RATE RE-DESIGN
TECHNOLOGY CONSIDERATIONS

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Informational Update

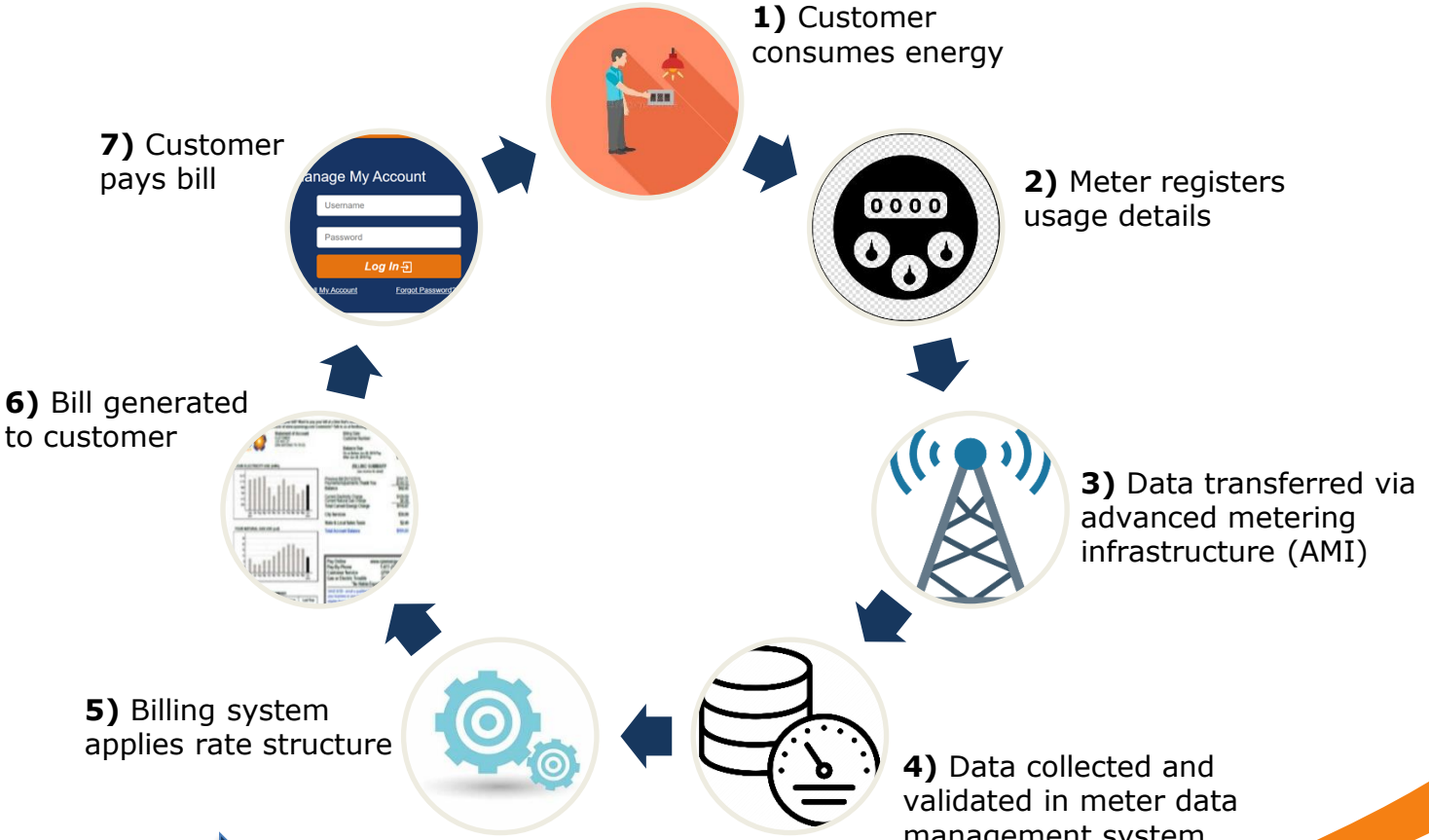
AGENDA

- METER TO CASH OVERVIEW
- FACTORS FOR RATE DESIGN
- TECHNOLOGY OVERVIEW
- ILLUSTRATIVE SCENARIOS

Our objective is to provide insight into the billing process, current state of our IT systems, and related technology considerations for rate design discussions.

