

2004 FUNDING

NICOR GAS COMPANY
BOARD OF DIRECTORS

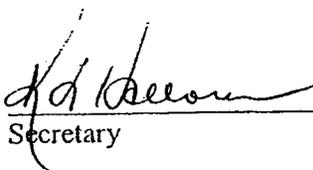
PROJECT REVISION

Budget Item No. 8997 – IT Capital Project

Revision of the Capital investment costs associated with the Field Force Management/CIS Migration Project – upgrade and expand field force mobilization hardware and scheduling software. Implement corresponding CIS software to support the Call Center. This project improves reliability of field response and provides the call center with visibility to all field operations for improved customer call handling. This continues the CIS software migration begun in 2001. The second revision is to provide capital funding for the 2004.

Original Authorization	<u>\$15,000,000</u>
1 st Revised Authorization	<u>\$17,300,000</u>
2 nd Revised Authorization	<u>\$36,000,000</u>

Approved by Financial Policy Committee


Secretary

November 7, 2003
Date

Approved by Board of Directors


Secretary

November 20, 2003
Date

**Customer Care &
Field Force
Management Project**

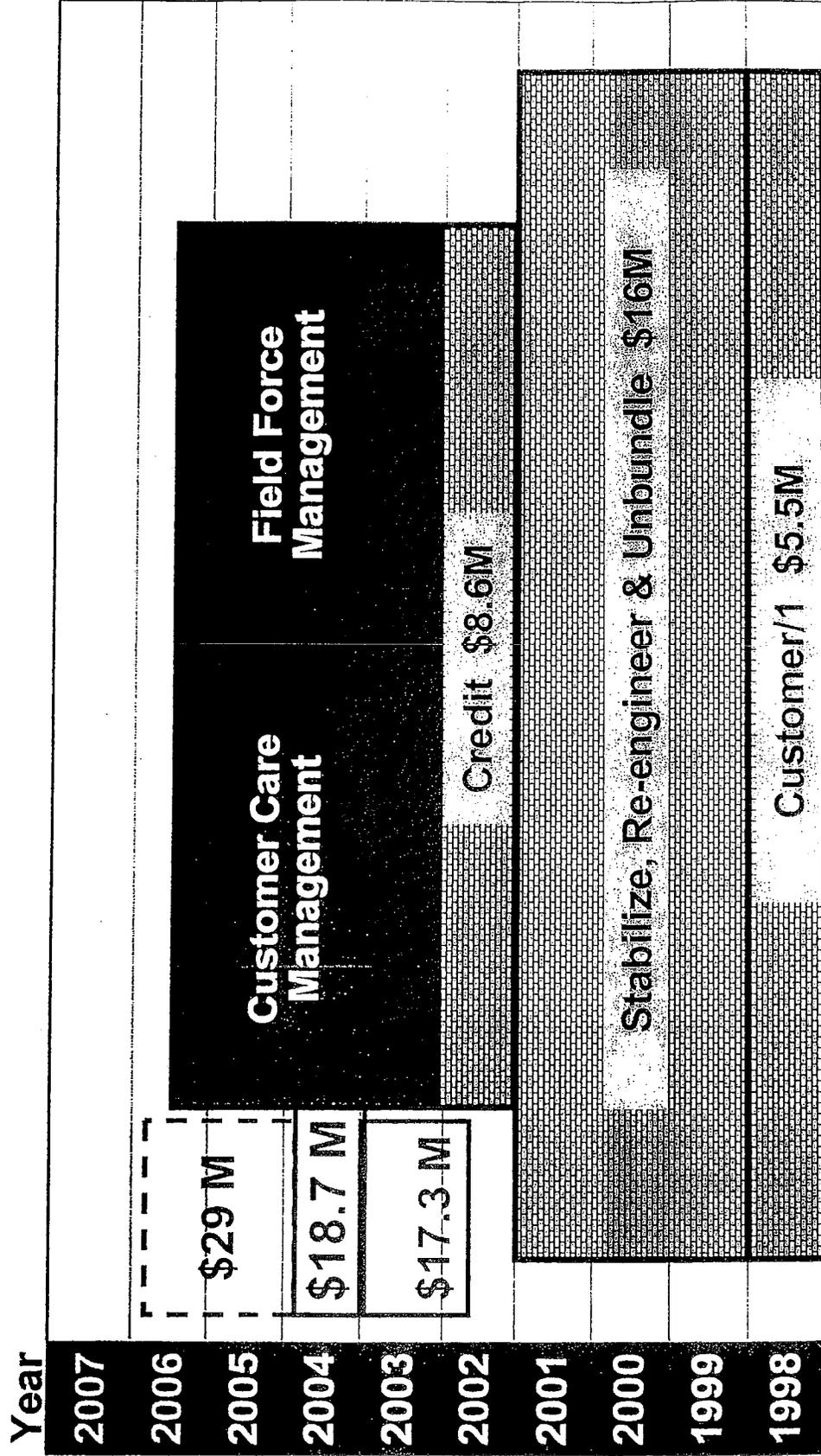
Kevin Kirby

November 7, 2003

Financial Policy Committee

Customer Care & Field Force Management

Building the Foundation for Customer Care



All Dollars reflect capital expenditures

Customer Care & Field Force Management – 2004 Estimate

Capital Dollars

Hardware Purchases	\$2.8
Software Purchases	\$1.2
Software Development Labor	\$14.7

