

REF #	PROCESS	CATEGORY	DESIRED FUNCTIONALITY	In Base System	Requires Configuration	Requires user exit	Requires modification	Available in Future Release	Not Supported	Module	Workday Estimate	Bidder Notes
37	Web Capabilities	Web Design/Configuration	The product shall have the ability to support 2 previous browser versions of IE, FireFox, Safari, etc.									
38	Web Capabilities	Web Design/Configuration	The product shall support web based access via multiple devices such as PDA, Cell Phone, Blackberry, etc.									
39	Web Capabilities	Web Design/Configuration	The product shall use style sheets so all screens match the corporate web page design standard.									
40	Web Capabilities	Web Design/Configuration	The product shall provide minimal website down time during off hours for maintenance.									
41	Web Capabilities	Web Design/Configuration	The product shall be easily configurable with other 3rd party applications.									
42	Web Capabilities	Web Design/Configuration	The product shall have the ability to upgrade the web portion separately from other CIS upgrades.									
44	Web Capabilities	Web Design/Configuration	The product shall have the ability to archive older versions of web pages.									
45	Web Capabilities	Web Design/Configuration	The product provide printer friendly outputs									

CIS Functional Requirements

REF #	PROCESS	CATEGORY	DESIRED FUNCTIONALITY	In Base System	Requires Configuration	Requires user exit	Requires modification	Available in Future Release	Not Supported	Module	Workday Estimate	Bidder Notes
	CUSTOMER CHOICE											
1	Electric Choice	EDI	The system shall have the ability to support EDI transactions. Specifically to support electric deregulation. This includes supplier initiated, or utility initiated transaction files; Includes error processing, etc									
2	Electric Choice	Retail Supplier Information	The product shall support the ability to setup and maintain the following supplier information:									
3	Electric Choice	Retail Supplier Information	Name of supplier									
4	Electric Choice	Retail Supplier Information	Assigned supplier number									
5	Electric Choice	Retail Supplier Information	Address of supplier									
6	Electric Choice	Retail Supplier Information	Phone contact shown on bill									
7	Electric Choice	Retail Supplier Information	Type of A/R: Purchase vs. non-purchase of supplier receivables. Purchase receivables are owned by the utility and follow the normal collections process. Non-purchased receivables are owned by the 3rd party supplier and managed by the utility while the account is in an active status.									
8	Electric Choice	Retail Supplier Information	Supplier purchase receivable discount percentage									
9	Electric Choice	Retail Supplier Information	The product shall support the ability to test a new supplier configuration (connectivity testing). This is just a test of the EDI communications									
10	Electric Choice	Retail Supplier Information	The product shall support the ability to test a new supplier configuration (content testing) but allow round trip testing using test scripts.									
11	Electric Choice	Setup Maintain 3rd Party Supplier Rates	The product shall have the ability to configure supplier rates. The following standard rate templates are available:									
12	Electric Choice	Setup Maintain 3rd Party Supplier Rates	Flat rate									
13	Electric Choice	Setup Maintain 3rd Party Supplier Rates	Flat charge									
14	Electric Choice	Setup Maintain 3rd Party Supplier Rates	Declining block (stepped)									
15	Electric Choice	Setup Maintain 3rd Party Supplier Rates	Time of Day									
16	Electric Choice	Setup Maintain 3rd Party Supplier Rates	The product shall have the ability to test newly setup rates, demonstrating how the rate is calculated.									
17	Electric Choice	Setup Maintain 3rd Party Supplier Rates	The product shall have the ability to configure supplier rates that are non-standard (example: percent off of avoidable charges). The configuration and customization to support these rates are billed back to the supplier outside the CIS if the supplier agrees with the estimated development costs.									
18	Electric Choice	Pre-enrollment List	The product shall have the ability to provide an extract of customers to suppliers.									
19	Electric Choice	Pre-enrollment List	Examples include, but not limited to the following:									

CIS Functional Requirements

REF #	PROCESS	CATEGORY	DESIRED FUNCTIONALITY	In Base System	Requires Configuration	Requires user exit	Requires modification	Available in Future Release	Not Supported	Module	Workday Estimate	Bidder Notes
20	Electric Choice	Pre-enrollment List	Handle customers who have OPT out of deregulation									
21	Electric Choice	Pre-enrollment List	Customer information (name, etc) but not the account number									
22	Electric Choice	Pre-enrollment List	Usage data - 12 months by meter									
23	Electric Choice	Pre-enrollment List	Billing program (Equal Payment, Average Bill, etc.)									
24	Electric Choice	Pre-enrollment List	Current Supplier enrollment switch									
25	Electric Choice	Pre-enrollment List	Load profile segment									
26	Electric Choice	Pre-enrollment List	Rate									
27	Electric Choice	Pre-enrollment List	Meter type indicator									
28	Electric Choice	Supplier customer enrollment	The product shall support the ability to track and maintain customers who have elected to opt out.									
29	Electric Choice	Supplier customer enrollment	Ability to view customer/supplier relationships; present and historical									
30	Electric Choice	Supplier customer enrollment	The product shall have the ability to produce user configured customer letters and bill message for the following : enrollments, drops, etc									
31	Electric Choice	Supplier customer enrollment	The product shall have the ability to support an user defined algorithm for billing effective dates of transactions. Must be able to handle exception to the main rule for PIPP customers.									
32	Electric Choice	Supplier customer enrollment	The product shall have the ability to handle enrollment files from suppliers via EDI.									
33	Electric Choice	Supplier customer enrollment	The ability to take supplier enrollment file in EDI format for processing									
34	Electric Choice	Supplier customer enrollment	The product shall have the ability to validate EDI syntax and trading partner information (DUNS #, etc)									
35	Electric Choice	Supplier customer enrollment	The ability to manually enroll a customer with an supplier for processing									
36	Electric Choice	Supplier customer enrollment	The ability to process a enrollment file from the supplier. This file contains the following information:									
37	Electric Choice	Supplier customer enrollment	Enrollments									
38	Electric Choice	Supplier customer enrollment	Drops									
39	Electric Choice	Supplier customer enrollment	Rescinds									
40	Electric Choice	Supplier customer enrollment	The enrollment information would include but not limited to the following:									
41	Electric Choice	Supplier customer enrollment	Supplier number									
42	Electric Choice	Supplier customer enrollment	Customer information (account, name, etc)									
43	Electric Choice	Supplier customer enrollment	The system shall support the following types of supplier billing programs:									
44	Electric Choice	Supplier customer enrollment	Dual - supplier does own billing based on usage from utility;									
45	Electric Choice	Supplier customer enrollment	Bill ready - supplier does own bill calculation based on usage from utility, then sends the amounts back for utility to present on the bill									
46	Electric Choice	Supplier customer enrollment	Rate ready - utility (LDC) bills on behalf of the supplier based on supplier rates in the CIS									

CIS Functional Requirements

REF #	PROCESS	CATEGORY	DESIRED FUNCTIONALITY	In Base System	Requires Configuration	Requires user exit	Requires modification	Available in Future Release	Not Supported	Module	Workday Estimate	Bidder Notes
47	Electric Choice	Supplier customer enrollment	Supplier consolidated bill ready- utility calculated utility charges and passes usage and calculated utility charge to the supplier. Supplier calculates the supplier charges. Supplier presents all on the supplier bill.									
48	Electric Choice	Supplier customer enrollment	Supplier consolidated rate ready- usage passed to supplier. Supplier calculates the utility and supplier charges. Supplier presents all on the supplier bill.									
49	Electric Choice	Supplier customer enrollment	The system shall track the following information:									
50	Electric Choice	Supplier customer enrollment	Supplier rate code									
51	Electric Choice	Supplier customer enrollment	Service type									
52	Electric Choice	Supplier customer enrollment	Service point I.D.									
53	Electric Choice	Supplier customer enrollment	Tax exemption percentage									
54	Electric Choice	Supplier customer enrollment	The product shall support the ability to validate each transaction request based on user defined business rules and track any rejection reason as applicable									
55	Electric Choice	Supplier customer enrollment	The product shall support the ability to track and maintain supplier rate changes effective with future date.									
56	Electric Choice	Supplier customer enrollment	The product shall support the ability to send an enrollment response with enrollment status back to the supplier.									
57	Electric Choice	Supplier customer enrollment	Customer information (account, name, etc)									
58	Electric Choice	Supplier customer enrollment	Premise information									
59	Electric Choice	Supplier customer enrollment	Mailing Address									
60	Electric Choice	Supplier customer enrollment	Enrollment status and rejection reason codes									
61	Electric Choice	Supplier customer enrollment	Enrollment effective date									
62	Electric Choice	Supplier customer enrollment	Meter information (number, type, characteristics)									
63	Electric Choice	Supplier customer enrollment	Meter usage information (12 months)									
64	Electric Choice	Supplier customer enrollment	Budget billing indicator / PIPP indicator									
65	Electric Choice	Supplier customer enrollment	Load profile segment									
66	Electric Choice	Supplier customer enrollment	Meter reading cycle									
67	Electric Choice	Supplier customer enrollment	The product shall support the ability to send the response data to the supplier information system.									

CIS Functional Requirements

REF #	PROCESS	CATEGORY	DESIRED FUNCTIONALITY	In Base System	Requires Configuration	Requires user exit	Requires modification	Available in Future Release	Not Supported	Module	Workday Estimate	Bidder Notes
68	Electric Choice	Supplier customer enrollment	The product shall support the ability to send an EDI enrollment status back to supplier									
69	Electric Choice	Supplier customer enrollment	The product shall have the ability to handle changes to enrolled customers files from suppliers via EDI interface.									
70	Electric Choice	Supplier customer enrollment	The following are examples:									
71	Electric Choice	Supplier usage inquiry	Prior to enrolling a customer with a supplier, the supplier can request usage information for the last 12 months. Supplier must supply customer account number which is an indication they have customer authorization.									
72	Electric Choice	Switch	**Supplier Switch** transaction that initiates a drop and an enrollment									
73	Electric Choice	Switch	DROP - Due to a new supplier enrollment, the utility initiates customer/supplier relationship termination. Transaction data sent to the supplier include but are not limited to the following: Customer, account, effective date									
74	Electric Choice	Switch	ENROLLMENT - same as new enrollment process									
75	Electric Choice	Drop	**DROP** - Supplier EDI transaction or manually initiated via CSBC rep using supplier information system. Customer/supplier relationship termination due various conditions (example: contract date expiration, customer not paying supplier bill). As part of this process, the customer returns to the utility service at the default or standard offer price.									
76	Electric Choice	Drop	Ability to accept an new supplier enrollment when the drop is in pending status (effective date has not been reached). The process bypasses the return to utility and just enrolls the customer with the new supplier.									
77	Electric Choice	Drop	**DROP** - Utility initiated Drop (example: final bill).									
78	Electric Choice	Drop	**DROP** - Utility initiated Drop (example: one service off). Must handle multiple services where one finals and another remains active with supplier									
79	Electric Choice	Drop	**DROP** - Customer initiated DROP - ability to create a work queue item to CSBC rep to manually work a Drop transaction									
80	Electric Choice	Supplier Default	**DROP** - Utility initiated Drop (example: supplier defaults). System will send individual transactions to terminate each customer enrolled with the supplier. Processed like normal Drops									
81	Electric Choice	Supplier Default	The product must be able to track financial information and process customers related to a defaulted supplier									
82	Electric Choice	Reinstate	For a supplier initiated Drop in error, allow for a reinstatement. Customer must be in pending drop status. Validation to reject if account is already effective with utility or new supplier									
83	Electric Choice	Reinstate	Customer initiated reinstatement based on CSR interaction. CSR creates a work item for CSBC rep to reinstate the supplier relationship. Manual reinstate while pending drop based upon customer request.									
84	Electric Choice	Rescind	Customer initiated rescind after supplier confirmed enrollment, customer changes mind or did not accept initially.. Based on interaction with CSR, have the ability to create a work queue item for CSBC rep. Based upon the condition of the account prior to the enrollment, the CSBC rep will initiated a RESCIND in the supplier information system which will send a DROP to the new supplier and possibly a REINSTATE to reactive the prior supplier if applicable									

CIS Functional Requirements

REF #	PROCESS	CATEGORY	DESIRED FUNCTIONALITY	In Base System	Requires Configuration	Requires user exit	Requires modification	Available in Future Release	Not Supported	Module	Workday Estimate	Bidder Notes
85	Electric Choice	Rescind	Customer initiated rescind after supplier confirmed drop, customer changes mind or did not accept initially. Based on interaction with the CSR have the ability to create a work queue item for the CSBC rep. The CSBC will initiated a RESCIND in the supplier information system which will send a REINSTATE to reactive the supplier									
86	Electric Choice	Supplier transaction response	The product shall support the ability to send a transaction response with status, effective date, reject reason if applicable and supporting CIS data back to the supplier (just like enrollment response)									
87	Electric Choice	Supplier customer enrollment	The product shall support the ability to send an EDI enrollment status back to supplier									
88	Electric Choice	Supplier Initiated changes	The system shall support the ability to accept from the supplier various changes. The following are examples:									
89	Electric Choice	Supplier Initiated changes	The following are examples:									
90	Electric Choice	Supplier Initiated changes	Supplier rate code									
91	Electric Choice	Supplier Initiated changes	Governmental aggregation indicator									
92	Electric Choice	Supplier Initiated changes	Tax exemption percentage									
93	Electric Choice	Supplier Initiated changes	Type of billing relationship (example from dual to rate ready)									
94	Electric Choice	Supplier Initiated changes	Supplier information									
95	Electric Choice	Supplier Initiated changes	Change historical view of usage data sent with each billing (summary vs. detail)									
96	Electric Choice	Supplier Initiated changes	Other supplier information (example: customer billing address)									
97	Electric Choice	Utility initiated changes	The system shall support the automated ability to send transactions to the supplier. Examples include but are not limited to the following:									
98	Electric Choice	Utility initiated changes	The following are examples:									
99	Electric Choice	Utility initiated changes	Utility rate change									
100	Electric Choice	Utility initiated changes	Meter Change									
101	Electric Choice	Utility initiated changes	Customer information changes (Examples: name, mailing address, etc)									
102	Electric Choice	Utility initiated changes	The system shall support the ability to support various CIS transactions that involve accounts on a supplier relationship.									
103	Electric Choice	Utility initiated transactions	The following are examples:									
104	Electric Choice	Utility initiated changes	Meter reading									
105	Electric Choice	Utility initiated changes	Bill calculation									
106	Electric Choice	Utility initiated changes	Bill presentation including bill messages									
107	Electric Choice	Utility initiated changes	Payments									
108	Electric Choice	Utility initiated changes	Cancel & rebill									
109	Electric Choice	Utility initiated changes	Order processing (final bill)									
110	Electric Choice	Utility initiated changes	Meter changes									
111	Electric Choice	Utility initiated changes	Disconnect for non-payment									
112	Electric Choice	Utility initiated changes	Reinstate customer disconnected in error									

CIS Functional Requirements

REF #	PROCESS	CATEGORY	DESIRED FUNCTIONALITY	In Base System	Requires Configuration	Requires user exit	Requires modification	Available in Future Release	Not Supported	Module	Workday Estimate	Bidder Notes
113	Electric Choice	Utility initiated changes	Reconnect a delinquent account after payment									
114	Electric Choice	Monthly customer transactions	The system must support sending the billed usage and dollars and other related customer and meter information to the Meter Data Repository system									
115	Electric Choice	Monthly customer transactions	The system have the ability to send the supplier new usage information including meter readings and interval data									
116	Electric Choice	Monthly customer transactions	If utility is billing on behalf of the supplier, the system shall have ability to send bill calculation data to the supplier. Information includes charges calculated, supplier number, supplier rate, billed usage, consumption, meter readings									
117	Electric Choice	Monthly customer transactions	The system shall support the ability distinguish between purchased and non-purchased charges during bill calculation									
118	Electric Choice	Monthly customer transactions	For purchased charges, an internal transaction is created to send a payment to the supplier based on the discounted percentage.									
119	Electric Choice	Monthly customer transactions	For non-purchased charges, as payments are applied against the open non-purchased supplier A/R, a transaction is initiated to pay the supplier for all dollars collected on their behalf.									
120	Electric Choice	Monthly customer transactions	For purchased charges, as payments are applied against the open purchased supplier A/R, a transaction is initiated to inform the supplier of the payment. This is informational only so the supplier understands the credit status of the customer (i.e. delinquency status)									
121	Electric Choice	Payment priority	The system shall support user defined business rule for payment priority.									
122	Electric Choice	Supplier A/R charge off	For non-purchased charges, after the supplier relationship has been terminated for a user defined period (60 days after final), the non-purchased charges are released from the system and returned to the supplier for collection. The balance owed in the CIS for the supplier non-purchased charges is set to zero.									
123	Electric Choice	Daily Financial Reconciliation	The product shall allow for data extracts/reports of financial and non-financial data (enrollments) data to facilitate reconciliation with other applications									
124	Electric Choice	Monthly Enrollment Reconciliation	The product shall allow for data extracts/reports of financial data to facilitate reconciliation with other applications									
125	Electric Choice	Statistical reporting	Provide the ability to create a scorecard / dashboard showing customer statistics by customer type and supplier showing enrollment data by week. Trend charts									
126	Electric Choice	EDI	The system shall have the ability to support EDI transactions. Specifically to support electric deregulation. This includes supplier initiated, or utility initiated transaction files; Includes error processing, etc									
127	Gas Choice	New gas supplier	The product shall support the ability to setup a new gas supplier. The gas supplier is only setup in the CIS. The product shall support the following attributes but not limited too:									
128	Gas Choice	New gas supplier	Name of supplier									
129	Gas Choice	New gas supplier	Assigned supplier number									
130	Gas Choice	New gas supplier	Address of supplier									

CIS Functional Requirements

REF #	PROCESS	CATEGORY	DESIRED FUNCTIONALITY	In Base System	Requires Configuration	Requires user exit	Requires modification	Available in Future Release	Not Supported	Module	Workday Estimate	Bidder Notes
131	Gas Choice	New gas supplier	Phone contact shown on bill									
132	Gas Choice	New gas supplier	2nd Phone contact									
133	Gas Choice	New gas supplier	Email Address									
134	Gas Choice	New gas supplier	PIPP program supplier									
135	Gas Choice	New gas supplier	Purchase vs. non-purchase of supplier receivables. Purchase receivables are owned by the utility and follow the normal collections process. Non-purchased receivables are owned by the 3rd party supplier and managed by the utility while the account is in an active status.									
136	Gas Choice	New gas supplier	Supplier purchase receivable discount percentage									
137	Gas Choice	New gas supplier	The product shall have the ability to test newly setup rates, demonstrating how the rate is calculated.									
138	Gas Choice	New gas supplier	The product shall support the ability to test a new supplier configuration (connectivity testing). This is just a test of the network folder setup and firewall security									
139	Gas Choice	Setup gas supplier rate	The product shall have the ability to configure supplier rates. The following standard rate templates are available:									
140	Gas Choice	Setup gas supplier rate	Flat rate									
141	Gas Choice	Setup gas supplier rate	Percentage off									
142	Gas Choice	Setup gas supplier rate	Indexed price									
143	Gas Choice	Setup gas supplier rate	The product shall have the ability to configure supplier rates that are non-standard (example: percent off of avoidable charges). The configuration and customization to support these rates are billed back to the supplier outside the CIS if the supplier agrees with the estimated development costs.									
144	Gas Choice	Supplier Fees	The system shall support the calculation and invoicing of supplier system access/use charges. The type of charges include the following examples:									
145	Gas Choice	Supplier Fees	Monthly invoice fee (price per bill generated)									
146	Gas Choice	Supplier Fees	Group maintained fee (maintaining supplier prices in the system)									

CIS Functional Requirements

REF #	PROCESS	CATEGORY	DESIRED FUNCTIONALITY	In Base System	Requires Configuration	Requires user exit	Requires modification	Available in Future Release	Not Supported	Module	Workday Estimate	Bidder Notes
147	Gas Choice	Supplier Fees	Dispute resolution fee (based on the number of disputes where the marketer is at fault)									
148	Gas Choice	Supplier Fees	Confirmation letter fee (fee for each letter issued)									
149	Gas Choice	Supplier Fees	Misc. Fees									
150	Gas Choice	Supplier Fees	ESM Violation fee (system returned to system supply outside of the normal yearly period)									
151	Gas Choice	Pre-enrollment List	The product shall have the ability to provide an extract of customers including but not limited to the following information:									
152	Gas Choice	Pre-enrollment List	Handle customers who have OPT out of deregulation									
153	Gas Choice	Pre-enrollment List	Customer information (name, etc) but not the account number									
154	Gas Choice	Pre-enrollment List	Usage data - 12 months by meter									
155	Gas Choice	Pre-enrollment List	Billing program (PIPP, BBP)									
156	Gas Choice	Pre-enrollment List	Current Supplier enrollment switch									
157	Gas Choice	Pre-enrollment List	Load profile segment									
158	Gas Choice	Pre-enrollment List	Rate									
159	Gas Choice	Pre-enrollment List	Meter type indicator									
160	Gas Choice	Governmental Aggregation List	The product shall have the ability to provide an extract of customers regardless of opted out, based on premise boundaries / zip codes, with the same information as the Pre-Enrollment List but also includes but not limited to the following:									
161	Gas Choice	Governmental Aggregation List	Customer account number									
162	Gas Choice	Governmental Aggregation List	Large customer usage account flag									
163	Gas Choice	Governmental Aggregation List	Allow for exclusion of customers identified as large gas identified customers, load profile, or interval gas meters									
164	Gas Choice	Governmental Aggregation List	Provide the ability to identify large usage customers based upon annual usage review									
165	Gas Choice	Gas supplier customer enrollment	The product shall support the ability to track and maintain customers who have elected to opt out from deregulation									

CIS Functional Requirements

REF #	PROCESS	CATEGORY	DESIRED FUNCTIONALITY	In Base System	Requires Configuration	Requires user exit	Requires modification	Available in Future Release	Not Supported	Module	Workday Estimate	Bidder Notes
166	Gas Choice	Gas supplier customer enrollment	Ability to view customer/supplier relationships; present and historical									
167	Gas Choice	Gas supplier customer enrollment	The product shall have the ability to produce user configured customer letters and bill messages for the following : enrollments, drops, etc									
168	Gas Choice	Gas supplier customer enrollment	The product shall have the ability to support an user defined algorithm for billing effective dates of transactions. Must be able to handle exception to the main rule for PIPP customers.									
169	Gas Choice	Gas supplier customer enrollment	The product shall have the ability to handle enrollment files from gas suppliers based on an agreed upon format that all suppliers conform to. Today this is done thru a network folder system and file retrieved by the CIS for processing.									
170	Gas Choice	Gas supplier customer enrollment	The ability to take gas supplier enrollment file in for processing									
171	Gas Choice	Gas supplier customer enrollment	The product shall have the ability to validate syntax and trading partner information (DUNS #, etc)									
172	Gas Choice	Gas supplier customer enrollment	The ability to manually enroll or drop a customer with an gas supplier for processing									
173	Gas Choice	Gas supplier customer enrollment	The ability to process a enrollment file from the supplier. File contains enrollments, drops, rescinds, etc.									
174	Gas Choice	Gas supplier customer enrollment	The enrollment information would include but not limited to the following:									
175	Gas Choice	Gas supplier customer enrollment	Supplier number (Market I.D.)									
176	Gas Choice	Gas supplier customer enrollment	Customer information (account, name, etc)									
177	Gas Choice	Gas supplier customer enrollment	Type of bill : dual - supplier does own billing based on usage from utility;									
178	Gas Choice	Gas supplier customer enrollment	Type of bill : bill ready - supplier does own bill calculation based on usage from utility, then sends the amounts back for utility to present on the bill									
179	Gas Choice	Gas supplier customer enrollment	Type of bill : rate ready - utility (LDC) bills on behalf of the supplier based on supplier rates in the CIS									
180	Gas Choice	Gas supplier customer enrollment	Type of bill : supplier consolidated bill ready- utility calculated utility charges and passes usage and calculated utility charge to the supplier. Supplier calculates the supplier charges. Supplier presents all on the supplier bill.									
181	Gas Choice	Gas supplier customer enrollment	Type of bill : supplier consolidated rate ready- usage passed to supplier. Supplier calculates the utility and supplier charges. Supplier presents all on the supplier bill.									
182	Gas Choice	Gas supplier customer enrollment	Supplier rate code									
183	Gas Choice	Gas supplier customer enrollment	Service type									
184	Gas Choice	Gas supplier customer enrollment	Service point ID (CIS Premise and Account Number)									

CIS Functional Requirements

REF #	PROCESS	CATEGORY	DESIRED FUNCTIONALITY	In Base System	Requires Configuration	Requires user exit	Requires modification	Available in Future Release	Not Supported	Module	Workday Estimate	Bidder Notes
185	Gas Choice	Gas supplier customer enrollment	Tax exemption percentage									
186	Gas Choice	Gas supplier customer enrollment	The product shall support the ability to validate each enrollment request based on user defined business rules									
187	Gas Choice	Gas supplier customer enrollment	The product shall support the ability to track and maintain rate changes effective with future data (next billing or the one following that)									
188	Gas Choice	Gas supplier customer enrollment	The product shall support the ability to send an enrollment response with enrollment status back to the supplier including but not limited to the following:									
189	Gas Choice	Gas supplier customer enrollment	Customer information (account, name, etc)									
190	Gas Choice	Gas supplier customer enrollment	Premise information									
191	Gas Choice	Gas supplier customer enrollment	Mailing Address									
192	Gas Choice	Gas supplier customer enrollment	Enrollment status and rejection reason codes									
193	Gas Choice	Gas supplier customer enrollment	Enrollment effective date									
194	Gas Choice	Gas supplier customer enrollment	Meter information (number, type, characteristics)									
195	Gas Choice	Gas supplier customer enrollment	Meter usage information (24 months)									
196	Gas Choice	Gas supplier customer enrollment	Budget billing indicator									
197	Gas Choice	Gas supplier customer enrollment	Load profile segment									
198	Gas Choice	Gas supplier customer enrollment	Meter reading cycle									
199	Gas Choice	Gas supplier customer enrollment	The product shall support the ability to send the response data to the supplier information system containing the above information									
200	Gas Choice	Gas supplier customer enrollment	The product shall support the ability to send an EDI enrollment status back to supplier									
201	Gas Choice	Gas supplier customer enrollment	The product shall have the ability to handle changes to enrolled customers files from gas suppliers via interface. This includes the following types of transactions:									
202	Gas Choice	Supplier usage inquiry	Prior to enrolling a customer with a supplier, the supplier can request usage information for the last 12 months. Supplier must supply customer account number which is an indication they have customer authorization.									
203	Gas Choice	Switch	**Supplier Switch** transaction that initiates a drop and an enrollment									
204	Gas Choice	Switch	DROP - Due to a new supplier enrollment, the utility initiates customer/supplier relationship termination. Transaction data sent to the supplier include but are not limited to the following: Customer, account, effective date									
205	Gas Choice	Switch	ENROLLMENT - same as new enrollment process									

CIS Functional Requirements

REF #	PROCESS	CATEGORY	DESIRED FUNCTIONALITY	In Base System	Requires Configuration	Requires user exit	Requires modification	Available in Future Release	Not Supported	Module	Workday Estimate	Bidder Notes
206	Gas Choice	Drop	**DROP** - Supplier transaction or manually initiated via customer service contact using supplier information system. Customer/supplier relationship termination due various conditions (example: contract date expiration, customer not paying supplier bill). As part of this process, the customer returns to the utility service at the default or standard offer price.									
207	Gas Choice	Drop	Ability to accept an new supplier enrollment when the drop is in pending status (effective date has not been reached). The process bypasses the return to utility and just enrolls the customer with the new supplier.									
208	Gas Choice	Drop	**DROP** - Utility initiated Drop (example: final bill).									
209	Gas Choice	Drop	**DROP** - Utility initiated Drop (example: one service off). Must handle multiple services where one finals and another remains active with supplier									
210	Gas Choice	Drop	**DROP** - Customer initiated DROP									
211	Gas Choice	Supplier Default	**DROP** - Utility initiated Drop (example: supplier defaults). Supplier no longer exists.									
212	Gas Choice	Supplier Default	The product must be able to track financial information and process customers related to a defaulted supplier									
213	Gas Choice	Reinstate	For a supplier initiated Drop in error, allow for a reinstatement. Customer must be in pending drop status. Validation to reject if account is already effective with utility or new supplier									
214	Gas Choice	Reinstate	Customer initiated reinstatement based on CSR interaction. CSR creates a work item for CSBC rep to reinstate the supplier relationship. Manual reinstate while pending drop based upon customer request.									
215	Gas Choice	Rescind	Customer initiated rescind after supplier confirmed enrollment, customer changes mind or did not accept initially.. Based on interaction with CSR, have the ability to create a work queue item for CSBC rep. Based upon the condition of the account prior to the enrollment, the CSBC rep will initiated a RESCIND in the supplier information system which will send a DROP to the new supplier and possibly a REINSTATE to reactive the prior supplier if applicable									
216	Gas Choice	Rescind	Customer initiated rescind after supplier confirmed drop, customer changes mind or did not accept initially. Based on interaction with the CSR have the ability to create a work queue item for the CSBC rep. The CSBC will initiated a RESCIND in the supplier information system which will send a REINSTATE to reactive the supplier									
217	Gas Choice	Gas supplier transaction response	The product shall support the ability to send a transaction response with status, effective date, reject reason if applicable and supporting CIS data back to the supplier (just like enrollment response)									
218	Gas Choice	Gas supplier transaction response	The product shall support the ability to send an EDI enrollment status back to supplier									
219	Gas Choice	Supplier Initiated changes	The system shall support the ability to accept from the supplier various changes. The following are examples:									
220	Gas Choice	Supplier Initiated changes	Supplier rate code									
221	Gas Choice	Supplier Initiated changes	Governmental aggregation indicator									

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Customer Choice

CIS Functional Requirements

REF #	PROCESS	CATEGORY	DESIRED FUNCTIONALITY	In Base System	Requires Configuration	Requires user exit	Requires modification	Available in Future Release	Not Supported	Module	Workday Estimate	Bidder Notes
222	Gas Choice	Supplier Initiated changes	Tax exemption percentage									
223	Gas Choice	Supplier Initiated changes	Type of billing relationship (example from dual to rate ready)									
224	Gas Choice	Supplier Initiated changes	Supplier information									
225	Gas Choice	Supplier Initiated changes	Other supplier information (example: customer billing address)									
226	Gas Choice	Customer initiated Change										
227	Gas Choice	Utility initiated changes	The system shall support the ability to send to the supplier various changes. The following are examples:									
228	Gas Choice	Utility initiated changes	Rate group change (example: rate changed from DS to DM rate group)									
229	Gas Choice	Utility initiated changes	Meter change									
230	Gas Choice	Utility initiated changes	Customer information changes (Examples: name, mailing address, etc)									
231	Gas Choice	Utility initiated changes	The system shall support the ability to support various CIS transactions that involve accounts on a supplier relationship. The following are examples:									
232	Gas Choice	Utility initiated changes	Meter reading									
233	Gas Choice	Utility initiated changes	Consumption data									
234	Gas Choice	Utility initiated changes	Bill calculation									
235	Gas Choice	Utility initiated changes	Bill presentation including bill messages									
236	Gas Choice	Utility initiated changes	Payments									
237	Gas Choice	Utility initiated changes	Cancel & rebill									
238	Gas Choice	Utility initiated changes	Order processing (final bill)									
239	Gas Choice	Utility initiated changes	Crossed / switched meters									
240	Gas Choice	Utility initiated changes	Meter changes									
241	Gas Choice	Utility initiated changes	Separating or combining services (combining or breaking up billing accounts) example: split off gas service to new bill moving forward									
242	Gas Choice	Utility initiated changes	Disconnect for non-payment									
243	Gas Choice	Utility initiated changes	Reinstate customer disconnected in error									
244	Gas Choice	Utility initiated changes	Reconnect a delinquent account after payment									
245	Gas Choice	Monthly customer transactions	The system must support sending the billed usage and dollars and other related customer and meter information to the appropriate network folder that each supplier.									
246	Gas Choice	Monthly customer transactions	The system have the ability to send the supplier new usage information including meter readings									
247	Gas Choice	Monthly customer transactions	If utility is billing on behalf of the supplier, the system shall have ability to send bill calculation data to the supplier. Information includes charges calculated, taxes calculated, tax name, supplier number, supplier rate, billed usage, meter reading dates, gas pressure factor, etc)									
248	Gas Choice	Monthly customer transactions	The system shall support the ability distinguish between purchased and non-purchased charges during bill calculation									
249	Gas Choice	Monthly customer transactions	For purchased charges, an internal transaction is created to send a payment to the supplier based on the discounted percentage.									

