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April 26, 2007

VIA HAND-DELIVERY

Chairman Sara Kyle
c/o Sharla Dillon
Tennessee Regulatory Authority
460 James Robertson Parkway
Nashville, Tennessee 37243-0505

Re: Petition Of Tennessee American Water Company To Change And Increase Certain Rates And Charges So As To Permit It To Earn A Fair And Adequate Rate Of Return On Its Property Used And Useful In Furnishing Water Service To Its Customers; Docket No. 06-00290

Dear Chairman Kyle:

Enclosed please find an original and sixteen (16) copies of Tennessee American Water Company's E-CIS Supplemental Testimony of John S. Watson.

Please return three copies of the Testimony, which I would appreciate your stamping as "filed," and returning to me by way of our courier.

Should you have any questions concerning any of the enclosed, please do not hesitate to contact me.

With kindest regards, I remain

Yours very truly,

 b/p m.s.

R. Dale Grimes

RDG/ms
Enclosures

Chairman Sara Kyle

April 26, 2007

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cc: Hon. Pat Miller (*w/o enclosure*)
Hon. Ron Jones (*w/o enclosure*)
Hon. Eddie Roberson (*w/o enclosure*)
Ms. Darlene Standley, Chief of Utilities Division (*w/o enclosure*)
Richard Collier, Esq. (*w/o enclosure*)
Mr. Jerry Kettles, Chief of Economic Analysis & Policy Division (*w/o enclosure*)
Ms. Pat Murphy (*w/o enclosure*)
Michael A. McMahon, Esq. (*w/enclosure*)
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Vance Broemel, Esq. (*w/enclosure*)
Henry Walker, Esq. (*w/enclosure*)
David Higney, Esq. (*w/enclosure*)
Mr. John Watson (*w/enclosure*)
Mr. Michael A. Miller (*w/enclosure*)

1 **Tennessee-American Water Company**

2 **John S. Watson**

3 **E-CIS Supplemental Testimony**

4
5 **Q. What is E-CIS?**

6 A. E-CIS stands for Enhanced Customer Information System. E-CIS is the
7 infrastructure that supports Tennessee American's customer service functions. E-CIS is
8 integrated with the J.D. Edwards accounting software, the Service First customer services
9 computer system, and the Equinox meter reading system.

10
11 **Q. Mr. Watson, please explain what functions and value E-CIS provides to the**
12 **customers of Tennessee American Water.**

13 A. E-CIS provides tremendous benefit to our customers because Tennessee
14 American workers and the Call Center now have available the detailed information they
15 need to address customer problems and customer questions, and this information is
16 available on a real-time basis. E-CIS provides the foundation for Tennessee American's
17 customer service – among other things, by powering and linking the Call Center and
18 Service First (the "Toughbook" computer system that our Field Service Representatives
19 use when they visit customer locations). For example, if one of our customers calls the
20 toll-free Call Center service line on their way to work to report a leak in front of their
21 house, a service order can immediately be generated for that address. Then, via Service
22 First, a repair crew can be dispatched and can make the repair. The repair crew can then
23 enter the results of what was found and what they did to address the problem. We can

1 update the customer regarding the repair that was made, and when the customer calls
2 back to see if it is fixed, we can have that information readily available for them, so that
3 they know whether, for example, their water is back on and they can go home from work
4 knowing that the repair is completed or whether further repairs are still needed. This type
5 of information is valuable to our customers because they can call us at their convenience
6 24 hours a day, 7 days a week, 365 days a year and we can answer their questions
7 immediately. This capability has greatly enhanced customer satisfaction and
8 demonstrates our commitment and ability to be very responsive and proactive in meeting
9 our customers' expectations for service.

10
11 **Q. What are the other advantages to customers that the E-CIS provides that**
12 **were not available before the E-CIS was implemented?**

13 A: Prior to the implementation of E-CIS, Tennessee American could not offer the
14 same level of service functions described in my response above. Additionally, E-CIS
15 enables Tennessee American to better and more efficiently serve customers in numerous
16 ways such as the following:

17 (1) we can confirm that all of our customers are billed each month, and we have
18 the ability for Call Center representatives to view the bills sent to a customer if
19 the customer calls with questions;

20 (2) we can review the number of customers that received estimated bills in a given
21 month in contrast to bills generated from actual meter readings. This function
22 helps us better track our progress on our goal of increasing actual meter readings;

1 (3) We can review the top one hundred accounts by customer classification each
2 month. This helps us track our water usage patterns so we can better plan for
3 infrastructure maintenance and growth;

4 (4) We can also obtain information in E-CIS about any customer, their payment
5 history, the number of bills produced for our customers, how to contact them,
6 whether they paid online by credit card, paid to the lockbox service, or paid at a
7 local payment location and their balance remaining, if any. We can determine if
8 any letters have been sent to our customers, and print a copy of those letters;

9 (5) We can also review service order history for each customer at the account
10 level, the detail of who took the call and what the call was regarding; whether a
11 service order was generated; what work was actually performed; any comments
12 about what was found on site; whether water was turned on, shut off, any meter
13 reading obtained, or other field work that was completed; and any comments
14 noted by the Field Service Representative.

15 (6) We can review the history of what services, such as water service, sewer
16 service, garbage service, water line protection, sewer line protection, in-home
17 protection and sales taxes, they are being billed for.

18 All of the data and correspondence is located in one place in E-CIS, and it is all
19 integrated with the meter reading activity and Service First. This wealth of information
20 helps us to better respond to customer calls about service and bills. It also helps us
21 identify trends in customer problems and concerns so we can work to improve our
22 customer service. A short video clip describing the functionalities of Service First is
23 attached as Supplemental Exhibit JSW-1.

1

2 Also, reports are created and made available so that outside parties, such as the City of
3 Chattanooga, can access the ORCOM System via a secure link from the Internet to obtain
4 sewer billings reports, cash collection information by account number and date of
5 payment. This enables them to see what customers have been billed and collections by
6 account number. Reports can also be generated for Hamilton County Wastewater
7 Authority or for East Ridge garbage collections. We can also obtain reports that give us
8 the service metrics data that we report to the TRA and CAPD, and that are obtained from
9 the work performed by the Service First System and recaptured in the E-CIS.

10

11 **Q. Does E-CIS provide the customers and Tennessee American with additional**
12 **information regarding what may be occurring in their neighborhood or their service**
13 **area which can help identify service needs?**

14 A. Absolutely. One example would be if a customer calls and says they are
15 experiencing low water pressure, and we receive other calls for the same area, we are
16 often able to see a pattern in an area which may indicate that there is a line break in a
17 neighborhood. We are able to then enter an Alert Order in E-CIS which can then be
18 attached to an automated message in the Call Center that will tell our customers, when
19 they call in, about that service issue or any other service issues we may be experiencing
20 in their neighborhood or about any construction work we may be doing in their area.
21 This adds a great deal of value to the customer's experience because they can get that
22 information any time, day or night by dialing our toll-free number. We can also provide
23 messages for our customers when they call to make sure they are aware, in advance, of

1 our distribution system flushing plans and to discuss any aspect of service that our
2 customer may want to discuss.

3
4 **Q. Please describe how E-CIS and the Call Center add value when Tennessee**
5 **American customers call with an emergency.**

6 A. E-CIS and the Call Center add tremendous value because when our customers
7 call, any time, day or night, with an emergency like a broken pipe in their basement, the
8 Call Center can escalate that call to the Time Critical Group who can contact on-call
9 supervisors to dispatch a Field Service Representative to their home to shut off their
10 water, or if there is a leak in the street, the Call Center can call a repair crew to repair a
11 main break on an emergency basis, and the crew supervisor can call the customer directly
12 to advise that we are responding and to produce the expected time of arrival. I am aware
13 of situations in other service areas, one occurring while I was operations manager in
14 Virginia, where in the aftermath of Hurricane Isabel in September 2003, a large number
15 of water supplies were struck and 80% of the area was without power. During the day
16 following the hurricane, over 5000 customers contacted the Call Center to find out
17 whether or not they, as Virginia American customers, would be impacted by the
18 devastation -- and they were. The Call Center continued to take a very high volume of
19 calls throughout the weekend, assisting customers with how to make provisions for the
20 boil water advisory if they were fortunate enough to have electric services restored, or in
21 the alternative, where they could go to pick up bottled water, ice, and other provisions in
22 their local community until utility services were restored. Many customers were without
23 power for up to 10 days to two weeks. However, the Call Center continued to support the

1 local community. If this type of natural disaster were to occur in Chattanooga and there
2 was only the local office to handle the calls of our customers, we would almost certainly
3 not be able to answer all of the calls, we would not be in a position to adequately staff
4 around the clock to accept all of those calls, and it would be doubtful that the phone
5 system would be able to function if a power outage occurred at the Broad Street office.