Total 2004 Capital

\$18.7

All Dollars reflect capital expenditures

Customer Care Project

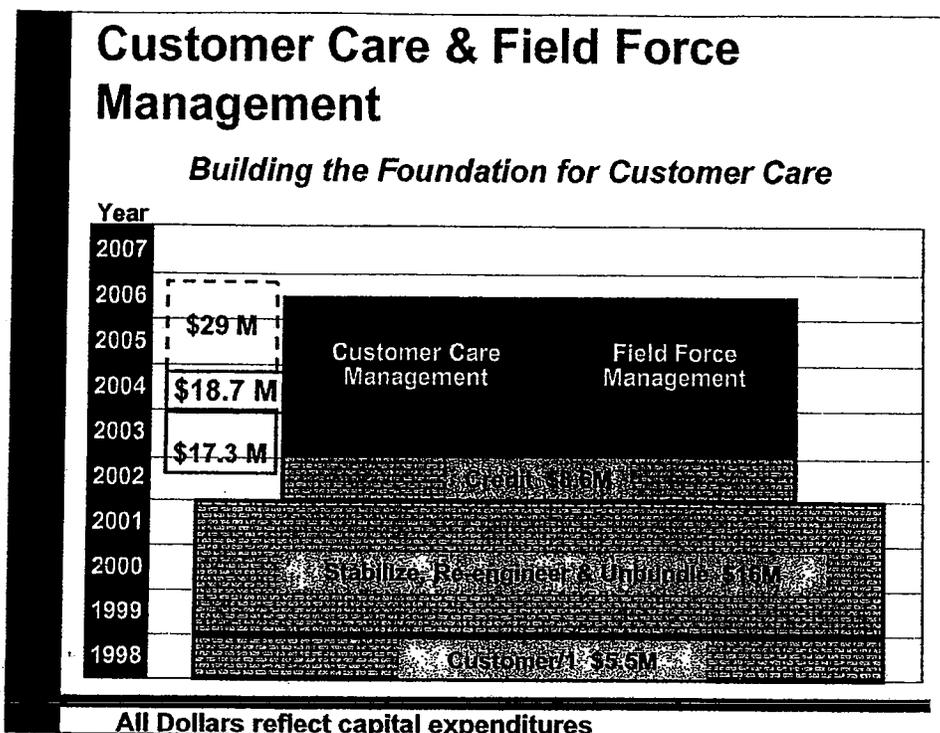
Total Capital Spending(\$ millions)

	Capital Dollars
Customer/1 Analysis	\$5.5
Stabilize, Re-engineer, Unbundle	\$16.0
Release 1 (Credit)	\$8.6
Release 2 (CFM)	
2002/2003	\$17.3
2004 (Requested)	\$18.7
2005/2006 (Estimate)	\$29.0
<u>Total Spending</u>	<u>\$95.1</u>

All Dollars reflect capital expenditures

**Customer Care &
Field Force
Management Project**

Kevin Kirby
November 7, 2003
Financial Policy Committee



•Today, I would like your approval for \$18.7 million for capital funding for the Customer Care and Field Force Management (CFM) System project for the year 2004. Our total cost estimate is \$70 million for both capital and operating expense for this 3 1/2 year project.

•Today's request for additional capital funding of \$18.7 million will bring the total capital authorization to \$36 million. We have also included \$400,000 in our OE budgets for 2004.

Customer Care & Field Force Management – 2004 Estimate

Capital Dollars

Hardware Purchases	\$2.8
Software Purchases	\$1.2
Software Development Labor	\$14.7
<hr/>	
Total 2004 Capital	\$18.7
<hr/>	

All Dollars reflect capital expenditures

•This 2004 capital funding will primarily be used for the construction portion of the project. Building of the interfaces and configuration of the two packages. Some infrastructure will be put in place to support this development effort and prepare the technical environments for testing.

**Customer Care Project
Total Capital Spending(\$ millions)**

	Capital Dollars
Customer/1 Analysis	\$5.5
Stabilize, Re-engineer, Unbundle	\$16.0
Release 1 (Credit)	\$8.6
Release 2 (CFM)	
2002/2003	\$17.3
2004 (Requested)	\$18.7
2005/2006 (Estimate)	\$29.0
Total Spending	\$95.1

All Dollars reflect capital expenditures

• The total capital cost of our projects is \$95.1 million. Release 2, CFM, will total approximately \$65 million capital over this 3 1/2 year period. An additional \$3-5 million of Operating Expense will also be required.