CIS Functional Requirements

REF #	PROCESS	CATEGORY	DESIRED FUNCTIONALITY	In Base System	Requires Configuration	Requires user exit	Requires modification	Available in Future Release	Not Supported	Module	Workday Estimate	Bidder Notes
250	Gas Choice	Monthly customer transactions	For non-purchased charges, as payments are applied against the open non-purchased supplier A/R, a transaction is initiated to pay the supplier for all dollars collected on their behalf.									
251	Gas Choice	Monthly customer transactions	For purchased charges, as payments are applied against the open purchased supplier A/R, a transaction is initiated to inform the supplier of the payment. This is informational only so the supplier understands the credit status of the customer (i.e. delinquency status)									
252	Gas Choice	Customer Dispute Process	The product shall support the automated tracking of disputes between the marketer and customer. These disputes are entered via the regulators web site and electronically communicated to the utility company. The following are steps within the dispute process.									
253	Gas Choice	Customer Dispute Process	Customer entry of a dispute online via the web									
254	Gas Choice	Customer Dispute Process	Electronic routing of a dispute via configurable workflow									
255	Gas Choice	Customer Dispute Process	Upload of dispute files and attachments including voice files, pdf, images, documents, etc.									
256	Gas Choice	Customer Dispute Process	Review of dispute information by regulator									
257	Gas Choice	Customer Dispute Process	Commission ruling on dispute approve/reject with effective date									
258	Gas Choice	Customer Dispute Process	Automated correction of customer bill with effective date based on commission ruling									
259	Gas Choice	Payment priority	The system shall support user defined business rule for payment priority.									
260	Gas Choice	Supplier A/R charge off	For non-purchased charges, after the supplier relationship has been terminated for a user defined period (60 days after termination), the non-purchased charges are released from the system and returned to the supplier for collection. The balance owed in the CIS for the supplier non-purchased charges is set to zero.									
261	Gas Choice	Monthly Financial Reconciliation	The system shall have the ability to report gas supplier financials at user defined intervals to facilitate the payment calculations to the various suppliers									
262	Gas Choice	PIPP supplier	PIPP supplier - a supplier agrees to accept all customer active on the PIPP program. System shall support the following:									
263	Gas Choice	PIPP supplier	Mass enrollment when supplier agrees to become the PIPP supplier									
264	Gas Choice	PIPP supplier	Mass drop when supplier no longer is the PIPP supplier									
265	Gas Choice	PIPP supplier	Customer enrolls in PIPP program									
266	Gas Choice	PIPP supplier	Customer is reinstated in PIPP program									
267	Gas Choice	PIPP supplier	Customer is removed from PIPP program by customer request or system initiate transaction (example: final bill)									
268	Gas Choice	Supply Forecast by Supplier	Calculation of marketer gas supply requirements based on forecasted annual consumption									

CIS Functional Requirements

REF #	PROCESS	CATEGORY	DESIRED FUNCTIONALITY	In Base System	Requires Configuration	Requires user exit	Requires modification	Available in Future Release	Not Supported	Module	Workday Estimate	Bidder Notes
269	Gas Choice	Supply Forecast by Delivery Point	Calculation of marketer gas supply requirements by delivery point (gate) and fuel requirements.									
270	Gas Choice	Utility rate change	The product shall have the ability to provide for a rate change initiated automatically after one year on a supplier relationship. The rate change is for the utility rate, not the supplier rate.									
271	Gas Choice	Statistic reporting	Provide the ability to create a scorecard / dashboard showing customer statistics by customer type and supplier showing enrollment data by week. Trend charts									

Appendix "B" – Project Work Plan

1. Instructions to Bidders

1.1 Terasen has determined a project go-live date of January 1, 2012. Based on that date, please ensure your work plan states an appropriate start date and duration to facilitate that go-live date. As outlined in Part 2, Terasen has identified what it considers to be a realistic and reasonable timeline. Terasen requests that all Bidders provide a response to this RFQ utilizing the twenty-two (22) month development timeline depicted below. If the Bidder chooses to deviate from the prescribed timeline, specific reasons for deviation must be provided.

1.2 As outlined in Part 1, there is a possibility of a consolidation of legal entities that would have to occur concurrently with this Project that would coincide with the January 1, 2012 go-live date. Please provide details as to how the CIS Project would be impacted and the mitigation strategy that you would implement to incorporate this potential scope change without jeopardizing the firm go-live date.

In preparing the work estimates, please take into account the following:

a) The use of automated testing software: Terasen utilizes the automated testing product "Certify" from Worksoft Inc.
b) Online documentation: Terasen utilizes "Uperform" from RWD Technologies as its standard for developing online help and training documentation
c) Batch Scheduling Tools: Terasen utilizes Central Process Scheduling (CPS) software from Redwood. (Current use is SAP only)
d) Data Transfer Software. Terasen utilizes TDMS software for SAP Data migration / replication.
e) Data Conversion: It is Terasen's assumption that Terasen will be responsible for all legacy system data extracts. The Bidders will be responsible for the data load component of the data extract workstream.
f) Data Quality: Terasen is not moving from a dated legacy system. Terasen moved from multiple legacy systems to the Peace platform in 2002. Terasen

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Gas Vancouver Island was migrated from a legacy system to the Peace platform in 2005. The Peace platform was upgraded from version 6.4 to version 8.04 in October, 2008. Please ensure all assumptions on work effort around data conversion are clearly stated in the appropriate responses.

1.3   The Bidder shall provide Work Plans and Schedules for each phase of Work and attach to their Quotation as Appendix "B". The Bidder's Work Plan should include the activities and resources related to transition support as described in Section 1.3 of Part 2. Work Plans shall be prepared using Microsoft Project 2000 or later and include, at a minimum:

(a)   A multi-level project schedule in Gantt chart format with a minimum of three (3) levels as described below:

i)   Level 1 - Top-level activities that address key project activities and milestones. Typical examples include:

   A.   Project Planning

   B.   Blueprint/Analysis

   C.   Design and Build

   D.   Integration Test

   E.   Change Management

   F.   Training

   G.   Conversion Planning/Development

   H.   Interface Planning/Development

   I.   Reports Planning/Development

   J.   Cutover

   K.   Post Implementation Support

   L.   Other Implementation Activities

ii)   Level 2 - Second level activities that breakdown Level 1 activities into the key events in the process of delivering the services and products required to meet the activities milestones. These activities shall have explicit start and end milestone dates depicted at this level. Typical examples include:

   A.   Project Initiation

   B.   Approval of key documents and designs

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       C.   Completion of key phases of the project (i.e. procurement of hardware, software, and other purchased items)

       D.   Completion of testing

       E.   Sign-off and acceptance of deliverables

   iii)   Level 3 – Tasks that further divide Level 2 activities into increments no greater than twenty (20) business days, and shown as such in the schedule. Any assumptions made in establishing the resource levels required shall be stated in an attachment to the Work plan. These tasks shall have explicit start and end dates and have resources assigned to them.

All deliverables shall be represented with milestones and be linked to related Level 2 or 3 activities/tasks. All payments will be represented with milestones and have the cost recorded in the Cost property for the milestone.

Resource Work hours shall be assigned at Task Level 3 or lower (e.g., level 4) and include resource assignments for the Bidder, software product vendor, and Terasen resources. The number of hours for each resource assigned to a task shall be recorded.

The Standard Rate (hourly) for Bidder and software product vendor resources shall be provided as shown in the Resource Sheet.

All Level 3 tasks should be linked with logic. Use of date constraints should be kept at a minimum. The Project should contain only one activity with no predecessor and only one activity with no successor.

(b)   Bidders shall provide resource spreadsheets prepared by major Project phase, and within phase by job title, indicating staffing levels coincident with the above Project schedules in monthly increments. These spreadsheets shall also indicate the total number of Bidder and software vendor staff planned to be present on-site at Terasen facilities by project phase and those that will be conducting their activities primarily at off-site locations.

(c)   A detailed schedule of hardware, software, office equipment and space requirements for all Bidder staff (including any subcontractors) being proposed to work primarily at Terasen facilities.

(d)   Required Terasen staff resource histograms prepared by major Project phase, and within phase by job title, indicating staffing levels coincident with the above

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Project schedules in no less than staff-month increments. For purposes of this Quotation, provide a recommended level of the following Terasen resources required to staff the project. Please indicate the specific subject matter each Terasen resource would assume (e.g. billing SME):

i)   Business Resources:

Resource	Required FTE's
Business Project Manager	
Administrative Assistant	
Business Leads	
Change Management/Training	
Business Subject Matter Experts	
Conversion Business Analysts	
Interface Business Analysts	

ii)   Technical Resources:

Resource	Required FTE's
Technical Project Manager	
Technical Leads	
Technical Analysts	
Conversion Technical Analysts	
Interface Technical Analysts	
Technical Support	

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(e)   Details of Terasen resources necessary by job function and skills, as the Bidder's best estimate, of the resources that will need to be dedicated to the Project implementation by Terasen including a detailed description of the specific roles and responsibilities to be assumed by Terasen resources.

(f)   Identification of Project tasks/activities to be performed by subcontractors, if any, and the portion of the proposed Project cost associated with the subcontracted Work.

(g)   A Project organization chart depicting project teams and the number of resources on each team, as well as overall Project management roles.

(h)   The Bidder shall identify resources to be provided by the product vendor for implementation support during the Project. Terasen expects that the software product vendor's proposed involvement at this point would be for the purpose of providing configuration and implementation expertise in areas where the Bidder may require resources with special knowledge or expertise. If the Bidder proposes to staff the Project without utilization of software product vendor resources, the response shall indicate why the Bidder believes software product vendor assistance is not required by documenting the qualifications and experience of Bidder resources that are proposed to provide special knowledge or expertise. Any such proposed software product vendor resources shall be proposed as sub-contractors to the Bidder. The Bidder shall be responsible for negotiation of any agreements between the Bidder and the software product vendor.

(i)   The Bidder shall provide resources for post-implementation support for a three (3) month period after go-live. The Bidder's Work Plan should include the activities and resources related to post implementation support. Terasen expects that the Bidder's proposed involvement at this point would be at level of resources that is significantly reduced from the implementation Project staffing level. The Bidder shall also provide a description of the recommended numbers and types of Terasen resources required to assist with post implementation support with a detailed description of their anticipated roles and responsibilities.

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Appendix "C" – Qualification Questionnaire

1. Instructions to Bidders

Please complete the following questionnaire.

The document may be expanded as necessary to complete your response. However, please keep the responses as brief as possible.

Request	Response
1. Identify any parent companies or subsidiaries of Bidder.	
2. Does Bidder have plans or knowledge of any acquisition, merger, or significant change in ownership? If so, identify business change and the resultant business organization.	
3. Provide information for the last three years regarding the amount of revenue generated by your company specifically related to utility CIS projects.	
4. Date Bidder was founded:	
5. Length of continuous operation:	
6. Please provide a copy of Bidder's most recent annual report. If Bidder's annual report does not include an organizational chart of Bidder's officers and key managers please provide one.	
7. How long has your organization been offering software products and services within the CIS development and support business?	
8. Please provide details of the relationship(s) of the companies included in this response (e.g., exclusive integration agreements, etc.). Please include information regarding relationship contracts, commitments, and responsibilities.	
9. Is your organization currently involved in any litigation? If so please provide details.	
10. Please provide your current Dun and Bradstreet rating information	
11. Please indicate the percentage of employees (percentage of company total) dedicated to quality assurance.	
12. Please indicate your ability to assume penalties for project time and cost over-runs.	
13. Provide a list of all utility customers for whom you have provided CIS system implementation services utilizing the proposed product and version as described in Appendix A.	

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Request	Response
14. Provide a list of all utility customers for whom you have provide CIS system implementation services using products other than the proposed product and version.	
15. Provide utility customer reference information for up to five medium to large utility customers implemented in the past 10 years including:	
16. Customer Reference 1:	
17. Customer Name	
18. Contact Name	
19. Contact Telephone	
20. Number of Customers	
21. Installation Date	
22. Installation Version	
23. Current Product Version in Production	
24. Customer Reference 2:	
25. Customer (Utility) Name	
26. Contact Name	
27. Contact Telephone	
28. Number of Customers	
29. Installation Date	
30. Installation Version	
31. Current Product Version in Production	
32. Customer Reference 3:	
33. Customer (Utility) Name	
34. Contact Name	
35. Contact Telephone	
36. Number of Customers	
37. Installation Date	
38. Installation Version	
39. Current Product Version in Production	
40. Customer Reference 4:	
41. Customer (Utility) Name	
42. Contact Name	
43. Contact Telephone	
44. Number of Customers	
45. Installation Date	
46. Installation Version	
47. Current Product Version in Production	
48. Customer Reference 5:	
49. Customer (Utility) Name	
50. Contact Name	
51. Contact Telephone	
52. Number of Customers	
53. Installation Date	
54. Installation Version	
55. Current Product Version in Production	

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Request	Response
56. Provide resumes for up to five key staff individuals that would be proposed for this project (Project Manager, Project Leads, etc.) specifically documenting utility experience and experience implementing the proposed product and version.	
57. Provide statistics regarding historic turn over rates experienced by your company.	
58. Provide detailed information related to any modeling tools or development tools (e.g., conversion tools, testing tools, etc.) that you have available and are able to provide to Terasen project in order to accelerate product implementation and/or development.	
59. Describe in detail the enhancements or accelerators which have been developed by your organization in relation to the software vendor's standard implementation methodology.	
60. Have any of the enhancements or accelerators described above been utilized in a utility environment? If so, please provide details.	
61. Describe the implementation methodology proposed for use on this project (detailed explanation of methodology to be included in Appendix B – Proposed Work Plan).	
62. Has your company utilized the proposed implementation methodology on other similar projects? If so, provide specific examples with an emphasis on utility or public sector projects.	
63. Describe your company's approach to managing project scheduling variances (e.g., process to get projects back on schedule, process to keep projects on track, etc.).	
64. Describe the methodology/approach utilized to perform process mapping.	
65. In the event that adequate resources are not available to the project team or when additional resources are required to keep the project on schedule, please describe the available pool of additional resources available to the project from:	
a. Internal Resources	
b. Outside/3rd Party Resources (identify)	

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Request	Response
66. Please describe your proposed policy/process for the replacement of project resources which are removed from the project due to normal turnover (resignation, termination, etc.) or which are removed at the request of the client (for performance or other reasons).	
67. Please identify the proposed work location(s) of assigned integrator and/or vendor resources:	
68. How many/what percentage of resources will be located on-site (at Terasen)?	
69. Off-site (e.g., at an off-site development center or software factory)?	
70. For on-site resources, how many full time days per work week (excluding travel time) will they be on-site at Terasen? Are any special work schedules or variable work weeks anticipated to be worked by on-site resources (e.g., non-standard working hours, etc.)	
71. Provide comparative costs for previous projects of similar nature and describe what factors would influence your estimate for this project positively or negatively. Explain how your proposed cost compares with "published" industry costs for projects of this nature.	
72. Describe other projects that have been implemented at a cost and in a time frame similar to the one proposed in your response.	
73. Identify any additional items and their costs which are not specifically included in your response which may be anticipated by Terasen and required to implement the proposed solution (e.g., third party software licenses, DBMS costs, data conversion, development tools, performance monitoring tools, software distribution tools, infrastructure, servers, network/communications costs, etc.).	
74. Based on your experience on other projects, what is the range of costs and time frames to implement all of the proposed modules assuming a "typical" level of customer requested modifications? Document any assumptions used in developing your proposed implementation cost and schedule.	

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Request	Response
75. Provide specific examples of similar projects performed by your company on a fixed price basis. Describe what cost components would be included in a fixed price bid. Describe any cost components which would not be included in a fixed price bid (e.g., expenses, interface support, conversion support, training, etc.).	
76. The project team is aware of many reports of implementation projects that are significantly over budget from both a time frame and cost perspective. Provide your insight on what has caused these overruns and what will be done on this project to avoid the same situation.	
77. Describe any experience your company has related to post-implementation sustainment of the proposed application.	
78. Describe your proposed approach to providing sustainment services as described in section 8.7 of Part 1 (S01) of this RFQ	
79. Provide reference information for any other clients for whom you have provided similar sustainment services in the past five (5) years.	
80. Customer Reference 1:	
81. Customer Name	
82. Contact Name	
83. Contact Telephone	
84. Number of Customers	
85. Installation Date	
86. Installation Version	
87. Services Provided	
88. Customer Reference 2:	
89. Customer Name	
90. Contact Name	
91. Contact Telephone	
92. Number of Customers	
93. Installation Date	
94. Installation Version	
95. Services Provided	
96. Customer Reference 3:	
97. Customer Name	
98. Contact Name	
99. Contact Telephone	
100. Number of Customers	
101. Installation Date	
102. Installation Version	
103. Services Provided	
104. Customer Reference 4:	

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Request	Response
105. Customer Name	
106. Contact Name	
107. Contact Telephone	
108. Number of Customers	
109. Installation Date	
110. Installation Version	
111. Services Provided	
112. **Customer Reference 5:**	
113. Customer Name	
114. Contact Name	
115. Contact Telephone	
116. Number of Customers	
117. Installation Date	
118. Installation Version	
119. Services Provided	

Typical implementation team personnel requirements:

Based on your experience on other projects, please complete the following matrix of Project workdays required to implement the proposed solution.

Project Activity	Minimum/ Maximum Base Package Terasen Workdays	Minimum/ Maximum Base Package Vendor/ Integrator Workdays	Typical Terasen Modification Workdays	Typical Vendor/ Integrator Modification Workdays	Typical Project Duration (in months)
Project Management					
Analysis					
Design/Code/Test					
Procedures					
Documentation					
Training Preparation					
Training					
Interfaces (design/code/test)					
Conversion (plan/design/code/test)					
System Test					
Cutover					
Other (specify)					

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Appendix D – Interface Specifications

1. Instructions to Bidders

Information on the following pages documents potential interfaces to the CIS.

If you believe an interface requirement may be eliminated and replaced by implementation of functionality provide by the CIS system identified in Appendix "A", please make note of the functionality you believe replaces the need for an interface.

It is Terasen's intent to fully utilize the capabilities of the new system as it pertains to Customer Choice. Please ensure this is taken into account when estimating the interface effort.

2. A copy of the Terasen Interface Inventory document is included is imbedded and may be accessed by double clicking on the following icon.

Interface
Specifications

REF #	Application Name	Interface Name	Description	Frequency	Type	Data Volumes (Size of Data Transfer)	Data Volume (Number of Occurrences)	Other Impacted Systems	Complexity	Bidder Comments
1	NSS	INT_NSS_ED_DATES	This interface provides the details of all the program dates of the Customer Choice Program that are registered in the NSS Database	Daily	Batch	22kB	1/day	ED	L	
2	NSS	INT_NSS_ED_DISP_STATUS	This interface provides dispute status information to ED	Near Real-time	Batch	1kB-3kB	10-20/day	ED	M	
3	NSS	INT_NSS_ED_ER_b	This interface provides enrollmnet data to ED	Near Real-time	Batch	1kB - 40kB	15-30/day	ED	M	
4	NSS	INT_NSS_ED_SC	This interface will provide the details of stranded costs (exit fees) chargeable to customers if they enroll with a marketer on any date other than November 1	Daily	Batch	0-3kB	1/day	ED	L	
5	NSS	INT_ED_NSS_ODS_BC	This interface will produce the details of billed consumption by premise service	Daily	Batch	20MB-30MB	1/day	ODS, ED	M	
6	NSS	INT_ED_NSS_ODS_ED_a	This interface will produce cumulative details for all accepted enrollment and drop transactions	Daily	Batch	50MB	1/day	ODS, ED	M	
7	NSS	INT_ED_NSS_ER_c1	This interface will contain the switch request responses	Near Real-time	Batch	1kB-150kB	15-30/day	ED	M	
8	NSS	INT_ED_NSS_ER_c2	This interface will contain the premise historical consumption records for accepted enrollment request transactions	Near Real-time	Batch	3MB-4MB	1/day	ED	M	
9	NSS	INT_ED_NSS_CC	This customer call interface will produce the details of customer actions logged in the PEACE database	Daily	Batch	4MB	1/day	ED	M	
10	NSS	INT_ED_ODS_NSS_TARIFF	This interface will produce the details of all rates, both metered and non-metered	Daily	Batch	17MB	1/day	ODS, ED	M	
11	NSS	INT_NSS_ODS_MG	This interface will provide marketer group information to ODS	Daily	Batch	14kB	1/day	ODS	L	

REF #	Application Name	Interface Name	Description	Frequency	Type	Data Volumes (Size of Data Transfer)	Data Volume (Number of Occurrences)	Other Impacted Systems	Complexity	Bidder Comments
12	NSS	INT_ODS_NSS_MSR	This interface will provide the daily supply requirement by premise by entry date for all Marketer Groups (including Terasen)	Daily	Batch	155MB	1/day	ODS	M	
13	NSS	INT_ED_NSS_CU	This interface will provide details of customer billing (gas consumption) related to premises enrolled by a marketer	Daily	Batch	1kB-300kB	1/day	ED	M	
14	RUF	INT_ED_ODS_BR_m	This Billed Consumption and Revenue by Premise will contain miscellaneous charges recorded at the customer level	Daily	Batch	1kB-300MB	1/day	ENERGY	H	
15	RUF	INT_ED_ODS_BR_i	This Billed Consumption and Revenue by Premise will contain invoiced revenue	Daily	Batch	50kB-300MB	1/day	ENERGY	H	
16	RUF	CW7139_IB_DailyReversalList	Reversed invoice data for industrial billing	Daily	Batch	1kB-4kB	1/day	ENERGY	L	
17	RUF	CW7139_MM_DailyReversalList	Reversed invoice data for mass market	Daily	Batch	200kB	1/day	ENERGY	L	
18	FIS	Consumption File	Consumption data	Monthly	Batch	900MB (grows by 20MB per month)	1/month	ENERGY	M	
19	FIS	Consumption for Prior Months	Prior months consumption data	Monthly	Batch	22MB	1/month	ENERGY	M	
20	FIS	Null Consumption File	Null consumption information	Monthly	Batch	22MB	1/month	ENERGY	M	
21	FIS	Customer File	Customer information	Monthly	Batch	60MB	1/month	ENERGY	M	
22	FIS	Premise File	Premise information	Monthly	Batch	18MB	1/month	ENERGY	M	
23	FIS	Tariff Change File	Tariff change information	Monthly	Batch	800kB	1/month	ENERGY	M	
24	FIS	Detailed Actice Service Report	Active services information	Monthly	Batch	40MB	1/month	ENERGY	M	
25	FIS	Basic Charge Report	Basic charge information	Monthly	Batch	20MB	1/month	ENERGY	M	
26	WINS	Burn Report (Excel Files)	The Excel files contain customer consumption and gas imbalance information	Daily	Batch	1.5M per 100 files	100/day	ENERGY	H	
27	WINS	Daily Aggregate Usage	This XML interface provides daily aggregate usage by marketer groups	Daily	Batch	20kB-160kB	1/day	ENERGY	M	
28	WINS	TMS Charges	This XML interface provides information on high end charges	As Required	Batch	5kB-70kB	5-6/month	ENERGY	M	

REF #	Application Name	Interface Name	Description	Frequency	Type	Data Volumes (Size of Data Transfer)	Data Volume (Number of Occurrences)	Other Impacted Systems	Complexity	Bidder Comments
29	Sch 14 Spreadsheet	Burn CIS High End Charges	This XML interface provides information on Sch 14 high end charges	Monthly	Batch	50kB-80kB	1/month	ENERGY	M	
30	AM/FM	Premise Address Info (Daily)	Update AM/FM with current premise information	Daily	Batch	80kB-110kB	1/day	ENERGY	M	
31	AM/FM	Premise Address Info (Annual)	Annual premise information reconciliation	Annual	Batch	3MB	1/year	ENERGY	M	
32	Synergee	Services & Consumption	Service and consumption information	Annual	Batch	1.76GB	1/year	ENERGY	M	
33	MICS	Gas Measurement	This XML interface contains gas measurement data	Daily	Batch	5MB	1/day	ENERGY	M	
34	MICS	Calorific Values	This XML file contains heat values	Daily	Batch	5kB-30kB	1/day	ENERGY	M	
35	MICS	Temperature Data	This XML file contains average daily temperature by location	Daily	Batch	5kB	1/day	ENERGY	M	
36	SAP	Monthly Revenue	Monthly revenue is extracted,summarized and manually journallized into SAP	Monthly	Batch	n/a	1/month	ENERGY	M	
37	SAP	CUCBC cash receipts	Pass through of daily cash report/file received from CUCBC for input into SAP	Daily	Batch	5kB - 15 kB	1/day	ENERGY	L	
38	SAP	CIS Cust payments	Extract of the details for the daily payment journals for input into SAP	Daily	Batch	20kB - 50 kB	1/day	ENERGY	L or M?	
39	SAP	CIS Cust refunds (thru Biztalk)	extract of the details for the CIS customer refunds so SAP AP can process the refund checks 2 files are sent for this interface, a refund and division file for each batch sent	on demand (usually 2-3 times per week)	Batch	2 files Division 1kB - 5 kB Refund 1kB - 50 kB	2-3/week	ENERGY, B	M	
40	SAP	OF Billing	send of the SAP billing requests from SAP service orders, the data is sent in text format and manually entered into ENGY	Daily	Batch	1kB - 50 kB	1/day	ENERGY	L	
41	SAP-MMS	Device Events	Daily summary of Energy device actions (meter installs, removals, exchanges).	Daily	Batch	150kB - 200 kB	1/day	ENERGY	H	
42	SAP-MMS	New Devices	Daily summary of devices certified in SAP.	Daily	Batch	500 kB	1/day	ENERGY	M	
43	SAP-MMS	Meter Recalls	List of devices to be recalled.	Yearly	Batch	1 MB	1/year	ENERGY	M	

REF #	Application Name	Interface Name	Description	Frequency	Type	Data Volumes (Size of Data Transfer)	Data Volume (Number of Occurrences)	Other Impacted Systems	Complexity	Bidder Comments
44	SAP-MMS	Energy Device Extract	Quarterly list of installed devices and premise information. Used to compare databases (Energy versus SAP)	Quarterly	Batch	26 MB	1/quarter	ENERGY	M	
45	SAP-BW	Energy Device Extract for BW	Weekly list of installed devices and Premise information that is loaded into the SAP-BW environment.	Weekly	Batch	100MB	1/week	ENERGY	M	
46	SAP-DMS	Field work files (into SAP)	Details of field work request.	Near Real-time	Batch	1kB-4kB	veral hundred / d	ENERGY	H	
47	SAP-DMS	Field work completion files (into Energy)	Field work completion details.	Near Real-time	Batch	1kB	veral hundred / d	ENERGY	H	
48	CAFÉ	Customer Info file	extract of customer details from ENGY to feed into CAFÉ	Weekly	Batch	45MB	1/week	ENERGY	L	
49	CAFÉ	Premise Info file	extract of premise details from ENGY to feed into CAFÉ	Weekly	Batch	120MB	1/week	ENERGY	L	
50	CAFÉ	PTJ Extract File	extract of PTJ details from ENGY to feed into CAFÉ	Weekly	Batch	2MB	1/week	ENERGY	L	
51	CAFÉ	Café Premise out	Extract from CAFÉ (in spreadsheet format) with the details for any new premises required. Premises are manually created in ENGY and the file updated & sent back to CAFE as the CAFÉ premise in load	Daily	Batch	30kB - 80kB	1/day	ENERGY	M	
52	CAFÉ	Café Premise in	import of the CAFÉ Premise out file back into CAFÉ (and subsequently updates SAP) to update the details for the new premises once they are created in ENGY	Daily	Batch	30kB - 80kB	1/day	ENERGY	M	
53	Canada Post	Confirmation Letter Rates Data	Data for generating a graph of Terasen actual commodity rates for the past 24 months onto the confirmation letters.	Daily	Batch		1/day	ED	L	
54	Canada Post	Confirmation Letter	Details for generating enrollment confirmation letters	Daily	Batch		1/day	ED	L	
55	Canada Post	Statement Print File	Data for billing statements	Daily	Batch	45,000 records	1/day	ENERGY	H	
56	Canada Post	Credit Notice	Data for credit notices	Daily	Batch	1,000 reords	1/day	ENERGY	M	

REF #	Application Name	Interface Name	Description	Frequency	Type	Data Volumes (Size of Data Transfer)	Data Volume (Number of Occurrences)	Other Impacted Systems	Complexity	Bidder Comments
57	Meter Read System	MRI	List of meters to be read	Daily	Batch	30,000 records	1/day	ENERGY	H	
58	Meter Read System	MRE	Meter reads and round list information	Daily	Batch	30,000 records	1/day	ENERGY	H	
59	CUCBC	Remittance File	Payment information - Terasen & Squamish	Daily	Batch	50,000 records	1/day	ENERGY	M	
60	DRN	Collection File	Generate accounts for third part collection	Weekly	Batch	2,000 records	2/week	ENERGY	M	
61	TD Bank	Direct Debit File	Process accounts with pre-authorized payments	Daily	Batch	2,500 records	1/day	ENERGY	M	
62	ePost	Invoice Notification	Notification of invoices ready to be viewed online	Daily	Batch	Unknown	1/day	ENERGY	L	
63	Account Online	Customer Web Portal		Near Real-time	Batch	Unknown	Unknown	ENERGY	L	
64	WMA	Work Management Application		Daily	Batch	Unknown	Unknown	ENERGY	Unknown	
65	Avaya	Customer Phone Portal		Near Real-time	Batch	100,000 calls per day		ENERGY	L	
66	DAVOX	Collection Campaigns	Generate automatic phone message regarding late payments	Daily	Batch	1,500 records	1/day	ENERGY	M	

Note: Other interfaces (Manual - not integrated)

    1) Credit check look up on new account application

    2) Call centre conference calling with external language translation service

    3) Temperature check look up to support daily disconnect parameter

    4) Log in to Collection Agency tool to view account collection status

    5) Quarterly extract of accounts with transacitos for the survey purposes

Appendix "E" – Pricing Structure Statement

1. Instructions to Bidders

1.1 Please complete the pricing schedules in the embedded Appendix based on a fixed-fee pricing Quotation in the format specified. Fully document any assumptions or considerations used in arriving at your pricing Quotation. Note that there are multiple worksheets within the workbook that require completion.

Quotation
Worksheets

1.2 At a minimum, cost Quotations should address the following cost components:

(a) Cost of additional third party or vendor supplied software/tools that are required to satisfy the functional requirements. Please indicate the product, description of the functionality, and the cost. This list should include any and all third party products proposed including, but not limited to: Project Management tools, conversion tools, reporting/query tools, address validation software, statement formatting software, etc.
   (i) Cost of modifications/enhancements required to provide specified functionality as documented in the RFP
   (ii) Scheduled Air Travel
   (iii) Unscheduled Air Travel approved by Terasen's Project Manager
   (iv) Airport Transportation
   (v) Per Diem Hotel/living accommodations and living expenses, including meals, telephone and miscellaneous expenses.
   (vi) Shipping, handling, reproduction of materials or telecommunication charges as necessary and approved by Terasen's Project Manager

1.3 Summary of Key Assumptions

The Bidder is requested to document assumptions made in developing its Quotation in several areas in the RFQ (e.g., Pricing Structure, Work Program, Data Conversion effort, etc.). In the table below, please provide summary documentation related to any key assumptions utilized in the preparation of the response to this RFQ. Included in this list should be any key assumptions documented in other sections of your Quotation.

Customer Information Software (CIS) – System Implementation

Key Assumption	Area of response impacted if assumption is not valid	Estimated value of impact if assumption is not valid

Customer Information Software (CIS) – System Implementation

COST QUOTATION – IMPLEMENTATION SERVICES

Please provide a pricing Quotation for each of the following cost categories. Document all assumptions and provide quantity and type of units (e.g., workdays, number of resources, etc.) where appropriate.

SOFTWARE	UNITS	UNIT RATE	TOTAL COST	COMMENTS
Base application license fees have been provided by the software provider. Please provide pricing for any other products or tools required to be licensed by Terasen or for which the Bidder intends to charge to Terasen. Identify each product requiring licensing in the Comments column.				
License Fees				
Other Cost 1 (describe)				
Other Cost 2 (describe)				
Other Cost 3 (describe)				
TOTAL SOFTWARE				

Please provide a pricing Quotation for each category of project resources proposed for the project. Additional rows may be added if available rows are not adequate.