6
7 The Call Center is able to bring in additional resources during a crisis, to answer the calls,
8 and to provide the additional staffing and support to answer and respond to customers'
9 questions around the clock. We believe this meets the customer service expectation that
10 our customers have of Tennessee American. As I have stated in both my direct and
11 rebuttal testimony, Tennessee American and American Water Works Service Company
12 are linked together, and the customers of Tennessee American are provided great service
13 -- they have said, in the customer service surveys, that they are satisfied or very satisfied
14 with the service we provide. 88.9% of surveyed customers are pleased with the service,
15 and our customers have come to expect that level of service.

16
17 **Q. What was the Company's approach to Customer Service prior to the**
18 **introduction of E-CIS, and describe how E-CIS provides any benefits or added**
19 **value for Tennessee American customers?**

20 A. E-CIS adds many benefits that we previously were not able to provide to our
21 customers. Before E-CIS, we could not provide a customer their balance on a real-time
22 basis, because the old system processed all payments as a batch process, so if a customer
23 made a payment by mail, we would not know about that payment until one to four days

1 later. E-CIS also provides the benefits of reporting service metrics, such as collecting
2 data by employee on the quantity of work they performed by day, by week, or by month.
3 Before E-CIS, this type of information required the company to manually tabulate the
4 work performed and estimate the time that was needed to complete that work. It was
5 difficult to calculate the full utilization of our employees' work effort because we could
6 only estimate the average time that it took to complete the tasks involved and then
7 calculate the workforce requirements. Prior to E-CIS, we could only schedule one type
8 of service order for any customer at a time, because the old system would not allow more
9 than one pending order for any customer. A pending service order had to be completed
10 before another service order could be scheduled. E-CIS also allows us to collect all of
11 the information about the number of service orders, to utilize an appointment-setting
12 process for our customers, and to utilize a scheduling tool to determine the number of
13 orders assigned to each employee. E-CIS also allows for multiple service orders or tasks
14 to be performed at a customer's address during the same visit.

15

16 The service metrics and personnel management functions are aspects of E-CIS that had to
17 be performed manually prior to E-CIS. Any reports that were needed to query the system
18 had to be written by an ITS support employee in order to output data in summary reports.
19 Because data is streamlined in the E-CIS system, we have developed reports that are
20 available for managers to select from a large menu of reports that can be run on demand
21 to assist each manager and supervisor in reviewing the performance of their employees to
22 determine the type of work that has been scheduled and to determine whether we are
23 meeting our customers' needs. Reports also can be selected that provide the current

1 status of work completed to-date. We can also run summary reports by employee or by
2 service order type to see how many of any type of service order our customers have asked
3 us to perform, how many orders the representative has been issued, and the total number
4 of orders completed. We can also review how much time it takes our employees to travel
5 between orders on average, we can monitor how long they have been at an address, and,
6 if needed, we can reassign work. For example, if a representative is taking longer than
7 expected to assist a customer, E-CIS allows for the shifting of work to employees
8 working in adjacent zones so that our customer's appointment is still met, we can finish
9 working with the customer who needed more of our time, and our other customers are not
10 inconvenienced by the longer-than-expected service call. In those cases, where an
11 employee has been at an address for longer than expected, we can monitor where they
12 are, contact them to see that they are safe or if they are experiencing equipment or vehicle
13 problems. All of this assures us that the employee's safety and health has not been
14 compromised. In short, the E-CIS functionalities have enabled Tennessee American to
15 achieve an on-time service call completion record of 99.75%.

16

17 Further, E-CIS provides data directly to the Service First laptop computing equipment
18 through a wireless interface to the vehicle. Because E-CIS is able to convey data from
19 the AS400 to our worker in the field in real-time, our workers can stay in their work areas
20 and achieve the maximum productivity throughout their day. There are no paper orders
21 to get misplaced or misfiled, and the employee's supervisor or other support staff can
22 monitor the workload to that worker. E-CIS provides us with a great link to service our
23 customers because the interface also allows for uploading account information for meter

1 reading to a handheld computer, a system known as Equinox that can be used to read in
2 all types of weather conditions. Once the meter reading is obtained for the customer for
3 that route the readings and data are downloaded to the AS400 mainframe computer, and
4 then the billing group at the Call Center reviews the meter readings to determine if the
5 customer's water usage is within the normal range compared to historical usage, and if
6 necessary, can generate a service order in E-CIS to our worker to re-read the meter.
7 Examples of the types of orders and volume of orders were provided by the Company in
8 TN-COC-01-Q017-ATTACHMENT. If follow-up work is needed by a customer or by
9 the Call Center with regard to bill preparation, our Field Service Representative will be
10 dispatched back to the house if it appears no water was used the previous month (zero
11 usage) or if it appears that there is a low or high consumption (HI/LOW) possibly
12 indicating the customer has a leak beyond the water meter or within the home. We can,
13 at the same time, create an order to have the meter pulled for testing, or to replace the
14 meter if it is due to be changed for length-of-service considerations. These additional
15 options were not available to be bundled in the former IBM software known as EDIS
16 (Electronic Data Inquiry System).

17

18 **Q. What does the American Water Works Service Company currently bill you**
19 **for in relation to the E-CIS system?**

20 A. Tennessee American is billed for Information Technology Services (ITS) which
21 include activities related to maintaining and servicing E-CIS.

22

1 **Q. How do you associate the ITS costs with the delivered service that Tennessee**
2 **American receives from American Water Works Service Company?**

3 A. These services appear under the ITS function. The ITS functional group provides
4 technical and operational support for the E-CIS mainframe computer and the software,
5 the JDE Financial Software, and supports the individual desktop and laptop computer
6 users across the business. I evaluate the ITS function in the same way that I evaluate
7 other services provided by the service company, AWWSC. For example, as I described
8 in my rebuttal testimony regarding management services that Tennessee American Water
9 Company receives from American Water Works Service Company, a monthly billing
10 from AWWSC is received for the actual services delivered to Tennessee American for
11 that month. These reports enable me to drill down into an enormous amount of data to
12 assess what services are being provided – such as IT Support services -- by who, when,
13 where, etc. Supplemental Exhibit JSW-2 is a power point that illustrates the wealth of
14 information that enables Tennessee American supervisors and managers to evaluate the
15 services and functions being provided to Tennessee American by the Service Company
16 so that we may exercise accountability and ensure that service company charges are
17 actually being delivered, are needed, and provide reasonable value to Tennessee
18 American customers.

19
20 As part of the checks and balances to ensure that ITS-related costs, which include E-CIS
21 costs, are warranted, it is my job to review the billing for each month and compare that to
22 the budget to see if the costs are reasonable. I do this for every function area for which
23 the Service Company provides services to Tennessee American. We compare billings for

1 each such functional area: Legal Services, Accounting Services, Administrative
2 Services, IT Services, Call Center Services, Supply Chain, Legal Services, Finance
3 Services, Water Quality (including the Belleville Central Lab), Engineering, etc. to the
4 budget for that functional area. We then can continue to drill down into each functional
5 group and see the service company employees by functional group, by business unit, by
6 location, or for each amount charged, and then even drill down to see each service
7 company employee, by day or a summary by pay period of the function to see what
8 account they charge their time to, then into their time entry to determine the pay code
9 (regular, vacation, sick, training, etc.). We can determine, by looking at the formula,
10 what tasks they worked on and how many hours were charged to each task. By the
11 names involved, we can also tell whether these are the service company employees
12 normally assigned to perform work for Tennessee American.

13

14 We can view, by the functional area, how the hours charged to Tennessee American are
15 associated to the work performed by AWWSC employees that are working directly for
16 Tennessee American, or whether they are assigning time directly to a Tennessee
17 American construction project or working on a regional or AWW system project that
18 benefits Tennessee American and its customers.

19

20 Each time we receive a bill from the AWWSC, I take the opportunity to scrutinize each
21 of the charges, and we can challenge any charge for an employee of the Service
22 Company. When we have a question we can call the service company employee who
23 made the charge and get more details about the amount of work they performed, or

1 discuss with their supervisor, or go to the functional lead, or the manager or director of
2 the Shared Service Center or the Call Center or the Belleville Lab to ask questions, and
3 obtain an explanation for the charges. If an individual has charged Tennessee American
4 incorrectly, we can make and have successfully made requests to have those charges be
5 charged back to the company to which they belong.

