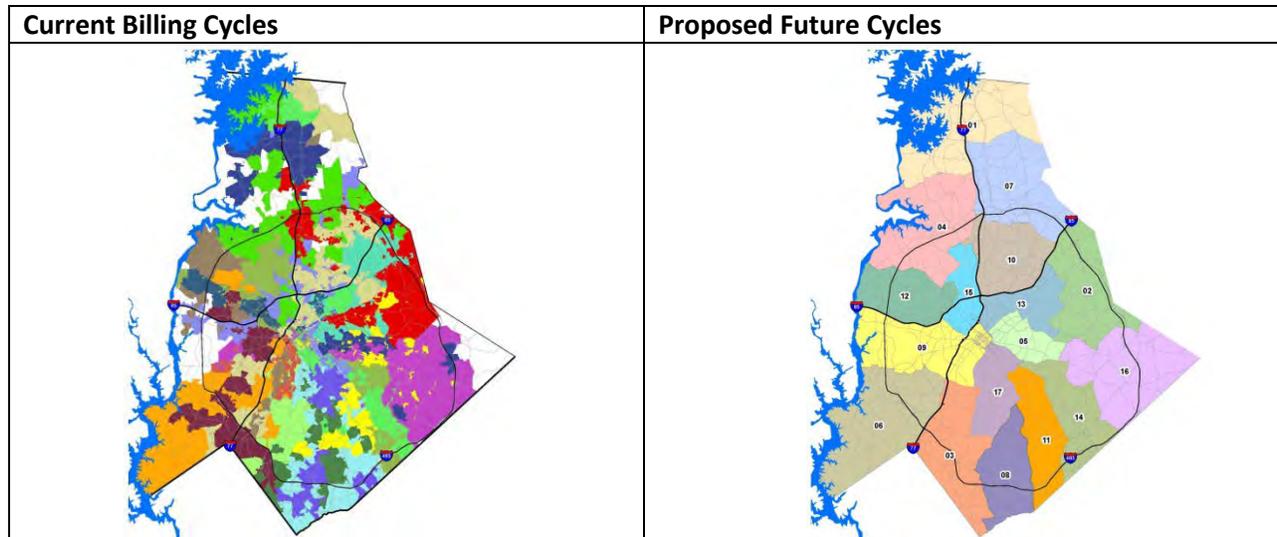




## Billing Cycle Alignment Project Fact Sheet

**Issue:** More than 250,000 accounts are billed by monthly cycles. The scattered distribution of 19 cycles evolved over years of rapid growth. Two-thirds of accounts have gaps of 20 days or more between meter reading and billing.



### Project Objectives & Benefits

- Realign billing cycles
  - Route efficiency
- Reduce number of billing cycles
  - Read all accounts within one month
- Evenly distribute number of accounts read and billed per cycle
  - Evenly distributes workload
- Significantly shorten the gap of time between meter reading and bill generation (Read to Bill)
  - Respond to unusual bills sooner

### Transition Issues:

- Realigning bills for some customers (~80%) will result in an April usage period having more than 33 days of service.
- In order to avoid unusually high bills during the transition April 2015 bills will not exceed 33 days of service.
- Of the total days of service billable in one year, 3.39% of billable days will be un-billed to implement the BCA project.
- Customer impact is limited to a change in meter reading date and bill due date.

Customer Benefits	Utility Benefits
<ul style="list-style-type: none"> <li>• Billing reflects more recent consumption               <ul style="list-style-type: none"> <li>– Usage questions more timely raised and addressed</li> <li>– Helps in identifying plumbing leaks sooner</li> <li>– Leak costs reduced</li> </ul> </li> <li>• Enhanced service response and consistency for improved customer experience</li> <li>• Timely response to move-in and move-out requests</li> </ul>	<ul style="list-style-type: none"> <li>• Billing reflects more recent consumption               <ul style="list-style-type: none"> <li>– usage questions more timely raised and addressed</li> <li>– \$ write-off for leaks reduced</li> </ul> </li> <li>• Cycles organized and balanced by historical workload, # of accounts, and projected growth</li> <li>• Cycles defined by thoroughfares, neighborhood boundaries and townships</li> <li>• All cycles will bill in one month</li> </ul>

Customer outreach begins in January ahead of realignment in March 2015. The project completion is estimated for May 2015.