# Calendar Workshop Notice with Agenda

Public Workshop Notice: Major System Upgrades for Customer Billing Systems

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| **June 27, 2017** 9:30 am –12:30 pm | CPUC San Francisco Headquarters  505 Van Ness Ave  San Francisco, CA 94102  Room: Auditorium  **Conference Phone Line**: 866-619-6147 **Participant Code**: 8617394   **To start or join the online meeting:** **Go to:** <https://van.webex.com/van/j.php?MTID=m3e4a005b2930ee173c78fdddcf720be6> |

AGENDA

**Summary and Purpose**

Energy Division is hosting a workshop to examine the topic of major system upgrades for customer billing systems since such upgrades are presently being proposed in SCE’s General Rate Case and SDG&E’s application to replace its system.  SCE and SDG&E will make presentations answering all of the questions below, followed by a PG&E presentation on a selection of those questions, to be followed by a panel discussion:

1. What are the primary drivers for the need for these upgrades?
2. What is the current state of your system?
   1. Age of your system
   2. When was the last time your system had a major replacement?
   3. Challenges posed by your system
   4. Presently, what percentage of hardware and software is owned by the utility vs. 3rd parties?
   5. Presently, what is the breakdown of utility employees working on the system vs. contractors?
3. What is the utility proposing to do?  Describe the new system and its functionality.
4. What is the proposed timing of the upgrade?
5. How will the company ensure that the system will remain useful over an extended period of time, and not become out of date soon after launch?
6. Will this software be owned by the company, or be provided by service agreement, or will there be a different arrangement? Will the company buy off-the-shelf systems or need custom products?
7. How does the switch from the old system to the new one impact your ability to roll out new programs?
   1. How does the timing of the upgrade relate to the timing of the rollout of TOU rates?   What kinds of implementation challenges does this connection to TOU rollout impose?  What happens to the TOU rate rollout if the upgrade fails / goes through an extensive delay?
   2. What is the impact of CCAs, and the uncertainty surrounding CCAs, on the proposed upgrades?  What about direct access (DA)?
8. What challenges will **customers** face as you switch from your old billing system to your new one?  How are you working to mitigate their challenges?

For questions about this workshop, please contact David Zizmor at [david.zizmor@cpuc.ca.gov](mailto:david.zizmor@cpuc.ca.gov).