

An aerial photograph of a complex highway interchange with multiple lanes and overpasses. The image is overlaid with numerous semi-transparent digital icons and data visualizations, including bar charts, pie charts, line graphs, and circular progress indicators, suggesting a focus on data analytics and technology. The background shows a mix of urban and suburban landscape under a cloudy sky. Two large green circular shapes are positioned at the top and bottom right corners of the page.

Customer Information System (CIS)

CIS Migration to Cloud Technologies.

CIS replacement and/or improvement is an ongoing C-level priority for all utilities. Aging legacy CIS applications in conjunction with new cloud technologies and the demand for more 24/7 customer self-service are fueling this digital strategy. Cloud solutions are

lowering the cost of application ownership and maintenance while improving business processes, customer operations, and meter data, thus improving efficiency.

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BLACK & VEATCH
MANAGEMENT CONSULTING

The Black & Veatch Value

Black & Veatch Management Consulting, LLC (Black & Veatch) was the first company to achieve Oracle™ Partner Network's Specialized distinction in North America for Oracle Utilities Customer-To-Meter (C2M) (formerly known as Oracle CC&B) —a status we have maintained since 2013. This distinction is recognition in delivering Oracle solutions through proven success, business results and competency development.

Proven CIS Expertise and Tools. Black & Veatch's CLARITY intellectual capital and pre-built project artifacts deliver a high-performing solution with reduced risk and cost.

Reduced Risk, Increased Efficiency of Data Migration. Black & Veatch has taken a step forward to make data migration a success by defining a set of preformatted data files to help simplify and expedite the data migration process. Our approach focuses on quickly getting the core information into the new system to allow your data to be used throughout the project.

Project Management Excellence. Our methodology emphasizes getting it done right the first time with a relentless focus on accuracy and completeness. Keys to this approach are communication, planning and work monitoring.

AWARDS



- 2020 CS Week **CIS Project of the Year** at WSSC (1st C2M in North America)
- 2020 CS Week **CIS Project of the Year** at Region of Durham (1st CC&B in Oracle Cloud in Canada)
- 2016 CS Week **CIS Project of the Year** at Avista
- 2011 CS Week **CIS Project of the Year** at El Paso Electric

A business-first approach to CIS improvement projects



Identify

- Solution Design
- Digital Road Map



Implement

- Change Management
- Adoption
- Training



Maintain

- Post Implementation Support
- Customer Benefits

NEWS ANNOUNCEMENT

Two Black & Veatch-Managed Customer Care, Billing System Implementation Projects Get Coveted CS Week Awards

OVERLAND PARK, Kansas (8 May 2020) – Black & Veatch's Management Consulting business announced today that two client projects in Maryland and Canada were awarded coveted 2020 CS Week recognition.

Washington Suburban Sanitary Commission (WSSC) was presented with the "2020 Best CIS Implementation Award" for utilities with annual revenues of at least \$500M.

"The successful implementation of a new customer care and billing system was a key part of a comprehensive strategy to better serve our customers and modernize our business systems to become a more responsive and data-driven water utility," said Carla A. Reid, WSSC Water's CEO and general manager.

The Region of Durham, located near Toronto, Canada, received the "2020 Best CIS Implementation Award" by CS Week for utilities with less than \$500M in annual revenues.

Services

CIS Implementation

Full lifecycle deployment, program office, testing services, organizational readiness, training.

Strategy and Technology Planning

End-of-life assessments, roadmaps, customer experience, organizational preparations.

Technology & Implementation Services Selection

Requirements identification, business processes impacts, leading practices, RFPs, business cases, contract negotiation.

Quality Assurance

One-time or monthly independent (metric-based) CIS quality assessment during the CIS project implementation.

Operations Diagnosis, Remediation and Optimization

Assess the health of CIS with peer benchmarking and evaluation, identify and optimize areas for operational improvement.

“

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— Carla A. Reid, CEO and GM
WSSC Water

Client Case Study



Washington Suburban Sanitary Commission (WSSC Water) is currently among the largest water and wastewater utilities in the US serving Prince George's and Montgomery Counties in Maryland. WSSC serves 1.8 million residents through approximately 475,000 customer accounts and operates 2 water filtration plants and 6 wastewater treatment plants.

In early 2017, WSSC started Project Cornerstone to replace their 30+-year-old legacy Billing and Field Services Systems with Oracle's C2M and Oracle's Mobile Workforce Management (MWM) systems. WSSC selected Black & Veatch as one of the 4 vendors to help them implement these 2 new technologies. C2M and MWM systems went live on July 2, 2019.

On March 12, 2020, in response to COVID-19, canceled all non-essential out-of-state and overnight travel for consultants and business support had to be done 100% remotely. WSSC started to consider reducing the consultant hours.

Jackie Vincent, WSSC's Chief Strategy and Innovation Officer stated that the six Black & Veatch resources are 'protected' and will continue to be fully billable to the client until the end of their contracts. This feedback demonstrated WSSC's recognition of our quality of service as compared to the other consulting resources. The full-time teleworking had very little impact on Black & Veatch's day-to-day support of WSSC, and our resources continue to look for opportunities to add value during the lockdown period.

Building a World of Difference.®

Peter Sarsany | Managing Director
P 314 378 0617 | **E** SarsanyPP@bv.com

Tim Imlah | Director
P 407 419 3581 | **E** ImlahT@bv.com

Carlos Meono | Principal Consultant
P 973 727 5351 | **E** MeonoCM@bv.com