IMPLEMENTATION COSTS	UNITS	UNIT RATE	TOTAL COST	COMMENTS
Vendor Resource (specify type of resource)				
Vendor Resource (specify type of resource)				
Vendor Resource (specify type of resource)				
Vendor Resource (specify type of resource)				
Vendor Resource (specify type of resource)				
System Implementer Resource (specify type of resource)				
System Implementer Resource (specify type of resource)				
System Implementer Resource (specify type of resource)				
System Implementer Resource (specify type of resource)				
System Implementer Resource (specify type of resource)				
System Implementer Resource (specify type of resource)				
System Implementer Resource (specify type of resource)				
Vendor Expenses				
System Implementer Expenses				
Miscellaneous Expenses (describe)				
TOTAL IMPLEMENTATION COSTS				
TOTAL SOLUTION COSTS (Software + Implementation)				

COST QUOTATION – TRANSITION TEAM				
Please provide a pricing Quotation for each of the following cost categories based on the definition of transition provided. Document all assumptions and provide quantity and type of units (e.g., workdays, number of resources, etc.) where appropriate. Provide additional detail when necessary by adding rows.				
TRANSITION COSTS	**UNITS**	**UNIT RATE**	**TOTAL COST**	**COMMENTS**
Vendor Resource (specify type of resource)				
Vendor Resource (specify type of resource)				
Vendor Resource (specify type of resource)				
System Implementer Resource (specify type of resource)				
System Implementer Resource (specify type of resource)				
System Implementer Resource (specify type of resource)				
System Implementer Resource (specify type of resource)				
System Implementer Resource (specify type of resource)				
TOTAL TRANSITION COSTS				

Please provide daily Time and Materials Rates for Post Storm Period Support resources.	
POST TRANSITION RESOURCES	**DAILY RATE**
Vendor Resource (specify type of resource)	
Vendor Resource (specify type of resource)	
Vendor Resource (specify type of resource)	
System Implementer Resource (specify type of resource)	
System Implementer Resource (specify type of resource)	
System Implementer Resource (specify type of resource)	
System Implementer Resource (specify type of resource)	
System Implementer Resource (specify type of resource)	

DELIVERABLES AND PAYMENT SCHEDULE

Please provide the following information to outline your proposed schedule of payments in the format provided. Add rows if necessary

Phase/Milestone	Deliverable	Delivery Date To Be On or Before	Payment Amount
TOTAL			

WORKDAY SUMMARY

Please provide the following information to summarize your proposed workdays in the format provided. Please summarize workdays and costs in the exact categories specified. Document any assumptions made in developing your estimate.

Task /Item Description	Integrator Work days	Integrator Cost	Vendor Work days	Vendor Cost	Terasen Work days	Comments/Assumptions
Project Management						
Project Planning						
Design Confirmation						
Solution Configuration / Build						
Development – Enhancements						
Development – Reports						
Interfaces						
Product Test						
Production Readiness Test						
End-user Training						
Conversion						
Go Live						
Post Implementation Support						
Technical Infrastructure / Support						
Other Activity (specify)						
Other Activity (specify)						
Other Cost (specify)						
Other Cost (specify)						
Transition Team						
TOTALS						

	Responsible Party		Type of Resource		Number of Resources		Number of Workdays	
Terasen Roles			Business	Technical	Business	Technical	Business	Technical
Steering Committee Members								
Project Sponsor								
Project Manager								
Change Lead								
Training Lead								
Client Team Leads Indicate subject matter)								
Training Developers / Trainers								
Developers (SAP ABAP & Business Intelligence- BI)								
Data Migration SME								
Date Integration SME								
Technical Lead / Basis								
Vendor/SI Roles	**Vendor**	**SI**						
Program Director								
Project Manager								
PMO Assistant								
Solution Architect								
Go-Live Manager								
Functional Analysts								
Functional Leads								
Change Lead								
Training Lead								
Role Analyst								
Technical Architect								
Basis Lead								
Basis Consultant								
Integration Developer								
Data Migration Architect								
Developers								

Appendix F
IPSOS REID FOCUS GROUP REPORT

Terasen Gas
Customer Care Research
Focus Group Report

Submitted by:

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Section 1.0 – Objectives

Terasen Gas was interested in conducting qualitative research to explore current, and future, customer service, product and communication needs. The results of this research will provide insights for Terasen Gas' long term strategic approach to Customer Care. It explores the technology solutions that will be required to support that approach and meet future customer expectations and needs.

The specific objectives of this research were to:

      a. Understand consumers' current and future service expectations of Terasen Gas.

      b. Understand consumers' current and future products needs from Terasen Gas.

      c. Understand consumers' communications and messaging needs/preferences, including messages, format, and delivery.

      d. Discover which expectations/needs could positively impact customer satisfaction more than others.

This report reflects the findings of seven focus groups held in British Columbia, May 26th to 29th, 2008. **<u>As with all qualitative research, findings should be considered directional rather than statistically conclusive.</u>**

Section 1.1. - Methodology

In each city Ipsos Reid held two focus groups, with the exception of Vancouver where one Cantonese language group was also conducted. Because Vancouver has an ethnically diverse population it was decided to conduct one focus group with an ethnic minority group to make sure their opinions were included. The Cantonese group was conducted in language with simultaneous translation in the viewing room.

Participants were recruited randomly from the British Columbia population and include a mix of homeowners and non-homeowners, as well as, customers and non-customers of Terasen Gas. Table 1 below shows the location of the focus group, participant type for each group and the number of participants that attended each group.

Table 1: Focus Group Locations, Participant Type and Number of Participants.				
DATE	LOCATION	PARTICIPANT TYPE	REFERENCE FOR REPORT	NUMBER OF PARTICIPANTS
May 26th, 2008	Kamloops	Terasen Gas customers, bill paid by self	KAM1	10
May 26th, 2008	Kamloops	18-34 years old, Terasen Gas customers and non-customers.	KAM2	8
May 27th, 2008	Vancouver	Terasen Gas customers, bill paid by self	VAN1	9
May 27th, 2008	Vancouver	Terasen Gas customers and bill paid by self	VAN2	9
May 28th, 2008	Vancouver	Cantonese Language Group, Terasen Gas customers, bill paid by self	CANT	9
May 29th, 2008	Victoria	Terasen Gas customers, bill paid by self	VIC1	8
May 29th, 2008	Victoria	18-34 years old, Terasen Gas customers, bill paid by self	VIC2	8

Participants were randomly recruited for the focus groups. All recruiting was completed by a local market research facility in each city. A copy of the recruiting screener can be found in the Appendix. The moderator's guide was jointly developed by Ipsos Reid and Terasen Gas. The focus groups sessions were well-attended by representatives from Terasen Gas.

Section 2.0 – Summary

Overall, the focus groups provide clear direction on which products and services to pursue to maintain and potentially increase customers' satisfaction with their customer

care experience.

While telephone is still the preferred method for communicating with businesses, primarily because of a comfort factor that consumers know the work will be completed, email and Internet options are becoming increasingly prevalent among participants. However, participants clearly saw an automated future for customer care. That being said, few saw the complete demise of the ability reach a real human, particularly in emergencies.

Currently, participants view Terasen Gas primarily as a natural gas provider. Generally, they were unable to articulate what additional products and services Terasen provides and what their future needs may be. However, when presented with a few concept ideas, Web-Based Usage and Account Summary Reporting, Online Self-Serve, Automated Meter Reading and a Call Back service all show great potential for Terasen Gas. In contrast, the Fixed Bill Program and Home Energy Audit ideas may require significant re-work or customer education for them to be successful. Further, participants also provided a myriad of product and service ideas for Terasen Gas to further evaluate. Of particular interest is consumers' willingness to allow Terasen Gas to expand into alternate sources of energy. While many participants saw these sources as cost prohibitive, there is a clear desire for them.

Among the Cantonese participants there is a specific need for in language services. The particular group that attended the session had been in Canada for a long time (15-25 years). However, they still preferred in language communications.

Lastly, participants noted that the types of messages they expected to receive from Terasen Gas should focus on price, conservation/environment and community activity. There is no preferred method for receiving this information. In today's 24/7 media world, focusing on one channel only would probably be a mistake. Some participants did note that there was frequently unused space on the bill that could be used to Terasen's advantage.

Section 3.0 – Conclusions and Recommendations

Based on the qualitative research, Ipsos Reid recommends that Terasen Gas strongly consider the Call-Back service, which many participants had previous experience through Shaw Cable and spoke highly of. Additionally, Terasen Gas should also consider the Web-Based Usage, and Account Summary Reporting Self Serve options and the Automated Meter Reading. These three services may be considered as one project as they are linked together in terms of functionality and information feeds, providing customers with the ability to manage their energy use and consumption. The only caveat to this recommendation is that Terasen Gas must find a way to keep the consumer engaged, as after a few months the novelty may begin to wear off. Participants see advancement and adoption of technology-driven customer care solutions by Terasen Gas as fundamental to meeting customer satisfaction both presently and into the future.

Lastly providing in language services (call center, website, billing, etc) for large ethnic populations will help Terasen Gas retain many of these customers in a competitive market. At a minimum, providing these services will create barriers to entry for some

competitors.

Section 4.0 – Warm Up – Importance of Energy

To begin the focus group sessions, participants were asked to discuss the importance of energy to them. Energy was extremely important for a variety of reasons, including cost, the environment and the understanding that people cannot live without it.

In attempting to delve more into the importance of energy, the subject was also put into context for respondents, trying to compare it to the environment, healthcare and education. Generally, participants were fully aware that energy is interlinked with other key public concerns.

> *"Very important, in our generation it is very important because we live in the digital age. More important than healthcare? Both industries need each other." (VAN1)*
> *"Very important because it is costly, but it allows us to do other things we wouldn't be able to like heat homes. It's easier to take for granted than healthcare because you don't think about energy unless it doesn't work." (KAM1)*
> *"Energy companies are going to have to switch from petroleum sources to other alternative sources and there is going to be a government push / a citizen push. It's not going to be strictly an oil economy." (KAM2)*
> *"Energy is important for daily sustainable living, to survive. It's convenient, we probably couldn't do all the things we can do now without it." (VAN1)*
> *"You can't have electricity without education or education without electricity." (VAN2)*
> *"It is a necessity." (KAM1)*
> *"Households always need energy; if you use it up and there's a shortage, then you're going to need to ask for foreign help and you'll have to pay for the price they ask for." (CANT)*

After exploring participants' current opinions of energy and how it fits into the bigger picture, they were asked about what changes they saw in the energy world in the next 5-10 years. Participants were very aware about sustainability issues. Thus, the need for alternate sources of energy was forefront in many people's minds.

> *"I think it's up to all of us individually to do our part. To do the little things like unplugging items that don't need to be plugged in when you are not using them. I work on my computer but unplug it when I'm not using it like literally unplug the whole thing and I've never had a problem with it." (VAN1)*
> *"It needs to be something that is more sustainable and not harming the environment and something that will be sustainable for the long run, something we can maintain." (VAN2)*
> *"We need to conserve energy to make the planet greener. We need to do our part to conserve energy; otherwise it will be harmful down the road." (VAN2)*
> *"I agree that the amount of energy we use will change and the different types of energy that we'll receive will change, but I don't think our overall dependence on energy will ever change." (VAN1)*
> *"We're going to be looking for different ways to get it done." (VAN1)*

"I think we are seeing that we can't take it for granted, there are certain ways we create energy that are not going to be there forever so we need to be efficient with our use of it". (VAN2)
"I'm optimistic; there are many kinds of developments, the wind, sun, and ocean." (CANT)

Focus group participants were also very aware of alternate fuels. Although they are aware that alternate fuels exist, most respondents probably over-estimate the ability of alternate fuels to provide a meaningful amount of energy supply.

"The craze for ethanol. Carbon taxes are being talked about. See a lot of hybrid cars. Hope they start using more waste products for energy. Would love to create one's own energy, like solar and other alternative sources but it's a rich man's game. Prices of oil and gas are going up and this will cause people to be much more aware and have higher standards. Building industry will change to have better insulation and sealed windows. But for the next 5-10 not much will change." (VIC1)
"I see a movement worldwide towards nuclear or energy that is more efficient because we have a growing, changing class system, I feel that we will start using more nuclear energy as the third world moves more into the middle class. I think in Canada we will see the by-products of that but I agree with everybody else that we can't sustain life without energy but the sources that we get them from will change." (VAN1)
"I think there is going to be more wind power and solar power; it has to go that way because we don't have the natural resources anymore to rely on oil and coal." (VAN2)

The last main theme emerging from the discussion on what energy would look like in 5-10 years was a recognition that the current sources of energy are becoming more expensive and that alternate fuels are beyond the reach of the average person.

"It'll be here (energy), but it will cost more." (KAM2)
"It just keeps going higher. A couple years ago it was sixty cents for gas and now it's a $1.35. It's just, you're going uphill but you are also going downhill. You're jacking the price but the business is going down. So you have to get your revenue from somewhere else."(KAM2)
"I think that in other parts of the world, they're paying ridiculous amounts for energy in Europe and Asia. I mean, maybe we're at a point where maybe we can go a different way. You see that it keeps going up and up, but people are still using it over there." (KAM2)
"It is in the current companies' interest to keep the status quo. I would like more environmentally friendly choices but price is too much of a concern to use a hybrid or solar. It all comes down to money. If the options are offered at the same price people will choose more environmentally friendly options like wind power, solar." (VIC2)

Section 5.0 – Understanding Current Service Expectations

A critical component of this research was to understand consumer expectations from a customer service operation, what customers' preferred communications are and what works well from the customer perspective. Expectations were typical from a customer service perspective. Empathy, talking to a real person, and knowledgeable staff were key expectations from the consumer's perspective. Not surprisingly, participants also noted a universal dislike for Interactive Voice Response technology (IVR's).

"I want them to care, show some empathy. Getting a response in the first place. I would like a human to answer the phone rather than going through a fifteen minute process where I have to give my info etc then get put on hold for twenty minutes plus." (VIC1)
"I want to speak to a real person." (VIC2)
"A real human, a real voice. Reaching a real human is so important; it's so frustrating when you can't." (VAN1)
"The thing that I hate more than anything is the voice recognition, like I would rather have it say "press one, press two", like I hate it when it says "say blah-blah" and it doesn't work. I just end up hanging up on them." (VAN1)
"You hope that it's not a machine. You hope that you're not on hold forever, it's very aggravating and very impersonal." (KAM2)
"I want to talk to a person, I don't like automated machines, I like talking to a person because you can get to the point quickly and you can get it solved and resolved and be off the phone within 2 minutes, rather than 15 minutes later." (VAN2)
"The person is knowledgeable and polite; don't want to be transferred to someone else; would like first call resolution; having someone that appears to want to help the customer." (KAM1)
"Customer service; they have to be able to solve our problems; they cannot do monopoly otherwise they will just raise the price whenever they like it – their service attitude is very important." (CANT)

Another common customer expectation was that the representative answering their call has the authority to assist with the customer request and be knowledgeable. These two factors create significant challenges for organizations with customer care operations. Customers want knowledgeable representatives with the authority to act. However, most organizations have very high turnover rates in their call center operations making it difficult to meet customer expectations. Thus, employee retention and education are critical factors for any customer service organization.

"You want someone with the ability to help you. Additionally they must have the authority to help, without having to go through a supervisor." (VAN1)
"I agree with the authority thing, but it's OK to be new on the job as long as the person there understands when "this is a little above my skill level, I'm going to get someone to phone you back". This is the HR in me, we can't just hire

knowledgeable people off the street, but it's OK to train these people and say "it's OK not to know what's going on but don't argue or cause the client to go back to the basics if the clients know what they are talking about". Nothing frustrates me as when they belittle me by taking me back through earlier steps when I don't need it." (VAN1)

"I think nowadays companies are better at this than they used to be but I think it's really important the person that you're talking to is not only knowledgeable but has the ability to solve any problems or issues that you might have." (VAN1)

"A lot of the times when you want to get something sorted out right away you don't want to listen to all of the options before getting somewhere. You still have to wait after you press "1" or "5". You want them to know what they are talking about, and if they don't to say it, "You know what? I'm going to put you in touch with somebody who can. That's fine if they pass it on to someone else, or just do something. Just don't talk your way out of it." (KAM2)

"You shouldn't be on hold for too long; if you wait 5 minutes, you get upset; the operator has to be fast and instructions have to be very clear; the bills have to be very clear" (CANT)

For a few customers, however, the Internet was by far their most preferred method of communication (although it doesn't always work well). For these customers this method of communication is particularly suitable when their question is considered to be non-critical.

"I really hate talking on the phone so I like really fast email replies. I find with customer service today, if you email, they don't reply for a few days so you have to call to get an immediate response so I like fast response." (VAN1)

"Customer service to me is on many scopes. One of them is the Internet and what help I can get off the Internet and get my questions and FAQ's, because there's a part of me that wants to do my own research, I want that choice. I don't want to have to know to press 'zero' to get the operator." (VAN2)

Section 5.1 – Current Methods Of Communication

In order to understanding future communications needs, current methods had to be explored. In general, the telephone is still the most preferred method of contacting a company, although it would also appear that e-mail is becoming more and more popular, in particular for non-critical or informational requests.

"It depends on the situation, it really depends what you are calling for, if you are calling about an existing bill and you want an answer, then I prefer the phone, but if you are calling to just like see your bill see where it is, but not a discrepancy then I prefer email. (VAN2)

"You can multi task when you are online, when you are on the phone you can't really. Online you can send it and wait for the reply and do other things while you wait." (VAN2)

Overall, these are the only two communication methods the participants were using to contact companies that they do business with. Very few participants had used online

chat tools to contact companies.

> *"I've actually had some companies where you can actually have a chat online rather than an email and then you get an email back, they actually have a chat box and you have someone sitting right there just MSN IM, you can have a real time conversation." (VAN2)*

What is interesting with the online chat discussion was that consumers have a poor understanding on exactly how chat would help improve customer response times. The fact that service representatives can hold several chat sessions simultaneously is not known by the average consumer.

One respondent however stated that customer service isn't the main factor in their decision making. Clearly, some consumers have lower expectations from businesses other than they are a low cost provider.

> *"I might like this company…they're great when you call them but I'm not going to change my mind in who I'm going to choose. Because I'm really cheap and I'll go with the best deal. I don't care if it's good customer service, I mean if they really upset me, maybe, I'll turn off them but that's not what makes my decision." (VAN2)*

Section 5.2 – Evaluating Terasen Gas

When evaluating Terasen Gas' customer service operations, customers clearly compared them to other large companies operating in their service area. In particular, those comparable companies include other utilities such as BC Hydro or larger companies such as TELUS or Shaw.

> *"Other utilities like Hydro, CRD." (VIC2)*
> *"Government and large crown corporations. I have higher expectations for service providers." (VIC1)*
> *"Shaw, BC Government, TELUS" (KAM1)*
> *"TELUS, BC Tel, Shaw, BC Hydro." (CANT)*

Because the deregulation of British Columbia's natural gas market is relatively new, some respondents believed that they should be comparing Terasan Gas to other natural gas companies; however, they have no one to compare them to.

> *"I have nothing to compare them to." (VAN1)*
> *"I wouldn't compare them to anybody." (VAN2)*

Section 6.0 - Understanding Future Service Expectations

Focus group participants were also queried as to how they thought customer service would change in the next few 5-10 years. While most believed that customer service would become more automated, many also saw that the need for service from a real person would not go away.

> *"In future it will all be computerized; we will have automated service representatives. However, because of automated systems there is a huge demand for speaking to real people." (VIC2)*
> *"Because of focus groups like this, customers want to talk to someone. I hear that all the time, I hear the same complaints about these automated IVR's… and so many do have those 'customer focus' mottos. If that's what the customer wants, they'll never get rid of that interaction." (VAN1)*
> *"Older people prefer listening to a human instead of non-human simulations." (CANT)*
> *"Automated service; Internet, Communication by computer" (KAM1)*
> *"You have a strong element of control by doing it yourself" (KAM1)*
> *"There won't be as many human interactions in the next 10 years; it will be all computer controlled." (CANT)*

However, the occasional participant was concerned that at some point in the future there would be no human interaction in the customer service world.

> *"You probably won't see anyone human that's what I'm afraid of. Maybe not in ten years, after that." (VAN1)*

While participants believed the future would become more automated, they also noted that technology would be getting better to improve the customer experience.

> *"I see a transition to customer service being at a higher level because the population is becoming more and more educated and more self-sufficient with various means of technology that we have available to us today…who knows maybe it will be a virtual person at the other end or a type of voice recognition." (VAN1)*
> *"I think in the next ten years will see more of move towards much better online support. We were talking about chat earlier and email. I think as we get better technology we can have more of an interactive experience, much more 'elegant' customer support tools online." (VAN1)*
> *"It's quicker; it's better than standing behind 30 people in a queue." (KAM1)*
> *"Technology is changing, getting better, more developed." (CANT)*

Interestingly, some participants were even thinking about a proactive computerized environment where their service provider contacts them when something is wrong. This could possibly be a great time saver for consumers.

> *"I totally agree with you. I don't think that I'll be the one to contact customer service. I think I'll wake up in the morning and give my computer a list of things*

and it will automatically dial up and talk to and allow through a personal ID number, it will tell Shaw or whoever to come into my home and fix the problem so that when I come home I will get a report of some kind saying: "this is fixed and this is fixed and this is delayed for two days" but it won't be me contacting them." (VAN1)

"Not only that, let's say your furnace has Bluetooth, the furnace could tell the gas company that your filters need cleaning and they could proactively call you and say that your furnace needs maintenance." (VAN1)

"It will be faster. It will probably go to our iPods and cell phones. They would probably do instant replies, like how was your service, more automated replies, they might call us, versus us call them." (VIC2)

Others saw a future where you could go to one website for all of your service needs. For example, entering your personal information once and then having it sent to all your providers at once.

"There will be more self service. Let's say you move, you will put all of your information into a computer and it will generate billing and connect all of your services for you. It will save you a lot of time. You will not need to deal with anyone." (VAN2)

Others saw a future where not only would energy be cheaper, but the average consumer would have the ability to generate renewable energy on their property at an affordable cost.

"I hope there would be more competition in terms of electricity. In 10 years perhaps solar panels would be cheap enough to get for your house and you wouldn't need to get power from BC Hydro, and maybe there would be a way to get wind power on your property. I would love to be able to do that today, but I think it is for the wealthy, it's not for the common man." (VAN2)

Finally, those in the Cantonese group expressed a desire for an in language service line.

"I really hope when we call there can be a Chinese line or multi lingual service even now there's so many Chinese people here; they need this kind of service." (CANT)

Section 7.0 - Current State

During the focus group sessions Ipsos Reid also explored what consumers knew about the current state of deregulation in British Columbia's Natural Gas industry. Not surprisingly, those participants from the Victoria sessions knew very little when it came to competitors of Terasen Gas, mostly because the market there has not been opened up to deregulation yet.

"One provider, Terasen". (VIC1)
"Don't know of any others on Vancouver Island." (VIC2)
"I don't know? I would go to Internet for new service provider." (VIC2)

In contrast, it appeared that virtually every consumer in the Vancouver and Kamloops sessions had a retail natural gas marketer knock on their door in the previous 12 months. The positive news for Terasen Gas is that these providers have virtually no top of mind brand name recall among those at the discussion sessions.

"Last year I remember seeing an ad saying that other companies were coming door to door saying that we could change our provider. There was a lot of media involved as well as people didn't know what they were changing." (KAM2)
"Well we have Terasen and we have some other guy." (VAN1)
"It's Terasen and a bunch of people that I've never heard of before. They're not doing a good job of marketing." (VAN1)
"I can't remember their names. I'm pretty sure the person who knocked on my door said they would email me. They never followed it up. If they did, and offered a better rate, then hey, there's no reason not to switch." (VAN1)
"I think there is more than one company but I couldn't tell you any other company." (VAN2)
"One is called Wholesale XL, I think." (VAN2).

Most door-to-door energy marketers know that consumers do not like the door-to-door sales method, but they continue with the practice. One consumer commented how much they disliked door to door sales people.

"Whenever they show up to the door to harass you I just hide." (VAN2)

Interestingly, although customers indicate that energy is very important in their day-to-day lives, they clearly are not that interested in switching or exploring offers from competitors. Even though consumers talk a lot about conservation and state that the environment is important to them, they are not interested in changing providers to save a few dollars. Perhaps the cost of energy is still not significant enough to make major lifestyle changes.

Section 8.0 – Understanding Current Product Needs

When probed about products and services provided by Terasen Gas, other than natural gas, consumers could provide very few examples. Generally, consumers struggled to name other products and services provided, in fact, many participants were simply guessing.

"I didn't know they offered any other service." (VAN1)
"I don't think Terasen gives us much information about what they are doing." (VIC1)

Other participants noted that Terasen Gas provides safety services as well as the infrastructure components of natural gas delivery.

"They can come out and mark the lines if you are doing work in your yard." (KAM2)
"If you smell gas they can come out and check for a leak." (VAN1)

"They distribute gas, pipe it all across BC." (KAM2)
"They do the meters, don't they? (VAN2)
"When I needed my fireplace, furnace inspected, the website directed me to a bunch of contractors in my area capable of doing it. I guess in a way that is a service that they provide." (VAN2)
"Call before you dig and emergency response." (KAM1)
"Potentially fix your furnace." (KAM1)
"Energy efficiency programs/rebates" (KAM1)

Positively, quite a few respondents noted Terasen Gas' corporate social responsibility as a service they are providing for the local community.

"Well they're sponsors in the community so if they always do that Goodwill, I think that they do those services, I think they are good corporate citizens." (VAN1)
"I have been to some eco shows here and I think I remember leaflets from the Green Living Show where they had displays and brochures on how to make your homes greener and more sustainable." (VAN2)
"They also try to help you be more energy efficient, both Terasen and BC Hydro. They send flyers with every bill, for example, you can replace your furnace or your refrigerator." (VAN2)
"If you upgrade to this, we'll pay x- amount, reimburse x- amount" (VAN2)

SECTION 8.1 – Future Products and Services

Once again, focus group participants were asked to think into the future and explore what additional products and service they may require from Terasen Gas. Interestingly, much of the discussion surrounded natural gas products that are already available in the market. Clearly, consumers see Terasen Gas offering these products as a logical extension of their business.

"Barbeques and any other areas that we use gas for." (VIC1)
"I would like to call them about a new water heater and other things that use gas. It would be a one-stop shopping experience." (VIC1)
"I would like to receive info on dealers of natural gas appliances. Or bundle it. If I use all gas I should get it cheaper. The more things I use it for the cheaper it should be." (VIC1)
"If you take a 20 minute shower and decrease it to 10 minutes, you'll be saving "this much" on your bill. I think there should be shower heads that are timed to go off after only 10 minutes. Because really, I'll know I only have 10 minutes to go. Nowadays, people want to be "green" and environmentally friendly. But really, when you're in the shower, you're enjoying the hot water." (KAM2)

A few participants noted that Terasen Gas should stick to what it does best: provide natural gas.

"Stick to what they do know; focus on providing energy." (KAM1)
"Why diversify? Companies get themselves into trouble, for example, customer wait times have been much longer since Shaw expanded its product offerings." (KAM1)

In the future, some participants would like Terasen Gas to operate a bit like Costco. That is, the bulk purchase of natural gas products like fireplaces and barbeques. Ultimately, it is hoped that this would provide cost savings to the end consumer.

Section 9.0 – Understanding Future Product Needs

Participants were also queried as to what additional products and services they may require from Terasen Gas in the next five to ten years. The old adage 'I don't know what I don't know' held true during this line of questioning as consumers provided very few ideas as to their future needs.

"It would be great if Terasen starts to produce new products like heat pumps and do research and development in other energy areas like electricity." (VIC2)
"Hot water on demand would be good, rather than always having to boil the water." (VAN1)

Participants were shown six product and service ideas from Terasen Gas. Table 2 below indicates the first choice preference from the new products and services shown. While the Web-Based Usage and Account Summary Reporting was a 'winner' in the opinion of the focus group respondents, other items such as Automated Meter Reading, Self-Serve Options and a Call Back Service all performed very well. In contrast, the Fixed Bill Program and the Home Energy Audit may require significant re-work or customer education in order for them to be successful. The six Terasen Gas products and services are discussed in greater detail beginning in section 9.1.

Table 2: Future Product and Service Preference.

Product/Service	Preferred Offering with Limited Budget*
Automated Meter Reading	**9**
Web-Based Usage and Account Summary Reporting	**12**
Self Serve Options	**9**
Call Center Automated Call Back Service	**8**
Fixed Bill Program	**2**
Home Energy Audit	**2**

*Does not include responses from Cantonese Group. The moderator for the Cantonese took a consensus approach to determining the best idea. Participants determined that the Home Energy Audit was the best idea, followed by the Call Center Automated Call Back Service.

Section 9.1 - Automated Meter Reading (description can be found in Appendix C)

The majority of participants reacted positively to the idea of Automated Meter Reading. Specific benefits observed with this service were the greater degree of accuracy in meter reads and the ability to go online to view their usage patterns, immediately.

> *"Yes. Go online to see how much you've used so far? That would be good. When it's new, I would go online all the time. Once the novelty wears off I wouldn't as much." (VAN1)*
> *"Well, if your bill is a little bit higher you can go online to see." (VAN2)*
> *"We know what winters are like, so it's nice to see that and compare to June or July." (KAM1)*
> *"Like the ability to change usage based on immediately finding out usage. I would like to see overall usage, high periods of usage and average. I'm interested in knowing usage on a daily basis and how to reduce consumption." (VIC2)*
> *"A great idea, especially for rural areas." (KAM1)*
> *"It's not advanced technology, it's common technology; you don't need someone coming to your house." (CANT)*

However, there were a few concerns with data privacy, accuracy and meter readers losing their jobs.

> *"Well, initial start-up cost. But that would be set off because of the money being saved from not paying people going around reading meters." (VAN2)*
> *"It might cost extra money to install it first." (CANT)*
> *"I worry about accuracy. Could it be more accurate?" (VIC1)*
> *"Is it accurate? I have suspicions, how can we trust it." (CANT)*
> *"Is somebody going to be out of a job?" (KAM1)*
> *"Don't like it because it takes a job away from someone. More environmentally friendly if a meter reader isn't driving around all day. Manufacturing the new technology would probably have a higher environmental impact." (VIC1)*
> *"High levels of accuracy are very important." (VIC2)*
> *"How can I forecast my costs if there is no way to verify or check it?" (VIC1)*
> *"Some old people don't know how to use the internet. I can't teach my parents, they have no idea, honestly." (CANT)*

Section 9.1.1 – Meter Reading Frequency

Participants were queried as to how frequently they would like their meter read. Generally, they were non-committal to the idea of more frequent meter reads, probably because they were uncertain as to how the data could be used. That being said, there didn't appear to be a negative reaction to more frequent reads.

> *"It would be great to have a higher frequency to show spikes in usage. It could be used to encourage people to use less energy in high use times. However, it is very important to give people a lot of information for this type of billing." (VIC1)*

"I'm fine with daily. If they are more, they can match the prices from morning to afternoon and adjust your rate accordingly." (VAN1)

Section 9.2 - Web-Based Usage & Account Summary Reporting (description can be found in Appendix D)

Overall, the web-based usage and account summary reporting was well received by participants. In fact, it was the number one chosen product out of all of those presented at the sessions. The main reason for consumers preferring this option was the ability to view their usage online in real-time. Participants believed that this would give them the ability to conserve and change their consumption patterns.

"This is great." (VAN2)
"If they can be this detailed, then I think it's great." (CANT)
"I love it! We unplug our microwave as well, so I want to see if that makes a difference. We're trying to do all we can, but we want to see if it makes a difference." (VAN2)
"That would be the number one feature that I would like about this, maybe it's because it's so new to me – of what the energy usage is of each appliance. " (VAN2)
"I like the idea of knowing consumption online and the idea of comparing usage to others in my neighbourhood." (VIC2)
"I like the idea of seeing the whole picture and seeing usage hopefully set out. I would also like water info as well as electricity and gas." (VIC1)
"Helping customers help themselves." (KAM1)

However, one word of caution should be noted with this service. Some participants noted that they may not look at their web-usage summary that frequently. This was particularly evident after the first few months of the service being in place.

"Would look at this maybe once a month or annually or when usage has a reason to change, for example when guests come." (VAN1)
"I think it's kind of neat, but I don't think I would use it myself. I just like to let things go and I'll pay my bill at the end of the month, but really and truly I don't really care. Monthly summary is fine. I can't get bothered, I don't have time to go and tweak my consumption to figure out what I'm using my energy on. Well, if you're energy conscious you turn the lights off, however I don't know how much time I would spend to check this out." (VAN2)

With a Web-Based Usage system, the environmental aspect of billing (paper based bills) was also mentioned as being beneficial to consumers. However, a few participants also mentioned that servers and the Internet need energy to operate.

"I would rather have this rather than a paper bill, and then I don't have to shred the bill. I would expect that there is so much cost savings from physical mail outs that I would like to see some cost savings to develop this, that I would expect a credit for signing up for this as a first time user." (VAN2)
"If the company offers this bill, and I have opportunity to change the bill and

*manipulate the data, see the rate, I would definitely opt out of a paper bill,
because I would have online access to it. If we can manipulate the data, it would
be great if I could run a "what if" scenarios like if you wanted to see how much
cost savings would be to have a more efficient refrigerator." (VAN1)*
"Well, a server is using energy as well." (VAN2)

Finally, one additional concern with a web-based usage and account summary is the
security of individuals' usage data online.

