

New Customer Information System Coming Soon To NWC

Work continues apace on the implementation of a new customer information system (CIS) to enable improved service to customers and more efficient management decision-making at the National Water Commission.

The US\$7M CIS project is being implemented as part of modernizing the information technologies available to support customer service efficiencies.

According to Corporate Public Relations Manager Charles Buchanan, the National Water Commission has long recognized the need to improve the Customer Account System (CAS), computerized system that supported most of its customer service activities. But the high cost of an appropriate

replacement system frustrated plans for changing this system for many years.

CIS Project Manager, Mrs. Coleen Palmer-Wright, explains that the objective of the CIS Implementation Project is to "modernize the National Water Commission's legacy Customer Information and Billing Systems processes, procedures, and requirements to provide a long-term automated solution that is user-friendly and powerful enough to meet the current and anticipated future needs of NWC."

Among the goals of the project are to:

- Enhance Customer Service and Customer Satisfaction through easy access to more information and ability to

minimize the response time to inquiries

- Improve Cash flow, Work flows, Information Flows and Information Management through enhanced audit trails
- Support key performance indicators
- Allow for future growth and change
- Enhance decision making process
- Greater flexibility in responding to changes initiated by

external regulatory requirements and market conditions

- Enhanced compliance with O.U.R. and other regulatory standards and thereby avoid monetary penalties
- Increased user confidence in system reliability and accuracy
- Increased protection against fraud and revenue loss
- Increased computer support in the performance of routine clerical and processing functions

Project implementation began in January of 2008 year and it is expected that the system will be operational and 'go live' by June of this year.

Since project start-up, the multi-skilled project team has been working to complete the various elements of the project to deliver the benefits to the NWC and its customers on time, within budget and in keeping with all requirements and specifications.

SEWERAGE CONNECTIONS: MONA ROAD

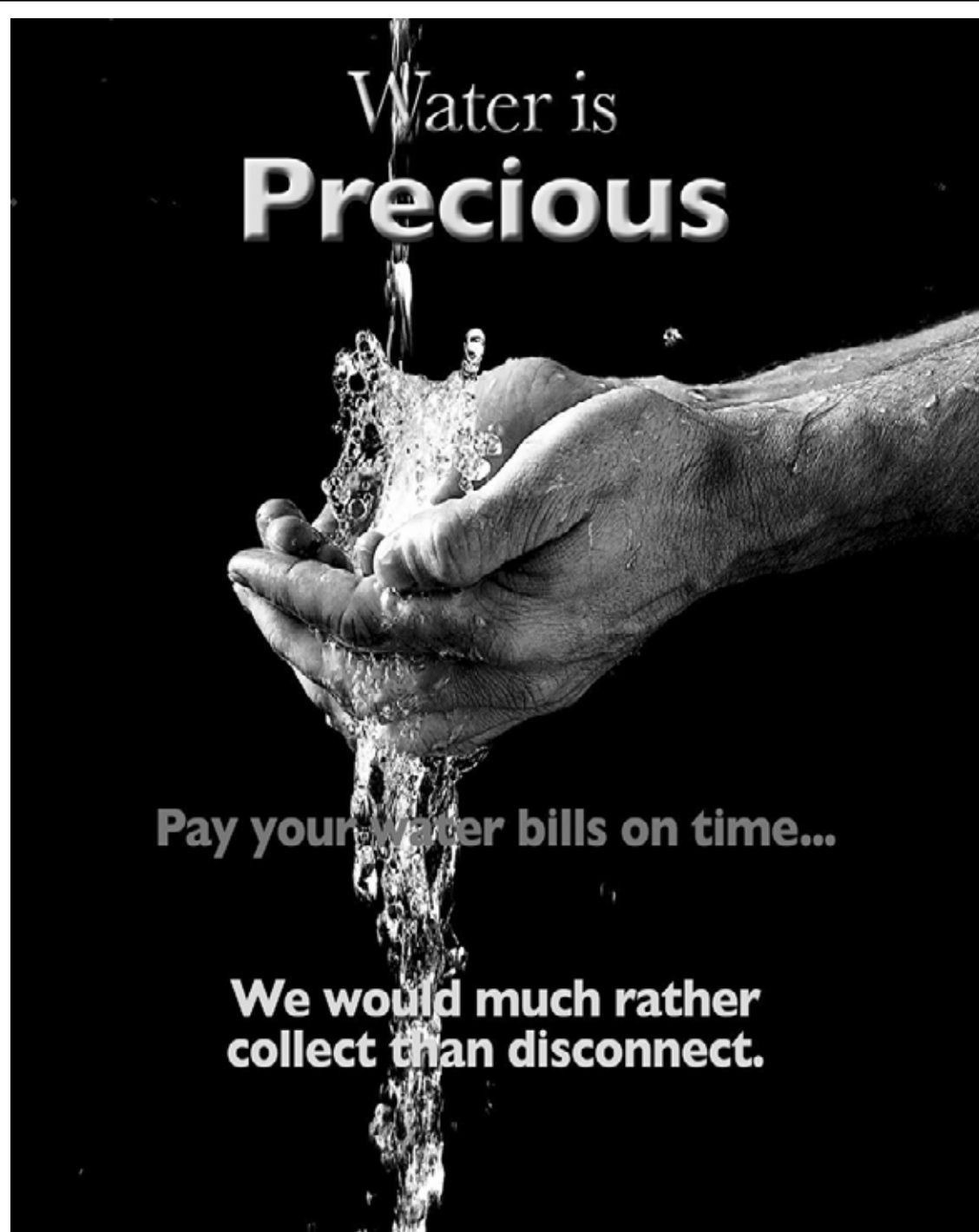
As part of the National Water Commission's commitment to improve and expand its sewerage services delivery across the Corporate Area, the Mona Road extension has now been added to its sewerage network. With this addition, the Commission continues to remind and educate owners/occupiers of premises of the responsibilities involved and the procedures for getting connected.

Under the law, wherever sewerage network exists, the Commission will impose sewerage charges on all properties within 100 yards of sewer mains. Sewerage charge is 100% of water charge and will be applied whether or not a customer chooses to con-

nect to the sewerage system.

Despite the fact that connecting to the system is a private responsibility, the NWC will provide every possible assistance to ensure that properties are properly connected and discharging into the public sewers in the shortest possible time.

In the case of Mona Road, which was completed late last year, the National Water Commission will soon begin to apply sewerage charges. All owners/occupiers who reside along this corridor who have not already connected are being asked to contact the Wastewater Department at Marescaux Road to begin the connection process.



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