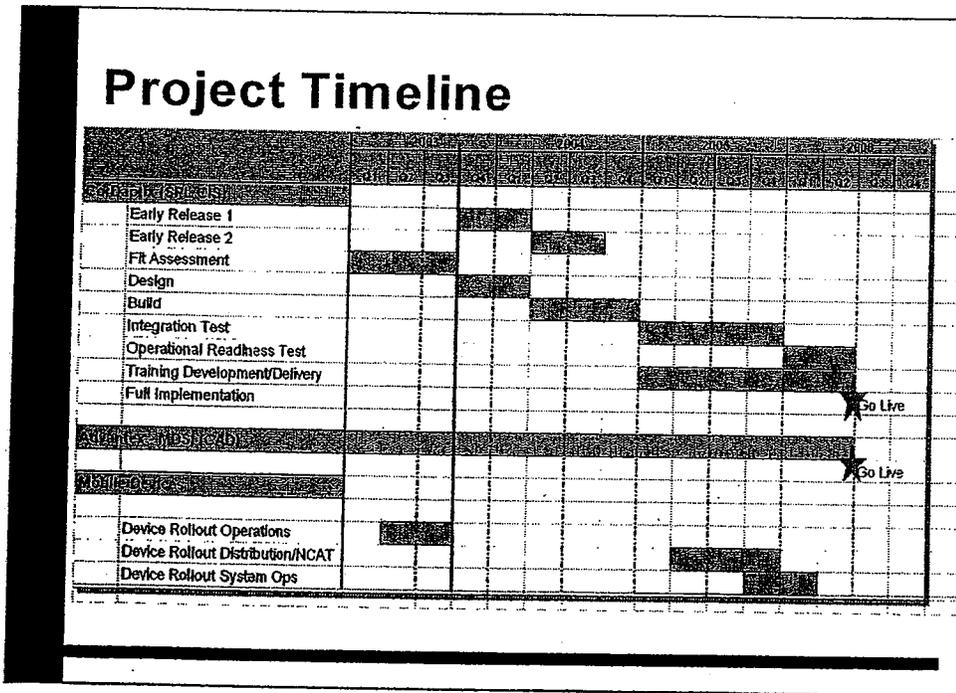


Update May, 2004

IV. CFM Project becomes the n'able Project

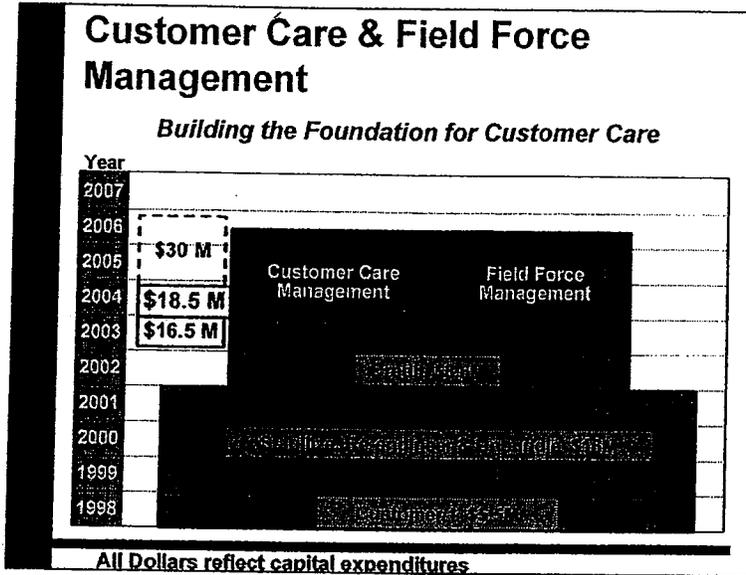
Risk Mitigation: In late 2002 and early 2003 business requirements for this next phase of the project were defined. Then, following our system development life cycle methodology, a high level fit assessment began. As designs were drawn for the integration of the legacy billing systems with the new CIS system in a two-phase approach, it became apparent that significant risks to Customer Billing were being created with our proposed approach.

As a result, the team was asked to draw up an optional plan that would change the 4 ½ year two phase implementation into a 3 ½ year single phase implementation. With this, several interim releases of functionality were defined and planned for in order to mitigate some of the risk of a “big bang” implementation risk.



The interim releases provide several benefits. 1. Change Management – by exposing additional people to the use of CorDaptix and Advantex early, some of the natural learning curve can be done in advance; 2. Technology – implementation of lower volume and less critical functionality will allow for the testing of some of the newer technologies such as EAI; 3. System Health – utilizing peripheral techniques such as reporting and purge/archive in advance of larger volumes will lead to a better understanding of the impacts for full volumes.

Funding: As a result of the change in the project timeline, a change in the funding flow was requested and approved by the board in April 2003. Overall capital spending on this phase is still expected to be around \$65 million.



Key Statistics: The overall size and structure of the project is summarized as follows:

Departments & Involvement

Field

- Dispatching
- Operations
- Workload Administration
- Distribution
- NCAT
- System Operations
- Locating
- Collectors

Call Center

- CSR's
- Builder First

Back Office

- Billing Quality Assurance
- Remittance Processing
- Correspondence
- Credit
- Miscellaneous Billing
- Gas Transportation
- Rates
- Information Services

Governance

- Accounting
- Auditing
- Forecasting
- Rates

Billing

Downloads/Uploads - Meter Reading
 Estimations
 Exceptions - Hi/Low Changes
 Auto Cancel/Rebill
 Retail Access
 Nicor Services
 BI-monthly Billing
 Bill Cycles
 Other Monthly Billing
 Interest Calculation
 Budget Billing
 Non-Service Billing
 Cancel/Rebill
 Bill Print
 eBill Enrollment
 Summary Billing
 Create Transcript Screen
 Tariff Model
 Test Billing
 High Bill Complaints
 OpenCSF - Bill Print Changes
 Transportation Billing Interface

 Revenue Reporting
 Interface with G/L
 Cash Posting
 Sharing Program
 Returned Payments
 LIHEAP
 EFT

Call Center

Create/Maintain Bankruptcy Info
 Create Severence
 Determine account and action for
 Collection
 Skip Tracing
 Credit Bureau Reports
 Process Account Charge-off
 Collection Agency Reporting
 LPC
 Refunds
 Maintain Reconnect Program
 Process A/R Adjustments
 Process Transfers
 Credit Scoring
 Deposits
 DPA
 Pay Plan

 Correspondence
 Letters - Extracts/Formatting
 GLCG/Clean & Check
 Surveys
 Call Tracking
 Customer Acct/Info
 New Premise
 E-Care
 Pick-Offs

Orders/Field

Appointment Booking
 Credit/Collections
 Field Work BPA's
 Maintain Orders
 Mercury
 Start/Stop
 Unpostables
 Work Routing
 Field Work Completion
 Field Work Creation Upload
 Field Work Issuance
 Maintain Meter/Equipment
 Outage - CDX
 Trouble Order Tracking

 Job Checking
 Job Code Translation
 Map Based Dispatching
 GPS
 Customer Signatures
 Maps
 Meter Validation
 Street-level Routing
 Time Reporting

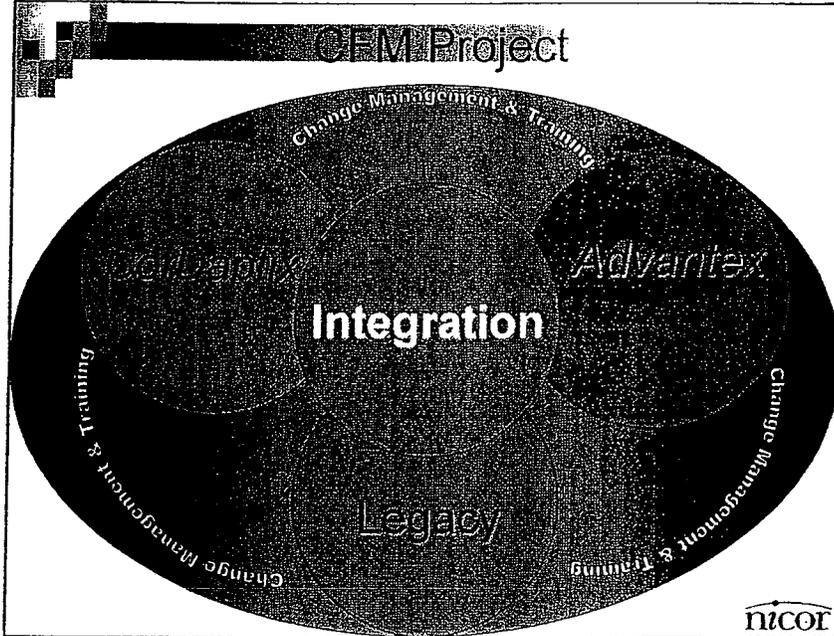


Implementing CEM Facts

- 60,000 Days of Effort
- 80 Resources at Peak
- 55% provided by Nicor
- Financial Structure
 - \$20 million Hardware/Software Purchases
 - Obtained Fixed Bid Labor Contract with Integrator (Accenture)
- Leadership/Business Involvement
 - 8 Executives on Sponsor Team
 - 3 Leadership Teams
 - Oversight Team & Governance Team
 - Change Network
 - 11 Business FTE's Planned on Project
- Approximately 20 Systems to be Decommissioned

