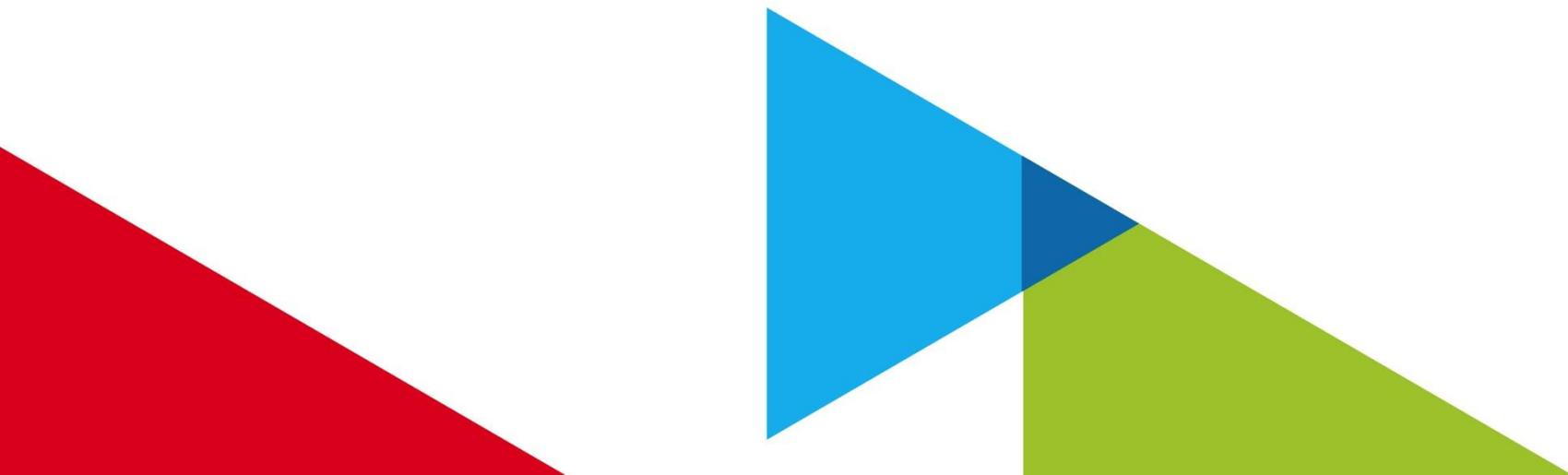


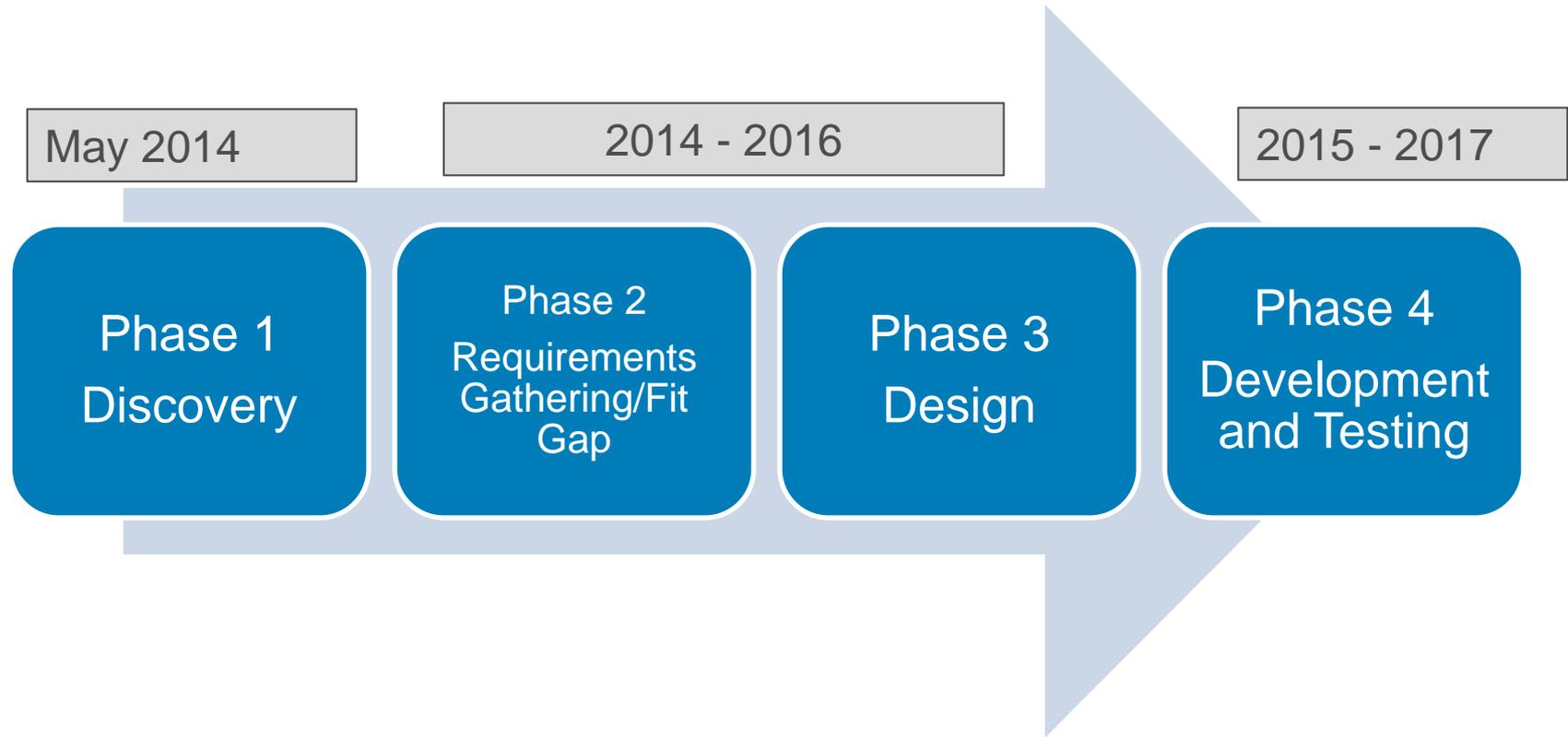
Southern Company GAS Utilities Consolidation