6
7 Just as we can cause any unwarranted charges to be removed from Tennessee American's
8 bill for functions like Accounting Services or Legal Services, we can also do the same
9 with ITS charges to Tennessee American. As the end user and for the benefit of our
10 customers in Tennessee, we can make sure that Tennessee American is not being
11 overcharged by the Service Company, and that Tennessee American is being charged for
12 only that which benefits our customers. For example, just as I can and do determine
13 whether the Service Company is closing Tennessee American's monthly books
14 (accounting), handling routine contract and labor negotiations (Legal), obtaining low cost
15 capital (executive functions), implementing efficiency and safety programs (Operational
16 Risk), providing complex water quality testing and training for our lab (Belleville lab),
17 etc, I can and do evaluate whether Tennessee American is receiving services and value
18 from E-CIS. If E-CIS was not providing needed and reasonable services I would know
19 about it quickly from customers, employees and through my own observations because
20 E-CIS is the foundation on which so much of our customer support infrastructure is built.

21

22 **Q. Can you describe the type of bill that E-CIS generates for Tennessee**
23 **American residential customers.**

1

2 A. Yes, attached as Supplemental Exhibit JSW-3 is an example of an E-CIS-
3 generated bill for a residential customer that uses approximately an average amount of
4 water. Note that the only charges on the bill that relate to Tennessee American's rate
5 request are the actual water charges (\$15.41). Other charges that appear include sewer
6 services (\$18.18), state and local taxes (\$1.43), East Ridge garbage (\$10.00), and the
7 customer protection water line (\$5.50). This is an example of a typical water bill
8 generated by E-CIS. The E-CIS-generated bill provides the customer with far more
9 information and detail than was previously available. E-CIS also enables customers to
10 receive a single bill for multiple services that they receive. This is a customer
11 convenience that helps reduce waste.

12

13 **Q. Does E-CIS provide any information for other external customers of**
14 **Tennessee American or other third parties that would not otherwise be easily**
15 **accessible?**

16 A. As I have discussed previously in the Service Metrics Reporting to the TRA and
17 the CAPD to which Tennessee American agreed in the last case, it would not be possible
18 to report these metrics without E-CIS. One report that we provide monthly to the TRA
19 and CAPD is the Customer Service Scorecard. This report is available to be accessed by
20 Tennessee American at any point in time to review the progress toward meeting goals
21 that have been established and agreed to by the Call Center. This report is retained and
22 provided following the end of the month for my review to determine the level of service
23 provided by the Call Center. These are the Call Center metrics that we expect for our

1 Tennessee customers, and if these are not satisfactory we will contact the Manager or
2 Director at the Call Center to make sure that customers are receiving great service. We
3 also can review the amount of work accomplished at the Call Center, and we can report
4 that work level to the TRA and CAPD in a very specific format which is easily reviewed.
5 In the previous rate case, filed in 2004, we did not have information easily retrievable
6 regarding service metrics and call handling, because E-CIS was not completed until mid-
7 2003 for Tennessee, nor were calls for Tennessee American customers being routed to
8 the Call Center until July 2003. In order to develop any statistical analysis, we would
9 have to have local operating personnel review paper records and local phone records
10 manually and attempt to analyze and quantify this information to respond to data
11 requests, a very time consuming process. Gathering data from the old EDIS system, such
12 as estimated meter readings, required the company to go back through printouts or
13 request queries written by one of two ITS support personnel.

14

15 The City of Chattanooga benefits greatly from the implementation of E-CIS as regards
16 the Sewer Billing Data and billing that Tennessee American performs on their behalf. E-
17 CIS makes it possible for Tennessee American to request a report which contains the
18 information the City would like to have about its sewer customers in a format such as an
19 Excel Spreadsheet. The sewer service billing and collection is a cost-effective service for
20 the City of Chattanooga, partly because it is not required to duplicate the service for the
21 sewer customers. Hamilton County Wastewater Authority, City of Red Bank, Rossville,
22 Catoosa County, Georgia all contract with Tennessee American to provide billing and
23 collections for sewer customers. In some municipalities such as East Ridge, garbage

1 service is billed and collected by Tennessee American on the water bill as a convenience
2 to their residents. All of these benefits are advantageous and bring value to Tennessee
3 American customers, the City of Chattanooga, and the other municipalities and counties
4 within Tennessee American's service territory that are Tennessee American customers.
5 The services are beneficial, convenient, and cost-effective for our customers because they
6 prevent waste and duplication which would be occurring if each municipality had to
7 operate its own billing system independent of the E-CIS system.

8

9 **Q. Based on your experience, could Tennessee American afford to implement**
10 **the service functions provided by E-CIS on its own?**

11 A. No. A sophisticated computer system like E-CIS that is custom-designed for a
12 water utility is almost certainly too expensive for Tennessee American to buy, customize,
13 implement, and maintain on its own.

14

15 **Q. Mr. Watson does this conclude your testimony?**

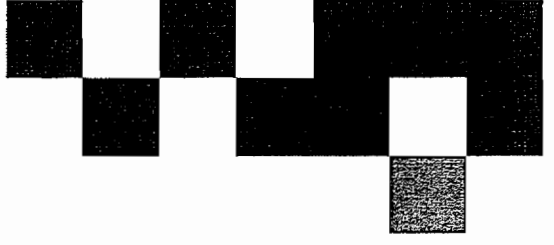
16 A. At this time, it does. However, I respectfully request the opportunity to respond
17 to any further late-filed testimony or exhibits that may be filed by the CAPD or others.

18



Service Billing Rewrite

File Structure and Reporting



Service Co Reporting Table of Contents



- Process and File Structure
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 - Page 11: Trial Balance by Business Unit
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 - Page 20: Standard Financial Reports (FASTR's)
- Reports and Inquiries from Service Company Billing File
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 - Page 38: Business Partner Report (from G/Ledger)
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 - Page 44: Charges by Employee
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 - Page 50: Online Detail Access