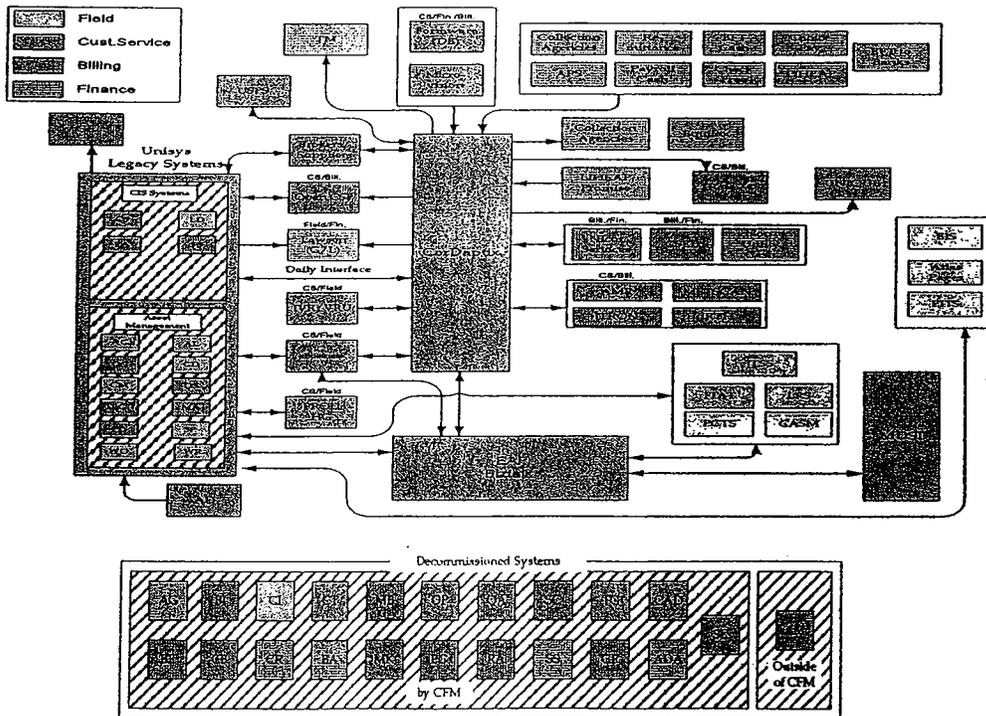


Application Architecture – Future State



CFM Project

CFM Exhibit 1C – Application Architecture Diagram

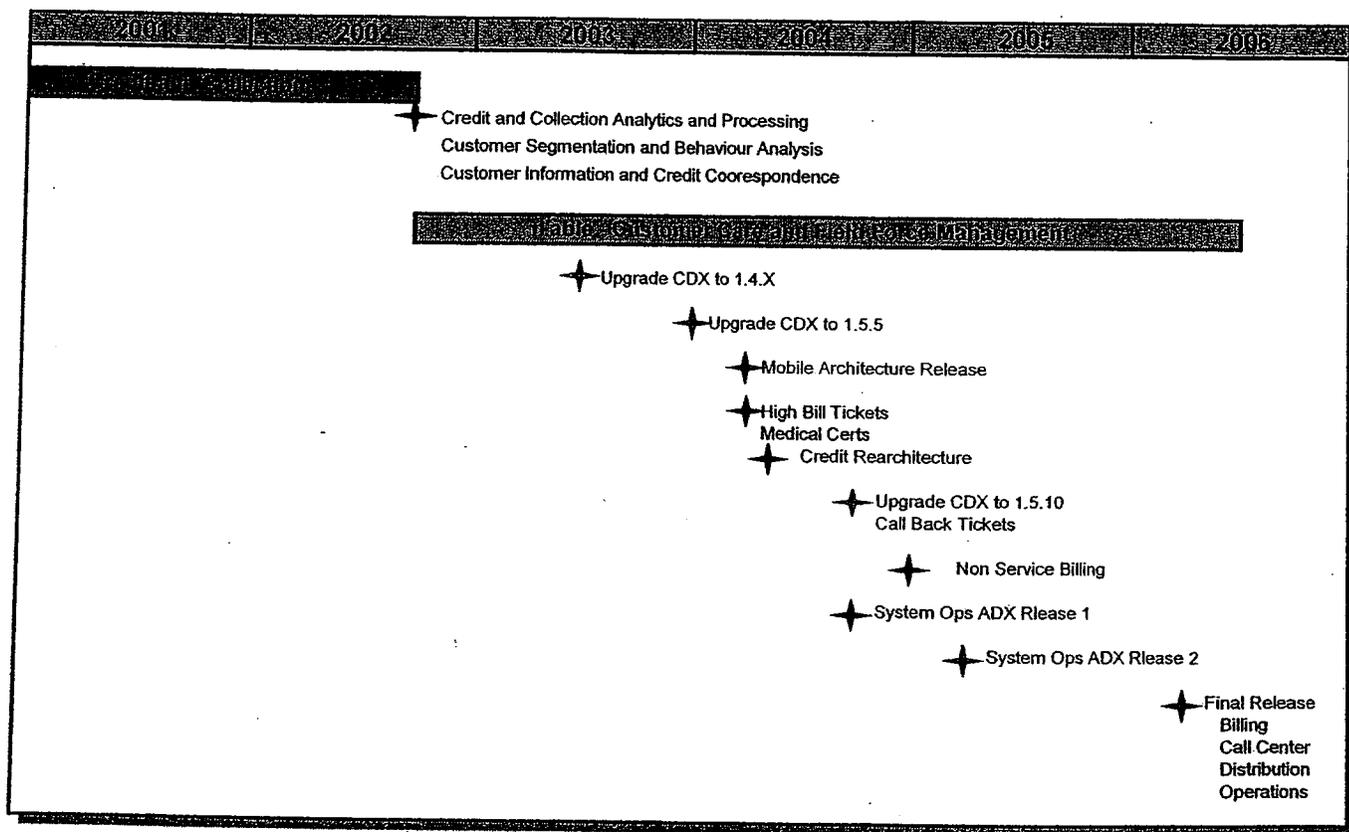


Interim Release Update May 2004

Interim release options are continuing to be considered and implemented. Implementation of High Bills, medical Certificates and Complaints has been completed. Roll-out of the new mobile architecture infrastructure was deployed to the Operations department, which will provide updated atlas maps on a more timely basis. Re-architecting of the Credit data model was completed to support the long-term plan. In addition, the upgrade of the base software has been completed twice as part of production support.

Work continues on additional releases. These include:

1. Customer Contact (Callbacks) deployment to 350 end users
2. Roll-out of EAI with the initial implementation of Advantex to System Operations.
3. Implementation of several components of the Billing infrastructure to support non-service billing.
This includes Bill Print, Cash Posting, Bill Calc, A/R and General Ledger interfacing to name a few.



Final Release – May 2006

Plans are still tracking to support a final release in May 2006. Most of 2004 will be dedicated to the build, configuration and unit testing. 2005 will be dedicated to integration testing and the start of the Operational Readiness Test (ORT). In addition, the development of training material will be completed. 2006 will be focused on completion of ORT, training and business readiness.

NICOR GAS COMPANY
BOARD OF DIRECTORS

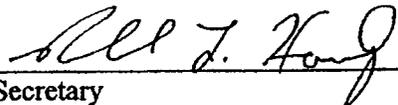
PROJECT REVISION

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Original 1 st Phase Authorization	<u>\$15,000,000</u>
Revised 1 st Phase Authorization - \$2,300,000 (Cumulative)	<u>\$17,300,000</u>
2 nd Phase Authorization - \$18,700,000 (Cumulative)	<u>\$36,000,000</u>
3 rd Phase Authorization - \$18,300,000 (Cumulative)	<u>\$54,300,000</u>

Approved by Financial Policy Committee


Secretary

November 2, 2004
Date

Approved by Board of Directors


Secretary

November 18, 2004
Date

NICOR GAS COMPANY

PROJECT REVISION

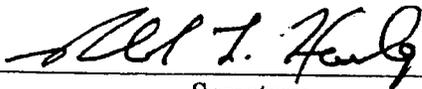
WP(F-4) 2 119/131

Budget Item No. 8997 – IT Capital Project

