

BEFORE THE GUAM PUBLIC UTILITIES COMMISSION

IN THE MATTER OF:) GWA Docket 18-04
)
The Application of the Guam Waterworks Authority) PUC COUNSEL REPORT
Authority To Increase Spending Under An Existing Contract Pursuant To The Contract Review Protocol.)
_____)

INTRODUCTION

1. This matter comes before the Guam Public Utilities Commission [PUC] upon the Petition of the Guam Waterworks Authority [“GWA”] to approve GWA’s request to increase spending under an existing agreement with Prithibi, LLC.¹
2. Prithibi will seek to upgrade the existing GWA Customer Care and Billing (CC&B) platform and assist in the merger of that platform with the current CC&B used by GPA.²
3. The Petition seeks to increase the amount of expenditures that GWA is authorized to expend under its contract with Prithibi from the initial contract amount of \$552,853 to \$1,312,853 for GPA, and \$551,853 to \$1,391,853 for GWA.³

BACKGROUND

4. Since 2013, both GPA and GWA have undertaken extensive efforts to upgrade their Customer Care and Billing systems. They entered into a contract with Wipro Technologies to implement the Oracle Customer Care & Billing Customer Information System Software.
5. GPA needed such an upgrade to take advantage of its Smart Grid Program.⁴ GWA needed system upgrade to replace its ageing Customer Information System.⁵

¹ GWA Petition to Approve a Change Order to Upgrade and Merge Customer Care and Billing with Guam Power Authority, GWA Docket 18-04, filed January 12, 2018, AT P. 1..

² Id.

³ Guam Consolidated Commission on Utilities GPA Resolution No. 2017-45 and GWA Resolution No. 08-FY2018, Relative to Authorizing the Approval for the Upgrade and Combined Database of Guam Power Authority and Guam Waterworks Authority Customer Care and Billing (CC&B) System, adopted November 22, 2017.

⁴ PUC Counsel Report, GPA Docket 14-01, dated September 15, 2015, at p. 2.

⁵ PUC Supplemental Order, GPA Docket 14-01, dated December 30, 2013, at p. 2.

6. Implementation of the CC&B took a substantially longer period of time than GPA & GWA anticipated, and at a considerably greater cost.
7. The CC&B system matters came before the PUC on at least five occasions between November 2013 and September 2015. Most of these proceedings involved applications by GPA and GWA to increase spending for the CC&B and to extend the services of Wipro for additional periods of time and for post implementation follow up and services.
8. In its last Order on the matter on September 24, 2015, the PUC increased GPA's authorization on CC&B expenditures up to the amount of \$3,878,414.30 for the Wipro Contract; GWA was authorized to expend up to \$1,470,747.23.⁶
9. It now appears that, after implementation of CC&B, and the substantial extension of the services of Wipro, GPA and GWA have hired Prithibi LLC to provide Training, GAP analysis, and review an ongoing support for the operation of CC&B and extended off-site support of the system through June 2018.⁷
10. In the present request, GWA seeks to increase funding for GPA under the Prithibi contract by the amount of \$760,000 and for \$840,000 for the GWA share. The total contract expenditure for Prithibi LLC will then be roughly \$1.7M.⁸
11. The two primary issues that Prithibi will address concern the integration of the two separate GPA and GWA databases presently utilized into one CC&B database for both utilities. In addition, Prithibi will implement an upgraded version of the CC&B, the improved CC&B 2.6 version.
12. The upgrade of this version will extend vendor support and delay any further need for upgrade for a minimum of three years. Continued training and support will be provided by Prithibi.⁹
13. In its Resolution, the Guam Consolidated Commission on Utilities authorized the General Manager of GWA to petition the PUC for review and approval of the

⁶ PUC Order, GPA Docket 14-01, dated September 24, 2015.

⁷ GWA Petition to Approve a Change Order to Upgrade and Merge Customer Care and Billing with Guam Power Authority, GWA Docket 18-04, filed January 12, 2018, at p. 1.

⁸ Guam Consolidated Commission on Utilities GPA Resolution No. 2017-45 and GWA Resolution No. 08-FY2018, approved November 22, 2017, at p. 2.

⁹ GWA Petition to Approve a Change Order to Upgrade and Merge Customer Care and Billing with Guam Power Authority, GWA Docket 18-04, filed January 12, 2018, at p. 2.

additional expenditures to address the professional services for the CC&B upgrade and database merge.¹⁰

ANALYSIS

14. The Prithibi “GAP Analysis” indicates that both GPA and GWA have had considerable problems and issues in implementing the CC&B system. The GWA Finance group is appearing to have more problems with implementation of the system. The Report indicates that GWA is not as engaged as GPA with the abilities of the CC&B.¹¹
15. The CC&B is not correctly configured for GWA at present.¹² GWA feels that the absence of proper configuration is losing revenues for it.¹³ There are many issues concerning the information on bills and the printing of bills.
16. The GWA team does not believe that it has received adequate support for the CC&B implementation, and that it could have been more integrated in the CC&B implementation process.¹⁴ Many technical issues are raised concerning proper implementation.
17. There are concerns about the costs that have been incurred in the CC&B implementation process. While Counsel has not obtained exact figures yet as to the total amounts expended by GPA and GWA for CC&B Implementation, it appears that the total amount expended, if these additional amounts are approved, will approach \$8M.
18. Consultant Slater Nakamura’s original assessment that implementation of CC&B would exceed \$6M, rather than the initial \$2.7M that GPA requested, appears to be accurate.
19. However, notwithstanding the costs incurred and problems associated with implementation of CC&B, the changes requested by GWA appeared to be reasonable and should at least help in improving the implementation process.

¹⁰ Id.

¹¹ Id. at p. 24.

¹² Id. at p. 4.

¹³ Id. at pgs 4-6.

¹⁴ Id. at p. 8.

20. GWA has experienced difficulties by virtue of the fact that separate databases are used for both utilities. There should be further efficiencies if one CC&B database is utilized for both utilities.
21. In addition, the proposed software upgrade to the billing 2.6 version appears to bring additional training benefits to GWA and GPA and will forestall the need for further upgrades for at least three years.
22. In light of the difficulties that have occurred with implementation, and the cost overruns, these proposed changes should help to ameliorate the situation.

RECOMMENDATION

23. Counsel recommends that the PUC approve GWA's request to increase spending under its existing agreement with Prithibi. PUC should approve the increases for both GWA and GPA.
24. The utilities should be authorized to upgrade the existing Customer Care and Billing (CC&B) platform, and to merge that platform with the current CC&B used by GPA.
25. GPA should be authorized to increase its authorized expenditure from \$552,853 to \$1,312,853; GWA should be authorized to increase its authorized expenditure from \$551,853 to \$1,391,853.
26. Within 30 days of the date of this Order, both GWA and GPA shall provide a Report to the PUC indicating total expenditures and all expenditures made for the new CC&B system from its inception, including both the Wipro and Prithibi Contracts. The purpose for each expenditure should be indicated
27. A Proposed Order is submitted herewith for the consideration of the Commissioners.

Dated this 20th day of February, 2018.

Frederick J. Horecky
PUC Legal Counsel