*"What is the security to have access to this? That would be my number one
concern. I would really want up front security – a secure site." (VAN2)*
"I like the bottom as you can personalize your profile area." (VAN1)
*"I like how it shows the breakdown and comparison. It's a good explanation"
(VAN1)*
*"I like the things on the top. It shows company information because you have
tools to move forward." (KAM2)*
*"If they were to introduce this, it would be of interest if they could have it in
multiple languages, for example in Punjabi." (VAN2)*
*"If I call into a call centre, I would have this data and could analyze and refer to
it." (VAN2)*

Section 9.3 - Online Self-Service (description can be found in Appendix E)

Overall, the online self-serve features were also well received by focus group
participants. Very few participants would prefer conducting some of the self-serve
activities presented via the telephone, instead of via the Internet. However, there were a
few who were quite surprised that Terasen Gas did not already provide all of these
services to customers.

*"I think they are missing the boat here actually. First of all I thought this is what
other people already provide so they are just catching up to what's already out
there." (VAN1)*
"Yes, I'm shocked they are not doing this already." (VAN1)
"I thought most of the listed services are already available." (KAM1)

For some participants online account access/features are a table-stakes expectation
when evaluating service providers. With a younger generation growing up on the
Internet, service like this will be critical.

*"I am surprised they are not doing it. It is one of my criteria for signing up with a
new company. It is very important to me that I am able to do everything on the
Internet.." (VAN1)*

Additionally, a few participants noted that a critical component of a service like this is a
requirement of a confirmation e-mail. This would put their minds at ease.

"This is great, but I would want a confirmation email that info is correct." (VIC2)
"I don't know, I would prefer to have a piece of paper sent to me as confirmation and it just won't get lost in cyberspace. Sometimes I don't answer my phone if I feel that it's a bill collector." (KAM2)

Some participants noted that this service would be very easy to use and would ultimately save them time.

"I think it's a good idea, it would save a lot of time, much faster as long as you understand the question asked to you." (VAN1)
"These are very simple transactions, I mean these are very basic things like if you spoke with a representative that should take less then 5 minutes to do each one of these, there is no reason why you shouldn't be able to do each one of these online." (VAN1)
"This is easier online than over the phone re spelling, occasional changes." (KAM2)

Some respondents noted that a portal to make changes for multiple services would ultimately be more beneficial for the consumer. One change affects all services and saves the customer lots of time.

"I'd rather see some type of portal where it automatically updates and transfers so I go in and I say, this is my address and I'm moving to this and it automatically updates my gas, hydro, and telephone. It's no different than if I go into the government and give them my new address. It automatically updates my BC driving licence, my BC medical and other things." (VAN1)

Negatively, once again, a few participants stated that they were concerned with identity theft and the security of an online self-serve portal.

Section 9.4 - Call Back Service (description can be found in Appendix F)

Generally, most participants were supportive of the idea of a call-back service. Interestingly, many had already used an identical service from Shaw Cable. Positively, their experience had been a good one. The call back service was deemed to be particularly useful for the younger generation who appear to have a higher likelihood of exclusively using a cell-phone. Thus, calls to Terasen Gas actually costs them money.

"It saves waiting." (VIC1)
"It is a humane way to stay on hold. I would like to be given an estimate of time." (VIC2)
"If it's urgent, then maybe you'll wait. If it's just a question you can wait for the call-back." (VAN1)
"It's not a bad idea…at least you don't have to occupy your phone…think it's a good idea." (CANT)

Many participants noted that if Terasen Gas were to offer this service they must honor the timeframe. Not following through on the call back would create a negative experience for many of those at the sessions.

> *"If they say they are going to call back, give a time." (VAN1)*
> *"There has to be a service delivery timeframe on the Internet saying call-backs are honoured, and somewhere we can escalate if they are not called back within an hour or two hours." (VAN2)*
> *"Don't say 20 minutes and not call in 20 minutes. I think they should be reasonable to both." (VAN1)*
> *"I've tried this many times, you have to wait and wait and wait…sometimes you wait for a long time and nobody answers your call." (CANT)*

Most participants were willing to wait a few minutes on hold before selecting the call back option. However, it is important to note that many people would choose this option immediately, but also that participants would like the option to stay on the phone or select a call back.

> *"If I don't lose my place in line I would do this after one second on hold." (VAN2)*
> *"As long as the priority is maintained." (VAN2)*
> *"Maybe if the system knew I was going to be on hold for more than a couple of minutes have it offered." (VAN2)*
> *"I would like to be the one to have the choice. My personal choice is that I will stay on for 10 minutes, after 10 minutes I won't. So I want to be able to choose." (VAN2)*

The only concern participants had with the Call Back Service was that they might miss the return call. There was an expectation that if the return call was not picked up that Terasen Gas would try to call back several more times.

> *"I'm worried that I might miss the call back." (VIC1)*
> *"It's always convenient when they call back; I don't want to sit around to wait for call back." (KAM1)*

Section 9.5 - Fixed Bill Program (description can be found in Appendix G)

Of all the products and service offerings tested, the Fixed Bill Program had the most questions and concerns among participants. This program may need significant re-work or customer education for it to be successful. The biggest concern participants had with this program was the fear that they would be over-paying for their Natural Gas. Consequently, the program becomes a skeptical marketing program, as participants noted that this wouldn't be offered by Terasen Gas if it wasn't in the favor of the company.

> *"Terasen wouldn't do this if they were going to lose money." (VIC2)*
> *"They (Terasen Gas) will get you somehow. If you pay for a contract you have to pay a fee to get out of it. (Moderator) There is a perception that it will always be*

in favour of the company? Yes." (VAN1)
"If you calculate this way, how do you know, they usually estimate higher. There's no company that estimates a low price because they want to make money!" (CANT)
"I don't trust companies. They always try to make you pay more" (CANT)

As can be seen below, participants had a lot of questions as to how this program would work. In particular, many had a perception that they may be over-paying for this program.

"It feels like security in case there is a large price change." (VIC1)
"It allows one to budget more easily even if it is a gamble." (VIC1)
"I don't like the idea of spending money on energy not used." (VIC1)
"If I find out I was due a credit I would be upset" (VIC2)
"I wouldn't go for it. I don't like being closed into a contract. I like the variability to go up and down with the market." (VAN1)
"It's unpredictable. What happens when the cost of gas goes down?" (VAN2)
"And if it goes way up aren't you setting yourself up to get screwed the next year? Like for the company I think it's in their own interest to make that money back if they lost money, so my bill is $100 a month this year but next year it's $200 a month because the prices went up. So I would be very worried about it." (VAN2)

Others noted that the Fixed Bill Program appeared to be environmentally unfriendly.

"It seems almost like it would be a disincentive to try and save energy." (VAN2)

Among the few customers who were supportive of the Fixed Bill Program, they liked the idea because of its stability and the ability to have options.

"Well obviously having a fixed bill could let you budget every month, at least let me look 12 months into the future and know there are not going to be any surprises. This is what I am going to pay for gas." (VAN2)
"I think giving people lots of options is always a good idea, you improve on your customer service. Personally I would like to see them offer a program where if you pay upfront what your estimated yearly bill will be, say $1,200, you will be given a discount for upfront payment a year in advance. I would be more inclined to go with this." (VAN2)

Section 9.6 – Home Energy Audit (description can be found in Appendix H)

Similar to the Fixed Bill Program, a few participants were concerned that if Terasen Gas offered the Home Energy Audit program Terasen would only offer Terasen products. Thus, the integrity of the program would be compromised. The other big concern with the Home Energy Audit was if there was a cost associated with it.

"I don't want it if there is a sales aspect to it. I want an unbiased report." (VIC1)
"It sounds like a sales approach." (VIC2)

"As long as they aren't promoting products it would be okay." (VIC2)

The cost of the Home Energy Audit was another large area of discussion for participants. Generally, most thought the Energy Audit should be free or have a minimal cost associated with it.

"It would be a good PR move to offer it free." (KAM2)
"Nominal cost is always a good thing." (VAN2)
"Who pays for this audit? Put it this way, I am less likely to get this audit done if I have to pay for it." (VAN1)
"No charge service, I love it." (VAN1)
"Do the audit (for free) and sell me the furnace or sell me the weather stripping that I need, do it that way. Provide the products that are going to make my home more efficient, but with the audit, there is a way to make money off of this without having to charge for it." (VAN1)
"This would be a better idea than giving out the $100 cheques." (KAM1)

A few participants noted that the Home Energy Audit would be worth paying for because the consumer would ultimately save money in lower energy bills in the long run.

"I think it would be worth paying for the service because it is going to save you a whole pile of money. Maybe the price of gas will go down because we are not using as much." (VAN1)

However, others noted that the cost for home energy efficiency improvements would be cost prohibitive for most homeowners anyway, thus making the audit useless.

"The cost to implement the proposed changes from the audit for efficiency would probably be prohibitive for most home owners and they would opt out anyways." (VAN2)

Section 9.6.1 - Is It Good To Be Branching Out?

Participants were further asked if it were a good idea for Terasen to be branching out into areas like Home Energy Audits versus just delivering natural gas to their home. Generally, most participants saw this as a natural extension for Terasen.

"I think other people are going to do it if Terasen doesn't. The government even has a program where you can have an energy audit done on your home; you have to qualify for it. If Terasen doesn't do it someone else will. (VAN1)
"It's a natural extension." (VAN1)
"If it was another company offering free auditing I don't know if I would do it, but because it is Terasen, my personal relationship with Terasen, I am such a marketers dream! I would trust them to come into my home." (VAN2)

Section 10.0 – Ideation

After reviewing the product and service ideas from Terasen Gas, participants were asked to create their own products and services that would benefit them. Focus Group participants were split into two groups to create their new products. The only guidelines

given were that the ideas could be completely new and different or an extension of something they have already seen or heard during the evening. The ideas presented were extremely varied and consequently difficult to categorize in a summary report. What follows below are some of the ideas.

"*To pay for your usage and be able to turn it off for part of the year e.g. Summer. I don't want the administrative fee charged separately; rather add it to the other months. This way I do not have to worry about the bill when not using gas. Don't mind admin fee but want it absorbed in the other month's bill.*" (VIC1)

"*An office where you can go in and talk to someone.*" (VIC1)

"*A text or instant message that would inform customers about usage, perhaps as a desktop counter on a computer.*" (VIC2)

"*Remote control of house to control usage. Turn heat up or down depending on work hours.*" (VIC2)

"*Incentives for conservation.*" (VIC2)

"*Scholarships, sponsorships, and community service. Don't want scholarships to be tied to grades or discipline.*" (VIC2)

"*Safety record, techniques used like flaring. Could provide this info on the web page. Paperless bills and newsletter.*" (VIC2)

"*Would like to see how much I'm using and what the impact on the environment, carbon footprint is.*" (VIC2)

"*Controlled thermostat with automatic presets, shuts off when you're not home and at night (like a sprinkler that you can schedule).*" (KAM2)

"*Digital gas meter, easier to read, remote monitoring (KAM2) Incentives for carbon monoxide detectors (not only for replacing appliances).*" (KAM2)

"*Diversifying to other sources e.g. Wind Power, Solar Power.*" (KAM2)

"*Terasen to research alternative fuels; i.e. solar, wind.*" (KAM1)

"*Use profits to fund research into more green, more efficient.*" (KAM1)

"*Rebates for good customers who pay bills on time (e.g. like car insurance).*" (KAM2)

"*Instruct people on how to change habits (not only what appliances should be purchased).*" (KAM2)

Maybe add that you can incorporate a team like Power Smart that will travel around and help with people's habits/education. At schools or community events." (KAM2)

"*More energy efficient products and lots of options, they shouldn't be offering one type of furnace or one type of energy efficient appliance, they should have a variety to choose from.*" (VAN1)

"*Terasen Gas should provide education on energy saving initiatives.This should be done in courses and workshops because we think that people would come out to these things especially since there is more interest in our (consumers) impact on the environment and their energy use. We also thought that Terasen Gas should sponsor TV shows.*" (VAN1)

"*Terasen should be working with home builders, to come up with a certification program so that when people look into buying a new home, it should have a stamp on it that it is Terasen certified, it is energy efficient.*" (VAN1)

"The suppliers to come together in some sort of consortium where we can manage all the information such as change of address, that sort of thing." (VAN1)

"Have Terasen Gas or other gas providers talk to manufacturers of gas products and have them come up with technology built in so these systems can be easily integrated into a home. A home network where a regular user could easily throw it on his computer and see the efficiency or consumption of the different natural gas devices." (VAN1)

"A way for them to talk to my computer and fix my problems and adjust my heat automatically. If they put the remote control in our hands, if they allowed me to turn the thermostat down if I was away, that would be valuable." (VAN1)

"Promote something that teaches us how to preserve energy because it's a big company and they have a lot of knowledge; they have resources they can share with us; teach us how to conserve energy, I think that would be a good idea if they can teach us; if they can promote to us what's better." (CANT)

"They can tell us the products that last longer. Also, tell us which brands are good if you go to Home Depot." (CANT)

Section 10.1 - Future Information Needs

Participants were further queried as to what they believed their information needs would be from Terasen Gas in the future. While participants did not provide great detail here the information requested falls into two categories. Frequently, participants wanted to know more about the environmental aspects of natural gas and safety of the resource.

"Environmental aspects, source of gas, how it's produced." (VIC2)
"Where it comes from?" (KAM2)
"What the company is doing to be green." (VAN1)
"What do they do with pipeline breaks? I want to know what's being done if one breaks, or what to do if something happens." (KAM2)

Section 11.0 – Communications and Needs and Preferences

Overall, focus group participants did not recall receiving/seeing or hearing a great deal of information from Terasen Gas in the recent past. Some older information was recalled such as the lobster commercials from a few years ago. Others also recalled the commercials about fixed rates and choices. However, consumers were most likely to recall information sent with the bill.

Communication in today's 24/7 media world is difficult for companies as there are a multiple of channels to reach the customer. What is clear is that all consumers have slightly different preferences for receiving this information. There is not one channel that a company should focus on; rather, it needs to be a multi-channel approach.

Generally, customers want the following key information delivered to them by Terasen Gas:

- Community Activity
- Service Interruptions
- Environmental Agenda/Climate Change
- Price Changes
- Conservation Measures/Energy Savings

APPENDIX

- A. Screening/Recruiting Instrument
- B. Moderating Guide
- C. Automated Meter Reading description
- D. Web-based Usage and Account Summary Reporting description
- E. Online Self-Service description
- F. Call Center Automated Call Back Service description
- G. Fixed Bill Program description
- H. Home Energy Audit description

Appendix A – Screening/Recruiting Instrument

Terasen Gas

Customer Care Research Focus Groups

Recruiting Screener

60- 0842-19

Date	City	Location	6pm	8pm
May 26th	**Kamloops**	The Thompson Hotel and Conference Centre (650 Victoria St)	**Customer Group**	**Non - customer group (aged 18-34)**
May 27th	**Vancouver**	**Ipsos** 1285 West Pender St. Suite 200	**Customer Group**	**Customer Group**
May 28th	**Vancouver**	**CRC** 1398 West 7th Avenue	**Cantonese Group**	**N/A**
May 29th	**Victoria**	Malatest & Associates (858 Pandora Ave	**5.30 - Customer Group**	**7.30 - Customer Group (aged 18-34)**

INTERVIEWER INSTRUCTION: ALL RECRUITING TO BE CONDUCTED BLIND

Hello my name is _____ and I'm with Ipsos-Reid a national public opinion research company.

We are conducting focus group discussions to ask consumers for their opinions about new products and services for energy companies. The discussion will be fun and interesting and we would like to offer you $75 for attending.

Do you have a couple of minutes to determine if you qualify for our study?

Yes   ☐   → **CONTINUE**

No   ☐   → **ARRANGE CALLBACK**

Great! Please keep in mind that your responses are completely confidential.

1. Firstly, do you or does any member of your household work for any of the following types of companies:

An advertising or communications company ❐ → **TERMINATE**
The media including television, newspapers or radio ❐ → **TERMINATE**
A market research company ❐ → **TERMINATE**
An electricity or natural gas company ❐ → **TERMINATE**

2a. Which of the following age groups do you fall into?

❐ 18 – 22 **[THANK AND TERMINATE, UNLESS VICTORIA YOUNG CUSTOMER GROUP (AGED 18-34) OR NON-CUSTOMER KAMLOOPS (18-34)]**

❐ 23 – 34

❐ 35 – 44

❐ 45 – 55

❐ 56 or older **[THANK AND TERMINATE]**

2b. Who in your household is responsible for deciding about things like selecting the company which supplies the energy used in your home? Do you have **(READ LIST)** for these types of decisions?

Little or No Responsibility ❐ → **CONTINUE IF KAMLOOPS NON-CUSTOMER, ELSE ASK FOR APPROPRIATE PERSON**

Shared Responsibility ❐ → **CONTINUE**

Full Responsibility ❐ → **CONTINUE**

2bi. Do you own or rent your home?

Own ❐ → **CONTINUE**

Rent ❐ → **CONTINUE**

[ROTATE 2C & 2D]

2c. Is your natural gas bill paid by you, paid by your landlord or condo owner?

❒ Paid by self

❒ Paid by Condo owner/Landlord/Included in Rent **[TERMINATE, UNLESS IN KAMLOOPS AND 18-34]**

❒ I don't have Natural Gas **[TERMINATE, UNLESS IN KAMLOOPS AND 18-34]**

❒ Don't Know **[TERMINATE]**

2d. Is your electricity bill paid by you, paid by your landlord or condo owner?

❒ Paid by self

❒ Paid by Condo owner/Landlord/Included in Rent

❒ Don't Know

3. Who is your current supplier of Natural Gas and Electricity?

Natural Gas

❒ Terasen Gas/BC Gas/Kinder Morgan

❒ Other **[THANK AND TERMINATE]**

❒ Don't Know **[THANK AND TERMINATE]**

Electricity

❒ BC Hydro

❒ Other

❒ Don't Know

4. Other than building a house what three creative things could you do with a brick?

a. _____

b. _____

c. _____

[TERMINATE IF RESPONDENT CANNOT COME UP WITH THREE IN A REASONABLE AMOUNT OF TIME]

5. I have just one last question for you. Again, your answers are completely confidential. In which of the following categories does your annual household income fall? **[NO**

QUOTAS BUT GET A GOOD MIX]

Under $40,000	❒
$40,000 to $80,000	❒
Over $80,000	❒

6. **RECORD GENDER. DO NOT ASK. SOFT QUOTA 5 FEMALE, 5 MALE.**

Male	❒
Female	❒

7. Have you been to a focus group or an online focus group in the previous six months?

❒ Yes **[THANK AND TERMINATE]**

❒ No

Thank you for the information. The focus group will be held on…

Date	Time	Location	6pm	8pm
May 26th	**Kamloops**	The Thompson Hotel and Conference Centre (650 Victoria St)	**Customer Group**	**Non-customer group (aged 18-34)**
May 27th	**Vancouver**	**Ipsos** 1285 West Pender St. Suite 200	**Customer Group**	**Customer Group**
May 28th	**Vancouver**	**CRC** 1398 West 7th Avenue	**Cantonese Group**	**N/A**
May 29th	**Victoria**	Malatest & Associates (858 Pandora Ave	**5.30 – Customer Group**	**7.30 - Customer Group (aged 18-34)**

Let me give you the address where the session is being held. If you need to grab a pen or pencil, I can wait a minute. The focus group will be held at the offices of:

INSERT LOCATION

The discussion will be about 1.5-2 hours long and you will receive $75 for your participation. I would like to emphasize that this is a bona fide research project and as such, your identity will remain completely confidential and you will not receive a sales pitch of any type in association with this study.

We are only inviting a small number of people to this group, so it is important that you come. If for some reason you can't make it, please call and let us know so that we can recruit someone in your place. My name is _____ and you can reach me directly at _____.

Someone from our office will be calling you back to confirm that you will be able to attend. Could I please confirm which would be the best telephone number to reach you at?

PHONE	(DAY):	
	(EVENING):	

There's just a couple of things I need to mention:

1. During the group, you may be asked to review written material or view information on a screen. If you need reading glasses to complete these tasks, we would ask that you please remember to bring them to the group; and,

2. I need to advise you that we will be video and audio taping these discussion sessions to assist the researchers with their report. Will you be willing to sign a consent form when you arrive for the discussion allowing us to tape your participation in the discussion?

Yes   ❑ **CONTINUE**

No   ❑ **THANK AND TERMINATE**

Recruiting Information:

Other than the Non-Customer Group in Kamloops (18-34) and the Victoria Customer Group (18-34) we require a good mix of people for each session.

3 respondents 22-34

3 respondents 35-44

3 respondents 45-55

+ 1 other from any of these groups

We also require a 50/50 split for male/female

All respondents should have good English communication skills [Other than the Cantonese group]

Appendix B. Moderators Guide

MODERATOR'S GUIDE
Customer Care Research – Focus Groups
May 26th, Kamloops,

May 27th, Vancouver

May 28th, Vancouver – Cantonese Group

May 29th – Victoria,

1.0   INTRODUCTION (5 MINUTES)

➡ Welcome & Thanks
➡ Ipsos-Reid – who we are, what we do
➡ *Focus Group process – videotaping, mirror, anonymity*
➡ What we're doing here tonight (opinion research, informal and unstructured...)
➡ What My Job is...on track and on time; monitor loud and quiet people
➡ The Rules...no right/wrong; all participate; speak to one another as well
➡ Respondent Introductions –

First name, how long have you lived in [LOCATION]? What do you do during the day? What is your favourite spare time activity?

1.1   IMPORTANCE OF ENERGY - CURRENT AND FUTURE STATE [5 MINUTES]

How important is energy to you today? [Moderator notes: try to put this into context, more important than education, healthcare, environment, economy, etc?]

How do you see the importance of energy changing in the next 5 to 10 years?
[PROBES:

2.0 UNDERSTANDING CURRENT SERVICE EXPECTATIONS (10 MINUTES)

o   When you call your current provider of any product or service you use what are

your expectations? [PROBE; Response times, knowledgeable reps, account information, IVR, etc]

o What current methods do you use to communicate with companies that you do business with? i.e. Terasen Gas/BC Hydro/TELUS/Shaw/Your Main Bank?
o What communication methods do you prefer?
o What works well? Why?
o What doesn't work so well? Why?
o Do you have an opinion on outsourced customer service? Why did you say that?
o When evaluating Terasen Gas' customer service what other companies do you compare them to? [PROBE: BC Hydro, TELUS, Shaw, who else?]
o Does method of interaction [Phone, Email, Chat] have an impact on how you compare these companies?

2.1 UNDERSTANDING FUTURE SERVICE EXPECTATIONS. (10 MINUTES)

o How would you expect companies to change the way they provide service to you in the next 10 years? [PROBE: Internet, E-mail, Self-Service, Online Chat, Instant Messanger, Call back service]
o What are your expectations from service in the future? Why is this important?

3.0   CURRENT STATE (10 MINUTES)

I'd like you to imagine that I am new to British Columbia and I need to find a company to provide Natural Gas for my home How would you explain it to someone new to the province because it sounds different than where I'm from?

o WHAT IS THE SITUATION HERE IN BRITISH COLUMBIA TODAY?
o WHICH COMPANIES SHOULD I CONSIDER? ARE THESE COMPANIES ALL THE SAME OR ARE SOME BETTER THAN OTHERS? HOW ARE THEY BETTER OR WORSE THAN OTHERS? WHO SHOULD I AVOID?
o WHERE SHOULD I GO TO GET MORE INFORMATION ABOUT MY CHOICES?
o TO THE BEST OF YOUR KNOWLEDGE, WHAT IS THE CURRENT RATE THAT YOU PAY FOR NATURAL GAS?
o How does the rate you pay compare to other people in Canada? North America?
o What additional products and services can I get from these providers…. other than Natural Gas?

4.0 UNDERSTANDING UNDERSTANDING CURRENT PRODUCT NEEDS? (10 MINUTES)

- o Other than the supply/delivery of energy what other products and services do you use from Terasen Gas/BC Hydro?
- o What other products and services do you use sporadically from Terasen Gas/BC Hydro?
- o How did you first become aware of these products and services?
- o Why do you use these products and services?
- o Are there products and services you'd like to use but either haven't got around to it, or are too expensive?

4.1 UNDERSTANDING <u>FUTURE</u> PRODUCT NEEDS? (25 MINUTES)

- o In the future what sort of products/services do you think you may need from your energy providers?
- o How many people here can access the Internet, either at home or at work?

Concept Idea #1 [AUTOMATED METER READING]

- o Provide Description
- o What are your initial thoughts to this product/service?

  - • [Probe] Is this a good idea/bad idea? Why?
  - • [Probe] How will it impact your household?

- o What is your preferred frequency for meter reads (daily, monthly, bi-monthly)
- o Does the volatility of energy prices make more frequent meter reads more appealing? Why/Why Not?
- o Would daily meter reads cost the consumer more or less? Why/Why Not?
- o What are the benefits to daily meter reads?
- o Would daily meter reads enable you to manage your energy consumption

Concept Idea #2 [Web-Based Usage Viewing]

- o Provide Description – **SHOW JPG IMAGE**
- o What are your initial thoughts about this service?

  - • [Probe] Is this a good idea/bad idea? Why?
  - • [Probe] How will it impact your household?

- o [MODERATOR'S NOTE: PLEASE MAKE SURE THAT THIS INFORMATION CAN BE PRESENTED THROUGH A NUMBER OF DEVICES SUCH AS A SMART PHONE OR A DEDICATED UNIT LOCATED IN YOUR HOUSE]
- o What do you think about having your consumption data online?
- o What other benefits do you see with this?
- o What are the drawbacks?
- o Would this help you manage your energy consumption?
- o Web based energy usage information
  - Bill comparison to prior year
  - Explanation of any year over year changes in the bill (rates, consumption)
  - Customer energy usage details
  - Comparison to typical usage in area
  - Available energy efficiency promotions to consider

Concept Idea #3 [Customer Self-Service]

- o Provide Description
- o What are your initial thoughts about this service?

  - [Probe] Is this a good idea/bad idea? Why?
  - [Probe] How will it impact your household?

    1. Entering readings
    2. Account balance
    3. Open / Close an account (move in/move out)
    4. Apply to have natural gas installed for the first time
    5. Etc (review options covered last year)…

Concept Idea #4 [Call centre automated call back capability].

- o Provide Description
- o What are your initial thoughts about this service?

  - [Probe] Is this a good idea/bad idea? Why?
  - [Probe] How will it impact your household?

- o What length of stated wait time will keep you on the phone vs selecting the call back option?

Do you have different expectations from the Internet versus a call center?

Concept Idea #5 [Fixed Bill program]

- o Provide Description
- o What are your initial thoughts about this service?
  - [Probe] Is this a good idea/bad idea? Why?
  - [Probe] How will it impact your household?

Concept Idea #6 [Home Energy Efficiency Improvements and Audits]

- o Provide Description [See Below]
- o What are your initial thoughts about this service?

  - [Probe] Is this a good idea/bad idea? Why?
  - [Probe] How will it impact your household?

[Moderators Notes] Currently, Terasen Gas conducts a number of energy efficiency programs offering rebates and incentives for gas customers to purchase and install more efficient natural gas equipment in homes.

Explore with the focus group if there is value in a Natural Gas company expanding its scope of activities in energy efficiency to more than just marketing programs. This could possibly include performing home energy audits.

4.1.1 FUTURE INFORMATION NEEDS [5 MINUTES]

- In the next 5-10 years what information do you think you will need/require in regards to your natural gas consumption? Or what information do you think you will require from Terasen Gas?

4.2   IDEATION SESSION [15 MINUTES]

Now I'm going to split the group into two.

Based on some of the new products and services you've seen. I want each group to come up with some more products and services for the energy sector that you think would benefit consumers like you?

Moderator – places ideas on board. Discuss each one as they are put on the board

Probes for each concept GO HERE.

Voting

5.0   COMMUNICATIONS AND MESSAGING NEEDS/PREFERENCES (types of messages, format and delivery mode) [10 MINUTES]

- o How does Terasen Gas currently communicate with you? [PROBE: mail, tv, radio, Internet, billboard, community events, sponsorship, bill inserts, etc]
- o What are your expectations about how they would/should communicate with you? [EXPAND]
- o What changes would you like to see in how your Terasen Gas communicates with you?
- o What types of messages do you expect to see from your Terasen Gas ? [PROBE; rates, environment, sustainability, safety, service…..]
- o What would work best to educate you, probe - Direct Mail, Bill Stuffer, TV, Radio, Internet, Newspaper.

6.0   EXPECTATIONS/NEEDS THAT COULD POSITIVELY IMPACT CUSTOMER SATISFACTION [10 MINUTES]

- o Of all the things we have discussed tonight, which ones would make you feel more satisfied with your energy provider? Why/Why Not?
- o How would you measure their success?

Do you have any other comments about anything we discussed tonight?

THANK AND INCENTIVES

Appendix C – Automated Meter Reading

Automated Meter Reading

Currently, Terasen Gas reads your Natural Gas meter on a bi-monthly basis manually and provides estimates for the in-between months.

Automated meter reading uses technology that enables the collection of data remotely. This can be done through several methods, for example, meters have transmitting capabilities and vans / towers with receivers capture the data. Therefore, there is no need for meters to be read manually.

Using the above technology, consumers could have access to monthly or daily consumption information, improving the timeliness and accuracy of the bill from Terasen Gas.

With access to daily consumption information, consumers will have the ability to understand daily usage and the potential to adjust their usage patterns quickly, if desired.

Appendix D – Web-Based Usage and Account Summary

Web-Based Account and Usage Summary

What do I owe, when do I owe it?

How has my bill changed from last year?

How does my home compare?

Why has my bill changed? What else should I know?

What do my appliances cost?

How can I control costs?

When do I use energy? Am I on the right rate?

What programs are right for me?

Appendix E – Online Self-Service

Customer Self-Service Options

Currently, Terasen Gas customers are able to access 'self-service' options using the telephone or the Internet. These include;

- Entering in meter readings.
- Obtaining an account balance.
- Making a payment by credit card.
- Paying a bill (via the customers' financial institution).

The following 'self-serve' options can be completed via the Internet.

- Viewing current and previous bills.
- Signing up epost (Canada Post e-bill delivery and payment system).
- Receiving e-mail notification when your bill is ready.
- Downloading Pre-authorized Payment Plan agreement which enables Terasen Gas to automatically withdraw your bill payments from your bank account.

Please turnover

What other self-service options should be available in the future? For example;

- Open/Close and Account.
- Update account information.
- Move an existing account to a new service location.
- Apply to have Natural Gas installed for the first time.
- Apply to alter or remove the Natural Gas service.
- Sign up for the Equal Payment Plan which divides your annual gas bill into 12 equal payments based on your historical usage.

Appendix F - Call Center Automated Call Back

Call Center Automated Call Back

If a customer calls the customer service line during a high volume period with longer wait times, this service would allow customers to select an option that retains their position in the line but allows them to hang up the phone. They will receive a call back (in the order their call was received) when a representative is available.

Appendix G – Fixed Bill Program

<u>Fixed Bill Program</u>

No one can predict the weather, or how much gas prices will fluctuate from month to month. These unknowns can create unwelcome surprises on your gas bill. But now you are assured of knowing exactly what your gas bill will be - regardless of changing gas prices or the weather.

No surprises. Guaranteed. We determine your individual Fixed Bill amount for the next 12 months based on factors such as normal weather, gas prices, and prior gas usage at your home. You pay one flat amount every month for the next year.

This is not the Terasen Gas Equal Payment Plan. There are no periodic adjustments, no true-ups and no variations in your monthly bill to worry about. You just pay the same amount for 12 months, regardless of the weather or how the price of gas changes.

Appendix H – Home Energy Audit

Home Energy Efficiency Improvements and Audits

Currently, Terasen Gas conducts a number of energy efficiency programs offering rebates and incentives for gas customers to purchase and install more efficient natural gas equipment in homes.

One additional service that could be provided includes a home energy audit. A home energy audit would evaluate the energy efficiency of a home and outline improvements to the heating, cooling, hot water heating and other uses of energy in the house that could result in energy savings.

