

Monthly Cornerstone Update

**Commission Meeting
September 18, 2019**

Key Updates

▶ Release One (R1) – Customer to Meter (C2M) & Mobile Workforce Management (MWM)

- Initial stabilization on target to be completed 9/30/2019
- Full stabilization on target to be completed 12/31/2019
- Five successful releases to C2M/MWM since Go-Live since July 2
 - Incidents Resolved: 499
 - Defects Remediated: 96
 - Workarounds Eliminated: 15
- Four additional releases planned for September - December
- Developing strategy to manage additional workload
 - Process changes, IT modifications, & additional temporary resources

Key Updates, contd.

▶ R1 – C2M & MWM

- Hands-on support to employees continues
- Employees' experience continues to improve
- Business issues have improved:
 - Field activity management and backlog
 - Meter reads within cycle
 - Percentage of bills using actual reads

Key Updates, contd.

▶ Release Two (R2) – Work Asset Management & MWM

- Successfully paused R2 on 9/6/19:
 - Proper archiving of project artifacts (includes system code configuration and documentation)
 - Completion of configuration
- Post Production Team working with Business Units and the Executive Steering Committee on potential alternative solutions.



Questions?