

Exhibit No. \_\_\_\_ (MPP-7)

Docket No. UG-060256

Witness: Michael P. Parvinen

**BEFORE THE WASHINGTON UTILITIES AND TRANSPORTATION COMMISSION**

**WASHINGTON UTILITIES AND  
TRANSPORTATION COMMISSION,**

**Complainant,**

**v.**

**CASCADE NATURAL GAS  
CORPORATION,**

**Respondent.**

**DOCKET NO. UG-060256**

**ERRATA TO**

**EXHIBIT TO TESTIMONY OF**

**MICHAEL P. PARVINEN**

**STAFF OF  
WASHINGTON UTILITIES AND  
TRANSPORTATION COMMISSION**

*Company Responses to Staff Data Requests  
Nos. 87, 123, 124, 132, 146, 147, 148, and 213  
(pages 6.1 and 6.2)*

**September 25, 2006**

### **CIS Background:**

CIS is the primary system that maintains customer information, produces billing statements and is used by CNGC's Call Center Agents to respond to customer inquiries. It captures a broad set of customer, location, service, asset, and financial information in a tightly integrated set of applications.

- Customer identification (name, address, phone);
- Location attributes such as address, zoning and dwelling identification;
- Account status and service start/stop dates;
- Services offered and availability at particular locations;
- Customer billing and payment history;
- Asset information for meters and other devices;
- Consumption history tracked by asset, customer and location;
- Customer contacts to and from the utility;
- Service requests (e.g., leaks, meter re-reads, etc.).

Because CIS information relates directly to finance, maintenance and geospatial processes, CIS is a core piece of both customer service and information technology strategies.

### **Hardware Background:**

Currently CNGC processes its CIS application on an IBM model xSeries 342 eServer, running Fundamental Software's Flex-ES mainframe emulation package. Flex-ES provides the capability for our application (CIS) layer to process on a zSeries mainframe running z/OS, IBM's flagship mainframe operating system. Support from IBM for 32-bit z/OS (MVS) ends on March 31, 2007. After that date, only 64-bit z/OS will be supported. Fundamental Software (FLEX-ES) has a 64-bit emulator, but IBM will not allow Fundamental Software to license it to users. It is for developers only.

In order to continue with our legacy CIS (COBOL/vsam), CNGC will need to upgrade to the new z/OS version, which will require us to purchase new hardware that runs the 64-bit z/OS. Our mainframe emulator architecture is rated at 21 MIPS. Of that, we have approximately 16 MIPS available after system overhead has been taken into account. We are currently processing between 75 percent and 95 percent of rated capacity.

### **Benefits:**

The hardware replacement will provide CNGC much-needed expandability and numerous benefits that will increase its efficiencies, which directly benefits the customer base. These include:

- Performance improvement in Call Center Agent response time;
- Increase reliability of billing cycle process;
- Provide CNGC the ability to implement future enhancement in terms of
  - Customer Web Services – web based customer self-help, increasing efficiencies in call center operations.

- Service Order Management – linking customers requests directly to maintenance management.
- Interactive Voice Response (IVR) – increasing customer self-service options.
- Increase Electronic payments options – EFT, credit card, phone pay, web pay.
- Customer Relationship Management (CRM) – communicating with customers about utility programs and activities such as maintenance activities, outage management, etc.
- Stronger integration with other core systems.