Appendix G
ANGUS REID STRATEGIES REPORT

April 27, 2009

Terasen Gas

**Customer Service Enhancements
Final Report**

Table of contents

AngusReidStrategies
Inspiring Intelligence™

Background

Terasen Gas will be asking the BC Utilities Commission to allow the funding of improvements to their customer service. The improvements involve enhancements to online and automated telephone services as well as automated meter readings. In order to ensure the enhancements are desired by their customers, Terasen Gas engaged Angus Reid Strategies to conduct an online survey. Specific objectives of the study include:

- What are customer expectations of online and automated telephone services for Terasen Gas and how important are these services to them?
- Through which channel do they currently interact with Terasen Gas most often and how would they prefer to interact with them the most?
- How do customers rate Terasen Gas service compared to other utilities and service providers?
- Are Terasen customers satisfied with the current hybrid system of actual and estimated meter readings or do they always want actual reads of their consumption?
- How important is automated meter reading to customers and would they use the information to help manage and better understand their home energy use?

AngusReidStrategies
Inspiring Intelligence™

Methodology

- The questionnaire was developed by Angus Reid Strategies in collaboration with Terasen Gas.

- Survey programming was done through Angus Reid Strategies' online survey software, Sparq™, and then deployed to BC residents via the Angus Reid Forum, our proprietary panel of Canadians.

- The survey sample excluded residents of postal codes in BC where Terasen Gas does not manage gas delivery. Potential respondents were also screened for primary or shared responsibility for paying utility bills and home use of natural gas for space heating, water heating and cooking.

- The survey was fielded Feb 5-9, 2009. After data cleaning, total sample size was 823 respondents for a margin of error of plus or minus 3.4%, 19 times out of 20. Depending on sample size, the margin of error will vary by subgroups (e.g. region, income) and by question ("don't know"/"not applicable") responses omitted, skip patterns).

- Data was weighted based on Terasen Gas's customer distribution by region and by age, income, gender and education based on proportions provided by Terasen Gas from their 2008 Residential Customer Satisfaction Survey.

AngusReidStrategies
Inspiring Intelligence™

Key Findings

- **Service expectations vs. importance**: For both online and IVR, the **services with the highest expectations and importance were related to customer service** and **account information**: **reporting a gas leak (IVR)/finding the correct number to report a gas leak (online)**, **checking account balance/payment received/account information, submitting a complaint and sending email to customer service (online only)**, and **finding out expected wait time (IVR only)**. Customer service issues generally had the same expectation and importance ratings. Virtually all of the gaps seen between importance and expectations were negative, meaning that while many services are expected to be online or available via IVR, they may **not** necessarily be as important to customers. Only two IVR service enhancements, *report a gas leak* and *submit a complaint* had positive gaps between importance and expectance, underlining how important they are to customers.

- **Recent contact**: The majority of customers' recent dealings with Terasen Gas and BC Hydro have been via IVR/live agent and website. These are also the ways they would most prefer to deal with these utilities.

- **Customer experience**: Customer satisfaction with IVR and online service at Terasen Gas is generally perceived about the same as BC Hydro based on both experience and perception. Terasen ranks in the middle for customer satisfaction with IVR and online services compared to other utilities and financial institutions. Notably, in terms of IVR and online customer experience, financial institutions rated well above all others in satisfaction.

AngusReid Strategies
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Key Findings

- **Actual readings vs. estimates**: Though seven-in-ten customers were aware that Terasen Gas reads their meters every two months and provides estimates in between, over nine-in-ten feel it is important to have actual gas readings monthly.

- **Proposed automated meters**: Conversely, while eight-out-of-ten expect Terasen Gas to have automated meters in the next 5 years, only two-thirds said it is important to them. Respondents also feel it is important for them to see their natural gas use regularly updated online if automated meter technology is introduced, preferably monthly.
  - While nearly nine-in-ten are interested in better understanding home energy use, only seven-in-ten are at least somewhat likely to use the new technology to help manage their home energy use, primarily to reduce their monthly energy bill.
  - Over nine-in-ten considered it important for them to get actual reads of gas consumption upon moving in or out of a home.
  - In knowing about the possibility of automated meter reading, six-out-of-ten respondents would prefer getting their actual gas consumption via this method, with only one-in-four saying they were satisfied with the current system.
  - While most would prefer seeing actual gas consumption via automated meters, nearly three-quarters were not willing to pay extra each month for automated meter reading.

- **Average monthly natural gas bill vs. electric bill**: Generally speaking, monthly gas bills are higher than electric bills: average monthly natural gas bill = **$107.80**, average monthly electric bill = **$85.90**.

Recommendations and implications

- **Expectations and importance of online and automated telephone services**: Factors related to customer service, current billing/consumption and transition (moving and contact info changes) consistently rated highly in both expectations and importance to Terasen Gas customers. Terasen may wish to focus on them in prioritizing the online and automated telephone services available to customers.

- **Customer contact preference**: Customers have contacted Terasen Gas recently primarily via website and automated phone menu followed-up by speaking to a live agent; these channels are also how they would most prefer to deal with Terasen. The proposed enhancements to these services align with customer preferences; Terasen Gas may also want to consider making it easier and more efficient for customers to reach a live agent if needed via the automated phone system.

- **Learn from financial institutions**: While the customer experience at Terasen Gas is ranked about the same as BC Hydro and substantially higher than three of the four telecoms in the survey, satisfaction with its online and automated phone service is rated well below financial institutions. It may be instructive for Terasen Gas to conduct a competitive scan of IVRs and websites at select financial institutions as a benchmark to compare and use as a basis for improvement.

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Recommendations and implications

- **Actual readings and automated meters**: The proposed initiation of automated meter reading will be welcomed by Terasen Gas customers, as the majority feel it is very important to get actual monthly gas readings and when moving in or out of a home. While they're not prepared to pay an additional surcharge for it, most would be interested in using automated meter reading to better understand their home energy use, especially in seeing how they can reduce their monthly energy bill.

- **The value of automated meter reading**: In promoting the potential new automated meter reading service to regulators and customers, Terasen Gas may wish to focus on the following points:
  - Significant support exists for the introduction of automated meter reading albeit with only one-in-four willing to pay an additional fee for the service.
  - Most customers expect (79%) and feel it's important (93%) to get their actual natural gas consumption monthly. Furthermore, a substantial majority expect (84%) and feel it's important (93%) to get actual monthly gas readings when moving in or out of a home.
  - Seven-in-ten (71%) were likely to use the automated meter reading information to help manage their gas use and even more (88%) were interested in better understanding their home energy use.
  - Terasen Gas may also consider "playing the green card" as well, as automated meter reading is perceived to have a positive environmental impact. For instance, nearly everyone interested in better understanding their home energy use wants to reduce their monthly energy bill (97%) and 86% want to both reduce their monthly energy bill and are concerned about their impact on the environment.

Detailed Results
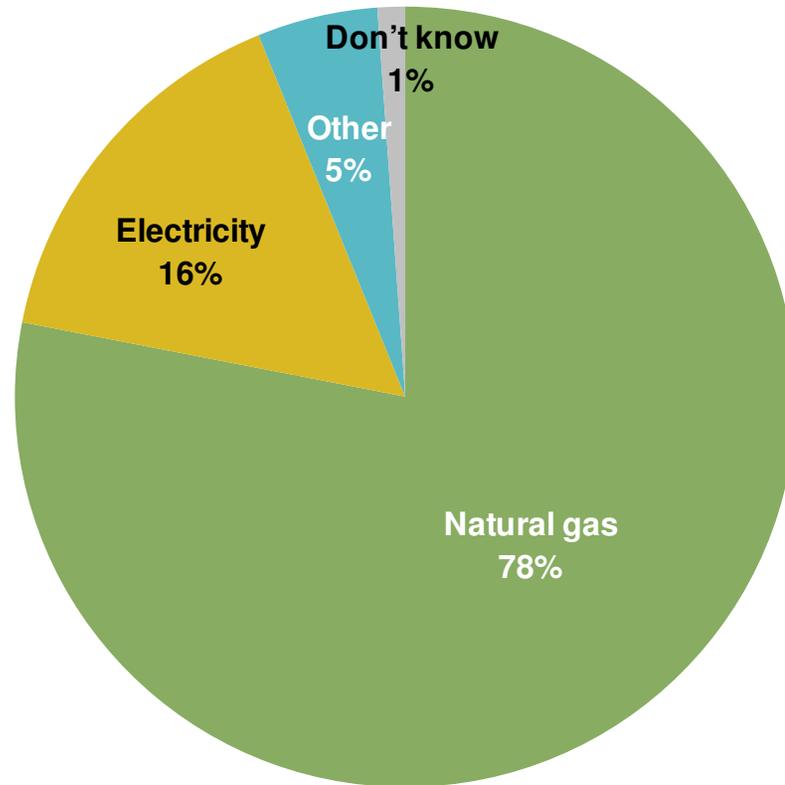
Demographics

Primary home heating source

- **By far the largest proportion of respondents used natural gas as their primary home heating source – over three-quarters.**

- **Only 16% had electricity as their main home heating source.**

Pie chart: Primary home heating source
- Natural gas 78%
- Electricity 16%
- Other 5%
- Don't know 1%

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Rent or own home/ other properties with natural gas

Own 86%

Yes 9%
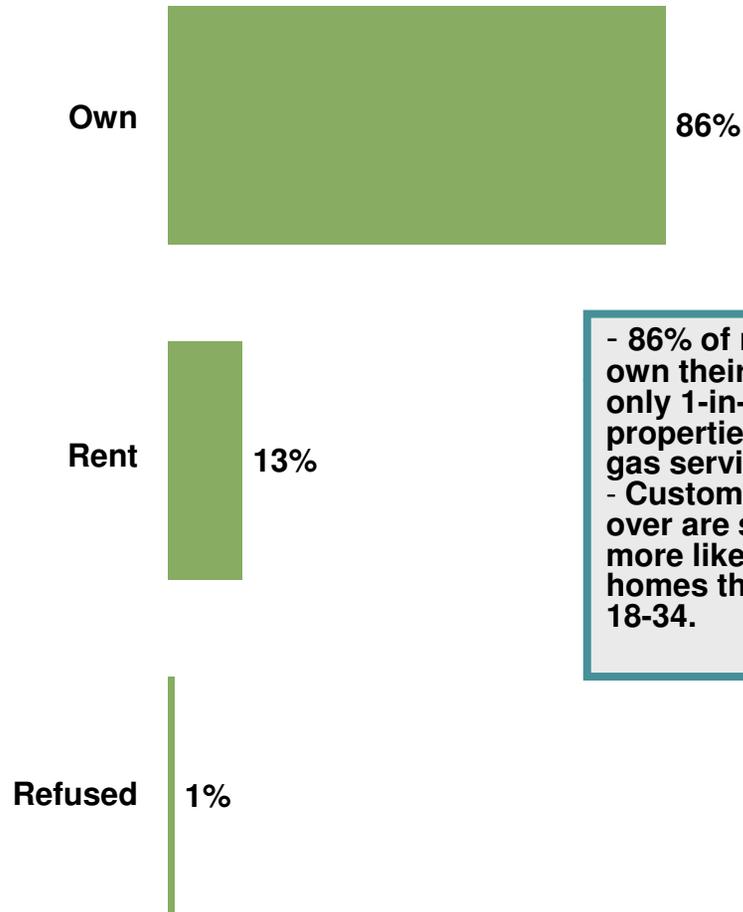
- **86% of respondents own their home, while only 1-in-10 own other properties with natural gas service.**
- **Customers age 35 and over are significantly more likely to own their homes than those age 18-34.**

Rent 13%

No 90%

Refused 1%

Not sure 1%

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Average monthly gas/electric bill

Generally speaking, monthly natural gas bills are higher than electric bills, with 37% paying $100 or more per month for gas, compared to 26% for electricity.

Average monthly natural gas bill = $107.80

Average monthly electric bill = $85.90

<$50
- 17%
- 8%

$50-<$100
- 35%
- 25%

$100+
- 26%
- 37%

Not sure
- 18%
- 24%

Refused
- 4%
- 6%

Legend:
- Electric Bill (n=818)
- Natural Gas Bill (n=808)
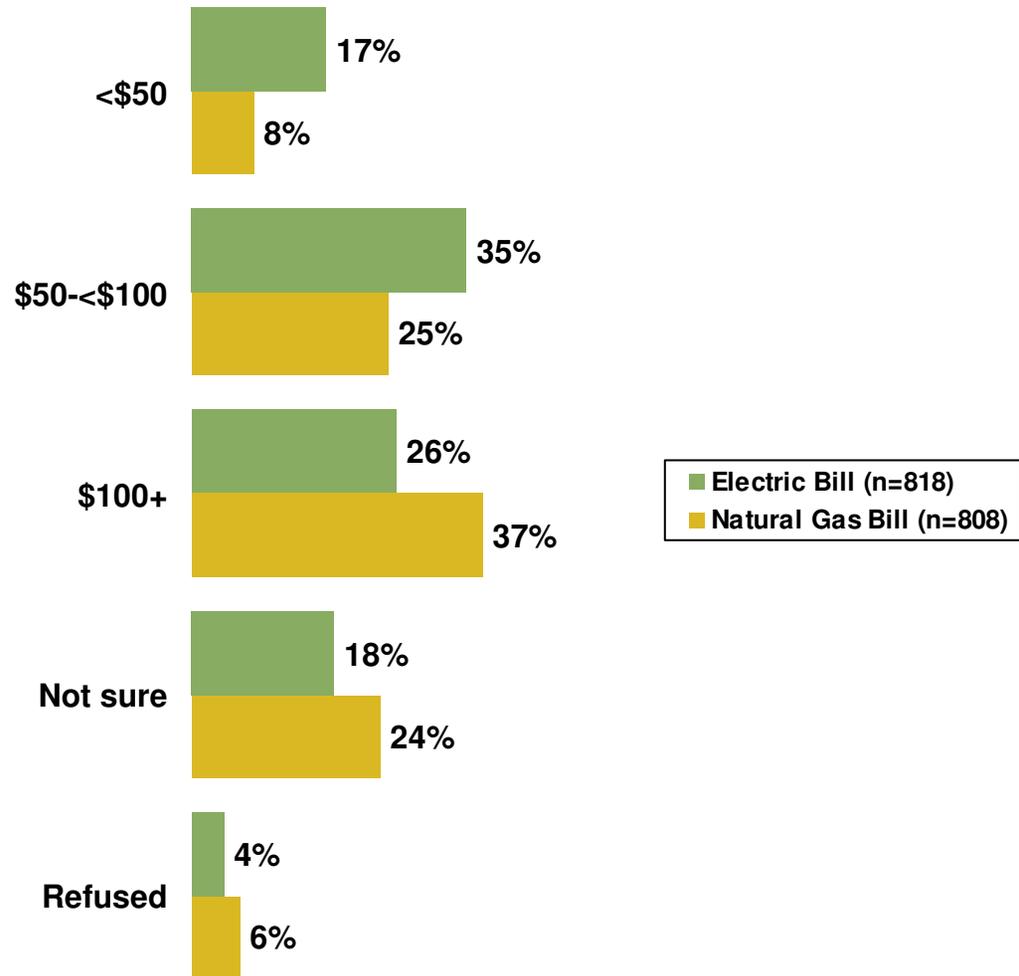
Base: Those who answered excluding outliers
Q30. In an average month, about how much is your electric bill? Your best estimate is fine.
Q31. In an average month, about how much is your natural gas bill? Your best estimate is fine.

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Selected Respondent Demographics

|	Total (n=823)
REGIONS	
Vancouver Island	10%
Metro Vancouver	60%
Interior South	16%
Interior North	13%
GENDER	
Male	51%
Female	49%
AGE	
18-34	8%
35-54	40%
55+	52%
Average age	53.8
EMPLOYMENT STATUS	
Employed full time (30 or more hours per week)	47%
Employed part time (fewer than 30 hours per week)	10%
Student	1%
Currently looking for work	3%
Homemaker	5%
Retired	28%
Other	7%

	Total (n=823)
EDUCATION	
Grade school	3%
Some high school	7%
High school graduate	24%
Some college / technical school	15%
Completed college / technical school	14%
Some university	6%
University undergraduate degree	20%
Some post-graduate school	4%
Post-graduate degree	7%
HOUSEHOLD INCOME	
Less than $25,000	3%
$25,000 to less than $35,000	6%
$35,000 to less than $50,000	21%
$50,000 to less than $75,000	24%
$75,000 to less than $100,000	16%
$100,000 to less than $125,000	11%
$125,000 or more	10%
Don't Know / Refused	9%

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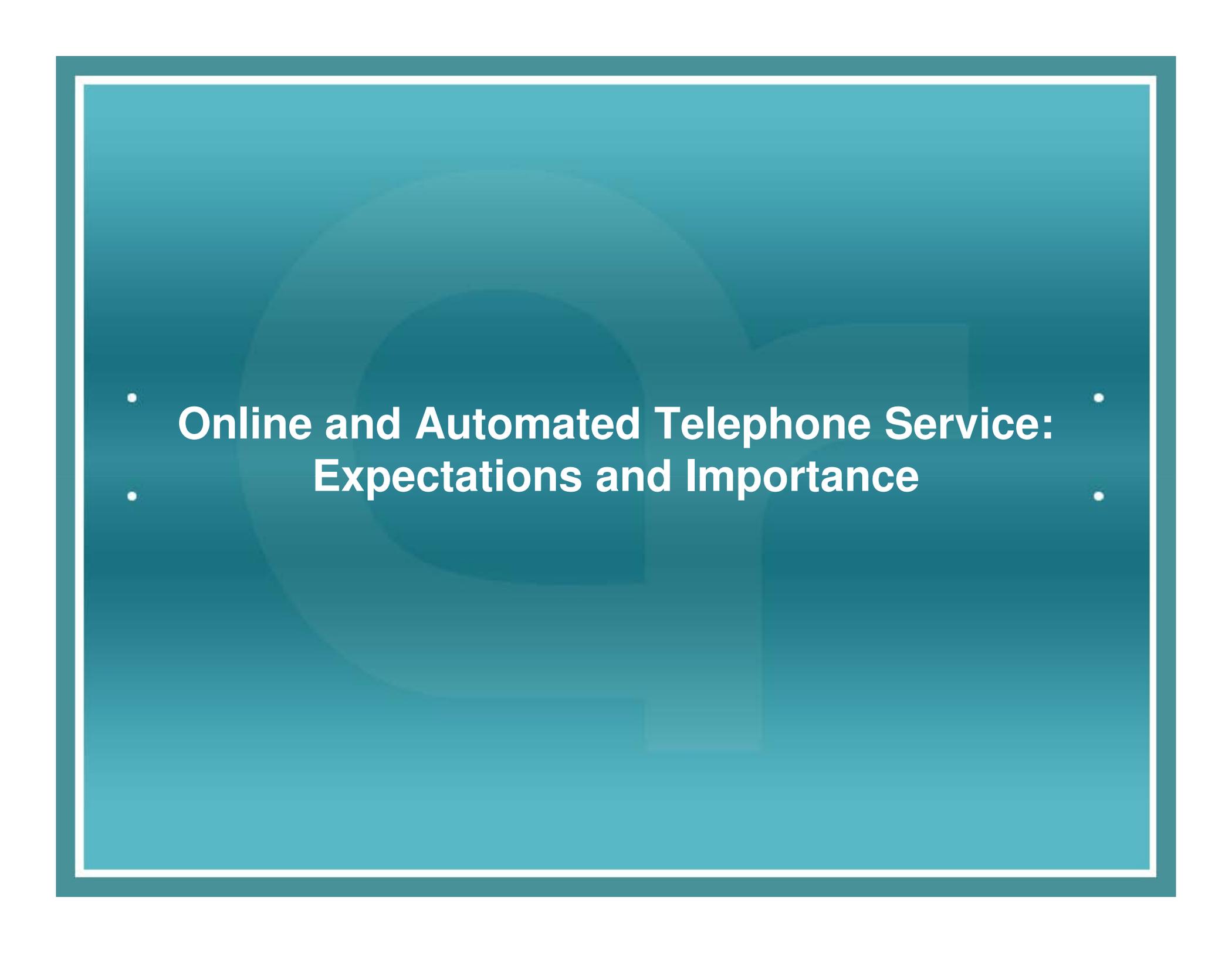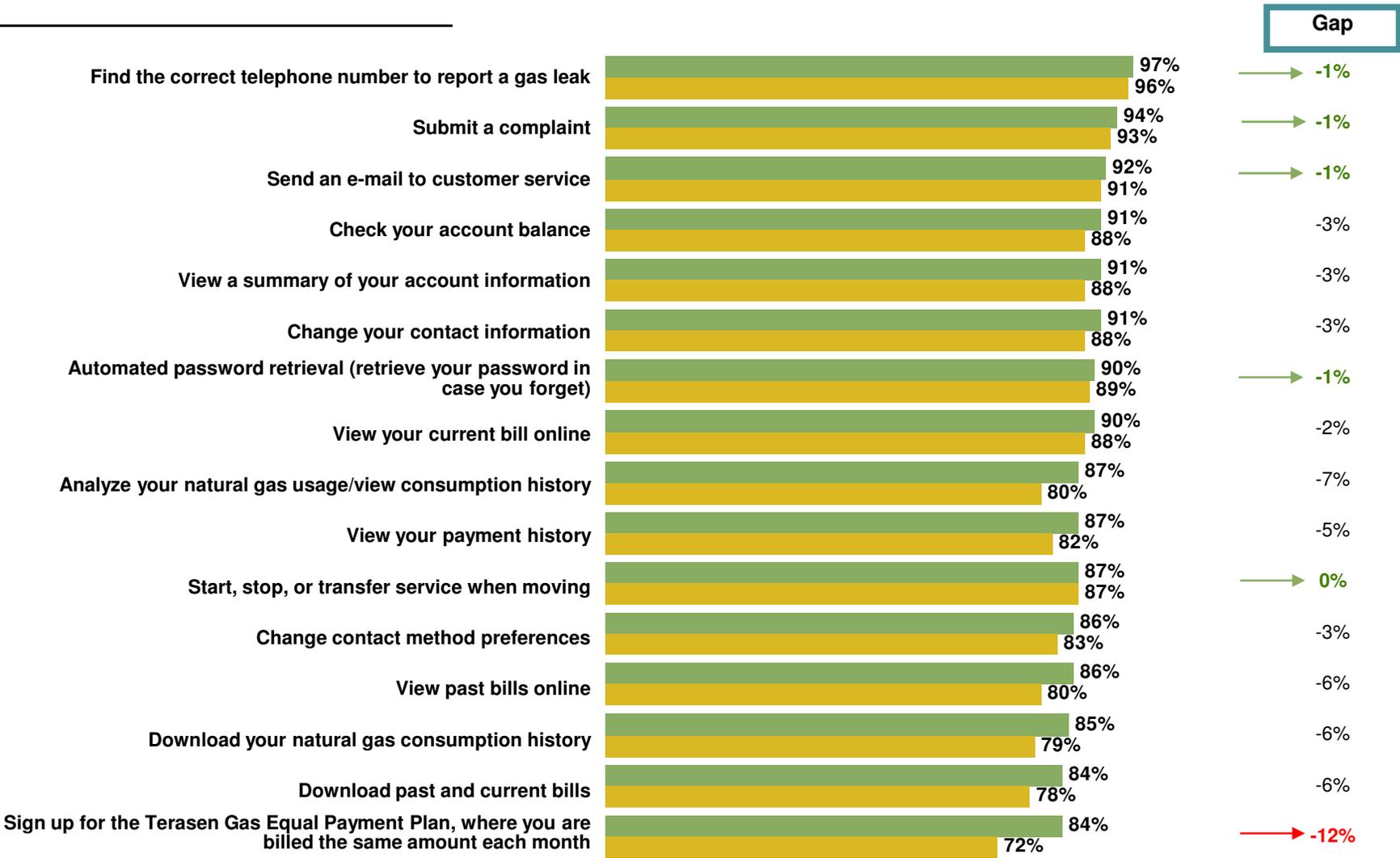
Online and Automated Telephone Service: Expectations and Importance
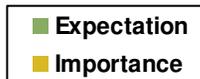
Online service expectations and importance

- The next two slides show expectations vs importance for 32 online service factors in order of highest to lowest expectations.

- Highest expectations were for customer service-related issues: *find the correct number to report a gas leak* (97%), *submit a complaint* (94%), *send an email to customer service* (92%) and *change contact info* (91%). Account-related issues also had high expectations: *check account balance* (91%), *view summary of account information* (91%) and *view current bill online* (90%).

- Highest importance closely correlated with expectation of service and account-related issues: *find the correct number to report a gas leak* (96%), *submit a complaint* (93%), *send an email to customer service* (91%) and *automated password retrieval* (89%). These also had very low gaps between importance and expectations, meaning they are highly expected to be online and very important to customers.

- Lowest expectations by far were *conduct a carbon footprint analysis* (52%) and single *view of multiple accounts* (61%). These were also of lowest importance.

- The biggest gaps between importance and expectations appear to be for services that a customer is unlikely to use frequently, if at all: *request the installation or alteration of a gas service or to change a meter location* (-12%), *sign up for the Terasen Gas Equal Payment Plan, where you are billed the same amount each month* (-12%) and *single view of multiple accounts* (-11%). Please note these were all negative gaps, which means that while these services are expected to be online, they are not as important to the respondents.

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Online service expectations and importance (Top 2 Box)

Service	Gap
Find the correct telephone number to report a gas leak — 97% / 96%	-1%
Submit a complaint — 94% / 93%	-1%
Send an e-mail to customer service — 92% / 91%	-1%
Check your account balance — 91% / 88%	-3%
View a summary of your account information — 91% / 88%	-3%
Change your contact information — 91% / 88%	-3%
Automated password retrieval (retrieve your password in case you forget) — 90% / 89%	-1%
View your current bill online — 90% / 88%	-2%
Analyze your natural gas usage/view consumption history — 87% / 80%	-7%
View your payment history — 87% / 82%	-5%
Start, stop, or transfer service when moving — 87% / 87%	0%
Change contact method preferences — 86% / 83%	-3%
View past bills online — 86% / 80%	-6%
Download your natural gas consumption history — 85% / 79%	-6%
Download past and current bills — 84% / 78%	-6%
Sign up for the Terasen Gas Equal Payment Plan, where you are billed the same amount each month — 84% / 72%	-12%

Legend: ■ Expectation ■ Importance

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Online service expectations and importance (Top 2 Box)

Gap

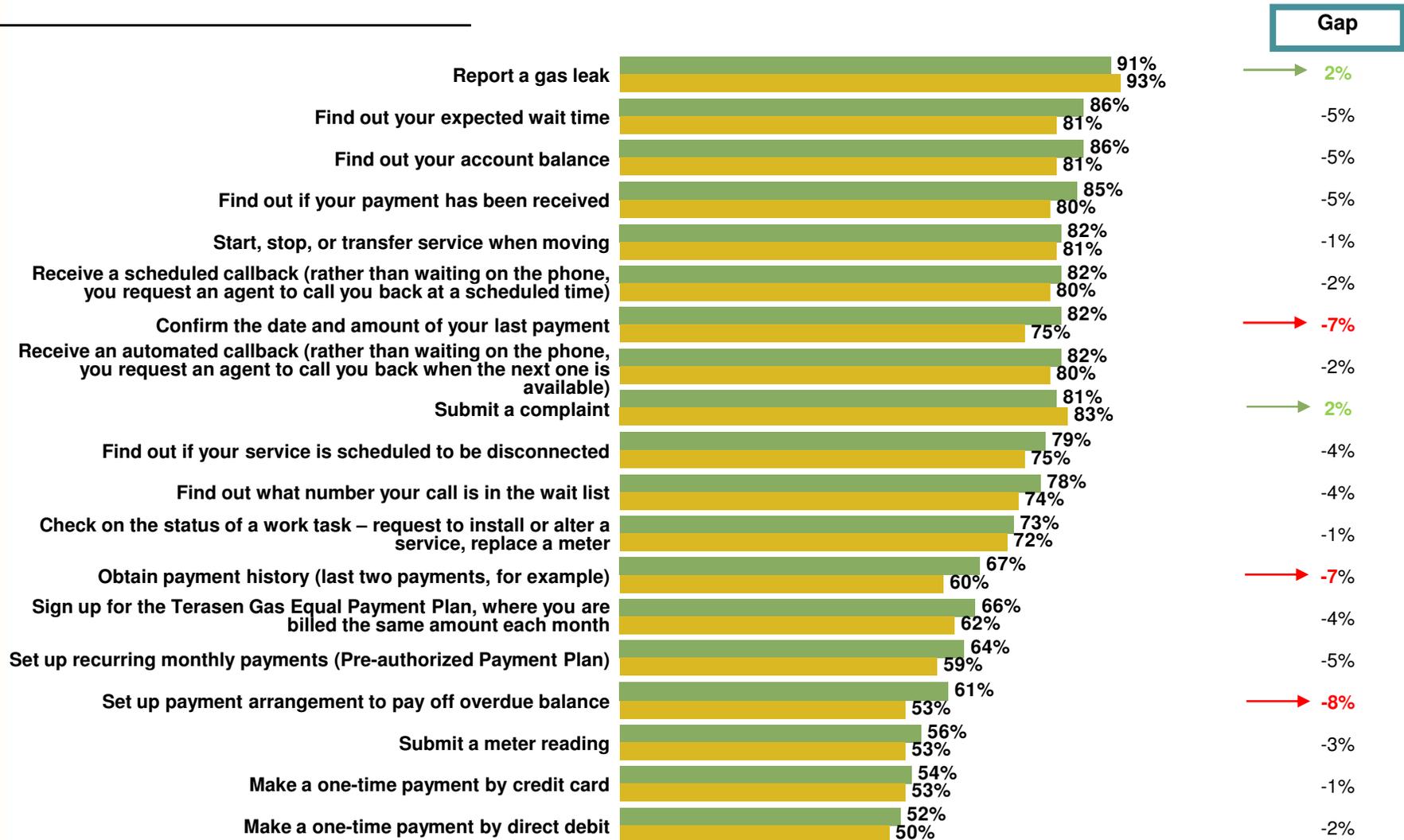| Service	Expectation	Importance	Gap
Set up electronic billing (E-Bill)	83%	75%	-8%
Check on the status of a work task – request to install or alter a service, change a meter location	79%	76%	-3%
Schedule an appointment for gas service line installation or to change a meter	78%	70%	-8%
Open a new account	77%	71%	-6%
Request the installation or alteration of a gas service, or to change a meter location	77%	65%	**-12%**
Set up recurring payments through your bank account	76%	69%	-7%
Find out how fast your energy savings will pay for the cost of installing new space heating, water heating or air conditioning technology (e.g. using an equipment payback calculator)	74%	64%	**-10%**
Find out how fast your energy savings will pay for the cost of replacing your existing furnace with a high efficiency furnace or new windows (energy efficiency payback calculator)	72%	65%	-7%
Make a one-time payment directly on the web site through your bank account	72%	65%	-7%
Request the removal of a gas meter or gas line	71%	62%	-9%
Make a one-time credit card payment on the web site	71%	62%	-9%
Submit a meter reading	68%	61%	-7%
Set up recurring payments through your credit card	65%	58%	-7%
Conduct an online home energy audit (Calculate the energy efficiency of your home)	64%	61%	-3%
Single view of multiple accounts	61%	51%	**-10%**
Conduct a carbon footprint analysis (describes the greenhouse gas emissions that result from your natural gas usage)	52%	52%	**0%**

■ **Expectation**
■ **Importance**

*Please note, due to a programming error resulting in the question *setting up recurring payments through your credit card* not being asked during the original study field dates, a follow-up survey was deployed to the original respondents on Feb 11-12/09 (n=723, margin of error = ±3.6%) to ask this question.

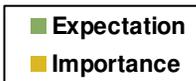# Automated telephone service expectations and importance

- The next slide shows expectations vs importance for 16 automated telephone service factors in order of highest to lowest expectations.

- Highest expectations were: *report a gas leak* (91%), *find out expected wait time* (86%), *find out account balance* (86%) and *find out if payment has been received* (85%).

- Highest importance also reflected the above: *report a gas leak* (93%), *find out expected wait time*, *find out account balance* and *stop, start or transfer service when moving* (81% each).

- Lowest expectations were for: make a *one-time payment by direct debit* (52%), *make a one-time payment by credit card* (54%) and *submit a meter reading* (56%). *Direct debit* (50%) and *meter reading* (53%) were also amongst the lowest in importance.

- Importance exceeds expectations for *reporting a gas leak* and *submitting a complaint* (+2% each), underlining customers' high importance for safety and customer service.

- The biggest negative gaps between importance and expectations included *set up payment arrangement to pay off overdue balance* (-8%), *confirm the date and amount of last payment* and *obtain payment history* (-7% each). Again, these were both negative gaps which means that while these services are expected to be part of automated phone service, they are not as important to Terasen Gas customers.

