Billing Cycle Alignment Project Fact Sheet

**Issue:** More than 250,000 account meters are read and billed by cycle. The scattered distribution of 19 cycles evolved over years of rapid growth. Two-thirds of accounts have gaps of 20 days or more between meter reading and billing.

### Current Billing Cycles

![Current Billing Cycles Map](image)

### Project Objectives & Benefits

- **Realign billing cycles**
  - Route efficiency
- **Reduce number of billing cycles**
  - Read all accounts within one month
- **Evenly distribute number of accounts read and billed per cycle**
  - Evenly distributes workload
- **Significantly shorten the gap of time between meter reading and bill generation (Read to Bill)**
  - Respond to unusual bills sooner

### Current State

![Current State Map](image)

- **Cycle 2 Accounts:** 4,452
- **Cycle 7 Accounts:** 20,180

### Proposed Future State

![Proposed Future State Map](image)

- **Cycle 2 Accounts:** 14,065
- **Cycle 7 Accounts:** 16,405

### Transition Issues:

- Realigning bills for some customers (~80%) will result in a Read to Bill period that is more than 33 days of service.
- To avoid unusually high bills during the transition March 2015 bills will not exceed 33 days of service.
- Of the total days of services billable in one year, 3.39% of billable days will be un-billed to implement the BCA project.
- Customer impact is limited to a change in meter reading date and bill due date.

<table>
<thead>
<tr>
<th>Customer Benefits</th>
<th>Utility Benefits</th>
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<tbody>
<tr>
<td>• Billing reflects more recent consumption</td>
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<td>– Usage questions more timely raised and addressed</td>
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<td>– Helps in identifying plumbing leaks sooner</td>
<td>– $ write-off for leaks reduced</td>
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<td>– Leak costs reduced</td>
<td>• Cycles organized and balanced by historical workload, # of accounts, and projected growth</td>
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<td>• Enhanced service response and consistency for improved customer experience</td>
<td>• Cycles defined by thoroughfares, neighborhood boundaries and townships</td>
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<td>• Timely response to move-in and move-out requests</td>
<td>• All cycles will bill in one month</td>
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