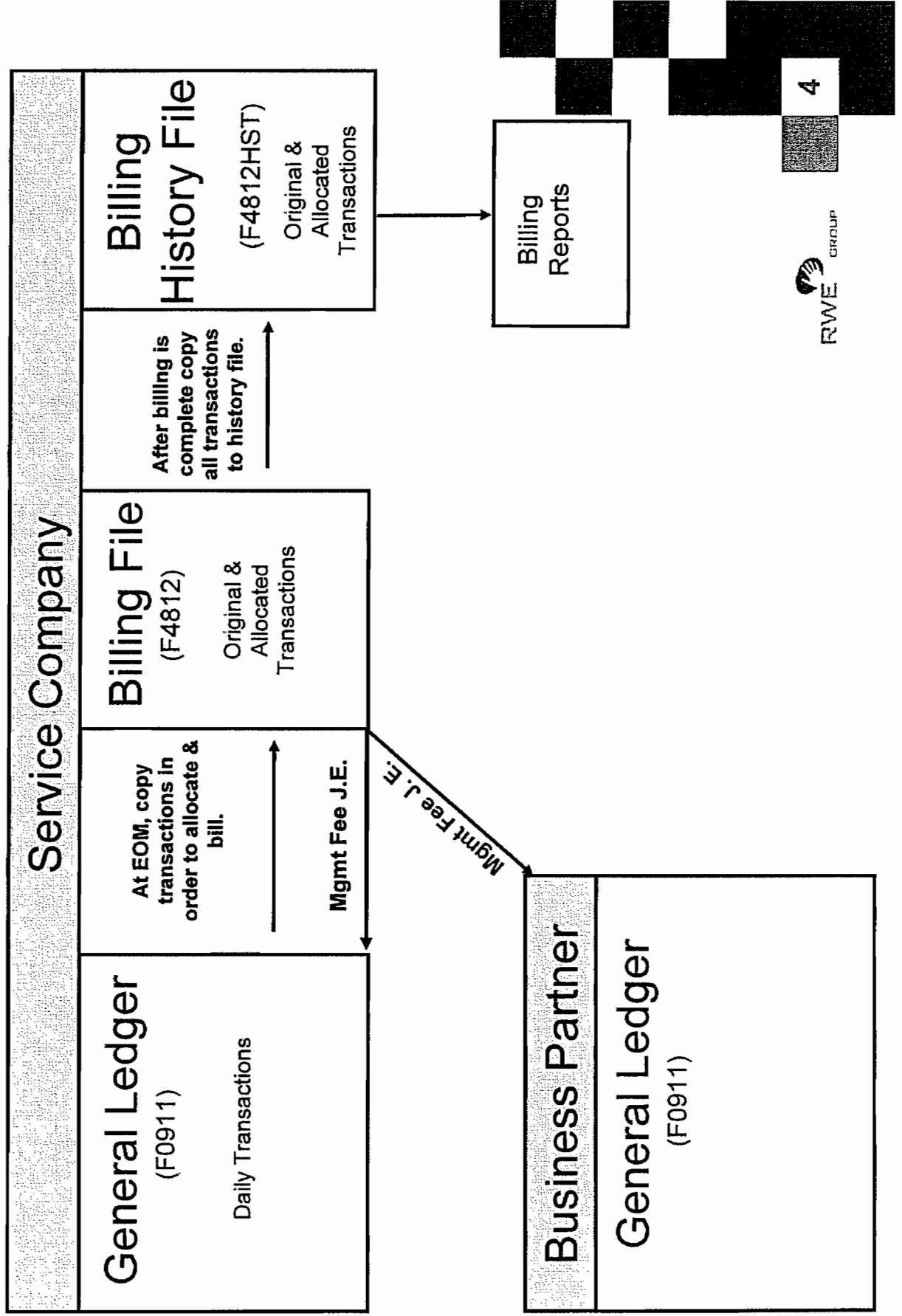


Service Company Accounting Overview

Section 1:

Process and File Structure





Service Company

Locations

Voorhees 0320	Shared Svc Ctr 0325	Western Region 0330
Central Region 0335	Alton Call Ctr 0340	Belleville Lab 0345
Southeast Region 0350	Northeast Region 0365	Pensacola Call Ctr 0370

Each location consists of
Business Units (Depts.)

For example:
Voorhees Finance= 032007
Voorhees HR= 032018

Allocating Types of Charges (below is a sample list, not a complete list of possible charges)

- Basic Service (non-overhead):
 - Service Payroll (non-support)
 - Use formula to direct charge a Business Partner or allocate to multiple BPs.
 - Invoices
 - P-Card
 - Journal Entries
- Overhead
 - Support Payroll
 - Utility Invoices
 - Payroll Benefits
 - Depr J.E.'s

For the current period, all overhead for a location should be billed in proration to how the Service Payroll is billed for the location.

Location

Overhead



- Overhead charges are not billed out based upon a fixed percentage. Rather, they are billed out based upon how service labor was billed for the location for the current period.

For example:

If the SSC billed labor charges for the month of January as follows:

Co 5	\$100	10%
Co 9	\$100	10%
Co 10	\$200	20%
Co 11	\$300	30%
Co 12	<u>\$300</u>	<u>30%</u>
Total	\$1,000	100%

SSC's \$500 of overhead charges should bill in the same prorata.

Co 5	\$50	10%
Co 9	\$50	10%
Co 10	\$100	20%
Co 11	\$150	30%
Co 12	<u>\$150</u>	<u>30%</u>
Total	\$500	100%



Overhead



- Two formulas have been created in the formula file to use for charging overhead transactions.
 - 999999 - General Overhead (bldg and support labor)
 - 888888 – Labor Benefit Overhead

General Ledger (F0911)

General overhead charges can be posted directly to the SC Dept

Benefit overhead charges will be posted to a clearing business unit (039998) so that they can be allocated based upon SC labor amounts.

SC Depts

Example:

031501
031507

All transactions
posted here

039998

Benefit overhead
posted by Payroll
Dept or Gen Accting

Allocate to bus units
based upon labor %

Detail Transactions in Billing File

The F4812 has BP & Mgmt Fee Acct, in addition to all of the fields from the F0911.

Service Co G/L (F0911)

- Daily transactions
- Allocate benefit overhead to business units
- General ledger closed
- Copy billable accounts to F4812

Billing File (F4812)

Original Transactions from F0911

Doc#	Doc type	B_unit.object.sub	Subldgr	Purpose	Amt	BP	Mgmt fee acct
001	T2	032005.501200.16	100074	xxxx	\$100	ORIGINAL [blank]	
002	JE	032007.541000.16	999999	xxxx	\$200	ORIGINAL [blank]	
003	T2	032007.501200.16	999999	xxxx	\$300	ORIGINAL [blank]	
004	T2	032001.501200.16	999999	xxxx	\$400	ORIGINAL [blank]	

Formula Allocated Transactions

Doc#	Doc type	B_unit.object.sub	Subldgr	Purpose	Amt	BP	Mgmt fee acct
001	T2	032005.501200.16	100074	xxxx	\$90	18	180105.534600.16
001	T2	032005.501200.16	100074	xxxx	\$10	38	380305.534600.16

Allocate formula transactions to BP's

Accumulate Overhead Transactions

Doc#	Doc type	B_unit.object.sub	Subldgr	Purpose	Amt	BP	Mgmt fee acct
005	GO	032007.534999	999999		\$500	ACCUMOVH [blank]	
006	GO	032001.534999	999999		\$400	ACCUMOVH [blank]	

Accumulate overhead transactions by bus unit

Allocate Overhead Transactions

Doc#	Doc type	B_unit.object.sub	Subldgr	Purpose	Amt	BP	Mgmt fee acct
005	GO	032007.534999	999999		\$450	18	180105.534600.16
005	GO	032007.534999	999999		\$50	38	380305.534600.16
006	GO	032001.534999	999999		\$360	18	180105.534600.16
006	GO	032001.534999	999999		\$40	38	380305.534600.16

Allocate overhead transactions to BP's

MGMT FEE J.E.

F4812 File



Mgmt Fee Acct driven from formula.

	MGMT FEE ACCT	BP	AMT
• 032007.501200.16	050105.534600.16	05	\$10
• 032012.535000.16	100105.734600.16	10	\$15
• 033007.501200.16	050105.534700.16	05	\$20
• 033007.501200.16	050105.182000	05	\$25
• 033007.501200.16	190105.105270.31	19	\$30

Home Bus Unit

If >400000, then post to 404100 Opex
If <400000, then post to 404200 Capex.

BP field controls which
subsid acct to post to.

F0911 - SERVICE CO G/L

DEBIT	CREDIT
• 032007.404100.AW05	\$10
• 032012.404100.AW10	\$15
• 033007.404100.AW05	\$20
• 033007.404200.AW05	\$25
• 033007.404200.AW19	\$30

Bus Partner charges
taken directly from MGMT
FEE ACCT field in F4812

F0911 - BUS PARTNER G/L's

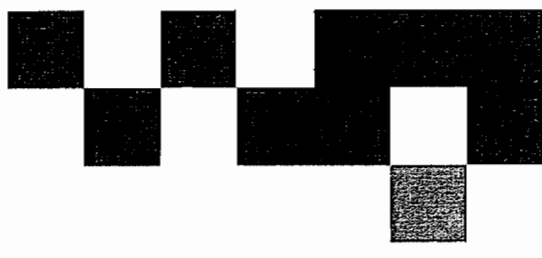
DEBIT	CREDIT
•050105.534600.16	\$10
•100105.734600.16	\$15
•050105.534700.16	\$20
•050105.182000	\$25
•190105.105270.31	\$30

Note:
The SC's 404100.AW__ will tie to the
sum of the BP's Oper Mgmt Fees Exp
(534's) and Non-Op Mgmt Fee Exp
(734's)



Service Company Reporting

Section 2: Reports & Inquiries from Service Company General Ledger



Trial Balance by Business Unit



[AT0053] - Sr Acct/5specialist (with Inventory) - (American Water)

Functions Menu Functions Tools Help

Fri, Feb 4, 2005 SSC - Production WEBERDL
1:20:26pm (C) J.D. Edwards & Co 1985, 1996 QPADEV01M8
RWWHRH

GENERAL BUSINESS SYSTEMS

- 2 Address Book
- 4 Cash Management and A/R
- 5 Accounts Payable
- 6 General Accounting

INDUSTRY SPECIFIC SYSTEMS

- 14 Purchasing and Inventory
- 15 329 Report Project

Choose option 6 -
General Accounting

ADVANCED & TECHNICAL OPERATION

- 20 Advanced & Technical Ops

- 9 Fixed Assets and Job Cost

REPORT WRITERS

- 23 Reports & Inquiries
- 24 World Writer Reporting

- 12 Time Entry



Trial Balance by Business Unit



[A09200] - General Acct-Processor - (American Water)

Functions Menu Functions Tools Help

Fri, Feb 4, 2005 1:22:44pm SSC - Production (C) J.D. Edwards & Co 1985,1996 WEBERDL QPRDEV01M8 RWWHRH