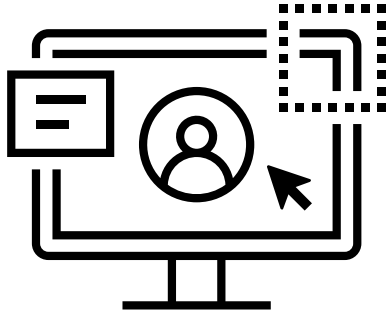
METER TO CASH CYCLE
PROCESS OVERVIEW

Customer Experience



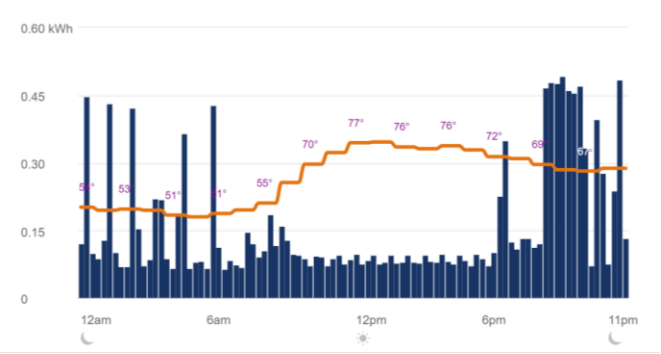
How we generate a customer bill

MULTIPLE FACTORS IMPACT RATE DESIGN & BILLING

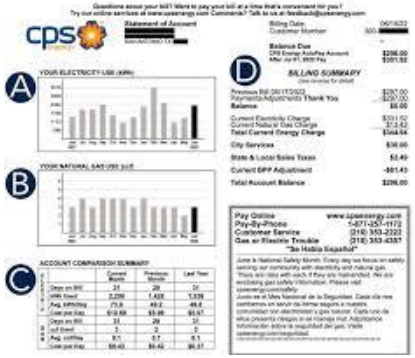


Technology Landscape

Advanced Meter Infrastructure



Customer Usage Data Presentment

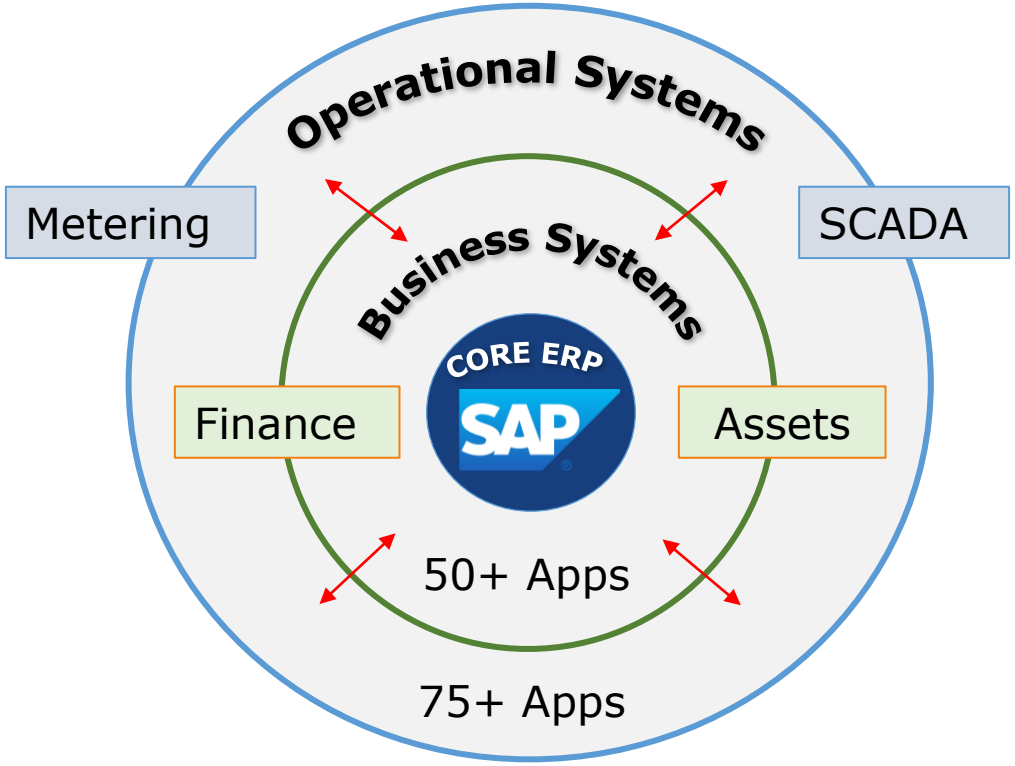


Bill Layout & Design

Various factors contributing to our rate design & billing processes should be considered as we evaluate changes to existing rates or development of new structures.

EVOLVING TECHNOLOGY LANDSCAPE

Current State Ecosystem*



Future State Outcomes

- **Optimized data model** for internal processes & customer visibility
- Enhanced presentation layer with **personalized experiences**
- **Self-service options** for enrollment in products, programs & rates
- Simplified management & ability to **deliver new capabilities** faster

Simplifying our business & optimizing our technology ecosystem is a multi-year transformation effort.

**Visual not all-inclusive of capabilities*

ILLUSTRATIVE SCENARIOS

3-12 Months to Deliver	12+ Months to Deliver	Post Technology Transformation
• Rate Increase • Variable vs Fixed Rates • Affordability Discount Programs • Minor bill format changes	• Residential Time of Use Billing • Enhanced Customer Usage Visibility • Prepaid Billing	• Tiered Rates • Detailed Bill Presentment • Commercial Time of Use Billing

Considering our current technology environment and enterprise transformation efforts, we are limited to smaller changes in the near-term as we transition to enhanced billing & information systems.

Increasing Level of Effort

Questions?