# DOMINICA ELECTRICITY SERVICES LIMITED

## Request for Proposal for Customer Information System (CIS)

Required Reports - Exhibit#2

| No. | Department/Function | Application that generates the report | Report Name | Description and Purpose | Key Data Elements | Other |
|---|---|---|---|---|---|---|
| 1 | **Engineering Transmission & Distribution (ET&D)** | CRM | Trouble Call Report Data Workbook | *This report is used to track fault reports. ET&D North and Roseau offices each use a workbook to track all the daily fault reports received throughout the year.* | -Ref ID<br>-Name and Address/Location of Customer<br>-Resource Technicians<br>-Date and Times reports were received, dispatched and cleared/completed<br>-If reports were dispatched within 15 mins and 1 hour, beyond 1 hour and not dispatched<br>-Time to clear fault<br>-If reports were cleared within 1 hour, between 1 - 4 hours and not cleared<br>N.B. Each sheet should contain monthly summary of all the required data above. | |
| 2 | **ET&D/Commercial Quality of Service Standards Reports -** *This is a shared workbook between Commercial & ET&D Department.* | | GS09 - Emergency Response | *These reports tracks customers' complaints which are to be resolved within specifc timeframes in accordance with IRC Standards* | -Ref ID<br>-Name on Account<br>-Customer Type<br>-Date/Time received and completed<br>-Duration | |
| 3 | | | OS01 -Line Faults/Area Power Failures | | -Ref ID<br>-Date& Time received and completed<br>-Duration | |
| 4 | | | OS05 - Streetlight Complaints | | -Ref ID<br>-Name on Account<br>-Village<br>-Date received and repaired<br>-Duration (Days) | |
| 5 | **Accounts** | | GL Element Monthly/Daily/yearly Summary | *These reports are similar and details the entries to the various GL accounts by Date in summary and detail. Would be ideal if the batch numbers could be tracked as well. The aim is to audit entries in sufficent detail to ensure entries were posted accurately to the current accounts.* | GL Number, GL Description, Debit Balance, Credit Balance | |
| 6 | | | Gl Element Monthly/yearly detail | | GL Number, GL Description, Debit Balance, Credit Balance | |
| 7 | | | Transaction Daily/monthly/yearly Summary | | | |
| 8 | | Sage 300 | | *Accounts would also need the new software to be able to integrate with Sage 300. The system should be able to generate a file of all transactions daily ,that can be uploaded to sagen.* | | |
| 9 | | | Block Detail/summary reports | | Total sales by block with Fuel surcharge and VAT | |
| 10 | | | Deposit summary | | A/R details by cycle | |
| 11 | | | A/R summary | | A/R details by Sector | |
| 12 | | | A/R detail | | A/R details by Customer | |
| 13 | **Commercial** | CIS | Aged Arrears Listing | *Allows for reporting on system arrears in different ageing (0-30 days, etc.)* | •Customer Name<br>•Customer Number<br>•Accont Number<br>•Account Type<br>•Account Status<br>•Summary (according to cycle or Detailed (per account listing<br>•Current Balance<br>•Aged arrears | |
| 14 | | | Aged Arrears Listing: Government | *Allows for reporting on system arrears in different ageing (0-30 days, etc.) for Government Accounts* | •Customer Name<br>•Customer Number<br>•Accont Number<br>•Account Type<br>•Account Status<br>•Summary (according to cycle or Detailed (per account listing<br>•Current Balance<br>•Aged arrears | |
| 15 | | | Archived bill and cash batch summary | *Provides listing of all bill and cash batched processed by time frame and personnel* | •Batch ID<br>•Batch Description<br>•Bill Type<br>•Reading Date<br>•Billing Date<br>Due Date<br>•User ID<br>•Station ID<br>•Cycle | |
| 16 | | | Customer count reports | *Provides data on customer number count monthly, for account type/class , unique customer, account, location counts* | •Customer Number<br>•Account Number<br>•Customer Name<br>•Location<br>• Movin in date | |
| 17 | | | Block summary reports | *Provides consumption and revenue figures per customer class, per billing block* | •For Each Block rate: date, consumption, Charges, no. of Accounts<br>•For Each Class: Date, Consumption, Charges, no. of accounts<br>•Fuel Surcharge for each block, and class<br>•Summary Total of each Block, Charge type, Surcharge, consumption | |