DAILY OPERATIONS

2 Journal Entry

3 Reports & Inquiries

PERIODIC OPERATIONS

6 System Delivery OPD

18 Allocations

19 G/L Query

24 Organization & Acct Setup

Choose option 3 -
Reports & Inquiries





Trial Balance by Business Unit

[A0912] - Accounting Reports & Inquiries - (American Water)

Functions Menu Functions Tools Help

Fri, Feb 4, 2005 1:24:53pm SSC - Production (C) J.D. Edwards & Co 1985, 1996 WEBERDL QPADEV01M8 R\WHRH

STANDARD ACCOUNTING REPORTS

- 2 T/B by Business Unit
- 3 T/B by Object Account
- 4 DR/CR T/B by Business Unit
- 5 DR/CR T/B by Category Code

STANDARD INQUIRIES

- 14 T/B by Business Unit
- 15 T/B by Object Account
- 16 T/B by Company
- 17 T/B by Subledger
- 18 Masked Trial Balance
- 19 Account Ledger Inquiry
- 20 Account Balance by Month
- 21 Account Balance by Subledger
- 22 Statutory Account Inquiry
- 23 Account Balance Comparison
- 24 Daily or Weekly Comparisons

Choose option 14 -
T/B by Business Unit



Trial Balance by Business Unit



[09210] - T/B by Business Unit

Functions Options Tools Help

Can limit display to one subledger

Skip to Account: 032007.501200
 Subledger: *
 Company: 00003 American Water Works Se

Thru Date/Period: 01/21/05
 Ledger Type: RA
 Level of Detail: 9
 Cum/Period(C/P): C

Enter desired bus unit, object account and period date

Account Number	L	D	Description	Cumulative Balance
032007			2 CORP-Finance	
032007.501200.16	9		Labor Oper AG	243,685.86
032007.501711.16	9		Incen Plan-Off-Ar	2,081.70
032007.504000	9		Employee Pensions	
032007.504100.16	9		Group Ins Oper AG	38,195.83
032007.504500.101	9		Other Welf-House	1,453.00
032007.504500.112	9		Other Welf-Visa P	2,825.00
032007.504500.16	9		Other Welf Oper A	22,339.95
032007.504600.16	9		Tuition Aid AG	41.36
032007.506100.16	9		Pension Oper AG	6,192.44
032007.507100.16	9		401k Oper AG	5,298.86
032007.508100.16	9		EIP Oper AG	4,585.42
032007.530000	9		Contractual Servi	

Opt.1=Acct Ledger Inquiry 2=Acct Balance by Period F24=More

Trial Balance by Subledger (Project)



[AT0053] - Sr Acct/Acct/Specialist (with Inventory) - (American Water)

Functions Menu Functions Tools Help

Fri, Feb 4, 2005 SSC - Production WEERDL
1:20:26pm (C) J.D. Edwards & Co 1985,1996 QPADEV01M8
AWWHRH

GENERAL BUSINESS SYSTEMS

2 Address Book

4 Cash Management and A/R

5 Accounts Payable

6 General Accounting

INDUSTRY SPECIFIC SYSTEMS

14 Purchasing and Inventory

15 329 Report Project

Choose option 6 -
General Accounting

ADVANCED & TECHNICAL OPERATION

20 Advanced & Technical Ops

9 Fixed Assets and Job Cost

REPORT WRITERS

23 Reports & Inquiries

24 World Writer Reporting

12 Time Entry



Trial Balance by Subledger (Project)



[A09200] - General Acct-Processor - (American Water)

Functions Menu Functions Tools Help

Fri, Feb 4, 2005 SSC - Production WEBERDL
1:22:44pm (C) J.D. Edwards & Co 1985,1996 QPADEV01M8
RWWHRH

DAILY OPERATIONS

2 Journal Entry

3 Reports & Inquiries

PERIODIC OPERATIONS

6 System Delivery OPD

18 Allocations

19 G/L Query

24 Organization & Acct Setup

Choose option 3 -
Reports & Inquiries



Trial Balance by Subledger (Project)



[A0912] - Accounting Reports & Inquiries - (American Water)

Functions Menu Functions Tools Help

Fri, Feb 4, 2005 SSC - Production WEBERDL
1:24:53pm (C) J.D. Edwards & Co 1985,1996 QPADEV01M8
RWWHRH

STANDARD ACCOUNTING REPORTS

- 2 T/B by Business Unit
- 3 T/B by Object Account
- 4 DR/CR T/B by Business Unit
- 5 DR/CR T/B by Category Code

STANDARD INQUIRIES

- 14 T/B by Business Unit
- 15 T/B by Object Account
- 16 T/B by Company
- 17 T/B by Subledger
- 18 Masked Trial Balance
- 19 Account Ledger Inquiry
- 20 Account Balance by Month
- 21 Account Balance by Subledger
- 22 Statutory Account Inquiry
- 23 Account Balance Comparison
- 24 Daily or Weekly Comparisons

Choose option 17 -
T/B by Subledger





Trial Balance by Subledger (Project)

[09215] - T/B by Subledger

Functions Options Tools Help

Subledger		100521	F	Company	3
Business Unit				Ledger Type	
Object Account				Thru Date/Period	01/21/05
0	Account Number	Description	Current Balance		
P					

Enter desired subledger, co 3, and period date



Option: 1=Account Ledger Inquiry F24=More Keys



DUP



Trial Balance by Subledger (Project)

[09215] - T/B by Subledger

Functions Options Tools Help

Can limit display to one business unit or one account

Subledger

100097 F Company

00003

Ledger Type

RA

Thru Date/Period

01/21/05

Business Unit

Object Account

Display shows account balances for each bus unit

Account Number	Description	Current Balance
032079.501200.164119	Labor Op IT-Fin/Acctg	3,084.12
	Total Object Acct	3,084.12
032080.501200.164119	Total Business Unit	3,084.12
	Labor Op IT-Fin/Acctg	11,262.12
	Total Object Acct	11,262.12
032080.575340.16	Employee Expenses AG	
	Total Object Acct	28.62
032080.575350.16	Meals & Travel Deduct	28.62
	Total Object Acct	28.62
032080.575351.16	Meals & Travel Nonded (Mt	28.62
	Total Object Acct	28.62
	Total Business Unit	11,319.36
032081.501200.164119	Labor Op IT-Fin/Acctg	851.91
	Total Object Acct	851.91



Option: 1=Account Ledger Inquiry

F24=More Keys



OLUP

- Figure 1**

[X] [A] [M] [S]	[Equilibrium Type Entry - American Water]
New Functions	Johd 0767
Date: Dec 30, 2004	RCS - Production
10:21:37am	(*) JD Edwards & Co 1985-1995
GENERAL BUSINESS SYSTEMS	
4 Cash Management and R/R	14 Purchasing and Inventory
5 Accounts Payable	15 129 Report Project
8 General Accounting	
9 Fixed Assets and Job Cost	
REPORT LIBRERS	
23 Reports & Inquiries	24 World War IIer Reporting
121 Time Entry	
[✓] [X]	

[illegible]

function: press/function: touch: Hds		Man, Btl, 35, 2004	SCB# - W/ BL Receipt	5/17/04	WELTRUL
		12-53:04pm	(Q) J.C. Edwards & Co 1915, 1956		Q/P01/00025 BNU0002
1	Balance Sheet			11	Analysis of Income Month & YTD
2	Trial Balance			14	Analysis of Income 12 Mo Ended
3	Balance Sheet/Fur			15	Analysis of Income Quarterly
5	Inc Stmt Month & YTD			17	Chart of Accounts by BU Range
6	Inc Stmt 12 Mo Ended				
7	Inc Stmt Quarterly				
8	Inc Stmt Fur				
9	Inc Stmt Auto Subtrial Adj (A/S)			21	Placing Reports Menu
				22	1st Reports Menu
				37	Report Reports Menu
11	MO End Auto Subtrial (A/S)			24	Cross User Report
12	MO End Auto Subtrial (COMP)				

Step 2:

Select Option 6 – Service Company

Standard Reports Menu

Standard Reports



[A09100003] - Standard Reports - Service Company - (American Water)

