

ILLINOIS-AMERICAN WATER COMPANY
RESPONSE TO ILLINOIS OFFICE OF ATTORNEY GENERAL
DATA REQUEST NUMBER AG-4.12

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| Witness Responsible: | <u>Andrew Twadelle</u> |
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| Date Received: | <u>February 1, 2012</u> |
| Docket No.: | <u>11-0767</u> |

AG-4.12

BT. Refer to the response to DLH 10.01.

- a. Identify the systems that IAWC has been using pre-BT for each of the following functions:
 1. Human resource
 2. Finance and accounting
 3. Supply chain
 4. Procurement management
 5. Any other systems which are being replaced by BT systems.
- b. Identify the annual cost to IAWC in each year, 2004 through 2011, from the use of those existing systems.

RESPONSE

- a.
 1. The Human Resources systems that existed prior to BT are: 1) JD Edwards for employee master records. Master records include personally identifiable information and confidential information related to the employee such as salary, hire date, benefit choices, etc. JDE has also been used for time capture for AWW service company employees. 2) Various spreadsheets and Word documents have been used for performance management and many other common HR transactions like employee information changes, time tracking and reporting, payroll changes, disability tracking and FMLA administration, etc. These systems will be replaced by the Human Resources modules of the Enterprise Resource Planning (ERP) component of SAP, Success Factors and Kronos.
 2. The Finance and Accounting system that existed prior to BT is JD Edwards. This system will be replaced by the Enterprise Resource Planning (ERP) component of SAP.
 3. The systems that existed for Supply chain were 1) JD Edwards for vendor contact information, stock purchase orders and some inventory functions; 2) Sourcing, material resource planning and most inventories are done manually. These systems will be replaced by the Enterprise Resource Planning (ERP) component of SAP.
 4. A separate procurement systems did not exist beyond what is mentioned in item 3 above for supply chain. Basic functionality like purchase orders are not part of the existing JDE system. All work has been done manually.

5. AW's Enterprise Customer Information System (ECIS), is a software system that houses American Water's account, customer, and contact information. Capabilities include creation and maintenance of service orders, meter readings, billing and payment processes, and credit and collection information. ECIS is being replaced by SAP. The Service Suite application which is the software supporting AW's field service technicians servicing customers is also being replaced by SAP. This system is used to dispatch short cycle customer work (e.g. turn on and off service, fix broken meters, leaks) and track the status of work orders.

- b. The annual maintenance and support costs for IAWC in each year from 2004-2011 for the existing systems are:

| \$ in '000"s | <u>2006</u> | <u>2007</u> | <u>2008</u> | <u>2009</u> | <u>2010</u> | <u>2011</u> | <u>Total</u> |
|------------------------------|-------------|-------------|-------------|-------------|-------------|-------------|--------------|
| IAWC Total for ECIS | 343 | 535 | 295 | 253 | 254 | 245 | 1,926 |
| IAWC Total for JDE | 61 | 60 | 58 | 24 | 19 | 13 | 235 |
| IAWC Total for Service Suite | 38 | 49 | 46 | 52 | 58 | 66 | 307 |
| | <u>442</u> | <u>644</u> | <u>399</u> | <u>328</u> | <u>331</u> | <u>324</u> | <u>2,468</u> |

The costs for ECIS and JDE were directly charged to IAWC. The costs for Service Suite were allocated to IAWC as Management Fees. 2004 and 2005 information cannot be broken down to this level based on the approach to budgeting used at that time.

Date Response Provided: February 14, 2012