



**TO: ALL NEWS EDITORS**

**AUGUST 27, 2009**

## **NEW CUSTOMER INFORMATION SYSTEM COMING TO NWC NEXT WEEK**

**GET READY FOR THE CHANGE!**

During the week of August 31 – September 5, 2009, the National Water Commission (NWC) will be implementing its new Customer Information System (CIS) to serve its customers better through the use of state of the art information technology.

This new top-of-the-line modern customer information system (CIS) will serve as the core information technology support application for key areas of our operations going forward. Work on the US\$7.5M project began in January 2008 quietly behind the scenes, but the project has now reached the stage where all NWC commercial and customer service operations will during this coming week be transferred from the now outdated Customer Accounting System (CAS) to the new CIS.

While NWC is confident that “Go Live” – the process of switching over from the old CAS to the new CIS - will be a smooth and effective transition, NWC is also warning that during this implementation and teething period customers **may** experience some challenges in conducting business at NWC offices islandwide.

When fully implemented, the new CIS will greatly improve the ease, speed and convenience of doing business with the NWC. In fact, NWC lists the benefits to be realized from implementation of the new CIS to include:-

- Increase the efficiency and effectiveness of business processes
- Improve cooperation and coordination between offices and have uniform policy and procedures across the island
- Minimize the time and effort to bill our customers
- Improve the Company's ability to address delinquent accounts and bad debt portfolio in a more timely manner
- Provide access to real-time customer information, facilitating better and speedier decision-making tools and more personalized service
- Reduce paperwork while at the same time ensuring information availability

Corporate Public Relations Manager, Charles Buchanan, also points out that the new CIS and the new-look bill will come at no additional cost to customers.

Customers doing business with the NWC during the week of implementation are therefore urged to be prepared for the possibility of some challenges. "As with the implementation of any new system anywhere, there is the risk that some hiccups and teething pains may be experienced. Should any of our customers experience this we ask for their patience and understanding. Please bear with us as we seek to implement a new system to serve you better."

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