Automated telephone service expectations and importance (Top 2 Box)

	Gap
Report a gas leak — 91% / 93%	2%
Find out your expected wait time — 86% / 81%	-5%
Find out your account balance — 86% / 81%	-5%
Find out if your payment has been received — 85% / 80%	-5%
Start, stop, or transfer service when moving — 82% / 81%	-1%
Receive a scheduled callback (rather than waiting on the phone, you request an agent to call you back at a scheduled time) — 82% / 80%	-2%
Confirm the date and amount of your last payment — 82% / 75%	-7%
Receive an automated callback (rather than waiting on the phone, you request an agent to call you back when the next one is available) — 82% / 80%	-2%
Submit a complaint — 81% / 83%	2%
Find out if your service is scheduled to be disconnected — 79% / 75%	-4%
Find out what number your call is in the wait list — 78% / 74%	-4%
Check on the status of a work task – request to install or alter a service, replace a meter — 73% / 72%	-1%
Obtain payment history (last two payments, for example) — 67% / 60%	-7%
Sign up for the Terasen Gas Equal Payment Plan, where you are billed the same amount each month — 66% / 62%	-4%
Set up recurring monthly payments (Pre-authorized Payment Plan) — 64% / 59%	-5%
Set up payment arrangement to pay off overdue balance — 61% / 53%	-8%
Submit a meter reading — 56% / 53%	-3%
Make a one-time payment by credit card — 54% / 53%	-1%
Make a one-time payment by direct debit — 52% / 50%	-2%

■ Expectation
■ Importance

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Customer Experience and Satisfaction

Contact with Terasen Gas in past 12 months

% with at least one interaction

Over the telephone using the automated telephone menu and speaking to a live agent (n=804)
- 65% | 20% | 11% → **35%**

Online at their website (n=803)
- 70% | 12% | 8% | 8% → **30%**

Over the telephone using only the automated telephone menu (n=805)
- 80% | 9% | 7% → **20%**

Through email (n=808)
- 91% | 5% → **9%**

In-person (n=804)
- 92% | 5% → **8%**

Via fax (n=808)
- 99% → **1%**

Legend: ■ 0 ■ 1 ■ 2 to 3 ■ 4 to 5 ■ 6+

- **Most recent contact with Terasen Gas has been via phone using the IVR and speaking to a live agent (35% at least once) and online at their website (30% at least once).**

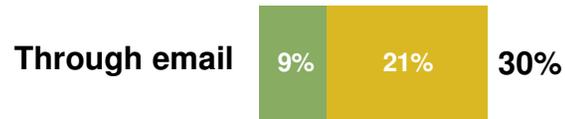- **Least common channels used are fax, in-person and email.**
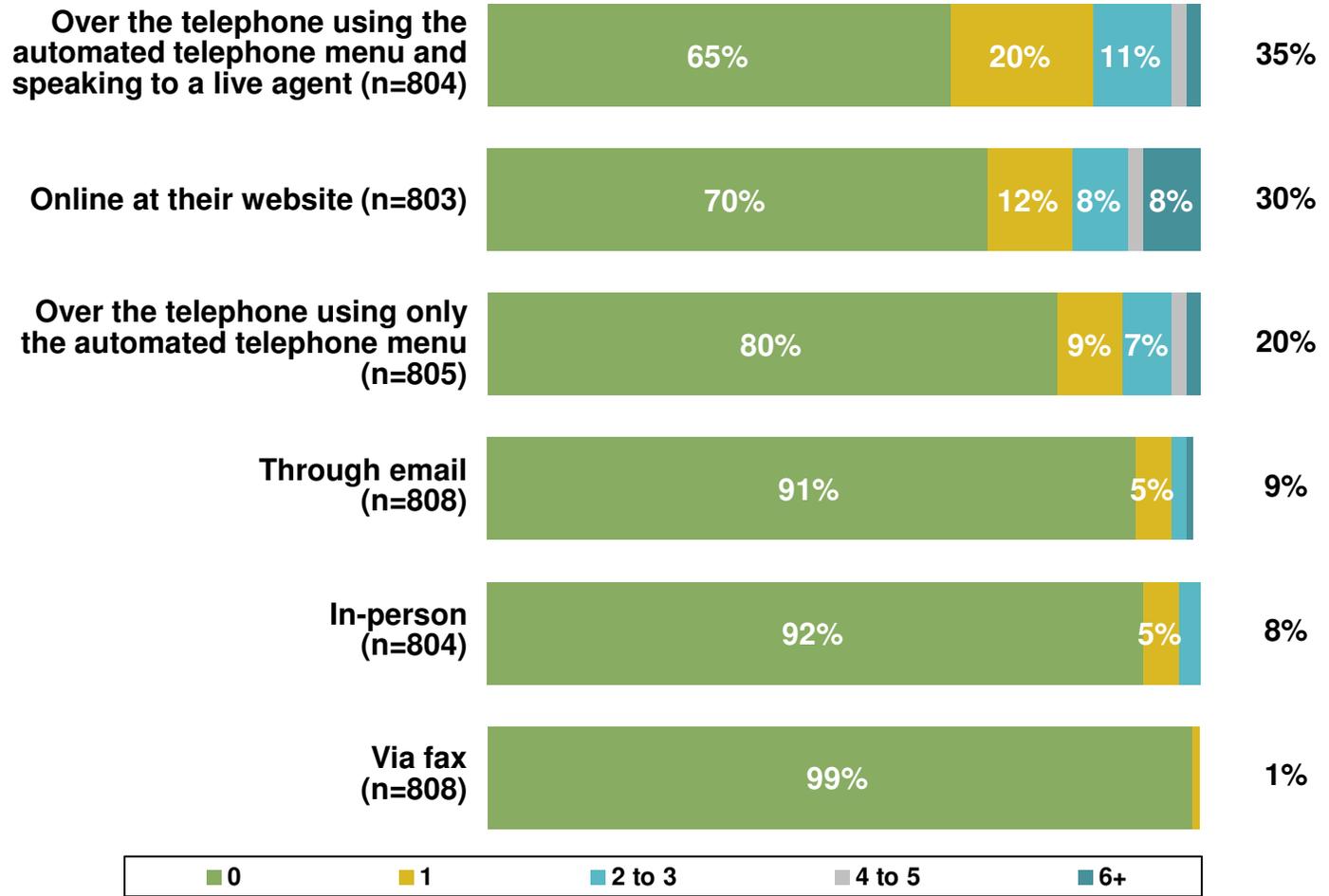
Most preferred way to deal with Terasen Gas

Over the telephone using the automated telephone menu and speaking to a live agent
- Ranked 1st: 31%
- Ranked 2nd: 23%
- Total: 54%

Online at their website
- Ranked 1st: 24%
- Ranked 2nd: 22%
- Total: 46%

In-person
- Ranked 1st: 20%
- Ranked 2nd: 14%
- Total: 34%

Through email
- Ranked 1st: 10%
- Ranked 2nd: 23%
- Total: 33%

Over the telephone using only the automated telephone menu
- Ranked 1st: 6%
- Ranked 2nd: 12%
- Total: 18%

Via fax
- Ranked 1st: 8%
- Ranked 2nd: 6%
- Total: 14%
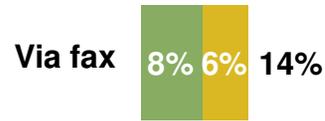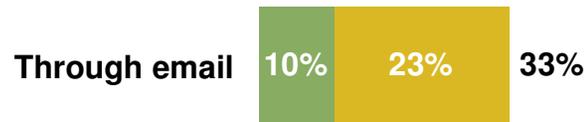
Legend: ■ Ranked 1st ■ Ranked 2nd

- The most preferred ways to deal with Terasen Gas by far are via IVR/live agent and online via website.

- Just 6% said their #1 most preferred channel was using IVR only.

- Surprisingly, only 10% said their #1 most preferred channel was through email.
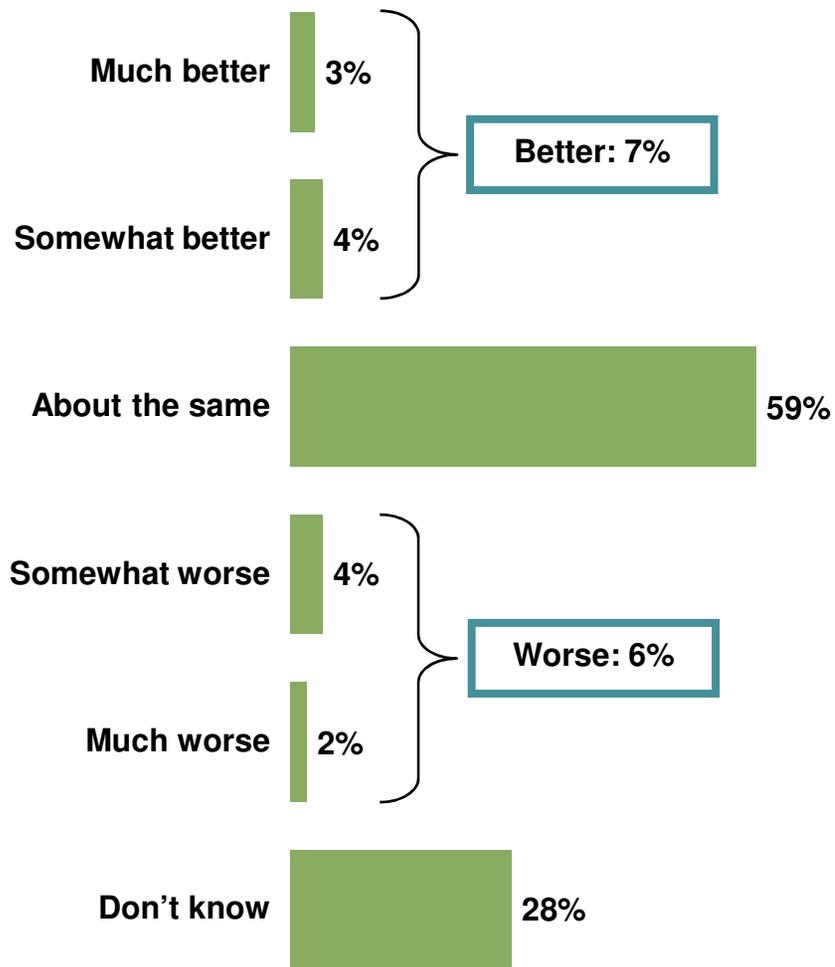
Base: All respondents (n=823)
Q8b. Please rank, in order of preference, how you'd most like to deal with Terasen Gas to how you'd least like to deal with them

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Contact with BC Hydro in past 12 months

- As with Terasen, most recent contact with BC Hydro was via phone using the IVR and speaking to a live agent (33% at least once) and online at their website (29% at least once).

- Least common channels used are fax and in-person.
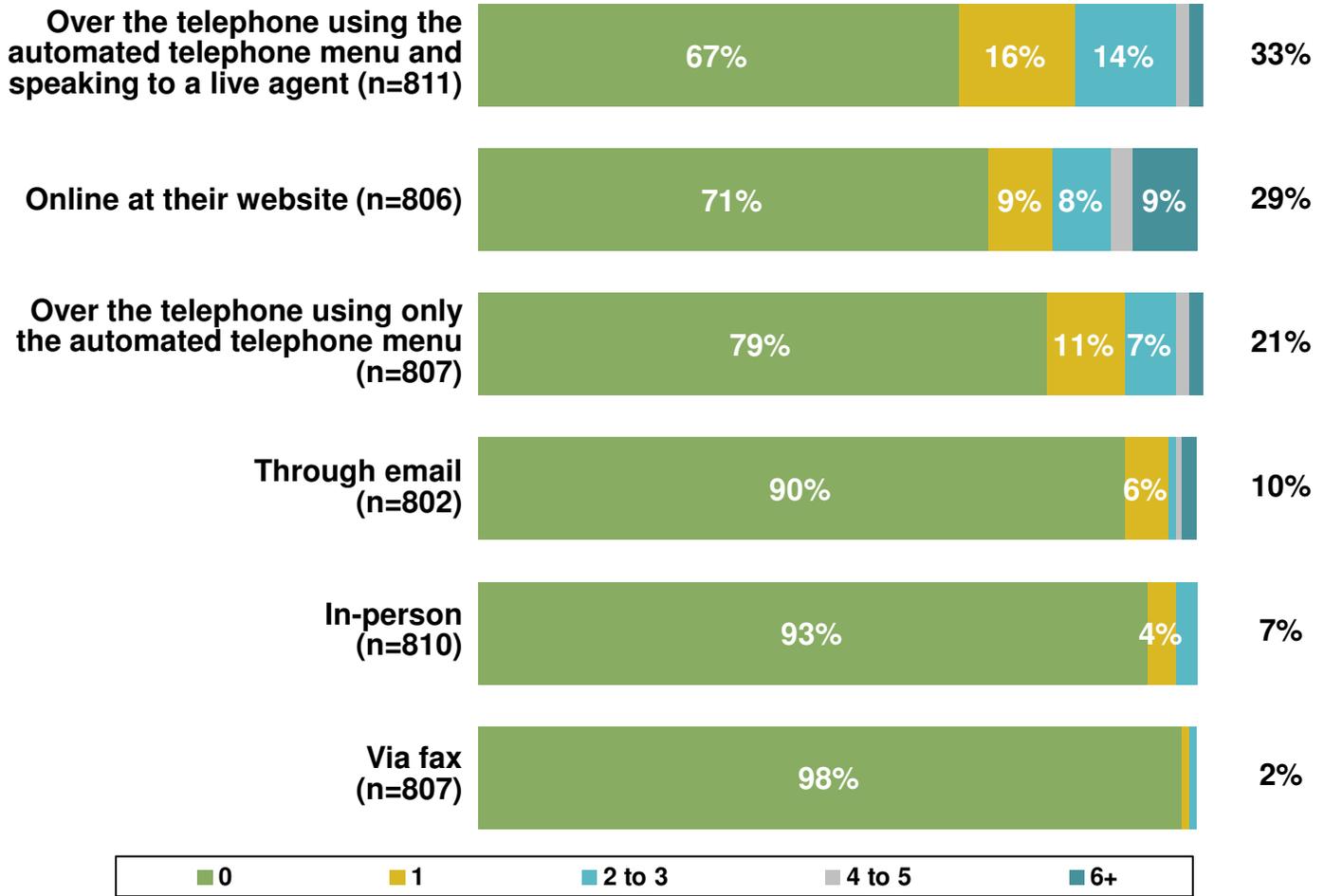
Channel	0	1	2 to 3	4 to 5	6+	% with at least one interaction
Over the telephone using the automated telephone menu and speaking to a live agent (n=811)	67%	16%	14%			33%
Online at their website (n=806)	71%	9%	8%	9%		29%
Over the telephone using only the automated telephone menu (n=807)	79%	11%	7%			21%
Through email (n=802)	90%	6%				10%
In-person (n=810)	93%	4%				7%
Via fax (n=807)	98%					2%

Legend: ■ 0   ■ 1   ■ 2 to 3   ■ 4 to 5   ■ 6+

Most preferred way to deal with BC Hydro

% ranked 1st + 2nd

- BC Hydro had the same order as Terasen in terms of channel preference.

- Slightly more preferred using IVR/live agent at BC Hydro and slightly less preferred interacting via website.

- Just 5% said their #1 most preferred channel was using IVR only.

Over the telephone using the automated telephone menu and speaking to a live agent
33% | 24% | **57%**

Online at their website
21% | 20% | **41%**

In-person
26% | 14% | **40%**

Through email
9% | 21% | **30%**

Over the telephone using only the automated telephone menu
5% | 17% | **22%**

Via fax
6% 4% | **10%**

■ Ranked 1st ■ Ranked 2nd

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Reasons to Rate Terasen Gas Worse than BC Hydro
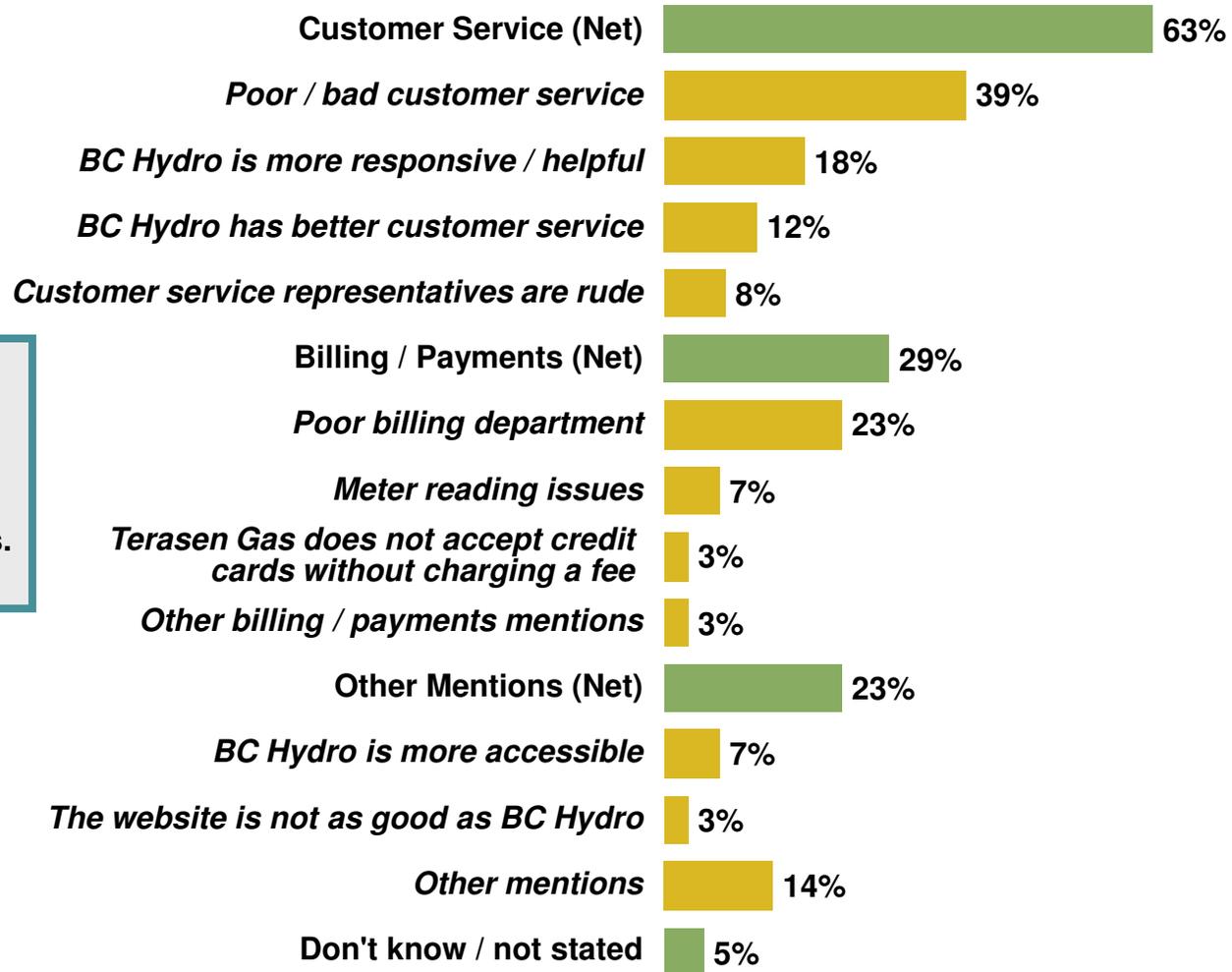
Of those who rated Terasen Gas's service experience worse, by far the biggest reason is customer service-related, trailed by billing/payment issues.

Category	%
Customer Service (Net)	63%
Poor / bad customer service	39%
BC Hydro is more responsive / helpful	18%
BC Hydro has better customer service	12%
Customer service representatives are rude	8%
Billing / Payments (Net)	29%
Poor billing department	23%
Meter reading issues	7%
Terasen Gas does not accept credit cards without charging a fee	3%
Other billing / payments mentions	3%
Other Mentions (Net)	23%
BC Hydro is more accessible	7%
The website is not as good as BC Hydro	3%
Other mentions	14%
Don't know / not stated	5%

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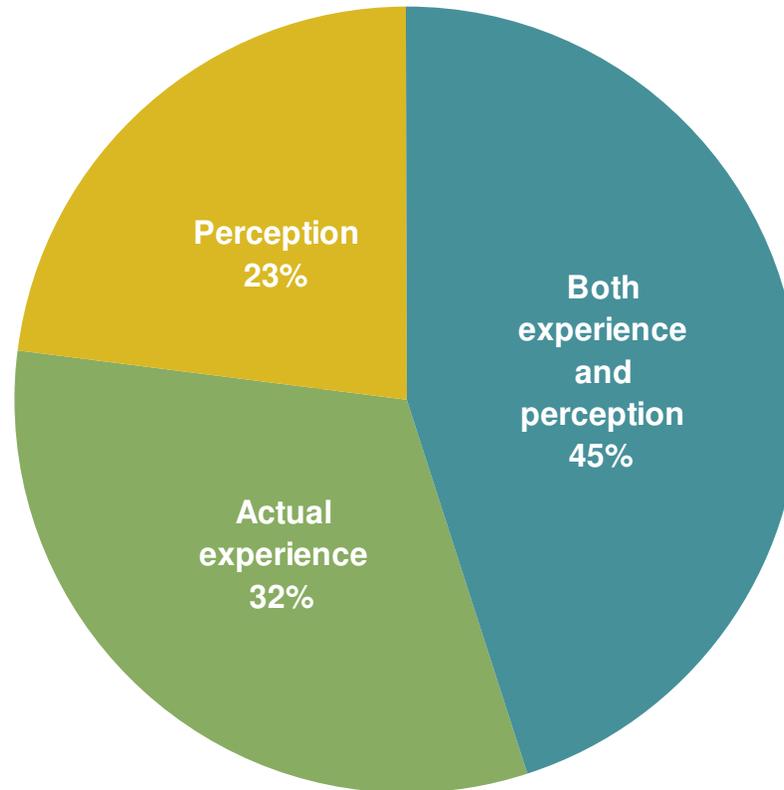
IVR and online satisfaction

Your primary financial institution
(n=782)
| 51% | 30% | 81% |

SHAW (n=671)
| 38% | 30% | 68% |

BChydro FOR GENERATIONS (n=654)
| 25% | 39% | 64% |

Terasen Gas Get comfortable. (n=650)
| 24% | 38% | 62% |

ROGERS (n=336)
| 17% | 24% | 41% |

TELUS the future is friendly• (n=733)
| 15% | 26% | 41% |

Bell (n=243)
| 10% | 15% | 25% |
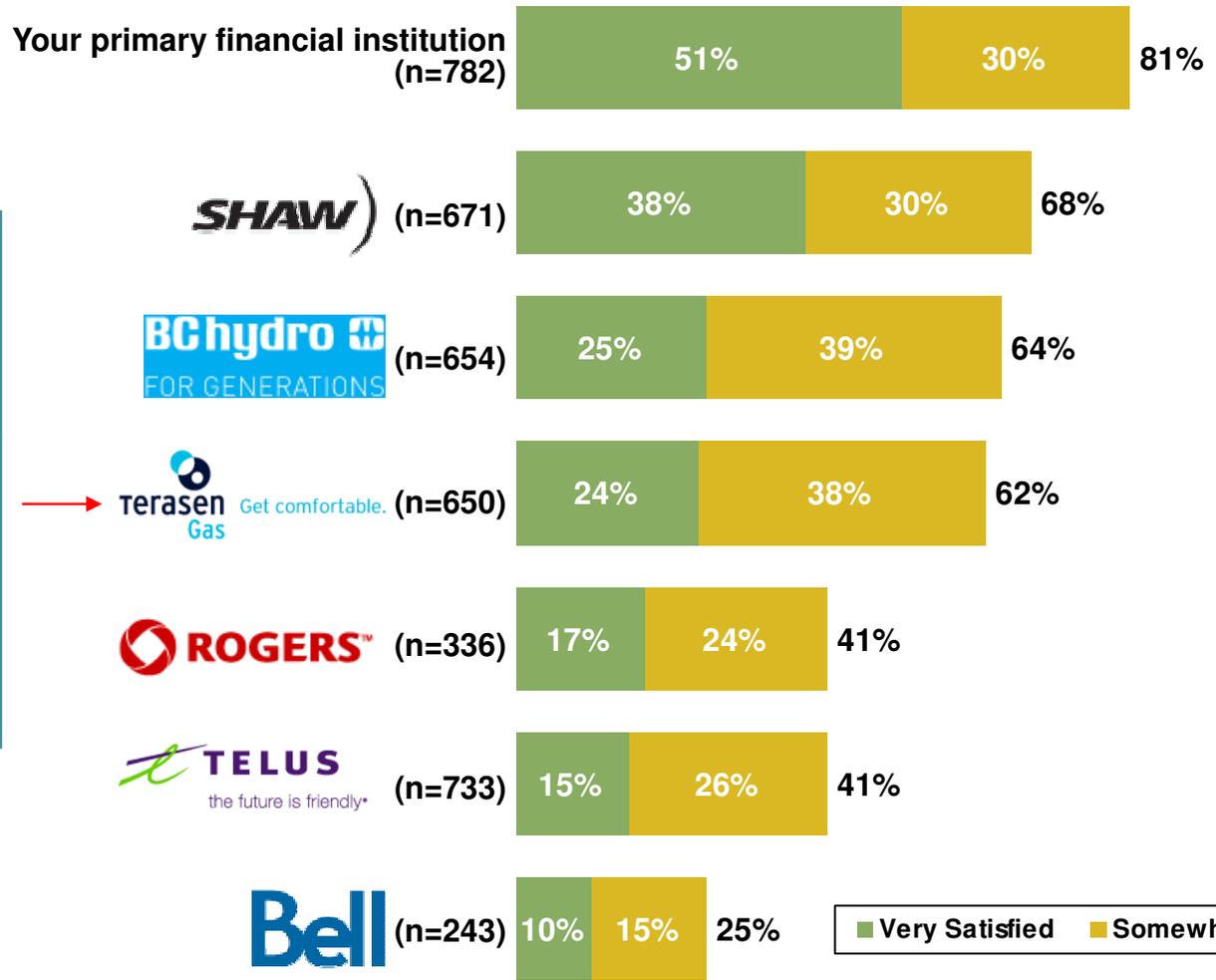
Satisfaction with IVR and online services was highest by far at respondents' main financial institutions, especially those "very satisfied." Terasen Gas was in the middle of the pack--of those satisfied, two-thirds were "somewhat." Wireless service providers, especially Bell Mobility, were well behind all companies.

Legend: ■ Very Satisfied ■ Somewhat Satisfied

Base: Respondents excluding "don't know" and "did not use."
Q12. Based on your experience, how satisfied are you with the online and automated telephone services provided by each of the following companies?

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Reasons for satisfaction with IVR and online experience

Better Customer Service (Net)	**47%**
Better customer service	**13%**
Ability of agents to resolve issues / problems	**7%**
Better customer relations / more personal / caring about the customer	**6%**
More efficient / helpful customer service	**6%**
Ability of agents to provide accurate / proper information	**5%**
Based on past experience / good past experience	**5%**
Friendly customer service	**5%**
Better access / easy to reach / easy to use	**4%**
Polite / courteous customer service	**3%**
More knowledgeable reps.	**2%**
Better attitude / not rude / more professional	**2%**
Good follow-up	**1%**
Live Customer Service (Net)	**25%**
Able to get a live receptionist / person to talk to	**20%**
No automated messages / telephone services	**5%**
Operators speak proper English	**2%**
I prefer companies who do not outsource customer service to foreign countries	**1%**

- **Specific reasons for satisfaction with IVR and online experience at various service providers are shown over the next two pages.**
- **Main reasons for being more satisfied with IVR and online services at certain companies more than others were: better customer service (including ability to resolve issues/ problems, accurate/ proper information), live customer service (talking to a live person), faster customer service and availability of online access.**
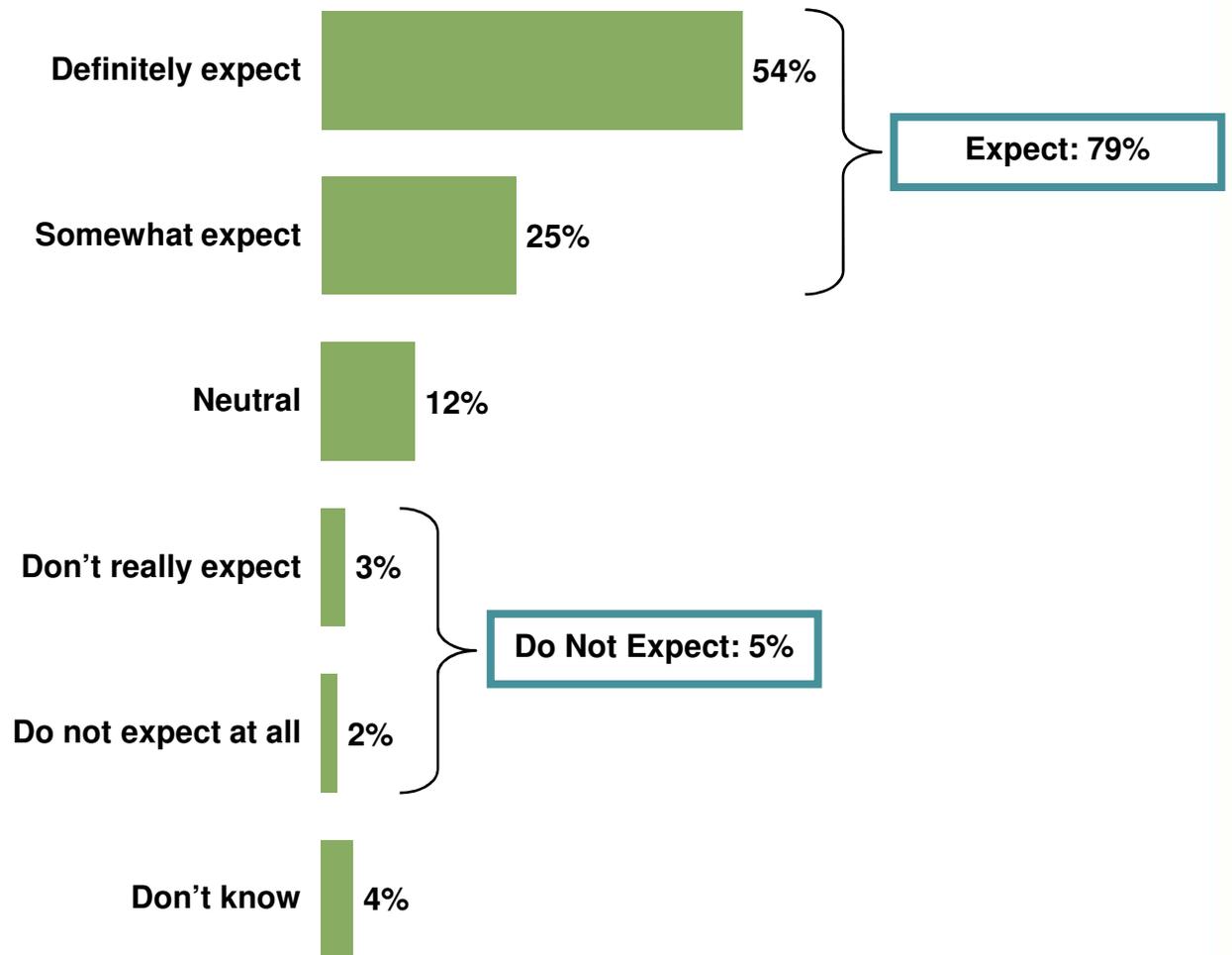
Base: All respondents (n=823)
Q13. Please provide some reasons why you're more satisfied with specific companies than others.

