

## **Customer Billing Center Replacement (CBC)**

This project seeks to buy a software-as-a-solution (SaaS) commercial-off-the-shelf (COTS) solution that allows enough configurations via the front end to allow business users to configure rules and calculations that will support the current rate case and subsequent rate cases that are issued.

The Customer Billing Center (CBC) is the current application used to create and manage a monthly average of 550 bills representing 312 customers, accounting for over \$4 billion in revenue per year for BPA. System enhancements support KSB's mission to produce accurate and timely bills and to improve customer satisfaction.

The CBC system is directly affected by changes to Policy, Products, and Services offered by both the Power and Transmission business groups and will no longer be supported by the vendor (Oracle) after March 2022. The CBC application will require replacement.

The new billing system will need to be kept current with BPA Rate Cases and changes to accurately apply all billing elements to a customer's bill.