Functions Menu Functions Tools Help

Fri, Feb 4, 2005		SSC - Production		WEBERDL	
11:53:53am		(C) J.D Edwards & Co 1985,1996		QPADEV081M8	
				RWHRH	
1	Balance Sheet	13	Analysis of Income Month & YTD	Options 5 - 8 will provide Income Statement reports	
2	Trial Balance	14	Analysis of Income 12 Mo Ended		
3	Balance Sheet Flux	15	Analysis of Income Reforecast		
5	Inc Stmt Month & YTD	17	Chart of Accounts by BU Range	Options 13 - 15 will provide Analysis of Income reports	
6	Inc Stmt 12 Mo Ended				
7	Inc Stmt Reforecast				
8	Inc Stmt Flux				
9	Inc Stmt Auto Submit All (IAS)	21	Planning Reports Menu		
		22	KPI Reports Menu		
11	Mo End Auto Submit (IAS)	23	Rates Reports Menu		
12	Mo End Auto Submit (GAAP)	24	Create User Report		



Standard Reports

Analysis of Income Example

[A58AIA01] - Service Company Analysis Of IMth & YTD - (American Water)

Functions Menu Functions Tools Help

Fri, Feb 4, 2005

SSC - Production

WEBER

12:12:04pm

(C) J.D. Edwards & Co 1985 1996

QPADEV01M8

АВИАЦИЯ

Business Unit Reports

2 | A of I Bus Unit (IAS)

3 | Aofl Bus Unit (Hyperion)

Location Reports

5 | A of I Location (IAS)

6 | A of I Location (Hyperion)

Company Reports

8 | A of I Total Company (IAS)

9 | A of I Total Co (Hyperion)

There are Business Unit, Location, and Total Company Reports



Standard Reports

Analysis of Income Example

Business Unit Report



[98312] - A of I Bus Unit (IAS)

Functions Tools Help

A of I Business Unit (IAS)	Form ID	HP582080
	Version	SATB00017
	Display Level	5

This job has various options described below. Enter the desired values and press ENTER to continue.

General Specifications:

Enter Fast ID
Enter Faster Version

Enter Year
Enter Period

Enter Company Number:
Enter Business Unit:

Enter From Object Account:
Enter To Object Account:

GL003ATA
SC AL BU

2005
01

00003
032573

Change:

- Year
- Period
- Business Unit



GROUP

FF=Printer Overrides

23

Standard Reports

Analysis of Income Example

Business Unit Report



© [A58A1A01] - Service Company Analysis Of I Mth & YTD - (American Water)

Functions Menu Functions Tools Help

Fri, Feb 4, 2005 12:26:24pm SSC - Production WEBERDL
(C) J.D. Edwards & Co 1985,1996 QPADEV01M8
AMWHRH

Business Unit Reports

- 2 A of I Bus Unit (IAS)
- 3 A of I Bus Unit (Hyperion)

Location Reports

- 5 A of I Location (IAS)
- 6 A of I Location (Hyperion)

Company Reports

- 8 A of I Total Company (IAS)
- 9 A of I Total Co (Hyperion)

Report will be submitted to user's spooled reports queue

☒ A of I Bus Unit (IRS) submitted to batch



24

Standard Reports

Analysis of Income Example

Business Unit Report



Work with Submitted Jobs - AWWHRH

File Edit Functions Options Help

Submitted from *USER

Change Hold End Work with Release Display message

Work with spooled files

Job	User	Type	Status	Function
J562080	WEBEROL	BATCH	OUTQ	
COMPAAWS	WEBEROL	BATCH	OUTQ	

Highlight the line entitled, "COMPAAWS" and select "Work with spooled files".



Standard Reports

Analysis of Income Example

Business Unit Report



Work with Job Spooled Files

File Edit Functions Options Help

Job: COMPAWWS User: WEBERDL Number: 803285

Send Change Hold Delete Display Release

Messages Attributes Work with printing status

File	Device or Queue	User Data	Status	Total Pages	Current Page	Copies
R03410	WEBERDL	P034110	RDY	1	1	1

To print: highlight the report again and select "Change"

GROUP

Standard Reports

Analysis of Income Example

Business Unit Report



Change Spooled File Attributes (CHGSPLFA)

File Edit Functions Help

Spooled file
Job name
User
Number
Spooled file number
Job system name
Spooled file created:
Creation date
Creation time
Printer
Print sequence
Form type
Copies
Restart printing

R83410
COMPAWWS
WEBERDL
803285
1
AAWCHRS

'02/04/05'

'12:53:21'

NUMTLRLT

*SAME *NEXT

*STD

1

*STRPAGE

Name

Form type

1-255

Number

Type in desired printer



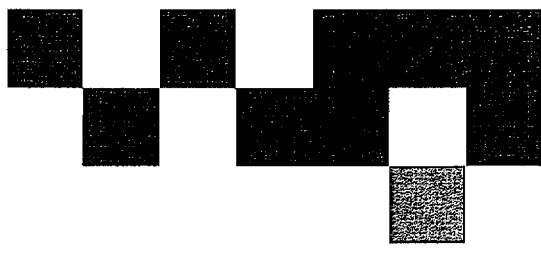
27





Service Company Reporting

Section 3: Reports & Inquiries from Service Company Billing File



Billing Reports & Inquiry



Accessing the Billing Reports

[98VL] - Library List Selection

Functions Options Tools Help

	Description
0	
P	
1	SSC - Production
	Service Company Billing - Prod
	Historical AWSC Environment
	Historical AZ-AM Environment
	Historical CA-AM Environment
	Historical HA-AM Environment
	Historical IA-AM Environment
	Historical IL-AM Environment
	Historical IN-AM Environment
	Historical KY-AM Environment
	Historical MD-AM Environment
	Historical MI-AM Environment
	Historical MO-AM Environment
	Historical MO-W2/1099's
	Historical NE-AM Environment
	Historical NJ-AM Environment
	Historical NM-AM Environment

Choose "Service
Company Billing - Prod"



Opt 1=Select Library List 2=Display Library List F3=Sign Off

MW



GROUP

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Billing Reports & Inquiry



[A585CR03] - Billing Reports and Inquiry - (American Water)

Functions Menu Functions Tools Help

Fri, Feb 4, 2005 2:31:57pm Service Company Billing - Prod (C) J.D.Edwards & Co 1985,1996 WEBERDL QPADEV00T7 RWWHRH

Reports

- 2 Summary Bill from History
- 3 12 Month Rolling from History
- 4 Business Partner Rpt (F0911)
- 5 Overhead Drill Down Report
- 6 Charges by Employee ***PROTECT
- 7 Charges by Project ***PROTECT

Inquiries

- 14 Online Detail Access

All reports are from the SC Billing File, except the Business Partner Rpt, which is from the G/L.



Billing Reports & Inquiry

Summary Bill



[98300] - Summary Bill from History

Functions Options Tools Help

Form R582051

Skip to Version

0	Version	Description	User	Chg Date
1	PWW0001	Summary Bill Report - History	JDESSC	02/04/05
	SLJTEST	Summary Bill Report - History	PAQUETGJ	01/31/05
	SUMMARYBIL	Summary Bill Report - History	ADAMS	02/02/05

Choose option 1 to run
version "AWW0001"



Opt: 1=Run 2=Chg 3=Add 4=Rpt Dist 5=Cover 6=Prt Ovr 8=Repair 9=Dlt

MW

GROUP

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Billing Reports & Inquiry

Summary Bill



[98312] - Processing Options Revisions

Functions Tools Help

Summary Bill Report - History

Form ID

P582051

Version

00000001

Display Level

0

This job has various options described below. Enter the desired values and press ENTER to continue.

1. Enter Period

2. Enter Year

3. Enter Business Partner eg 1,2,3,4....
Leave Blanks for all Business Partner

4. Enter Region
Leave Blanks for all Regions
Bottom

01

05

05

01

Enter period and year.

Enter a bus partner
and/or region or leave
blank to select all.



