

Customer Billing and Contracts (CBC)

The CBC Project was initially approved as a project to consolidate and integrate the Agency's billing and contract data management requirements and internal processes using an off-the-shelf software package. However, after significant issues were raised about the software product's ability to provide needed contracts administration and management, the CBC project sponsors re-scoped and rescheduled the two phases of the project. At this time, only the first phase is approved and is scoped as follows:

- Phase 1: For billing, project team will deliver a system for producing all power and transmission bills. For contracts, project team will deliver a revised project charter, project plan, high-level functional as-is and detailed to-be business process flows, detailed functional requirements, and alternatives analysis.

Continuing without automation is not an option as both existing billing systems are not compliant with A-123 audit controls. This project is also necessary to effectively manage the new Regional Dialogue contracts and reach the 2012 implementation goal. This project will help avoid workarounds, inconsistencies, and unintended financial impacts and help mitigate the following 4 broad categories of risks:

- Negative revenue or rate impacts
- Increased scrutiny of finances and controls from internal and external parties
- Damage to BPA's credibility as a regional steward that equitably and competently manages the FCRPS assets
- Negative impacts to customer service and customer relationships due to contract disputes

Phase 1 total program capital costs, including AFUDC is \$6,242,000 and estimated target completion date is June 2009. The project sponsors will also submit a revised business case for phase 2 at such time as IT has established detailed requirements and a plan for managing the completion of the project (phase 2) by July 31 of 2009. Funding and targets for phase 2 are also to be established at that time.