Revision of the Capital investment costs associated with the Field Force Management/CIS Migration Project (now referred to as the n'able project) – upgrade and expand field force mobilization hardware and scheduling software. Implement corresponding CIS software to support the Call Center. This project improves reliability of field response and provides the call center with visibility to all field operations for improved customer call handling. This continues the CIS software migration begun in 2001. The fourth phase is to provide capital funding for the 2006. This will complete the capital spending for this three and one-half year project totaling \$65 million. Funding request for 2006 is an additional \$10.7 million.

1 st Phase Authorization	<u>\$17,300,000</u>
2 nd Phase Authorization (Cumulative)	<u>\$36,000,000</u>
3 rd Phase Authorization (Cumulative)	<u>\$54,300,000</u>
4 th Phase Authorization (Cumulative)	<u>\$65,000,000</u>

Approved by Financial Policy Committee


Secretary

November 1, 2005
Date

Approved by Board of Directors


Secretary

November 17, 2005
Date



Total Capital Spending

(\$ millions)

Capital Dollars

1998	Customer/1 Analysis	\$5.5
1999-2001	Stabilize, Re-engineer, Unbundle	\$16.0
2002	Release 1 -Credit	\$8.6
	Release 2 -n'able	
2002/2003	Phase 1	\$15.9
2004	Phase 2	\$18.7
2005	Phase 3 (Estimate)	\$19.7
2006	Phase 4 (Requested)	\$10.7
Total Spending		\$95.1

\$65
MM

All Dollars reflect capital expenditures

nable Project Expenditures

2002 thru 2006	As Projected in 2003	Actual Project Life to Date
OE	Overall Project OE: \$6.0 M 2003: \$775K 2004: \$425K 2005 \$1.6M 2006 \$ 3.2M	Overall Project OE: \$5.6 M 2003: \$808K 2004: \$436K 2005 \$1.4M 2006 \$ 3.0M
Capital	Overall Project Capital: \$65.0 M 2002: \$ 1.8M 2003: \$14.1M 2004: \$18.7M 2005 \$18.3M 2006 \$ 12.1M	Overall Project Capital: \$65.1 M 2002: \$ 2.2M 2003: \$13.6M 2004: \$18.6M 2005 \$19.9M 2006 \$ 10.8M
Total Expenditures	\$71.0	\$70.7
By Expenditure Type		
2002 thru 2006	As Projected in 2003	Actual Project Life to Date
Hardware/Software	\$20.1 M	\$19.7
Labor	Fixed Bid Contract with Accenture \$45.9 M	\$46.6
Misc	\$5.0 M	\$4.4
Total Expenditures	\$71.0	\$70.7
		Less than 2% variance
		Auditing; Legal; Post Go Live support; Knowledge Transfer; IVR upgrade; Business Analytics; QA; Training Supplies; Disaster Recovery; non-chargeable labor; Admin Support;

Presented to CMT January 26, 2007



Implementation Plan	
Project # and Description:	N'able
Prepared by:	PMO
Version Date:	3/22/06
Implementation Date:	4/5/06

1. Success Criteria Measurement: Go Live Metrics (From the last weekly flash)

	Planned	Actual	Comments
Infrastructure			
Operations			
Business Readiness			
Go Live			

PMO Approval

The Project Team is ready to support n'able and I am not aware of any material issues that should prevent Go Live from occurring as planned.

