

BEFORE THE GUAM PUBLIC UTILITIES COMMISSION



IN THE MATTER OF:) GPA Docket 14-01
)
 The Application of Guam Power)
 Authority for Approval of) SUPPLEMENTAL ORDER
 Implementation of its Customer)
 Information System (CIS).)
 _____)

INTRODUCTION

1. On November 26, 2013, the Guam Public Utilities Commission ["PUC"] approved GPA's Application to enter into a contract with Wi-Pro Technologies in the amount of \$2,710,000 for fixed price implementation services for the Oracle Customer Care & Billing Customer Information System Software.¹
2. However, while approving the GPA Application, the PUC found that no funding source for the GWA CC&B project had been identified; GWA was required to file a separate Petition to address its software implementation cost.²

BACKGROUND

3. In its prior Report, Slater, Nakamura & Co. reviewed the proposed contract with Wi-Pro Technologies to implement the Oracle Customer Care & Billing software package for both the Guam Power Authority ["GPA"] and the Guam Waterworks Authority ["GWA"]. It recommended approval of the contract for both entities.³
4. In its November 26, 2013 Order, PUC did not address the implementation of the CC&B project for GWA due to the absence of an identified funding source.
5. On December 11, 2013, the General Manager of GWA, Martin Roush, requested that the PUC place the matter of its proposed CC&B software implementation with Wi-Pro on the December 2013 PUC Agenda. In his Request, he stated as follows:
 "Pursuant to PUC Order dated November 26, 2013, in the above-referenced docket, item no. 8, the funding source for GWA's CC&B project is: Series 2010 Bonds,

¹ PUC Order, GPA Docket 14-01 dated November 26, 2013.

² Id. at p. 2.

³ Slater, Nakamura & Co. LLC, Report on the Review of the Proposed Contract with Wi-Pro Technologies, GPA Docket 14-01, dated November 20, 2013.

General Plant Improvement/Miscellaneous, No. MC09-01, in the amount of \$870,000. This project plan falls in line with GPA's Docket No. 14-01."⁴

6. On December 18, 2013, PUC Counsel requested that GWA submit its contract between GWA and Wi-Pro, as well as any other relevant information justifying PUC approval of implementation of the CC&B software for GWA.⁵
7. On December 19, 2013, GWA submitted Contract Amendment-3 signed by GPA and Wi-Pro, which provides for CC&B implementation for GWA, the Memorandum of Understanding between GPA and GWA Re: CIS Project, and the GWA CIS Replacement Project Implementation Plan.⁶
8. The additional cost for CC&B Implementation by Wi-Pro for the GWA portion of this project will be \$870,000.00.⁷
9. GWA indicates that its current "Legacy" CIS system was developed in 1995. By implementing the Oracle CC&B, GWA will be able to manage and improve customer relations and billing in a more effective and efficient manner.⁸
10. The Guam Consolidated Commission of Utilities approved the implementation of the Customer Care & Billing (CC&B) software for the Guam Waterworks Authority.⁹

DETERMINATIONS

11. GWA has presented a justification for implementing its new CC&B software [CIS] with Wi-Pro Technologies. A replacement is required for GWA's aging CIS System,

⁴ E-Mail from Martin Roush, General Manager of GWA, to Frederick J. Horecky, PUC Legal Counsel, dated December 11, 2013.

⁵ E-Mail from Frederick J. Horecky, PUC Counsel, to Martin Roush, General Manager of GWA, dated December 18, 2013.

⁶ E-Mail from Anne Borja, Management Analyst IV of GWA, to PUC Counsel, GPA Docket 14-01, dated December 19, 2013.

⁷ Wi-Pro Technologies' Response to Guam Power Authority [CC&B Implementation, November 22, 2013] Contract Amendment-3.

⁸ GWA Oracle CC&B Implementation (Project Plan) dated October 8, 2013 [Interoffice memorandum from Victor Torres, Information Technology Manager, to Thomas Cruz P.E., Chief Engineer].

⁹ CCU GWA Resolution 02-FY2014, adopted October 8, 2013.

which is no longer supported by the vendor and is unable to avail of new features and functionality to support GWA's mission.¹⁰

12. GPA and GWA have entered into a joint Memorandum of Understanding to implement a CIS. They believe that there will be efficiencies and cost savings in having a consolidated effort in implementing the CIS.¹¹
13. GPA is the legal contracting party with Wi-Pro. It is GPA that issued the Request for Proposals for software implementation and awarded the contract to Wi-Pro. The GWA implementation services are included under GPA's contract with Wi-Pro.
14. GWA anticipates that the implementation of the CIS will enable GWA to streamline its current processes, eliminate duplication of efforts, and focus towards improving customer care. Hopefully, improved customer satisfaction and public confidence in GWA will be realized.¹²

ORDERING PROVISIONS

After careful review and consideration of the above determinations, the Petition of GWA, the Report of Slater, Nakamura & Co., LLC, and the record herein, for good cause shown and on motion duly made, seconded, and carried by the undersigned Commissioners, the Guam Public Utilities Commission **HEREBY ORDERS** that:

1. The PUC hereby grants approval of GWA's application for authorization to expend the amount of \$870,000.00 to Wi-Pro Technologies for fixed price implementation services for the Oracle Customer Care & Billing Customer Information System Software.
2. GWA is authorized to utilize, for such purposes, the following funding source: Series 2010 Bonds, General Plant Improvement/Miscellaneous, No. MC09-01, in the amount of \$870,000.
3. GPA is the contracting party responsible for administering the contract with Wi-Pro. GPA and GWA shall perform their joint duties for implementation of this

¹⁰ Memorandum of Understanding between Guam Power Authority and Guam Waterworks Authority, adopted December 10, 2013.

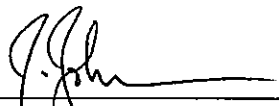
¹¹ Id. at p. 1.

¹² Oracle CC&B Implementation (Project Plan), dated October 8, 2013, at p. 2.

project pursuant to the Memorandum of Understanding entered into between them on December 10, 2013.


4. The approval herein is subject to GPA's compliance with the three conditions set forth in the PUC Order issued November 26, 2013, and in accordance with the timeline set forth therein.
5. GPA is ordered to pay the Commission's regulatory fees and expenses, including, without limitation, consulting and counsel fees and the fees and expenses of conducting the hearing proceedings. Assessment of PUC's regulatory fees and expenses is authorized pursuant to 12 GCA §§12002(b) and 12024(b), and Rule 40 of the Rules of Practice and Procedure before the Public Utilities Commission.
6. GPA may apportion its costs and expenses herein to GWA in accordance with the Memorandum of Understanding between the parties.

Dated this 30th day of December, 2013.




Jeffrey C. Johnson
Chairman

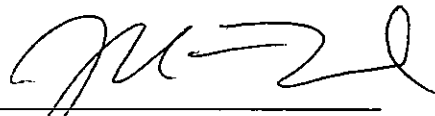
Rowena E. Perez
Commissioner



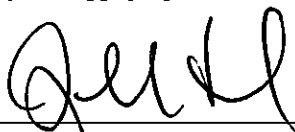
Michael A. Pangelinan
Commissioner



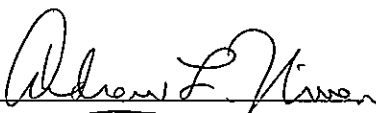
Filomena M. Cantoria
Commissioner



Joseph M. McDonald
Commissioner



Peter Montinola
Commissioner



Andrew L. Niven
Commissioner