



LADWP Customer Billing System Technical Upgrade

Neighborhood Council Briefing
December 4, 2021

What did the Upgrade consist of

- Technical Upgrade of the Billing System Components:

- Customer Care and Billing
- Mobile Workforce Management
- Integration mechanism
- Reporting tool

No Changes to
Business Processes

No Changes to
Billing Functions

No Changes to
Configuration

Improvements:

- Platform stability
- Application security
- System performance
- Configuration capabilities
- Future functionality options
- User interface

Upgrade provided a more secure and stable system that improved performance and allows for more service capabilities

What testing was done

Extensive testing for over a year:

- System Testing
- Integration Testing
- Regression Testing
- User Testing
- Parallel Testing for Billing Accuracy
- Performance Testing
- Backup and Recovery Testing
- Disaster Recovery Testing
- Third Party Independent Tester
- Auditor Analytics Review
- Conversion and Cutover Testing

Performed	Passed
✓	✓
✓	✓
✓	✓
✓	✓
✓	✓
✓	✓
✓	✓
✓	✓
✓	✓
✓	✓

Over 3.8M
Bills Tested
in Parallel

Over 17,000
Test Cases

Over 200
Processes
Tested

Thorough and exhaustive quality testing was conductedand it passed every test

How were the users prepared

Completed



Comprehensive organizational readiness:

- Awareness
 - Employee communications
 - Organizational communications
- Training: Iterative, multi-channel
 - Iterative
 - Multi-channel
- Cutover Support
 - Pre-Cutover Readiness Assessment
 - Cutover support
 - Employee feedback surveys

Ensured each and every customer service employee was aware of and prepared for the upgrade

When was this completed

- Configuration and Build
- Testing
- Organization Readiness
- Cutover
- Post Cutover Hypercare

April 2018 - September 2019

Oct 2018 - Mar 2021

Jan 2019 - May 2021

May 2021

May 2021 - July 2021



Questions