F5=Printer Overrides

MW



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Billing Reports & Inquiry

Summary Bill



RS020508064974rk - Notepad
File Edit Format View Help
582050

American Water works Company Summary Bill Report - History			
2.			
15			
Data Selection Values			
Year: 05	Period: 01	Region: A	Western Region
Description of Service			
	Hours	Payroll	Business Partner: 5 Expenses
Accounting	1,574.64	32,961.53	6,216.92
Administration	1,010.04	18,342.83	29,657.31
Audit	96.12	2,668.50	22,198.25
Communications	158.05	10,094.55	21,227.05
Legal	660.59	42,687.68	37,120.64
Engineering	532.35	19,878.93	15,600.35
Finance	1,523.82	51,685.30	53,280.35
Human Resources	531.57	17,990.39	69,068.15
Information Systems	1,527.60	27,810.99	49,708.80
Operations	1,311.20	88,163.05	76,443.62
Rates & Revenue	125.33	5,311.87	8,246.53
Risk Management	174.52	5,665.83	7,943.17
Water Quality	636.63	13,063.22	30,331.60
Customer Service	5,441.08	52,841.53	46,848.12
TOTAL:	15,303.54	352,480.54	370,177.74
TOTAL CURRENT MONTH CHARGES			
LESS: PAYMENT-PRIOR EST. BILLING			
NET AMOUNT PAYABLE (RECEIVABLE)			
PLUS: EST. CURRENT MONTH BILLING			
Intercompany Settlement Co			
Total			
39,178.45			
48,000.14			
19,529.73			
31,321.60			
79,808.32			
35,479.28			
104,965.65			
87,058.54			
77,517.79			
164,606.67			
13,558.40			
13,609.00			
43,394.82			
99,689.65			
722,658.28			
722,658.28			
2,962,238.20			
2,239,579.92			
722,658.28			
1,516,921.64			

Billing Reports & Inquiry

12 Month Rolling



[98300] - 12 Month Rolling from History

Functions Options Tools Help

Skip to Version [] Form [R662091]

0	Version	Description	User	Chg Date
1	AWW00001	SCB Rolling 12 Months Report - Summary	JDESSC	02/04/05
	AWW00002	SCB Rolling 12 Months Report - Detail	JDESSC	02/04/05

Choose option 1 to run version "AWW0001"



Opt: 1=Run 2=Chg 3=Add 4=Rpt Dist 5=Cover 6=Prt Ovr 8=Repair 9=Dlt

MW

GROUP

Billing Reports & Inquiry

12 Month Rolling



[98312] - Processing Options Revisions

Functions Tools Help

SCB Rolling 12 Months Report - Summary

Form ID	P562091
Version	RW00001
Display Level	8

This job has various options described below. Enter the desired values and press ENTER to continue.

1. Ending Period of the Report
2. Ending Year of the Report

Bottom

01 05

Enter period and year.
Report runs all business partners.
User can print desired pages.



F5=Printer Overrides

MW



GROUP

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Billing Reports & Inquiry

Business Partner Report



[98300] - Business Partner Rpt (F0911)

Functions Options Tools Help

Skip to Version [] Form [2582160]

Version	Description	User	Chg Date
0			
1	Business Partner Report	JDESSC	02/04/05
1	Business Partner Report	QUIGLEGL	01/25/05
1	Business Partner Report	BRINTOCL	01/25/05
1	Business Partner Report	ROESCHMD	01/25/05
1	Business Partner Report	GRUBBEJ	02/01/05
1	Business Partner Report	HALTERPL	02/02/05
1	Business Partner Report	CARMACBL	01/24/05
1	Business Partner Report	QUIGLEGL	01/25/05
1	Business Partner Report	WEBERDL	02/04/05
1	Business Partner Report	PAQUETGJ	01/31/05
1	Business Partner Report	PAQUETGJ	01/31/05

Choose option 1 to run
version "AWW0001"

☒ ☐

Opt: 1=Run 2=Chg 3=Add 4=Rpt Dist 5=Cover 6=Prt Ovr 8=Repair 9=Dlt

GROUP

MW

Billing Reports & Inquiry

Business Partner Report



[98312] - Processing Options Revisions

Functions Tools Help

Business Partner Report	Form ID	R582150
	Version	AWW0001
	Display Level	8

This job has various options described below. Enter the desired values and press ENTER to continue.

1. Enter Fiscal Period
2. Enter Fiscal Year
3. Enter Region
e.g. A,B,C,D,Z Blanks for All
4. Enter Business Partner
e.g. 3,5,9,10,13,24 Or Blanks for All
5. Enter Location
Blanks for All
6. Enter Budget Type/Option
Type 'NO' for No Budgets Bottom

01
05
10
|

Enter period and year.
Must enter at least one
Region, Bus Partner, or
Location



F5=Printer Overrides

MW

CLIP



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Billing Reports & Inquiry

Business Partner Report



R5021500071541nk - Notepad

File Edit Format View Help

582150

data selection values

Period: 01 Year: 05

Region: B Central Region

Location: 0320 SC-Corporate Location

American Water Works Company

Service Company Billing

Business Partner Report

Business Partner: 10

Indiana-American Water Co.

Description of Service	Actual		Budget		Variance	Actual	Budget	Variance
	Month	Year-To-Date	Month	Year-To-Date				
Central Region								
Indiana-American Water Co.								
SC-Corporate Location								
OPEX								
032001	CORP-Bldg Services Marlton	2,898.79	2,898.79			2,898.79		2.8'
032005	CORP-AWK Labor Pass Thru	1,596.16	1,596.16			1,596.16		1.5'
032007	CORP-Finance	40,574.37	40,574.37			40,574.37		40.5
032015	CORP-Legal	9,354.78	9,354.78			9,354.78		9.3
032018	CORP-Human Resources	63,871.58	63,871.58			63,871.58		63.8
032019	CORP-Operational Risk	7,581.12	7,581.12			7,581.12		7.5
032020	CORP-Business Development	8,493.24	8,493.24			8,493.24		8.4
032023	CORP-External Affairs	15,562.05	15,562.05			15,562.05		15.5
032060	CORP-Audit	31,911.06	31,911.06			31,911.06		31.9
032061	CORP-Property Management	6,394.48	6,394.48			6,394.48		6.3
032062	CORP-Building Services	19,893.20	19,893.20			19,893.20		19.8
032064	CORP-Operational Performance	13,273.57	13,273.57			13,273.57		13.2
032065	CORP-Asset Management	3,259.14	3,259.14			3,259.14		3.2
032066	CORP-Innovation & Technology	5,768.51	5,768.51			5,768.51		5.7
032068	CORP-Marketing	5,823.77	5,823.77			5,823.77		5.8
032069	CORP-Regulatory UFS	3,108.38	3,108.38			3,108.38		3.1
032070	CORP-Shared Bus Services Admin	8,173.27	8,173.27			8,173.27		8.1
032085	CORP-Internal Communications	3,346.42	3,346.42			3,346.42		3.3
032086	CORP-Internal Communications	1,412.97	1,412.97			1,412.97		1.4
032088	CORP-Business Change	24,047.04	24,047.04			24,047.04		24.0
032089	CORP-Business Development	456.75	456.75			456.75		4
032090	CORP-Prop Mgmt Development	466.37	466.37			466.37		4
032091	CORP-STEP Project	10,463.59	10,463.59			10,463.59		10.4
032092	CORP-Strategy & Planning	74.49	74.49			74.49		6
036350	NE-Center of Exc-Engineering	610.88	610.88			610.88		6
Total: OPEX		223,533.38	223,533.38			223,533.38		223.5
CAPEX								
032001	CORP-Bldg Services Marlton	22.91	22.91			22.91		2
032005	CORP-AWK Labor Pass Thru	222.91	222.91			222.91		2
032007	CORP-Finance	7,573.16	7,573.16			7,573.16		7.5
032015	CORP-Legal	453.62	453.62			453.62		4
032018	CORP-Human Resources	5,429.27	5,429.27			5,429.27		5.4
032019	CORP-Operational Risk	364.77	364.77			364.77		3
032020	CORP-Business Development	1,092.96	1,092.96			1,092.96		1.0
032023	CORP-External Affairs	363.19	363.19			363.19		3
032060	CORP-Audit	457.75	457.75			457.75		4
Total: CAPEX		223,533.38	223,533.38			223,533.38		223.5

Start

David

Session

Micros

Service

Service

Service

Series

RSB21

4:26 PM

Billing Reports & Inquiry

Overhead Drill Down



[98300] - Overhead Drill Down Report

Functions Options Tools Help

Skip to Version Form

0	Version	Description	User	Chg Date
1	AWW00001	O/H Original Entry Drill Down Report	JDESSC	02/04/05
Choose option 1 to run version "AWW0001"				



Opt: 1=Run 2=Chg 3=Add 4=Rpt Dist 5=Cover 6=Prt Ovr 8=Repair 9=Dlt

MW



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Billing Reports & Inquiry

Overhead Drill Down



[98312] - Processing Options Revisions

Functions Tools Help

0/H Original Entry Drill Down Report	Form ID	P584040
	Version	RM00001
	Display Level	5

This job has various options described below. Enter the desired values and press ENTER to continue.

1. Enter Period

2. Enter Year

3. Enter Business Partner (Required Field)

e.g. 3,5,9,10,13,24

4. Summary or Detail

('S' Or 'D')

Bottom

Enter period and year.

