



SUMMER RECAP PART 2: EIT

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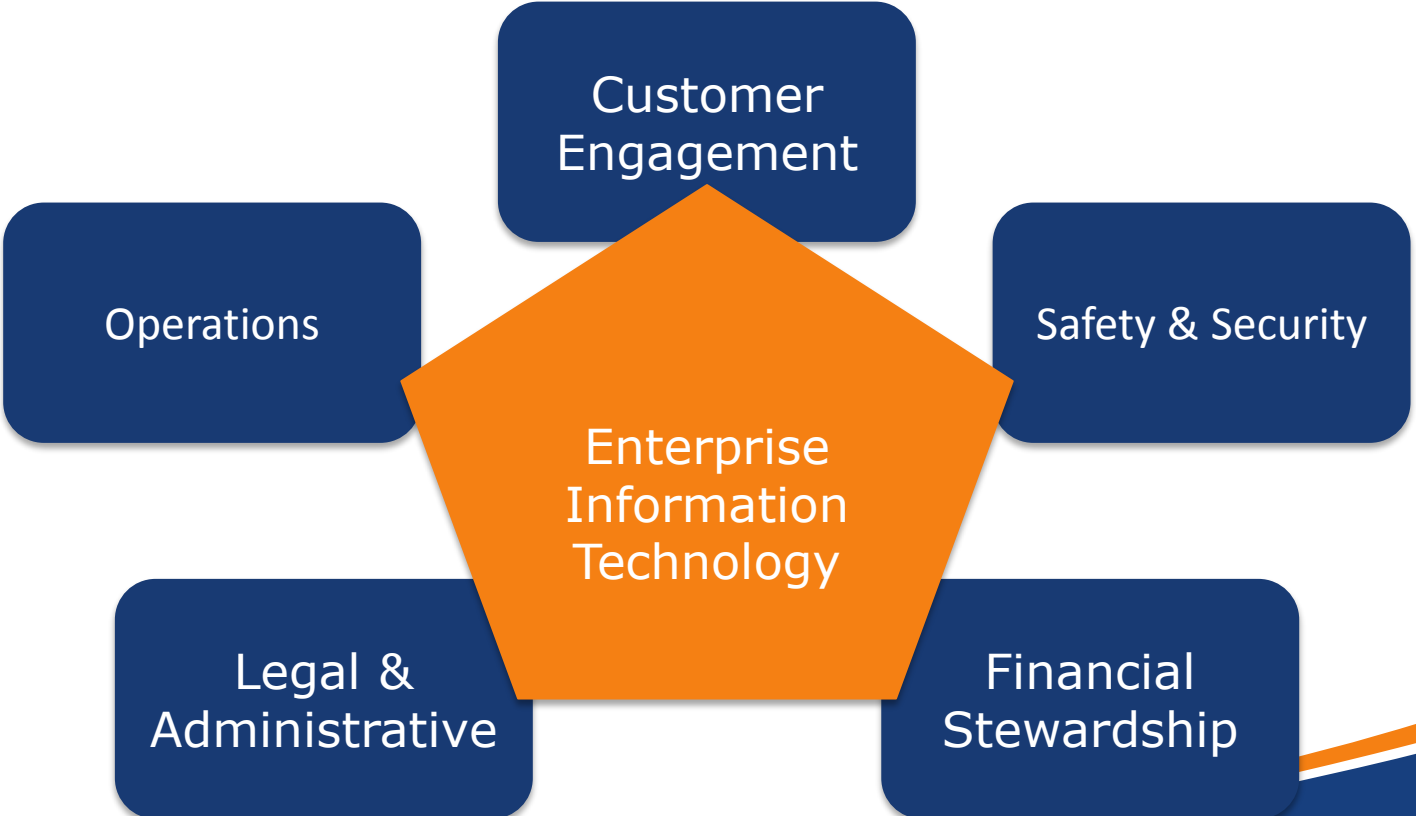
Informational Update

AGENDA



- **ENTERPRISE ENABLEMENT**
- **SYSTEM IMPROVEMENTS**
- **CUSTOMER SYSTEMS PERFORMANCE**

ENTERPRISE ENABLEMENT



SYSTEM IMPROVEMENTS



Action	Benefits
Upgraded Advanced Metering Infrastructure (AMI) Systems	Increased Security & Performance Efficiencies, Ability to Build New Business Capabilities & Opportunities for Customers
Increased Precision of Asset Locations (Conflation)	Better Mapping Capabilities & Ability to More Efficiently Collaborate with Civic Partners
Enhanced Interactive Voice Response (IVR) System	Enhanced Customer Experience & Most Improved Award*

*14th Annual Energy Utility Benchmark by IVR Doctors in May 2018

Upgrades & Enhancements, Improved Customer Experiences, & Optimized Operations

CUSTOMER SYSTEMS PERFORMANCE



Metric	Target	Actual (May- Sept)	Forecast
Critical Systems Availability	99.3	99.70	On-Target
Manage My Account ¹	99.3	99.99	On-Target
Enterprise Phones ¹	99.3	99.76	On-Target

Enhanced Customer & Employee Experience:

- 60% Faster Billing Runs
- 9.5% Increase in Payments Through Manage My Account (Jan-Nov)
- 18,800+ AMI Self Service Reconnects (Jan-Oct)

¹Customer Centered Subset of Systems that Make Up "Critical System Availability"



Thank You