Name	Role	Approval for:	Signature	Date
Kevin Kirby	Officer	Customer Care	<i>[Signature]</i>	3/22/06
Barbara Zeller		Information Services	<i>[Signature]</i>	3/22/06
Kyle Jordan	Partner	Accenture	<i>[Signature]</i>	3/22/06
Cindi Reyes	General Manager	Information Services	<i>[Signature]</i>	3/22/06
Tim Kaufman		Information Services	<i>[Signature]</i>	3/22/06
Pat Whiteside		Business	<i>[Signature]</i>	3/22/2006
Dan Rourke	Manager	Business	<i>[Signature]</i>	3/21/06



Implementation Plan

Project # and Description:	N'able
Prepared by:	PMO
Version Date:	3/22/06
Implementation Date:	4/5/06

Operating Leadership Approval

My business unit is ready to support n'able and I am not aware of any material issues that should prevent Go Live from occurring as planned.

Name	Role	Approval for:	Signature	Date	Notes
Kevin Kirby	Officer	Customer Care	<i>[Signature]</i>	3/23/06	
Barbara Zeller		Information Services	<i>[Signature]</i>	3/23/06	
Anthony McCain		Field	<i>[Signature]</i>	3/27/06	
Jim Griffin		Field	<i>[Signature]</i>	3/23/06	
Ellen Rendos	Business Owner	Customer Care	<i>[Signature]</i>	3/23/06	
Dave Lukowicz		Customer Care	<i>[Signature]</i>	3/21/06	
Nina Hunter		Customer Care	<i>[Signature]</i>	3/23/06	
Shirley Weite		Customer Care	<i>[Signature]</i>	3/23/06	
Pat Whiteside		Field	<i>[Signature]</i>	3/24/06	
Ron Katt		Field	<i>[Signature]</i>	3/23/06	
Ron Roulo		Field	<i>[Signature]</i>	3/23/06	
Clint Whybark		Field	<i>[Signature]</i>	3/23/06	
Cindi Reyes	PMO	Information Services	<i>[Signature]</i>	3/23/06	Still need to complete testing of SA application w/ multiple people
Tim Kaufman		Information Services	<i>[Signature]</i>	3/23/06	
Dan Rourke		Business	<i>[Signature]</i>	3/23/06	
Kyle Jordan		Accenture	<i>[Signature]</i>	3/23/06	



Implementation Plan	
Project # and Description:	N'able
Prepared by:	PMO
Version Date:	3/22/06
Implementation Date:	4/5/06

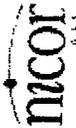
1. Success Criteria Measurement: Go Live Metrics (March 24 Leadership Brief)

	Planned Go Live	Actual	Comments
Infrastructure	100%	100%	
Operations	99%	96%	Achieved business goals 26/27 days, gap is in operational measures
Business Readiness	99%	94%	All business leaders have signed-off during 3/24.
Go Live	97%	98%	

PMO Approval

The Project Team is ready to support n'able and I am not aware of any material issues that should prevent Go Live from occurring as planned.

Name	Role	Approval for:	Signature	Date
Kevin Kirby	Officer	Customer Care	<i>[Signature]</i>	3/27/06
Barbara Zeller	Officer	Information Services	<i>[Signature]</i>	3/27/06
Kyle Jordan	Partner	Accenture	<i>[Signature]</i>	3-27-06
Cindi Reyes	Director	Information Services	<i>[Signature]</i>	3-27-06
Tim Kaufman	Director	Information Services	<i>[Signature]</i>	3/30/06
Pat Whiteside	General Manager	Business	<i>[Signature]</i>	3/27/2006
Dan Rourke	Manager	Business	<i>[Signature]</i>	3-27-06



Implementation Plan

Project # and Description:	N'able
Prepared by:	PMO
Version Date:	3/22/06
Implementation Date:	4/5/06

Information Services Leadership

My business unit is ready to support n'able and I am not aware of any material issues that should prevent Go Live from occurring as planned.

Name	Role	Approval for:	Signature	Date	Notes
Barbara Zeller	Officer	Information Services	<i>Barbara Zeller</i>	3/21/06	
Tim Kaufman	PMO		<i>Tim Kaufman</i>	5/30/06	
Cindi Reyes	PMO		<i>Cindi Reyes</i>	3/27/06	
Denise Kirchofer	Manager	Databases, Servers and SAN	<i>Denise Kirchofer</i>	3/27/06	
Mark Guth	Manager	Security and Disaster Recovery	<i>Mark Guth</i>	3/27/06	
Sandy Garcia	Manager	Data Center, Service Desk, Regional Support, and Asset Mgmt	<i>Sandy Garcia</i>	3/27/06	
Dave Parmer	Lead	Servers and SAN	<i>Dave Parmer</i>	3/27/06	
Val Amstutz	Lead	Data Center Operations	<i>Val Amstutz</i>	3/27/06	
Wesley Houston	Lead	Service Desk	<i>Wesley Houston</i>	3/27/06	
Bob Rawls	Lead	Regional Support	<i>Bob Rawls</i>	3/27/06	
Walt Mauder	Lead	Voice, Data and Radio Networks	<i>Walt Mauder</i>	3/27/06	
Julie Dorbit	Manager	Applications	<i>Julie Dorbit</i>	3/27/06	
Wanda Johnson	Lead	Orders Applications	<i>Wanda Johnson</i>	3/27/06	
Larry Luytjes	Lead	Billing Applications	<i>Larry Luytjes</i>	3/27/06	
Vince Welter	Lead	EI Applications	<i>Vince Welter</i>	3/27/06	
Cindy Nelson	Lead	Architecture	<i>Cindy Nelson</i>	3/27/06	
Cindy Flynn	Lead	Nicor Services Interfaces / Applications	<i>Cindy Flynn</i>	3/27/06	

Handwritten notes and signatures in the right margin, including a large signature and the date 3/28/06.

The following document is an update on the Go Live Weekend for n'able.

