



Department of Energy
Bonneville Power Administration

June 1, 2009

Re: BPA Customer Billing Center (CBC) System

Dear Customers,

In an effort to create and deliver the best value for our customers and constituents, and in support of BPA's core values of Trustworthy Stewardship, Collaborative Relationships, and Operational Excellence, Customer Billing has moved forward to implement a consolidated Customer Billing system using a Commercial Off-The-Shelf (COTS) billing product. This was a key recommendation from the Enterprise Process Improvement Program (EPIP) initiative to consolidate our existing systems.

The CBC system also implements a broader use of standard processes associated with a COTS approach. This BPA investment targets efficiencies through:

- Centralization (one billing system for transmission and power bills),
- Standardization and consistency (between transmission and power bills), and
- Automation (reduces manual processes).

We are currently in the testing phase of the new CBC system. We anticipate issuing bills out of the new system beginning November 2, 2009 with October service. The bills will have minor changes. One change includes, that the power bill attachments will be formatted similar to the current transmission bills. Overall, we expect bills produced from a single system will be viewed as an improvement.

There will be a CBC project phase 2 next year, during which BPA will:

- (1) implement billing requirements for Regional Dialogue contracts.
- (2) seek a single Transmission and Power bill for those customers who desire it.

To keep informed on project status and frequently asked questions, please visit www.bpa.gov/corporate/business/Customer_Billing or contact your Account Executive for more information.

Sincerely,

Marchelle Watson
Manager, Customer Billing