

Schedule 3.9

Business Process Improvement Projects 2016

1 In the Decision for Matter 330, the Board directed EGNB to provide details on its efforts to
 2 reduce costs as a result of the Lean Six Sigma program. The details of the business improvement
 3 projects for 2016 can be found in the table below:

	Project Name	Estimated annual hours saved	Recap
2	Service & Inspection Profitability	150	Streamlined reporting using historical reports in order to significantly reduce processing time.
3	Service & Inspection - Budget/Forecasting	60	New, streamlined model based on historical data.
4	Throughput & Revenue - Budget/Forecasting	100	Updated forecasting model including breakout of sub-classes for MGS and LGS, simplified revenue calculations to reduce file size and improve ease of use.
5	O&M Explanations	80	Improved efficiency of spreadsheet to determine O&M explanations for actual, forecast, and budget for regulatory filing.
6	Customer Research	50	Combined 1) customer research for summary tables, 2) lost customer research and 3) redlock report into one single step
7	Journal Entry	12	Created a comprehensive table to translate billing system codes to Oracle accounts. Eliminate manual intervention to matching codes and balance.
8	Billing Outliers Report	360	Created analysis tool to 1) identify customers with potentially incorrect meter reading and 2) verify before billing
9	Equalized Payment Plans (EPP)	360	Created semi-automated process to review monthly adjustment to EPP customers.
10	Service & Inspection - Monthly Report using Essbase	40	Report is now pulling data directly from Essbase.
11	Bad Debts Process	24	Created a new report to calculate write offs for customers in Icity billing software, eliminating the manual process and increasing accuracy by category
12	Automating One-Time Charges	324	Reduced manual effort in adding one time charges to monthly customer billing
13	Meter Reading Optimization	396	Combined various reading cycles in service areas to reduce time on road reading customers meters.
14		1956	
15			
4	16 Hard Savings	\$48,300	