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Reasons for satisfaction with IVR and online experience

Faster Customer Service (Net)	23%
Shorter wait time / faster contact / response time	13%
Ability to get an answer / have a problem solved without being transferred multiple times	7%
Not being put on hold for a long time	5%
Answer questions quickly / faster	1%
Website / Online Access (Net)	10%
Better / more user friendly website	7%
Ability to use online services	3%
Good support structure	1%
Automated Customer Service (Net)	6%
Easy to use automated telephone system	4%
Call back feature / option	3%
Other Mentions (Net)	5%
Price / better price	2%
Other positive Terasen mentions	1%
Other negative BC Hydro mentions	1%
Other mentions	2%
Nothing	18%
Don't know / not stated	1%

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Opinions on Current Hybrid System and Proposed Automated Meter Reading

Actual gas used on monthly bill - expectation

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Actual gas used on monthly bill - importance

Very important — 71%

Somewhat important — 22%

Important: 93%

Neither — 4%

Not that important — 0%

Not Important: 1%

Not at all important — 1%

Don't know — 1%

While 79% expect to see the actual amount of gas used on their monthly bill, 93% feel it is important, a wide gap of +14%. This high positive gap illustrates how important it is to customers to get the actual gas consumption.
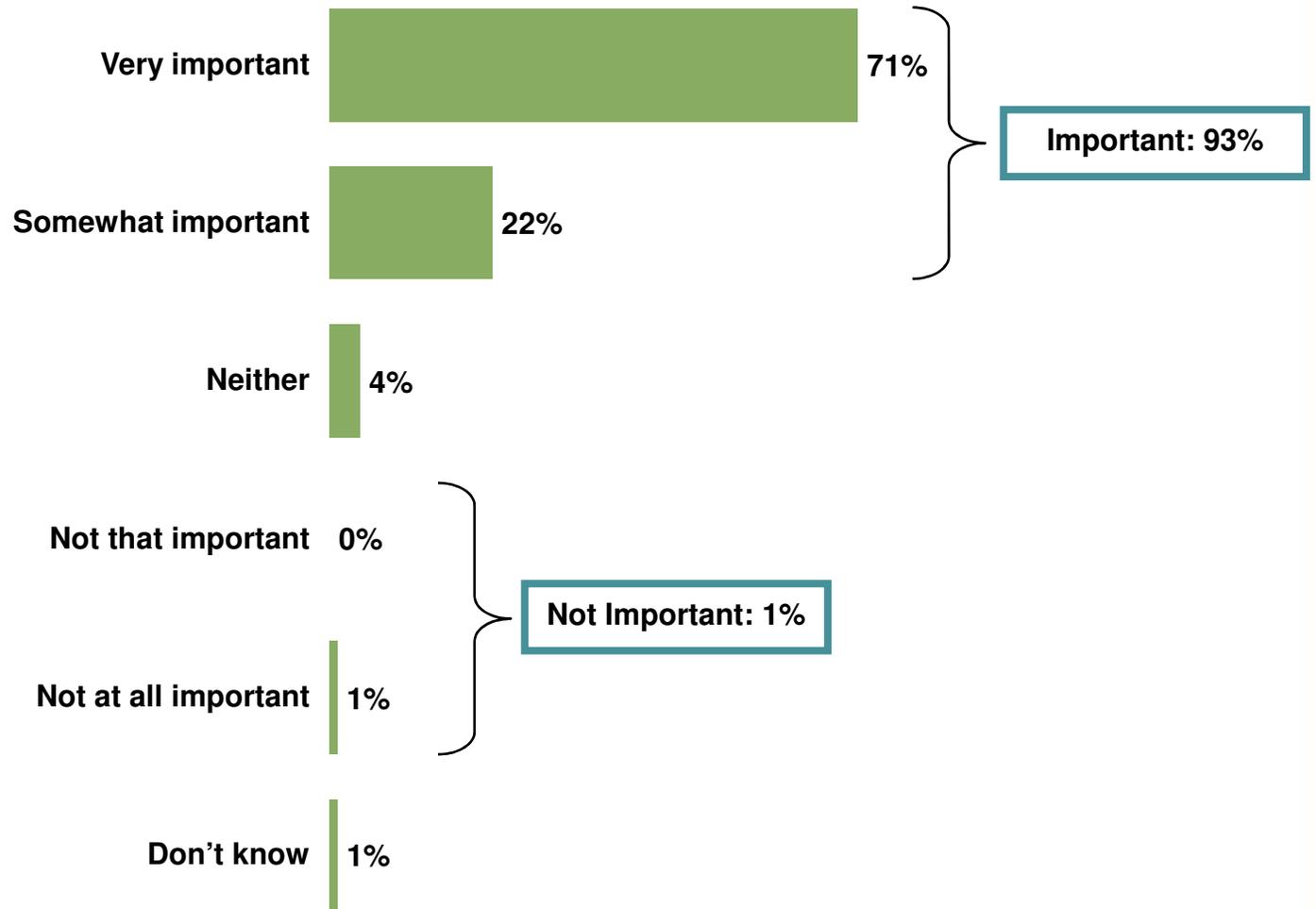
Base: All respondents (n=823)
Q15. And how important is it to see the actual amount of gas you used on your monthly Terasen Gas bill?

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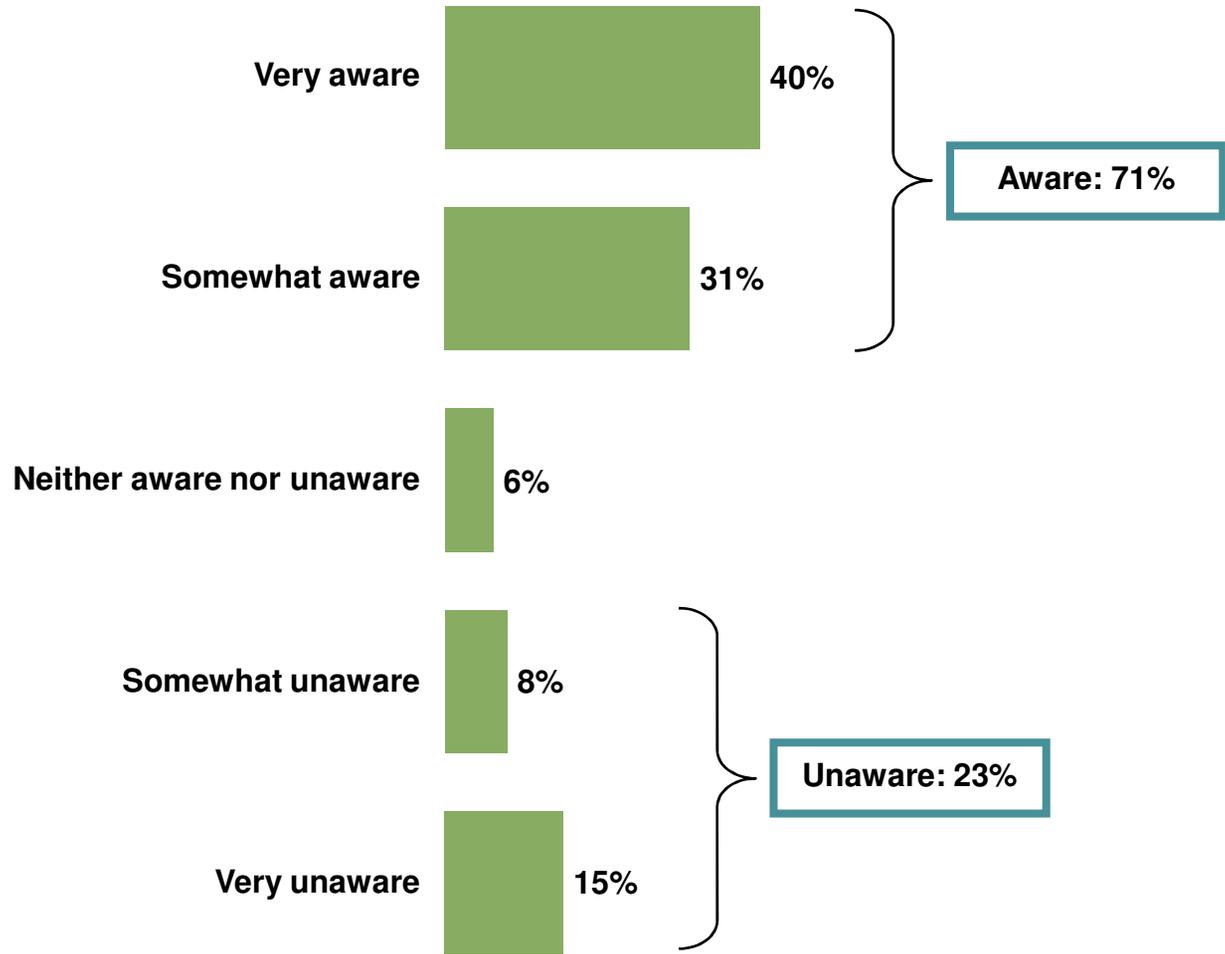
Expectation of automated meter reading
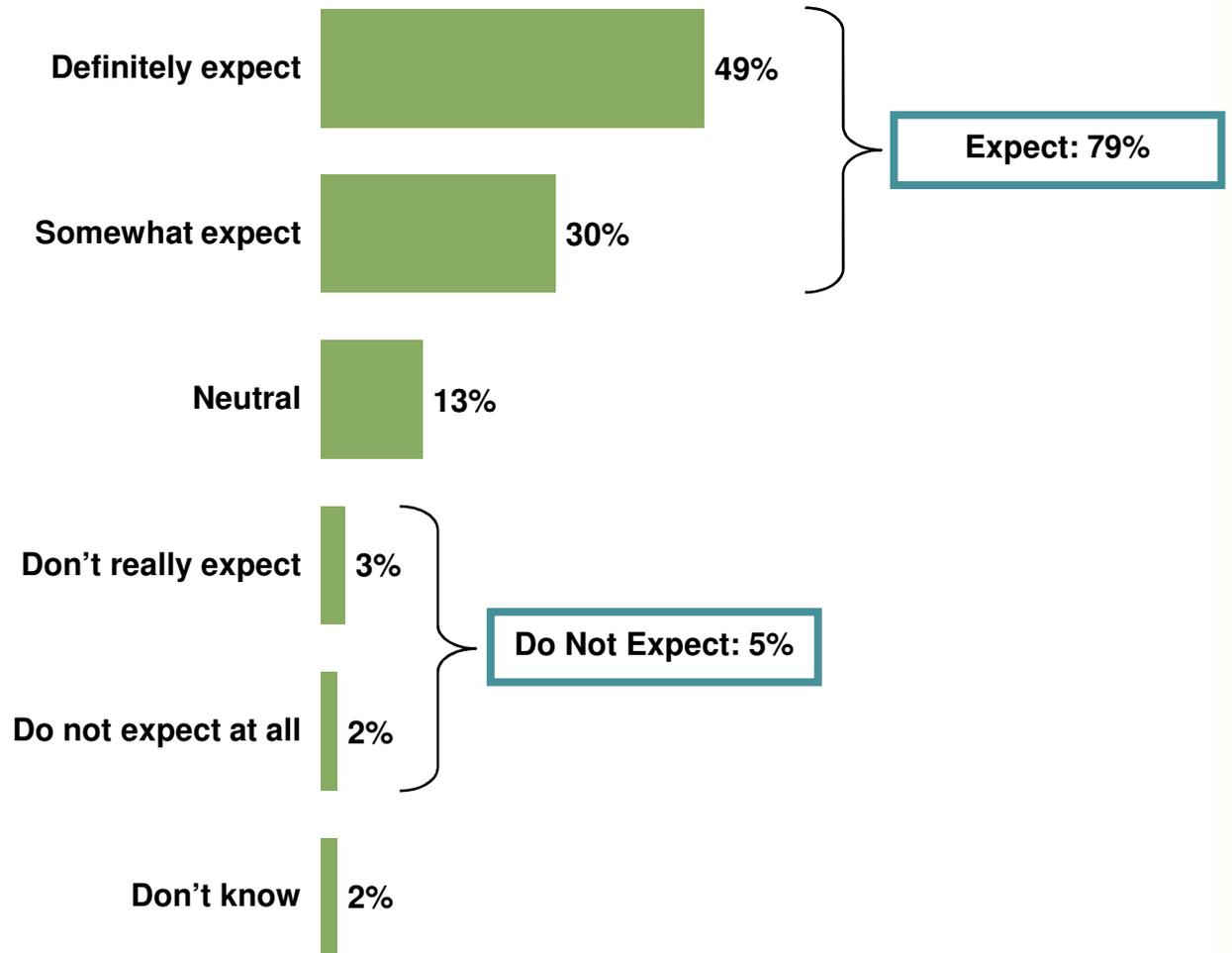
Definitely expect **49%**

Somewhat expect **30%**

Expect: 79%

Neutral **13%**

Don't really expect **3%**

Do Not Expect: 5%

Do not expect at all **2%**

Don't know **2%**

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Importance of automated meter reading

- While 79% of respondents expect Terasen Gas to have automated meter reading in the next five years, only 63% feel it is important to them, a relatively wide gap of -16%. So while it is quite important to customers to get the actual gas consumption, it's not as important to them to have automated meter reading implemented.
- Respondents age 54 and under were significantly more likely to expect and feel it is important that Terasen Gas has automated meter reading in the next five years.

Very important — 27%

Somewhat important — 36%

Important: 63%

Neither — 25%

Not that important — 5%

Not at all important — 6%

Not Important: 11%

Don't know — 2%
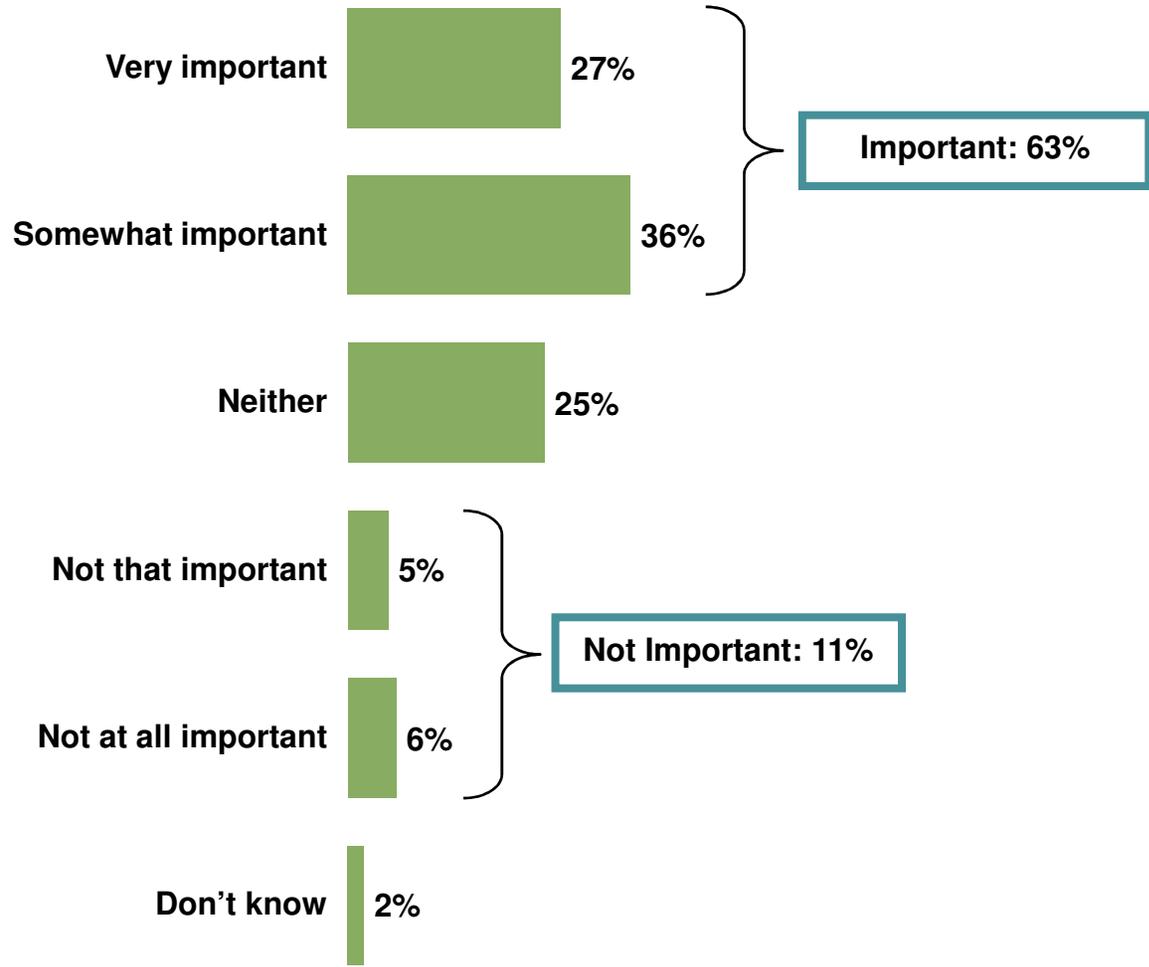
Base: All respondents (n=823)
Q18. And how important is it to you that Terasen Gas has automated meter reading?

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Importance of regular online update of gas usage – automated meter

Over 8 in 10 respondents feel it is important their natural gas use is regularly updated online if automated meter technology is introduced.
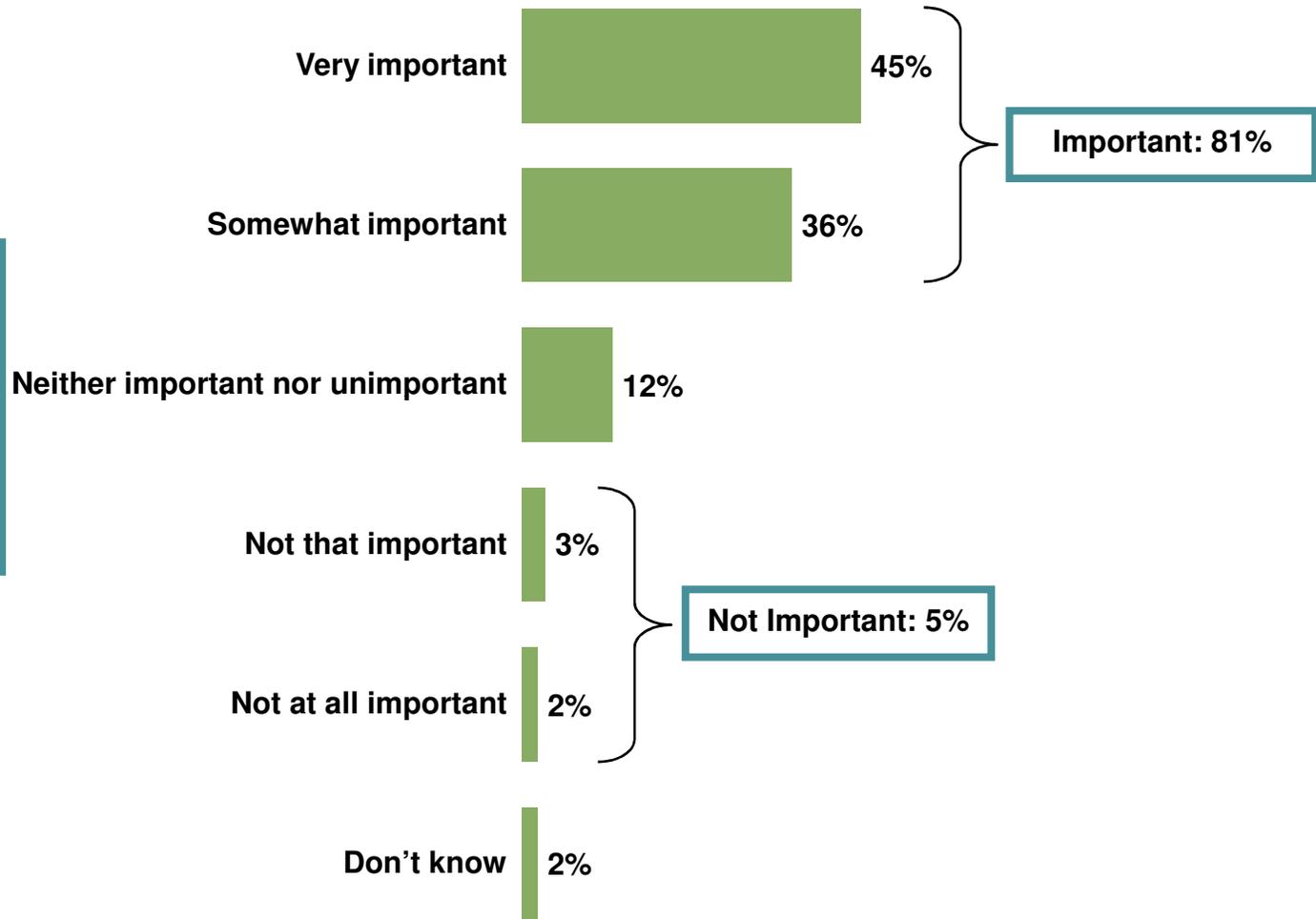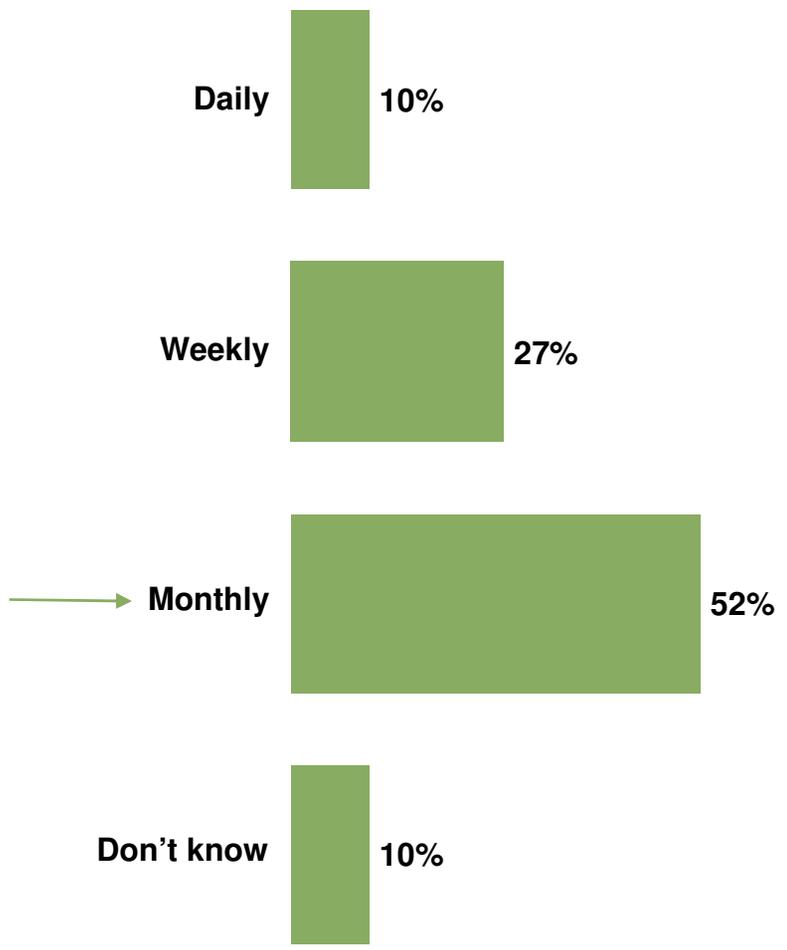
Very important **45%**

Somewhat important **36%**

Important: 81%

Neither important nor unimportant **12%**

Not that important **3%**

Not Important: 5%

Not at all important **2%**

Don't know **2%**

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Frequency of online update of gas usage: automated meter

Half of the respondents would like monthly updates of gas use if automated meter technology is introduced.

Daily 10%

Weekly 27%

→ Monthly 52%

Don't know 10%

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Interest in better understanding home energy use

Very interested — 51%

Somewhat interested — 37%

Interested: 88%

> **Almost 9 out of 10 said they were interested in better understanding their home energy use.**
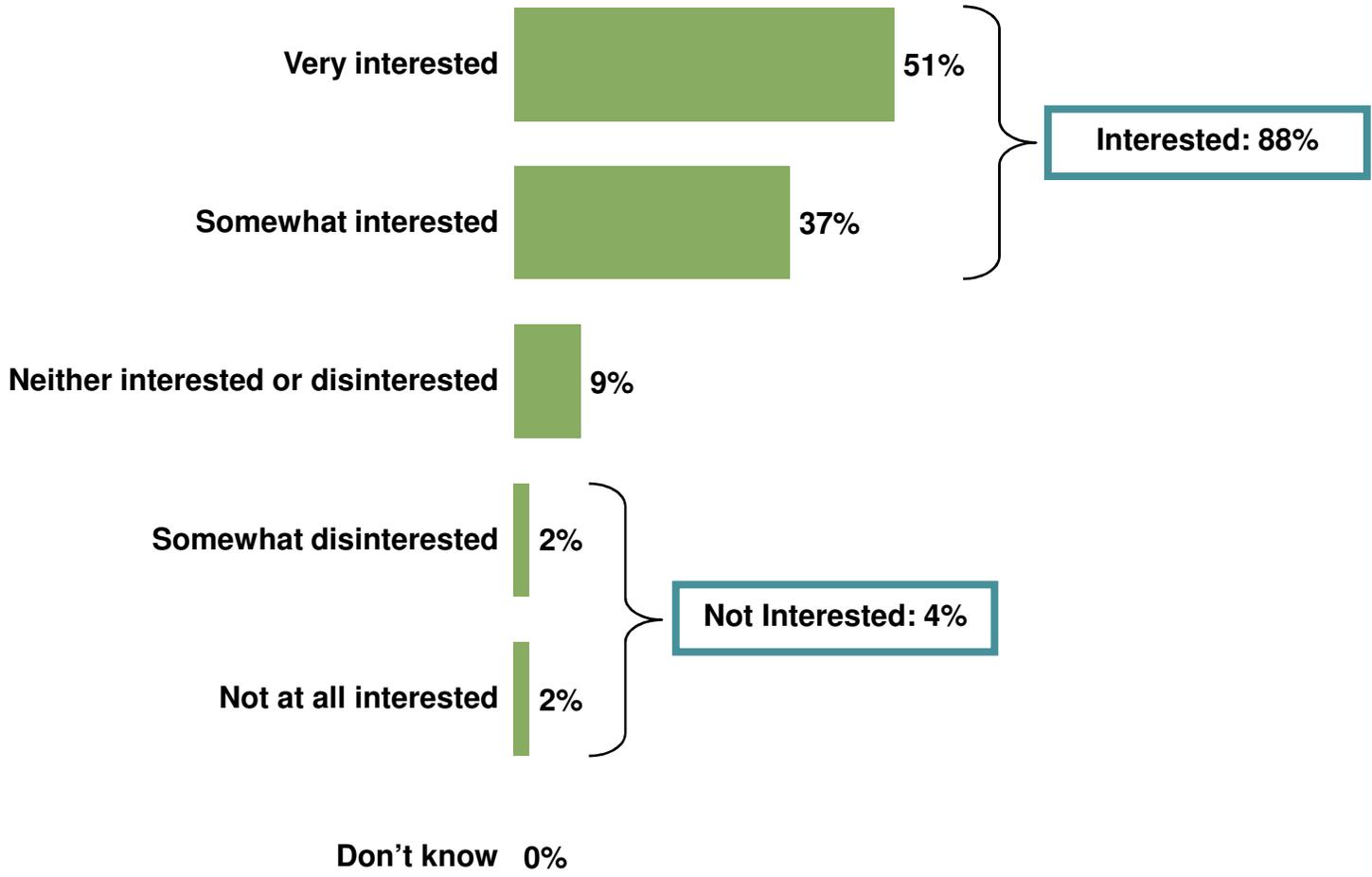
Neither interested or disinterested — 9%

Somewhat disinterested — 2%

Not Interested: 4%

Not at all interested — 2%

Don't know — 0%

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Why interested in home energy use

I'm interested in better understanding my home energy use because I want to reduce my monthly energy bill.
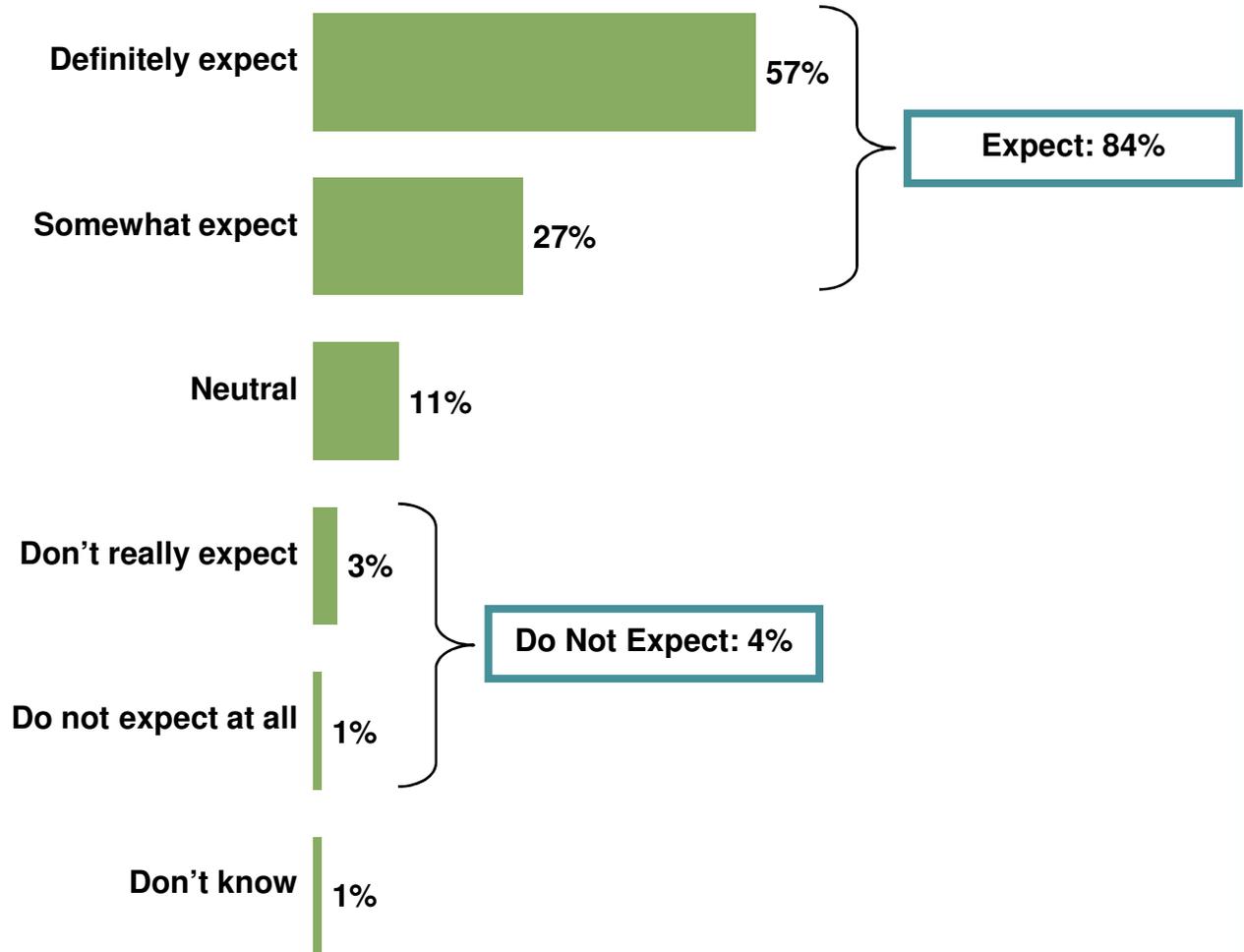
| 71% | 26% | 2% |

97%

Of those who were interested in understanding home energy use, nearly all want to reduce their monthly energy bill (7-in-10 strongly agree), while nearly 9 in 10 want to reduce their energy bill **and** are concerned about their impact on the environment.

I'm interested in better understanding my home energy use because I both want to reduce my monthly energy bill and I'm concerned about my impact on the environment.

| 54% | 32% | 11% |

86%

I'm interested in better understanding my home energy use because I'm concerned about the impact of my energy use on the environment.

| 40% | 34% | 18% |

74%

- Strongly agree
- Somewhat agree
- Neither agree nor disagree
- Somewhat disagree
- Strongly disagree

Base: Very/somewhat interested in better understanding home energy use (n=721)
Q23. Agreement Statements

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Actual gas usage moving in or out: expectation

Definitely expect — 57%

Somewhat expect — 27%

Expect: 84%

Neutral — 11%

Don't really expect — 3%

Do not expect at all — 1%

Do Not Expect: 4%

Don't know — 1%

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Actual gas usage moving in or out: importance

While 84% expect Terasen Gas to bill for the actual amount of gas moving in or out via automated meter within the next five years, 93% feel it is important, a gap of +9%. The positive gap for this again shows how important getting the actual gas reading is to customers.