Must enter a Bus Partner
And 'S' or 'D'



F5=Printer Overrides

MW



CLIP

42

Billing Reports & Inquiry

Overhead Drill Down



R5040400004291.txt - Notepad File Edit Format View Help

American Water Works Company									
O/H Original Entry Drill Down Report									
Business Partner: 5									
SUMMARY									
California-American Water Co.									
Allocation Percentage									
Amount									
Extended Amount									
2/04/C 16:43:4									
1									
Business Partner: 5									
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Billing Reports & Inquiry

Charges by Employee

[98300] - Charges by Employee ***PROTECT

Functions Options Tools Help

Skip to Version [] Form [R582060]

0	Version	Description	User	Chg Date
1	R000001	Charges by Employee	JDESSC	02/04/05
	CRUMP	Charges by Employee-CRUMP	PATACSMB	12/13/04

Choose option 1 to run version "AWW0001"



Opt: 1=Run 2=Chg 3=Add 4=Rpt Dist 5=Cover 6=Prt Ovr 8=Repair 9=Dlt

MW



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Billing Reports & Inquiry

Charges by Employee



[98302] - Data Selection

Functions Tools Help

Charges by Employee	Form ID P582060
	Version AWW0001

I	N	Explanation	Selection	
			Rel.	Value
☐	☒	Business Unit.	EQ	*ALL
☐	☒	And Fiscal Year.	EQ	05
☐	☒	And G/L Period Number.	EQ	01
☐	☒	And Sub Ledger	EQ	*ALL
☐	☒	And Subl/WO#	EQ	100032

Enter period and year.

Enter Subl/Wo# (formula)



F4=Extra Data F5=Updt w/Redisplay F16=Display All Data Fields

MW

46



Billing Reports & Inquiry

Charges by Project

[98300] - Charges by Project - *PROTECT

Functions Options Tools Help

Form [R582062]

Skip to Version

Version	Description	User	Chg Date
1 R4400001	SCB Project Charges by Account	JDESSC	02/04/05

Choose option 1 to run version "AWW0001"



Opt: 1=Run 2=Chg 3=Add 4=RptDist 5=Cover 6=Prt Ovr 8=Repair 9=Dlt

MW

up

47

Billing Reports & Inquiry

Charges by Project



[98302] - Data Selection

Functions Tools Help

SCB Project Charges by Account	Form ID P582062
	Version AWW0001

I	Explanation	Rel.	Selection	Value
N				
Y	Business Unit.	EQ	*ALL	
And	Y Subl/Wo#	EQ	100097	
And	Y Fiscal Year.	EQ	05	
And	Y G/L Period Number.	EQ	01	
And	Y Company.	EQ	*VALUE	
And	Y Sub Ledger	EQ	*VALUE	

Enter Subl/Wo# (formula)
Enter period and year.

☒ ☐

F4=Extra Data F5=Updt w/Redisplay F16=Display All Data Fields MW

Billing Reports & Inquiry

Charges by Project



R50206280072014K - Notepad

File Edit Format View Help

Date: 2/04/05
Time: 17:04:10
DATA SELECTION

WDCO EQ *VALUE 00003
WDMCU EQ *ALL
WDSBL5 EQ *VALUE ORIGINAL
WDFY EQ 05
WDPN EQ 01

WDSBL EQ 100097

Project# 100097 RWRITE SC BILLING AU0111

Document Do J/E Line Employee

Number TV Number /Vendor# Name

00014392 T2 12250.0 50085706 Kerney Jr.,

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00014392 T2 12250.0 50085706 Kerney Jr.,

Tennessee
American Water
PO BOX 578
ALTON, IL 62002-0578

26-0068431-6

\$50.52**May 15, 2007**

For Service To: [REDACTED]

Amount Paid

ELECTRONIC
PAYMENT
DO NOT PAY



Chattanooga TN 37412 [REDACTED]

Tennessee American Water
PO Box 70824
Charlotte, NC 28272



☐ Please check here to add Project Water Help contribution to your monthly bill,
or to change your address or telephone number. Print information on reverse side.

Customer Account Information

For Service To: [REDACTED]
Account Number: [REDACTED]
Premise Number: [REDACTED]

Billing Period & Meter Information

Billing Date: Apr 12, 2007
Billing Period: Mar 08 to Apr 09 (32 days)
Next reading on/about: May 08, 2007
Rate Type: Residential

Meter readings in current billing period:

Meter Number 082375892T is a 5/8-inch meter.

Present-actual	46
Last-actual	40
100 Cubic Feet used	6
1 cu.ft. = approx 7.50 gallons	
Gallons used	4500

Billing Summary

-----Prior Balance-----	
Balance from last bill	\$35.27
Payments as of Apr 12, 2007. Thanks!	-35.27
Total prior balance, Apr 12, 2007	.00
-----Current Water Charges-----	
Basic Service	9.26
Water Volume	6.15
Total water charges, Apr 12, 2007	15.41
-----Current Wastewater Charges--	
Hamilton Swr	18.18
Total wastewater charges, Apr 12, 2007	18.18
-----Other Current Charges-----	
Customer Protection Water Line	5.50
East Ridge Garbage RES	10.00
Total other charges, Apr 12, 2007	15.50
-----Taxes-----	
Tennessee State and Local Tax	1.43
Total taxes, Apr 12, 2007	1.43
-----Total Current Charges-----	50.52
-----TOTAL AMOUNT DUE-----	\$50.52

Water Usage Comparison

Monthly usage

Do not send payment. Total Amount Due will be deducted
from your bank account on May 15, 2007

2006
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2007

Messages from Tennessee American Water

For your convenience, we have payment locations at: * Kingwood Pharmacy 3824 Ringgold Rd.

TENNESSEE REGULATORY AUTHORITY

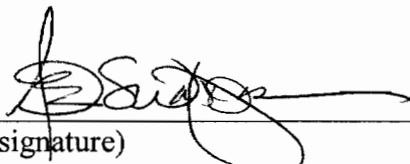
STATE OF TENNESSEE

COUNTY OF DAVIDSON

BEFORE ME, the undersigned authority, duly commissioned and qualified in and for the State and County aforesaid, personally came and appeared John S. Watson, being by me first duly sworn deposed and said that:

He is appearing as a witness on behalf of Tennessee American Water Company before the Tennessee Regulatory Authority, and if present before the Authority and duly sworn, as set forth in his E-CIS Supplemental Testimony attached hereto.

DATED this 26th day of April, 2007.


(signature)
JOHN S. WATSON
(printed name)

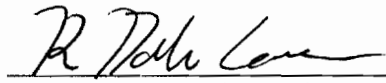
Sworn to and subscribed before me this 26th day of April, 2007.


NOTARY PUBLIC

My Commission Expires: March 20, 2010



Respectfully submitted,

 b/p M.S.

R. Dale Grimes (#6223)

J. Davidson French (#15442)

Ross I. Booher (#019304)

BASS, BERRY & SIMS PLC

315 Deaderick Street, Suite 2700

Nashville, TN 37238-3001

(615) 742-6200

Counsel for Petitioner

Tennessee American Water Company

CERTIFICATE OF SERVICE

I hereby certify that a true and correct copy of the foregoing has been served via the method(s) indicated, on this the 26th day of April, 2007, upon the following:

☐ Hand	Michael A. McMahan
☐ Mail	Special Counsel
☐ Facsimile	City of Chattanooga (Hamilton County)
☒ Overnight	Office of the City Attorney
☒ Email	Suite 400
	801 Broad Street
	Chattanooga, TN 37402
☒ Hand	Timothy C. Phillips, Esq.
☐ Mail	Vance L. Broemel, Esq.
☐ Facsimile	Office of the Attorney General
☐ Overnight	Consumer Advocate and Protection Division
☒ Email	425 5th Avenue North, 2 nd Floor
	Nashville, TN 37243
☒ Hand	Henry M. Walker, Esq.
☐ Mail	Boult, Cummings, Conners & Berry, PLC
☐ Facsimile	Suite 700
☐ Overnight	1600 Division Street
☒ Email	Nashville, TN 37203
☐ Hand	David C. Higney, Esq.
☐ Mail	Grant, Konvalinka & Harrison, P.C.
☐ Facsimile	633 Chestnut Street, 9 th Floor
☒ Overnight	Chattanooga, TN 37450
☒ Email	
☐ Hand	Frederick L. Hitchcock, Esq.
☐ Mail	Chambliss, Bahner & Stophel, P.C.
☐ Facsimile	1000 Tallan Building
☒ Overnight	Two Union Square
☒ Email	Chattanooga, TN 37402

