

Company Name: Con Edison

Case Description:

Case: 08-E-0539

Response to DPS Interrogatories – Set DPS15

Date of Response: 07/03/2008

Responding Witness: Infrastructure Investment Panel

Question No. :211.5

Subject: Process Improvement – Energy Services CSR Automation - Describe the process for determining that this program will be cost efficient and the process and plans to verify cost effectiveness?

Response:

Overall, the goal for the web and phone system is to provide a modern convenient self service tool to better communicate with customers and contractors. Self service technology allows customers and contractors to file applications on line and get key status information. These transactions are normally done through the mail, fax or person to person on the phone. The current case management system (CORS) is over twenty years old and incorporates no new technology. The new case management system will be built on a modern interactive platform which is more familiar to computer users and easier modify as business practices change.

The outside vendor selected for this program was chosen via a competitive bid process.