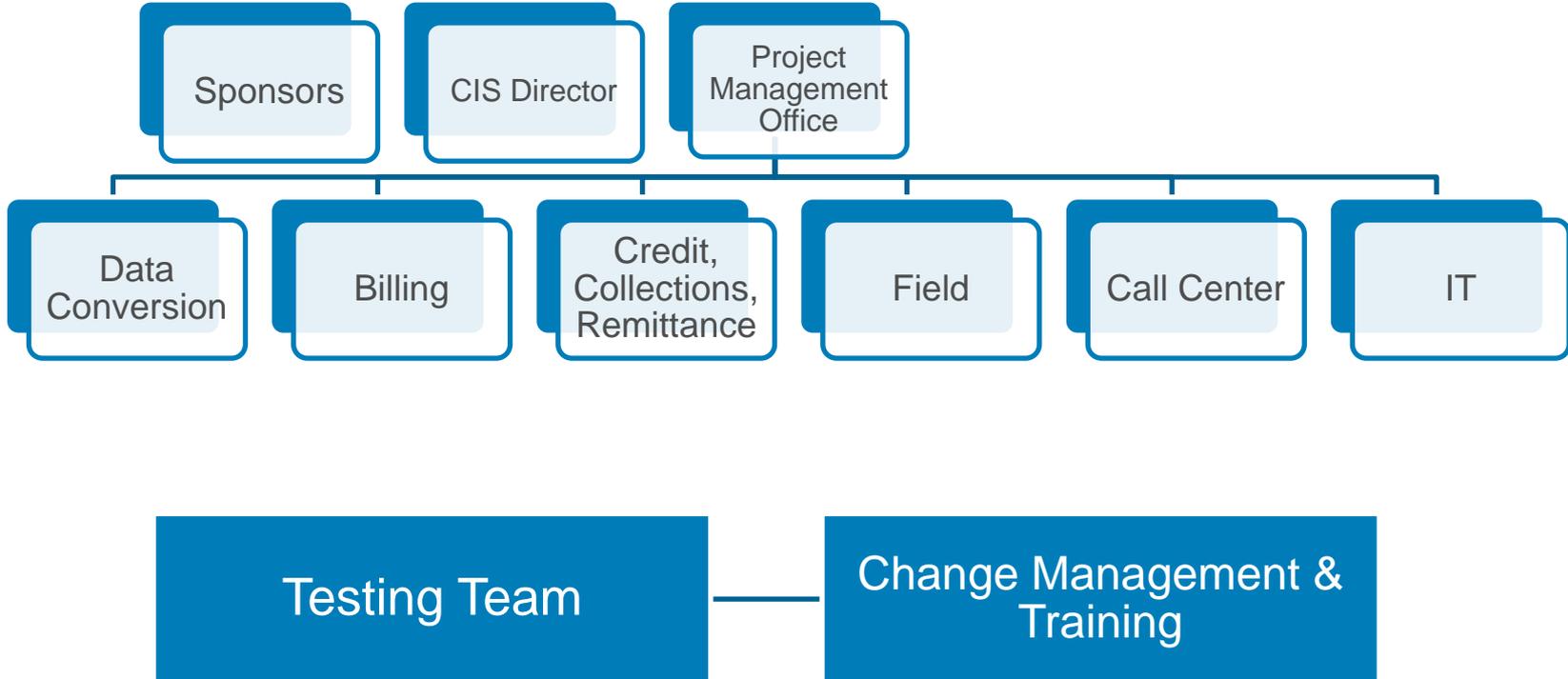


2013: CC&B Consolidation - Benefits



CC&B Consolidation – Project Approach

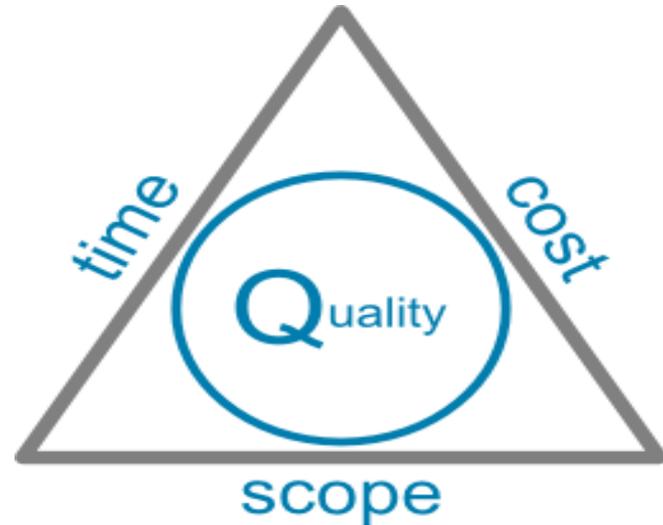




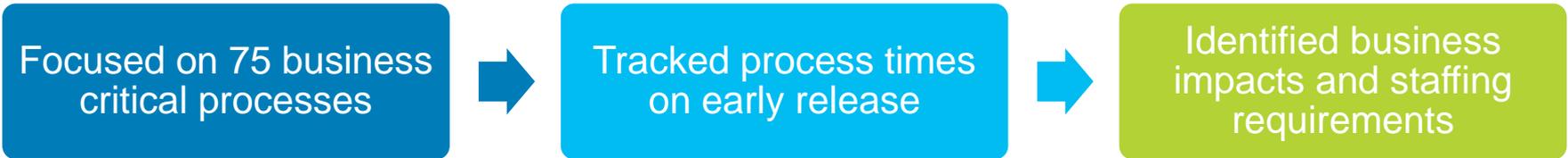
CC&B Consolidation – Scope



- ~2,400 requirements
- ~1,950 requirements accepted
- Scope was focused on meeting at least existing functionality
- Conducted scope review sessions with business for each track:
 - Credit, Collections, Remittance
 - Internal / External Billing
 - Field Operations
 - Call Center



Metric Study 2014-2016 and Post Implementation



Key Metrics



Metric	Study Result	At Go Live	At Stabilization	July 2018
CCC Service Level	85%	76%	84%	81%
CCC Emergency Response	:07	:16	:05	:11
AHT	5:27	5:47	5:33	5:31
To Do Inflow	Not tracked	1,026	2,350	6,113
Supplier Disruption	Not tracked	0%	0%	0%
Unpostables	~134	113	122	102
VOC - JDP	724	727	727	725
VOE	48%	54%	70%	51%



CIS Consolidation Business Readiness Success Factors



CC&B Consolidation – Key to Success



- ✓ Manage to key dates and re-scope if needed
- ✓ Establish location based support
- ✓ Practice in a test environment
- ✓ Utilize business metrics to identify business needs and decisions
- ✓ Conduct roadshows prior to deployment