Very important — 75%

Somewhat important — 17%

Important: 93%

Neither — 4%

Not that important — 1%

Not at all important — 2%

Not Important: 3%

Don't know — 1%
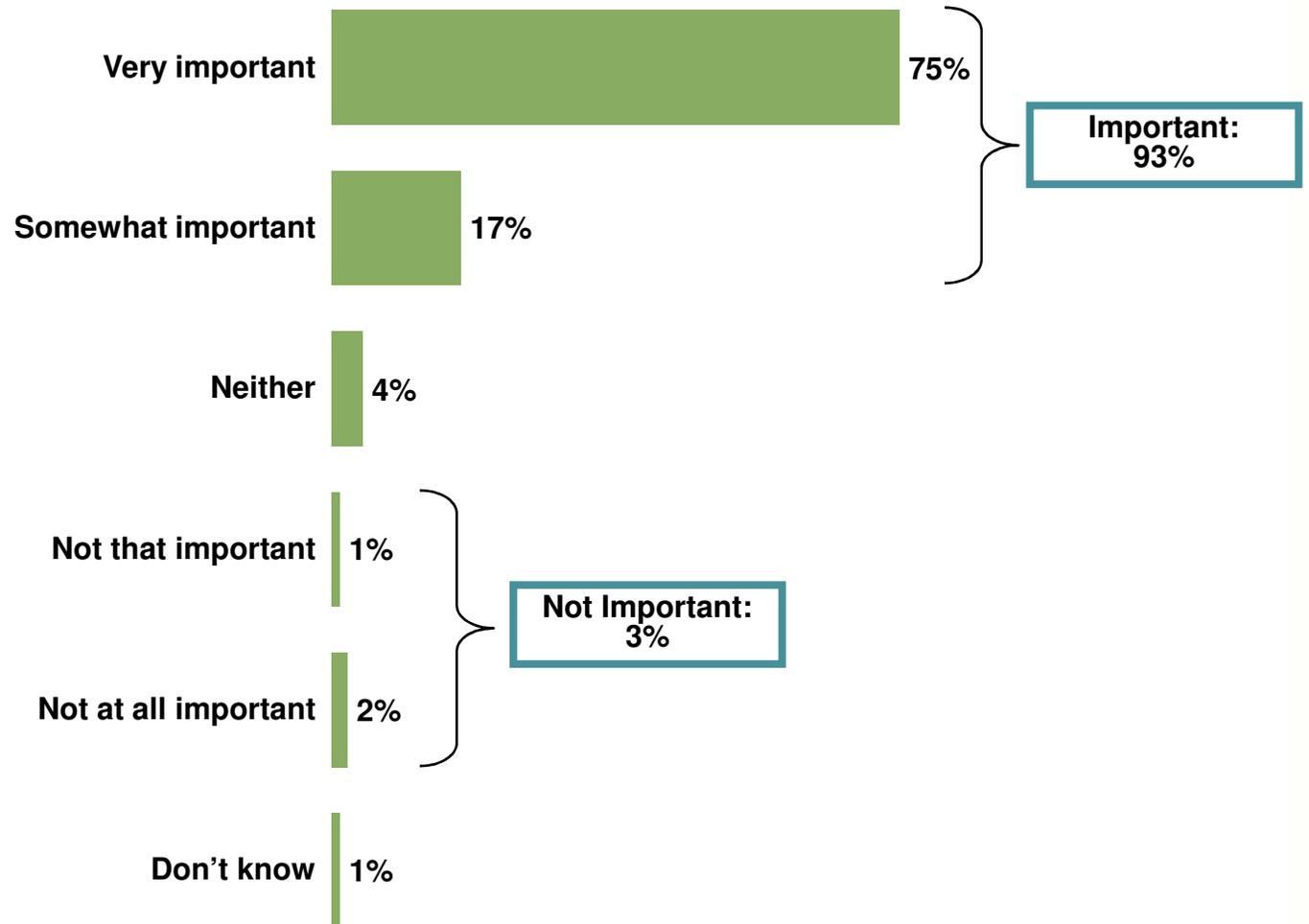
Base: All respondents (n=823)
Q25. And how important is it to you that you're billed for the actual amount of gas used when moving in or out?

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Other perceived benefits from automated meter reading

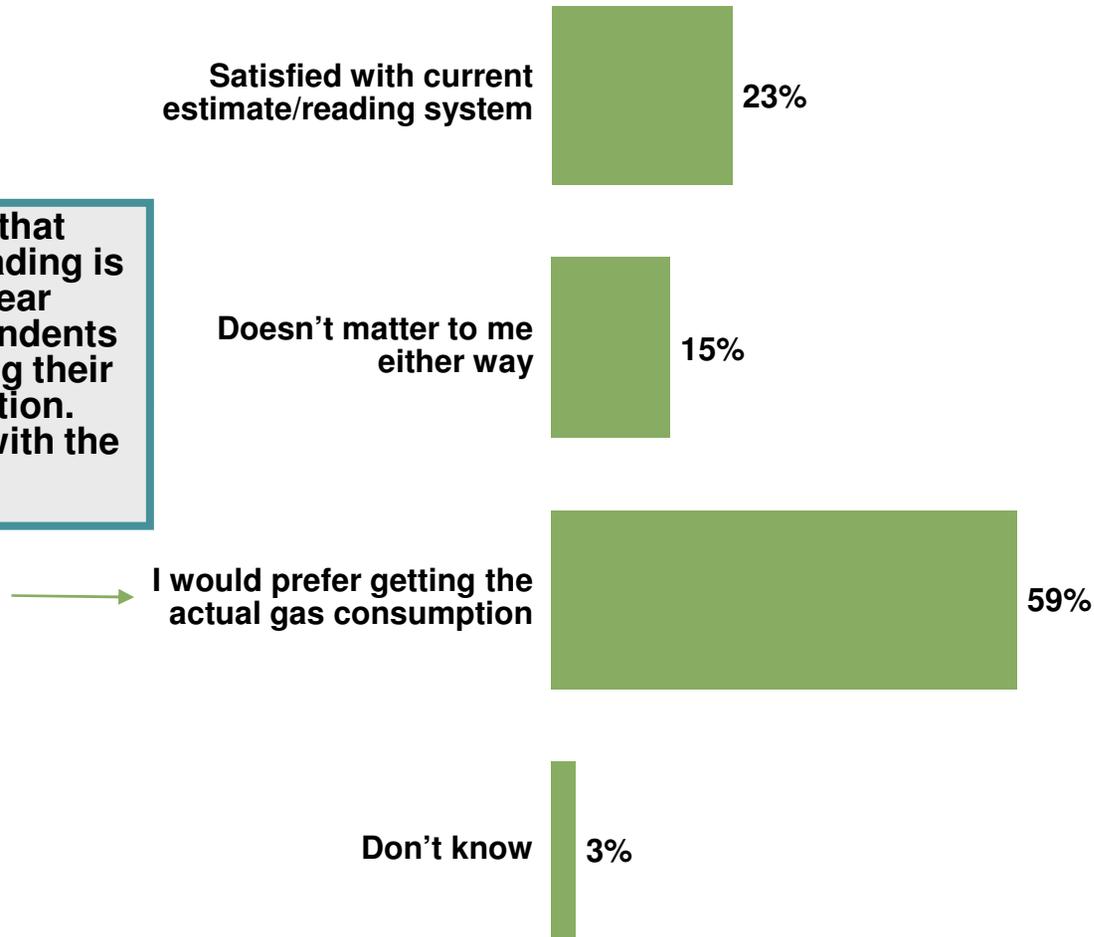| Category	Percentage
Accuracy (Net)	22%
Accuracy / accuracy of actual consumption / readings	11%
Up to date / current information	7%
Accurate bills	4%
Eliminates estimates	3%
No more human error when reading the meter	1%
Usage / Consumption Tracking (Net)	10%
Better control of gas consumption / use less gas	6%
Ability to track consumption / consumption patterns	4%
Ability to analyze fluctuations in consumption / usage	1%
Other usage / consumption tracking mentions	1%
Cost Savings (Net)	6%
Cost savings	3%
No people reading the meter, the savings is passed on to the consumer	3%
Eliminates monthly pre-payment plan / pay for what you use	1%
Other Mentions (Net)	6%
No more meter readers walking through my yard	2%
Other mentions	4%
Nothing	52%
Don't know / not stated	8%

Other perceived benefits from automated meter reading include getting more accurate readings, being able to track consumption and potential cost savings. Half of the respondents did not state any additional benefits.

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Satisfaction with meter reading

With the knowledge that automated meter reading is a possibility in the near future, 6-in-10 respondents would prefer knowing their actual gas consumption. 23% were satisfied with the current system.

Satisfied with current estimate/reading system — 23%

Doesn't matter to me either way — 15%

I would prefer getting the actual gas consumption — 59%

Don't know — 3%

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Willingness to pay for automated meter reading

While most would prefer knowing the actual gas consumption, the majority were not willing to pay an extra fee each month for automated meter reading.

$0.50	9%
$1.00	8%
$1.50	1%
$2.00	2%
More than $2.00	1%
Not willing to pay additional cost	74%
Don't know	5%
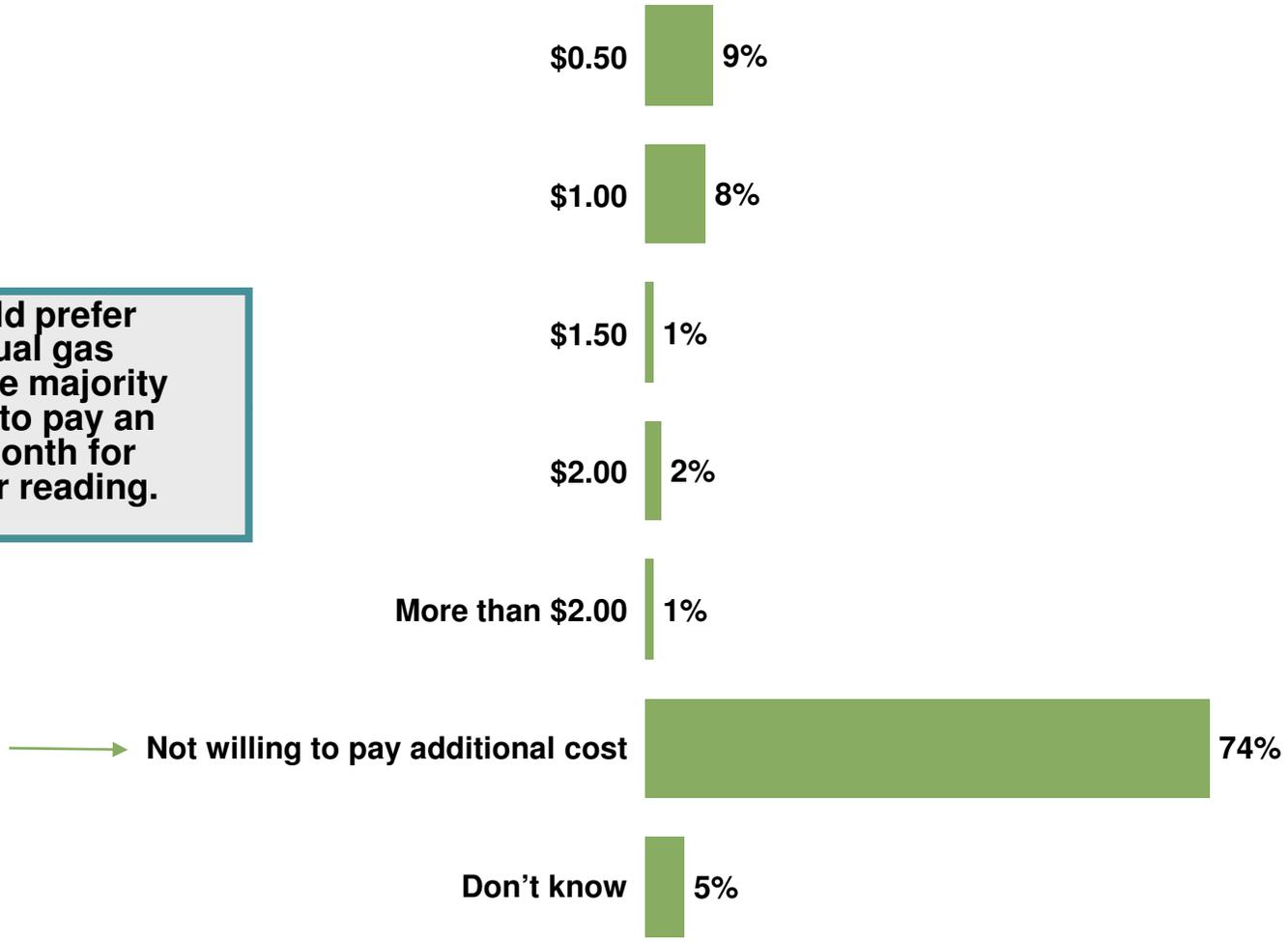
Base: Prefer getting the actual gas consumption (n=493)
Q27b. If Terasen Gas were to offer automated meter reading to get your actual gas consumption, how much per month would you be willing to pay for this service? This would be in addition to your regular monthly gas bill.
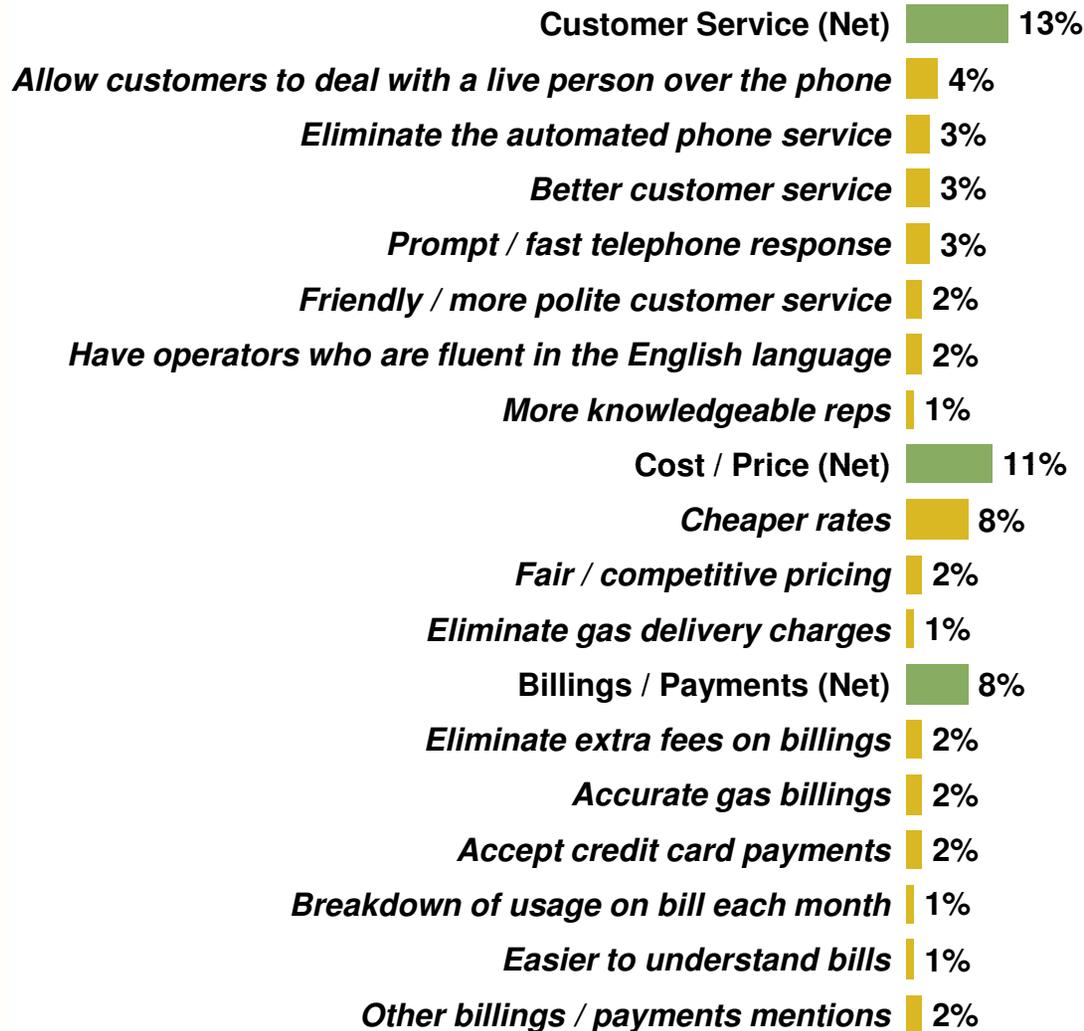
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Improving Terasen Gas
Customer Experience

One thing Terasen Gas can do to improve customer experience

Customer Service (Net)	**13%**
Allow customers to deal with a live person over the phone	4%
Eliminate the automated phone service	3%
Better customer service	3%
Prompt / fast telephone response	3%
Friendly / more polite customer service	2%
Have operators who are fluent in the English language	2%
More knowledgeable reps	1%
Cost / Price (Net)	**11%**
Cheaper rates	8%
Fair / competitive pricing	2%
Eliminate gas delivery charges	1%
Billings / Payments (Net)	**8%**
Eliminate extra fees on billings	2%
Accurate gas billings	2%
Accept credit card payments	2%
Breakdown of usage on bill each month	1%
Easier to understand bills	1%
Other billings / payments mentions	2%

- **Specific suggestions on how Terasen Gas can improve its customer experience are shown over the next two pages.**
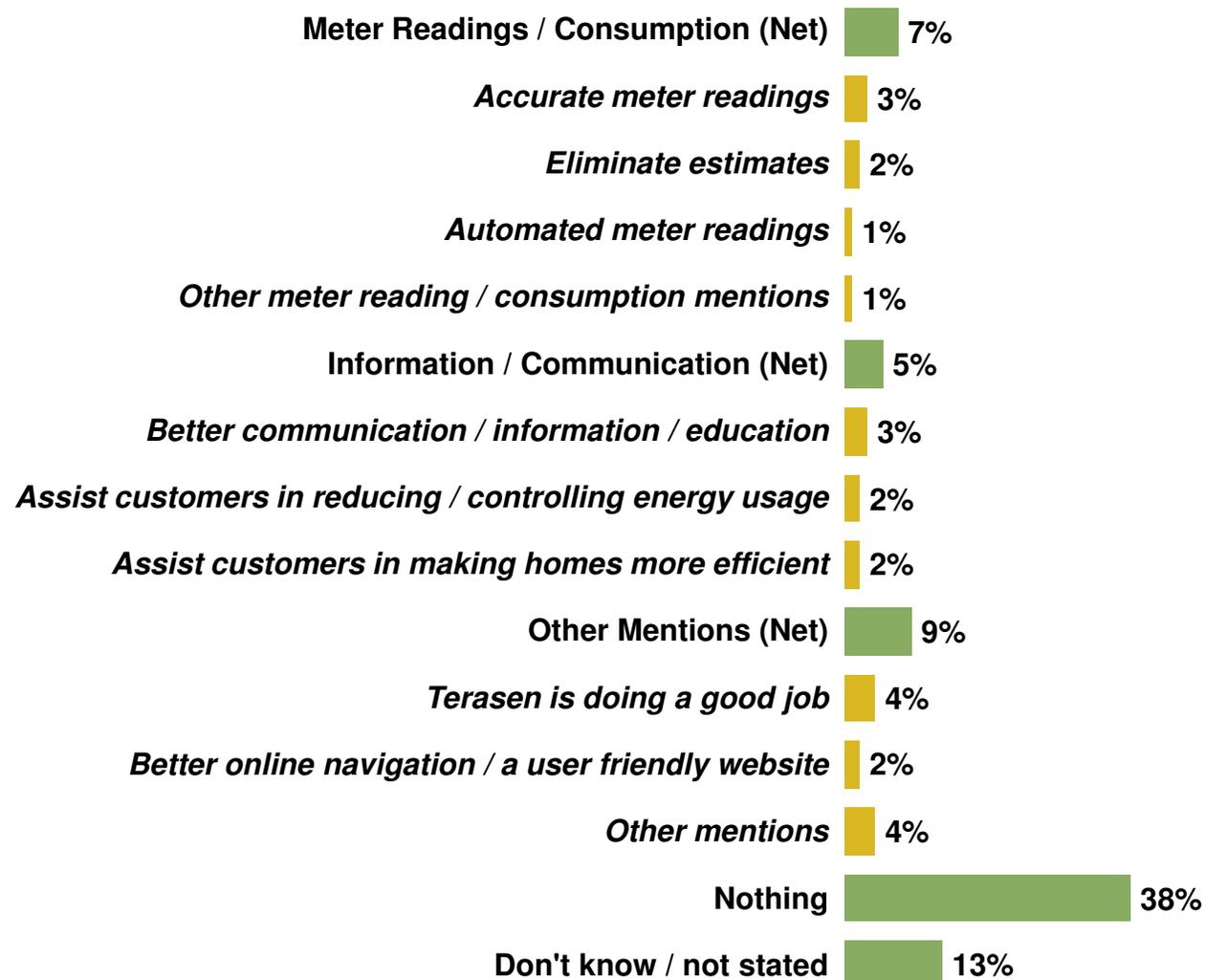- **Top net reasons are customer service (live person, better service, fast telephone response), cost (lower or more competitive rates), billing/payment-related (eliminate extra fees, accurate billings) and more accurate meter readings.**
- **Four-in-ten had no additional suggestions.**

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One thing Terasen Gas can do to improve customer experience

Category	%
Meter Readings / Consumption (Net)	7%
Accurate meter readings	3%
Eliminate estimates	2%
Automated meter readings	1%
Other meter reading / consumption mentions	1%
Information / Communication (Net)	5%
Better communication / information / education	3%
Assist customers in reducing / controlling energy usage	2%
Assist customers in making homes more efficient	2%
Other Mentions (Net)	9%
Terasen is doing a good job	4%
Better online navigation / a user friendly website	2%
Other mentions	4%
Nothing	38%
Don't know / not stated	13%

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Appendix H
DRAFT ORDERS

IN THE MATTER OF
the Utilities Commission Act, R.S.B.C. 1996, Chapter 473

and

An Application by Terasen Gas Inc.
for a Certificate of Public Convenience and Necessity
for the Customer Care Enhancement Project
– The Insourcing of Customer Care Services and Implementation of a New Customer Information System

BEFORE:

A. On June 2, 2009, Terasen Gas Inc. ("Terasen Gas") filed an Application pursuant to section 45 of the Utilities Commission Act (the "Act"), for a Certificate of Public Convenience and Necessity ("CPCN") (the "Application") for the Customer Care Enhancement Project ("Project"); and

B. Terasen Gas seeks approval for the creation of a non-rate base deferral account attracting allowance for funds used during construction ("AFUDC") and approval to record incremental operating and maintenance ("O&M") costs associated with the Project that are incurred prior to the Project implementation date of January 1, 2012 for the purposes of permitting cost recovery; and

C. Terasen Gas seeks approval pursuant to sections 59 – 61 of the Act for the creation of a rate base deferral account into which the accumulated amount in the non-rate base deferral account will be transferred, effective January 1, 2012, for the purpose of recovering costs through customer rates; and

D. The Project involves insourcing of key components of customer care services and the implementation of a new customer information system ("CIS") under the control of Terasen Gas; and

E. Terasen Gas says in the Application that: its customer care function is a vital part of providing service to its customers, and consequently represents a core element of its business; in order for Terasen Gas to continue to serve its customers well, it needs to adapt and change as customers require new and different services; and, underpinning this ability to provide service excellence is a technology platform, referred to as a Customer Information System, or CIS; and

F. Terasen Gas says that based on a review, conducted with the assistance of experienced consultants, of available outsourcing models, Terasen Gas concluded that bringing the core elements of the customer care function into Terasen Gas and implementing a new CIS technology platform under the control of the Company is in the best interests of customers and Terasen Gas; and

G. The total Project implementation costs are estimated to be $155 million including AFUDC; and

H.   Terasen Gas proposes a Workshop to review the Application be held on Tuesday, June 16, 2009 at the Commission hearing room on the 12th floor, 1125 Howe Street, Vancouver, BC; and

I.   Terasen Gas proposes a Procedural Conference be held on Monday, June 22, 2009 at the Commission hearing room on the 12th floor, 1125 Howe Street, Vancouver, BC; and

J.   Terasen Gas proposes a DRAFT regulatory timetable attached as Appendix A for discussion at the Procedural Conference; and

K.   The Commission considers that setting of a Procedural Conference to determine the appropriate regulatory process for the review of the Application, is necessary and in the public interest.

NOW THEREFORE the Commission orders as follows:

1.   A Procedural Conference regarding the regulatory process for the review of the Application will be held on Monday, June 22, 2009, commencing at 9:00 a.m. in the Commission Hearing Room on the 12th Floor, 1125 Howe Street, Vancouver, B.C.

   The Procedural Conference will address matters such as:
   a.   steps and timetable associated with the regulatory review process; and
   b.   other matters that will assist the Commission to efficiently review the Application.

2.   Terasen Gas to publish, as soon as possible, in display-ad format, the Notice attached as Appendix B to this Order, Vancouver Sun, the Province, the Victoria Times Colonist and such other appropriate local news publications as may properly provide adequate notice to customers served in the affected service area.

3.   The Application, together with any supporting materials, will be made available for inspection at the Terasen Gas Office, 16705 Fraser Highway, Surrey, BC, V4N 0E8 and at the British Columbia Utilities Commission, Sixth Floor, 900 Howe Street, Vancouver, B.C., V6Z 2N3 and will also be available on the Terasen Gas website.

4.   Intervenors or Interested Parties should register with the Commission, in writing or electronic submission, by Monday, June 15, 2009, and advise whether they intend to attend the Procedural Conference. Intervenors should specifically state the nature of their interest in the Application and identify generally the nature of the issues that they may intend to pursue during the proceeding and the nature and extent of their anticipated involvement in the review process.

DATED at the City of Vancouver, In the Province of British Columbia, this <*> day of <*>, 2009.

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REGULATORY TIMETABLE

DRAFT

An Application by Terasen Gas Inc.
for a Certificate of Public Convenience and Necessity
for the Customer Care Enhancement Project
– The Insourcing of Customer Care Services and Implementation of a New Customer Information System

ACTION	**DATE (2009)**
File Application	Tuesday, June 2, 2009
Procedural Order (up to Procedural Conference)	Friday, June 5, 2009
Intervenor Registration	Monday, June 15, 2009
Workshop	Tuesday, June 16, 2009
Procedural Conference	Monday, June 22, 2009
Procedural Order (Timetable and Process)	Wednesday, June 24, 2009
BCUC IR No. 1	Friday, June 26, 2009
Intervenor IR No. 1	Wednesday, July 8, 2009
TGI Response to IRs No. 1	Thursday, July 23, 2009
BCUC IR No. 2 (if Required)	Friday, August 7, 2009
Intervenor IR No. 2 (if Required)	Friday, August 7, 2009
TGI Response to IRs No. 2 (if Required)	Monday, August 24, 2009
Planned Evidentiary Update	Friday, August 28, 2009
Planned Evidentiary Update Workshop	Thursday, September 3, 2009
BCUC IR No. 3 (on Planned Evidentiary Update)	Friday, September 11, 2009
Intervenor IR No. 3 (on Planned Evidentiary Update)	Friday, September 11, 2009
TGI Response to IRs No. 3 (on Evidentiary Update)	Friday, September 25, 2009
TGI Final Argument Submissions	Friday, October 2, 2009
Intervenor Final Argument Submissions	Friday, October 16, 2009
TGI Reply Argument Submissions	Friday, October 30, 2009
Anticipated BCUC Decision	Monday, November 30, 2009

An Application by Terasen Gas Inc.
for a Certificate of Public Convenience and Necessity
for the Customer Care Enhancement Project
– The Insourcing of Customer Care Services and Implementation of a New Customer Information System

NOTICE OF WORKSHOP AND PROCEDURAL CONFERENCE

Date:	Workshop: Tuesday, June 16, 2009
	Procedural Conference: Monday, June 22, 2009
Time:	9:00 a.m.
Location:	BC Utilities Commission Hearing Room
	12th Floor, 1125 Howe Street
	Vancouver, B.C.

THE APPLICATION

On June 2, 2009, Terasen Gas Inc. ("Terasen Gas") filed an Application pursuant to section 45 of the Utilities Commission Act (the "Act"), for a Certificate of Public Convenience and Necessity ("CPCN") (the "Application") for the Customer Care Enhancement Project ("Project"). Terasen Gas is also applying for:

- approval for the creation of a non-rate base deferral account attracting allowance for funds used during construction ("AFUDC") and approval to record incremental operating and maintenance ("O&M") costs associated with the Project that are incurred prior to the Project implementation date of January 1, 2012 for the purposes of permitting cost recovery; and

- approval pursuant to sections 59 – 61 of the Act for the creation of a rate base deferral account into which the accumulated amount in the non-rate base deferral account will be transferred, effective January 1, 2012, for the purpose of recovering costs through customer rates; and

THE REGULATORY PROCESS

The Commission has established a Workshop, a Procedural Conference and a DRAFT Regulatory Timetable for the regulatory review of the Application. The Regulatory Timetable can be viewed on the Commission's web site at www.bcuc.com.

Terasen Gas will hold a Workshop on Tuesday, June 16, 2009 commencing at 9:00 a.m. in the Commission Hearing Room on the 12th Floor, 1125 Howe Street, Vancouver, B.C.

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The Commission will hold a Procedural Conference regarding the further regulatory process for the review of the Application on Monday, June 22, 2009 commencing at 9:00 a.m. in the Commission Hearing Room on the 12th Floor, 1125 Howe Street, Vancouver, B.C.

INTERVENTION

Persons who expect to actively participate in the Terasen Gas proceeding should register as Intervenors with the Commission, and should identify the issues that they intend to pursue as well as the nature and extent of their anticipated involvement in the review process indicating whether they plan to attend the Procedural Conference.   Intervenors will receive email notice of all correspondence, filed documentation and should provide an e-mail address, if available.

Persons not expecting to actively participate, but who have an interest in the proceeding, should register as Interested Parties.

Intervenors and Interested Parties should register in writing, no later than Monday, June 8, 2009. Notification by mail, courier delivery, fax or e-mail is acceptable.

All submissions and/or correspondence received from active participants or the general public relating to the Application will be placed on the public record and posted to the Commission's web site.

PUBLIC INSPECTION OF THE DOCUMENTS

The Application and supporting material, including Commission correspondence, will be made available for inspection at the at the Terasen Gas Inc. Office, 16705 Fraser Highway, Surrey, B.C., V4N 0E8 and at the British Columbia Utilities Commission, Sixth Floor, 900 Howe Street, Vancouver, B.C., V6Z 2N3.

The Application will also be available for viewing on the Terasen Gas website at www.terasengas.com and on the Commission's website at www.bcuc.com.

The Application and supporting materials will be available for inspection at the following locations:

> **British Columbia Utilities Commission**, Sixth Floor, 900 Howe Street
> Vancouver, BC V6Z 2N3 Telephone: 1-800-663-1385   **Internet:**   www.bcuc.com

> **Terasen Gas** Office, 16705 Fraser Highway
> Surrey, BC V6N 0E8   **Internet**   www.terasengas.com

For further information, please contact Ms. Erica Hamilton, Commission Secretary, or <BCUC Staff> as follows:

> Telephone: (604) 660-4700   BC Toll Free: 1-800-663-1385
> Facsimile: (604) 660-1102   E-mail: Commission.Secretary@bcuc.com

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for the Customer Care Enhancement Project
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BEFORE:

CERTIFICATE OF PUBLIC CONVENIENCE AND NECESSITY

WHEREAS:

A. On June 2, 2009, Terasen Gas Inc. ("Terasen Gas") filed an Application pursuant to section 45 of the Utilities Commission Act (the "Act"), for a Certificate of Public Convenience and Necessity ("CPCN") (the "Application") for the Customer Care Enhancement Project ("Project"); and

B. Terasen Gas seeks approval for the creation of a non-rate base deferral account attracting allowance for funds used during construction ("AFUDC") and approval to record incremental operating and maintenance ("O&M") costs associated with the Project that are incurred prior to the Project implementation date of January 1, 2012 for the purposes of permitting cost recovery; and

C. Terasen Gas seeks approval pursuant to sections 59 – 61 of the Act for the creation of a rate base deferral account into which the accumulated amount in the non-rate base deferral account will be transferred, effective January 1, 2012, for the purpose of recovering costs through customer rates; and

D. The Project involves insourcing of key components of customer care services and the implementation of a new customer information system ("CIS") under the control of Terasen Gas; and

E. Terasen Gas says in the Application that: its customer care function is a vital part of providing service to its customers, and consequently represents a core element of its business; in order for Terasen Gas to continue to serve its customers well, it needs to adapt and change as customers require new and different services; and, underpinning this ability to provide service excellence is a technology platform, referred to as a Customer Information System, or CIS.

F. Terasen Gas says that based on a review, conducted with the assistance of experienced consultants, of available outsourcing models, Terasen Gas concluded that bringing the core elements of the customer care

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function into Terasen Gas and implementing a new CIS technology platform under the control of the Company is in the best interests of customers and Terasen Gas; and

G. The total Project implementation costs are estimated to be $155 million including AFUDC; and

H. Order No. X-XX-XX dated XXXX, 2009, determined that a written process be established for the review of the CPCN Application and set out a Regulatory Timetable; and

I. The Commission has considered the Application and the evidence and submissions presented and has determined that a Certificate of Public Convenience and Necessity should be issued.

NOW THEREFORE the Commission orders as follows:

1. A Certificate of Public Convenience and Necessity is granted to Terasen Gas Inc. for insourcing customer care services and the implementation of a new Customer Information System as detailed in the Application (the "Project").

2. Terasen Gas may use a non-rate base deferral account attracting allowance for funds used during construction and to record incremental operating and maintenance costs associated with the Project that are incurred prior to January 1, 2012 for the purposes of permitting cost recovery.

3. Terasen Gas may create a rate base deferral account into which the accumulated amount in the non-rate base deferral account will be transferred, effective January 1, 2012, for the purpose of recovering costs through customer rates.