



RECEIVED-FPSC

11 MAR 10 PM 2: 04

Aqua Utilities Florida, Inc.  
2228 Capital Circle NE, Ste. 2A  
Tallahassee, FL 32308

COMMISSION  
CLERK

March 10, 2011

Ralph Jaeger  
Office of General Counsel  
Florida Public Service Commission  
2540 Shumard Oak Blvd.  
Tallahassee, FL 32399-0850

**Re: Docket No. 100330-WS - Application for increase in water/wastewater rates in Alachua, Brevard, DeSoto, Hardee, Highlands, Lake, Lee, Marion, Orange, Palm Beach, Pasco, Polk, Putnam, Seminole, Sumter, Volusia, and Washington Counties by Aqua Utilities Florida, Inc. – Staff Twenty-Seventh Data Request**

Dear Mr. Jaeger:

By this letter, Aqua Utilities Florida, Inc. (AUF or Company) provides its response to the Staff's Twenty-Seventh Data Request.

1. Please provide the following information for Aqua America's PowerPlant, CIS, and Banner software systems:
  - a. Explain in detail the purpose of each software system.
  - b. Provide the original cost and in-service dates for each software system.

Provide a list of any updates for each software system, include the in-service date and the cost of each update

**RESPONSE:**

- a. **Explain in detail the purpose of each software system.**

COM \_\_\_\_\_ Aqua America's Information Systems are well recognized and proven products with a utility focus.  
 APA  Three major systems within Aqua are Powerplant (Asset Tracking & Rate Case support), Banner  
 ECR  (Customer Service, Billing, and Collections), and Itron Service Link (Service Delivery Management).  
 GCL  During the past 3 years, Aqua has made significant investments to help ensure that Banner, and  
 RAD \_\_\_\_\_ Powerplant and the CIS systems supporting Customer Service and Field operations, are capable of  
 SSC \_\_\_\_\_ effectively supporting Aqua's customers. Emphasis has been placed on the consolidation and  
 ADM \_\_\_\_\_  
 OPC \_\_\_\_\_  
 CLK \_\_\_\_\_

DOCUMENT NUMBER-DATE

01583 MAR 10 =

FPSC-COMMISSION CLERK

An Aqua America Company  
www.aquautilitiesflorida.com

standardization of systems, with a particular focus on system scalability, billing accuracy, and Sarbanes-Oxley (SOX) compliance.

## **1. Customer Information Systems**

Starting in 2006, the migration of various CIS systems to Banner and Service Link began as a part of the project called “Meritage” designed to consolidate various customer-oriented processes. Today, 100% of Aqua’s Customer Service and Billing operations are supported by Banner. This has enabled Aqua to centrally manage Billing, Collections, Meter Reading, and Customer Service via 3 call centers, and leverage state of the art technology such as Avaya telephony.

### CIS Sub-systems

*Aqua Meter Reading Application (AMRA):* AMRA is the system of record for all meter readings obtained in the field. The AMRA data base was enhanced to support raw meter readings from various manufacturers (Itron and Sensus meters).

*Aqua Cash and Meter Interfaces (ACMI):* The manually intensive Meter and Cash processes were automated using workflow technologies to minimize human involvement in posting and reconciling cash, and loading meter reads. The new processes provide audit logs and recovery procedures to ensure daily meter read data is accurate.

*Accounting Controls:* Additional accounting controls were applied to Banner during 2008/2009 for meter reading and billing completeness. Meter reading statistical reports reconciling the download of meter routes with the upload of meter reads have been implemented, along with billing reconciliation reports for revenue completeness.

*PUC System (Aqua Complaint Exchange System):* A multi-state Public Utility Commission complaint tracking system was implemented.

*Service Link:* The Itron Service Link is a dispatching system that manages service orders sent to field personnel using wireless technology. Today, 450 field units have been deployed, 38 service order types are electronically dispatched in 11 states. An average of 2,400 service orders are created each day and scheduled with an appointment booking capability within Service Link. Results of the service link project:

- Technology and process standardization for all states – all states’ service orders are processed in the same manner and use the same systems
- Service orders are not lost or disputed concerning status.

*Aqua Service Order Automation (ASOA):* The ASOA application was implemented in late 2008 as part of an initiative to auto-close service orders for all states, allowing greater management visibility into the service order process, and decreasing the need for resources outside Bryn Mawr to close service orders.

Aqua upgraded the Service Link system in 2010 to the latest Itron version 5.2. Service Link version 5.2 will provide a new mapping system for street-level routing of orders, added ability to run SL on multiple servers to increase speed (load balancing, scalability), and grouping fields for auto-dispatching so that orders can be sent to a specific FSR, avoiding multiple people being dispatched for the same service order.

## **2. Banner**

The Banner Customer Information System is a powerful tool for the collection, reporting, and management of customer, location, and account information. It is designed specifically to support the operations of a utility service provider, i.e. gas, water, and wastewater. It delivers the comprehensive, accurate, and timely information you need to support high quality customer service, efficient operational control, and management decision-making.

The system supports any number and combination of metered and non-metered services including water, wastewater, storm drainage, hydrants, gas, etc. Meter reading, billing, accounts receivable, and adjustment functions document charge and payment information for various accounts. Flexible billing methods, delinquency tracking, and comprehensive revenue reporting enable a utility to maintain tight cash control. Detailed inventories of meters, taps, hydrants, etc. are stored and updated in both the warehouse and the field. Other functionality includes a note pad, the tracking of credit history, payment arrangements, deposits and fees, refunds, and service diversions.

## **3. Powerplant**

PowerPlant is a complete Asset Management and Accounting Software System that was designed specifically for the utility and other asset intensive industries. It enables the company to control and monitor distributed construction and to take advantage of its capital intensive nature, in terms of costing and profitability analysis, asset recovery and tax minimization. As the industry changes, accounting, tax, cost accounting and profitability analysis can all be changed without expensive maintenance or reprogramming. Additional companies, assets, states or provinces can be easily added. The system allows you to re-engineer your process as well as implement future changes.

### **b. Provide the original cost and in-service dates for each software system.**

AUF objects to providing this information for years prior to 2008. The information is irrelevant for the current rate case. The historical year in Docket No. 100330-WS is the twelve month ending April 30, 2010. The Commission previously issued its Final Order in Docket No. 080121-WS, (Order No. PSC-09-0385-FOF-WS, issued May 29, 2009), which approved an appropriate level of investments for the test year ending December 31, 2007.

The enclosed CD labeled Staff Twenty Seventh Data Request Response, contains the Excel file titled “Staff Set #27-Banner,CIS, PowerPlant projects-2008-2010” which includes software investments made in years 2008, 2009, and 2010 for these systems.

- c. Provide a list of any updates for each software system, include the in-service date and the cost of each update.**

See response to Part B above.

Please acknowledge receipt of this filing by stamping the extra copy of this letter “filed” and returning the copy to me. Thank you for your assistance.

Sincerely,



Troy Rendell  
Rates Manager

cc: Bruce May, Holland & Knight  
Office of Commission Clerk  
Patricia Christensen, Office of Public Counsel  
Kimberly A. Joyce, Aqua America, Inc.  
Kenneth Curtin, Esquire, Attorney for Arredondo Farms