



GUAM CONSOLIDATED COMMISSION ON UTILITIES

GPA RESOLUTION NO. 2017-45

GWA RESOLUTION NO. 08-FY2018

**RELATIVE TO AUTHORIZING THE APPROVAL FOR THE UPGRADE AND COMBINED
DATABASE OF GUAM POWER AUTHORITY AND GUAM WATERWORKS AUTHORITY
CUSTOMER CARE AND BILLING (CC&B) SYSTEM**

WHEREAS, the Consolidated Commission on Utilities has undertaken a number of initiatives to identify opportunities within, in which the ratepayers of Guam will be better served if both utilities work together as a consolidated utility; and

WHEREAS, GPA and GWA have planned and implemented the replacement of its previous Customer Information System (CIS) with Oracle's Customer Care & Billing (CC&B) system as of March 2015; and

WHEREAS, the GPA and GWA both realize that there are efficiencies and cost savings in having a consolidated effort in implementing and maintaining a single CIS; and

WHEREAS, in April of 2016 GPA and GWA procured the services of Prithibi LLC to provide training, GAP analysis review and ongoing support for the operation of CC&B and extended off site support of the system till June 2018; and

WHEREAS, in November of 2016, the GAP analysis document was presented to both GPA and GWA which listed deficiencies in the implementation of the CC&B system that impacts the short and long term operation of the CC&B System; and

WHEREAS, one of the noted deficiencies is that GPA and GWA are utilizing physically separate databases in Oracle CC&B and that there will be efficiencies in terms of cost and resources if one CC&B database is utilized for both utilities and

32 **WHEREAS**, GPA and GWA has proposed a ten (10) month project with Prithibi LLC, to perform an
33 upgrade to the current CC&B program and to also allow the GPA and GWA databases to co-exist in one
34 instance; and

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36 **WHEREAS**, GPA and GWA now request authorization for additional expenditures to address the
37 professional services for the CC&B upgrade and combining of the two databases that amounts to \$1,600,000,
38 with the portion of GPA (\$760,000) and GWA (\$840,000), respectively.

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40 **NOW, THEREFORE BE IT RESOLVED**, the following policy is adopted by the Consolidated
41 Commission on Utilities;

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43 1. The General Manager of the Guam Power Authority (GPA) and the General Manager of the Guam
44 Waterworks Authority (GWA) is authorized to approve the Change Order Agreement with Prithibi LLC, to
45 increase the authorized amount from \$552,853 to \$1,312,853 for GPA and \$551,853 to \$1,391,853 for GWA,
46 respectively; and


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48 2. The General Manager of GPA and GWA is hereby authorized the additional expenditure (cost share) for
49 each agency as follows:

- 50 GPA Share: \$760,000
- 51 GWA Share: \$840,000

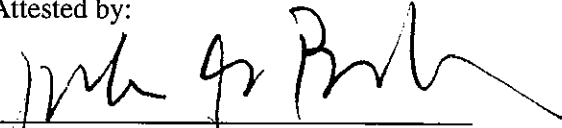
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53 3. The General Manager of GWA is authorized to petition the Public Utilities Commission for review and
54 approval of the additional expenditures to address the professional services for the CC&B upgrade and database
55 merge.

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57 **RESOLVED**, that the Chairman certifies and the Board Secretary attests to the adoption of this
58 Resolution.

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60 **DULY AND REGULARLY ADOPTED AND APPROVED THIS 22ND DAY OF NOVEMBER**
61 **2017.**

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63 Certified by:
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66 **JOSEPH T. DUENAS**
67 Chairperson
68 Consolidated Commission on Utilities
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Attested by:


J. GEORGE BAMBA
Secretary
Consolidated Commission on Utilities

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I, J. George Bamba, Board Secretary of the Consolidated Commission on Utilities (CCU) as evidenced by my signature above do hereby certify as follows:

The foregoing is a full, true and correct copy of a resolution duly adopted at a regular meeting of the members of Guam Consolidated Commission on Utilities, duly and legally held at a place properly noticed and advertised at which meeting a quorum was present and the members who were present voted as follows:

Ayes: 5
Nays: 0
Absent: 0
Abstain: 0