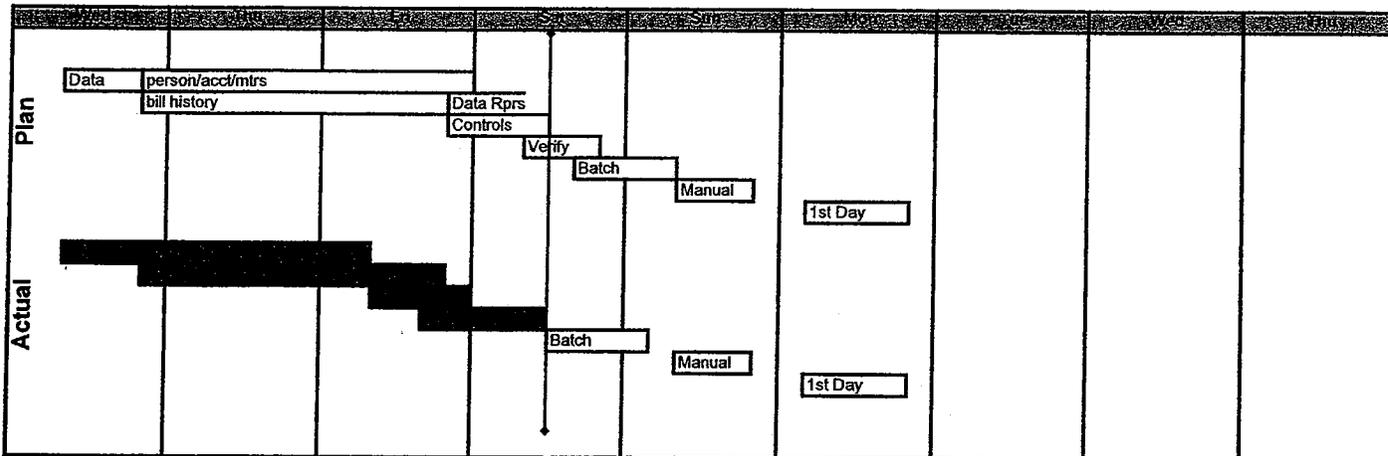
The update includes reviews of:

- 1. Execution Status
- 2. Conversion Controls
 - a. Financial Controls
 - b. Operational Controls
- 3. Online Verification
- 4. Batch Schedule for Saturday
- 5. Manual Conversion Plans
- 6. Support Plan

Attendees: Kevin Kirby; Barbara Zeller; Anthony McCain; Jim Griffin; Karen Pepping; Ron Katt; Clint Whybark; Dave Lukowicz; Shirley Wette; Kelly Lena; Jim Gorenz; Kyle Jordan; Pat Whiteside; Cindi Reyes; Tim Kaufman; Nina Hunter; Michael Zumach; Claudia Colafillo; Rocco D'Alessandro; Rick Hawley;

1. Execution Status

The Go Live plan experience minimal issues and consistent runtimes with Mock 8 for the execution of the Data Preparation and Conversion tasks. By Friday morning, the team was ahead of schedule going into the Controls Review and Verification steps.



2. Conversion Controls

Conversion Controls were aligned to expected results. No unplanned discrepancies were encountered. All planned variances are accounted for in the weekend plan.

2.a Financial Controls

The Conversion execution created out of balance conditions between the RA Legacy system and the new CC&B system. These conditions impacted **less than 100 customer accounts**, and had a net impact of \$714 to the total Receivable balance of Nicor Gas. Adjustments are in process.

Third party balances were within \$110, with identified accounts that are being corrected.

Line #		Expected	Actual	Difference	Percentage
1	\$ Utility AVR Sum - Payoff (1)	\$ 346,376,361	\$ 346,375,758	\$ (603)	100.00%
2	\$ Deposits on Hand - Payoff (1)	\$ (30,784,692)	\$ (30,784,692)	\$ -	100.00%
3	\$ LIHEAP - Payoff (1)	\$ 5,566,381	\$ 5,566,381	\$ -	100.00%
4	Financial Controls Reconciliation Attached				

		Expected	Actual	Difference	Percentage
5	\$ Financial Transactions Total Amount moved from CSEL to RTL-SUB (2)	\$33,108,968	\$33,108,968	\$0	100.00%
6	\$ Financial Transactions Total Amount moved from FIX-BILL to OV-SUB (2) (3)	\$11,267,444	\$11,267,352	\$ (93)	100.00%
7	\$ Financial Transactions Total Amount moved from NON-UTIL to WRNT-SUB & GLCG-SUB (2) (3)	\$4,620,929	\$4,620,912	\$ (17)	100.00%

(Note: Some third party money remains on Generic Service Agreements and will require additional intervention for cash posting and distribution)

2.b Operational Controls

Accounts, Persons, Premises and Meters had immaterial discrepancies to expected results.

	Accounts (Existing Entity in CCB)	Expected	Actual	Difference	Percentage
	<i>Ensure proper conversion of EFT information; ensure existing accounts not impacted</i>				
8	# Autopay Option Inserts	230,201	230,196	-5	100.00%
9	# of active accounts in CC&B (Before & After)	2,159,658	2,159,658	0	100.00%
10	# of active Utility accounts in Legacy versus CC&B	2,159,555	2,159,658	103	100.00%
11	# of MB accounts in CC&B (Before & After)	11,805	11,805	0	100.00%

	Bills	Expected	Actual	Difference	Percentage
	<i>Monitor conversion of existing generic billing adjustments currently in CCB; ensure all accounts have start read for post implementation billing.</i>				
12	# Bills Converted	9,481,378	9,917,775	436,397	104.60%
13	# of Active Accts without any Bills Converted (excluding MISCBILL)	N/A	N/A	N/A	N/A

Line #	Meters	Expected	Actual	Difference	Percentage
	<i>Ensure CCB has same number of meters as legacy asset management system, MA.</i>				
17	# Meters Converted	2,429,720	2,429,720	-	100.00%
18	# Items Converted	30,611	30,611	-	100.00%
19	Meter Conversion Verification Attached				

	Meter Read History	Expected	Actual	Difference	Percentage
	<i>Monitor number of reads converted. Planning 4 months residential, 12 months non-residential. Ensure all accounts have a reading for billing forward.</i>				
20	# Meter Reads Converted	13,502,453	13,412,557	-89,896	99.33%
21	# of accounts without matching read	0	4,164	4,164	