CC&B Consolidation – Lessons Learned

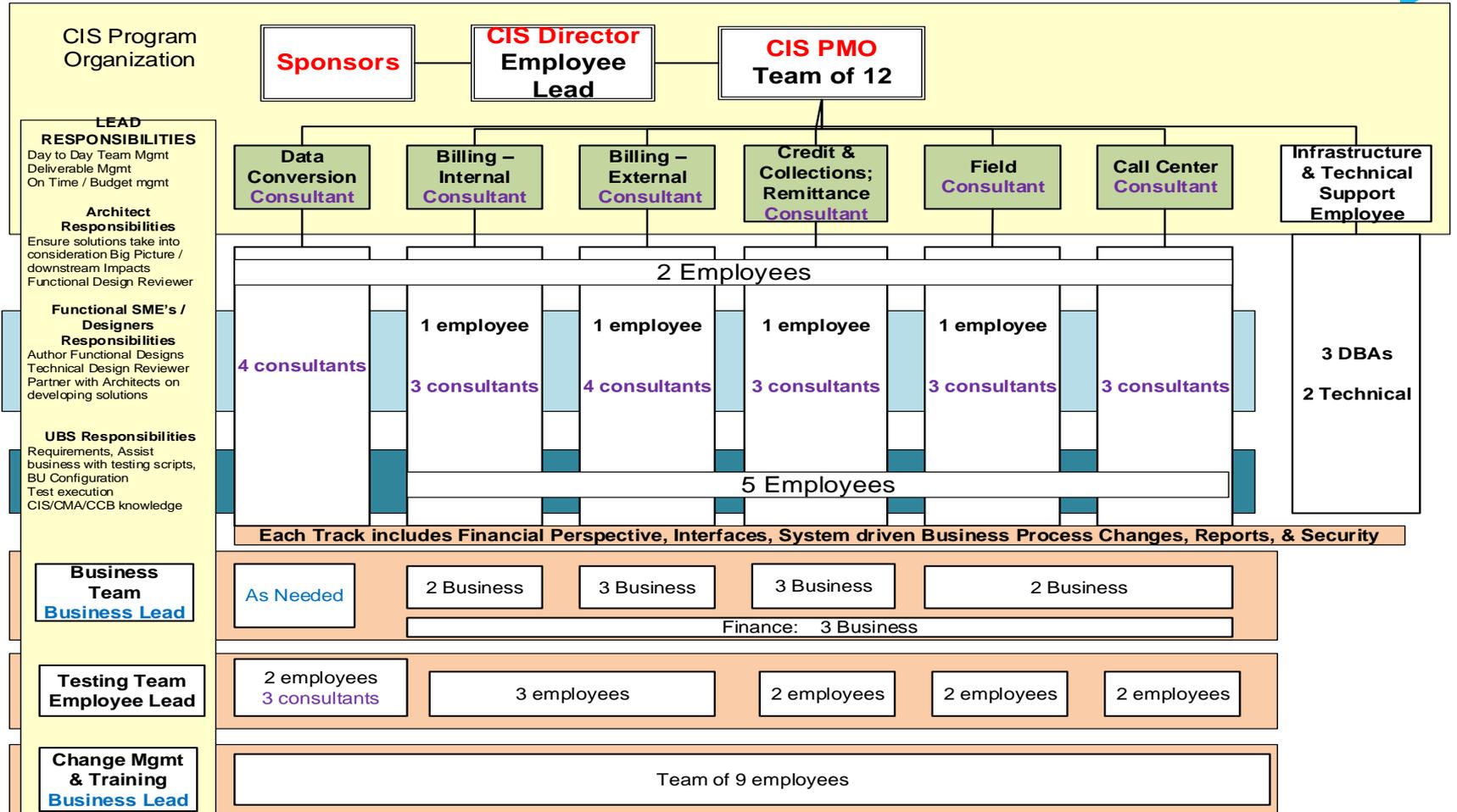


- Leverage/create current state process flows to develop business requirements
- Assign a consistent point of contact between tracks (FTE)
- Identify the number of accounts and data necessary during test case scripting for each track
- Ensure full end-to-end testing
- Implement a quiet period
- Continue quality assessment of employees to ensure process understanding and data integrity

It's only a
failure
if you don't
learn
something

Appendix

CC&B Consolidation – Project Team



Conversion Scope – Transactional



Transaction:	# of months converted													
	1	2	3	4	5	6	7	8	9	10	11	12	13	14
Billing/Detail Financials	x	x	x	x										
Payments	x	x	x	x										
Meter Read	x	x	x	x	x	x	x	x	x	x	x	x	x	
Consumption/Therms	x	x	x	x	x	x	x	x	x	x	x	x	x	
Meter Activity	x	x	x	x	x	x	x	x	x	x	x	x	x	
Service Orders	<i>manual conversion</i>													
Workflow / PWQ	<i>manual conversion</i>													
Collection History	<i>credit points only, no in-flight collection processes</i>													
Held deposit bill/paid	<i>All</i>	=====>..												



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