	Premises and Service Points	Expected	Actual	Difference	Percentage
	<i>Ensure CCB has same number of premises as legacy. Expected difference of 162 due to multi-meters.</i>				
22	# Premise Type Updates	2,234,884	2,234,883	-1	100.00%
23	# Service Point Meter Cycle Updates	2,238,222	2,238,222	0	100.00%
24	# SP Meter History Inserts	2,196,797	2,196,796	-1	100.00%
25	# SP Meter Installation Read Event Inserts	2,196,635	2,195,919	-716	99.97%
26	# of Service Points (before and after)	2,238,878	2,239,058	180	100.01%

	Service Agreements	Expected	Actual	Difference	Percentage
	<i>To monitor service agreement updates/inserts; specifically rate schedule, 3rd party and utility service agreements without converted bills.</i>				
27	# Service Agreement Updates	7,294,736	7,294,736	0	100.00%
28	# Sub-SA Inserts (e.g. RTL-SUB)	1,449,147	1,449,147	0	100.00%
29	# Active SA Start Meter Read Updates	2,159,492	2,159,429	-63	
30	# SA Rate Schedule Inserts (117:139)	2,835,452	2,835,029	-423	

	Persons (Existing Entity in CCB)	Expected	Actual	Difference	Percentage
	<i>Ensure proper conversion of zip + 4 for postal discounts</i>				
31	# Main Customer 9-digit ZIP Code Updates	2,159,552	2,159,544	-8	100.00%
32	Total Persons in CC&B (Before & After)	5,171,375	5,171,375	0	100.00%

3. Online Verification

Online Verification is currently in progress, with no conversion issues identified. Operational (i.e. security, config) issues have been identified and resolved.
 Bill Verification - in process

4. Batch Schedule

The team will begin the first day of processing today at 2:00pm.

Key Milestones throughout Saturday:

1. Cash Posting = 6pm
2. Meter Read Upload = 6pm
3. Collections = 8pm
4. Bill Calculation = 11pm
5. Bill Print = overnight
6. General Ledger = 3am (Sunday)
7. Financial Controls = 3am (Sunday)

5. Manual Conversion

Approximately 300 resources are working today from 7am to 7pm in Sycamore and GO to perform Manual Conversions and reentry of 'paper work' that has accumulated over the past 3 Business Days.

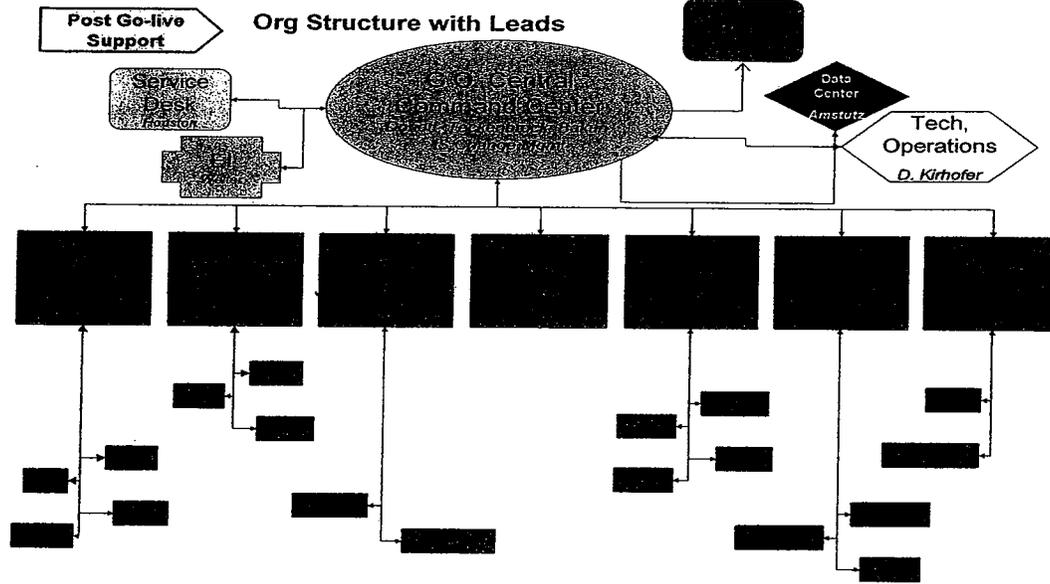
The project Team is onsite at all locations and supporting the effort from the 4th Floor.

Key Tasks:

1. Call Center Start/Stops
2. Field/Call Center Order Entry
3. Field Scheduling for Monday
4. Field Dispatch - Trouble/Same day - 20 "crews"
5. BQA Manual Conversion

6. Support Plan

The full support plan begins Monday morning at 5am, with conference calls from all locations starting at 8:30 am and ending the day at 3:00 pm. X3990 will be maintained throughout the month for batch results and Operational Incidents.



Meeting called by: **Nina Hunter**

Date: **April 8, 2006**

Participants:

n'able Conversion Sign-off:

- Officers: Kevin Kirby, Karen Pepping, Barbara Zeller
- Manager Support: Jim Gorenz, Dave Lukowicz, Ellen Rendos, Mike Zumach, Irene Chowaniec
- Project Support: Kyle Jordan, Dan Rourke, Nina Hunter, Dave Chaplin, Phil Bachelor, Leann DeMar
Kelly Kristich, Cindi Reyes, Tim Kaufman

Meeting place:

Time: 11:00-12:00 pm

Purpose of meeting:

Finance Accounting leadership
Sign off for conversion controls

Agenda items

Person(s) responsible

Time allotted

1. Go Live Conversion Results

- | | |
|---------------------------------------|---------------|
| - Financials | Nina Hunter |
| - Accounts; Bills; Service Agreements | Phil Bachelor |
| - Meters; Meter Reads; Premises; | Leann DeMar |

Notes:

Virtual all identified differences have a manual conversion/update in place to resolve discrepancy; Auditing and Billing Services are comfortable with the results;-Finance Organization gave approval to proceed;

Most significant difference includes pulling of approximately 30,000 accounts out of billing due to a "bad start read". These accounts will be analyzed and repaired in a timely fashion to allow billing to proceed on a regular schedule.

Financial differences – reconciled on spreadsheet. Need to find \$486 of adjustments lost between SRP process and creating of the adjustment files. This should be trackable.

Some LIHEAP differences remain and are expected due to the new tracking of "promises" from the agencies;

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