Miscellaneous Intangible Plant Additions (Account 303) > $100K[1]

Col. 1	Col. 2	Col. 3	Col. 4	Col. 5
List No.	**Year(s)**	**Project Name**	**Actual Cost**	**Description**
1	1996	CLIENT SERVER MIGRATION	$5,393,116	Project to migrate core business applications off a mainframe into an open, distributed client server environment to increase speed, flexibility, and functionality.
2	1999 2000 2002	SCADA	$371,214	Supervisory Control and Data Administration (SCADA) system is a real-time system used to monitor and control the operation of the distribution pipeline system. In 1999 the SCADA hardware was upgraded in preparation for Y2K. In 2001 an OBSI upgrade to the LNG SCADA was performed and in 2002 a new SCADA package was purchased with the application costs covering the installation and configuration of the package.
3	1999 2000	EASy SYSTEM	$3,107,626	The EASY gas management application is used to process and manage gas contracts, trading, capacity release, storage, scheduling, and the gas supply accounting functions associated with gas supply management.
4	1999	CUSTOMER ACCOUNTING	$1,754,019	See, CIS / Customer Accounting.
5	1999 2000	CIS/CUSTOMER ACCOUNTING	$15,403,324	The Customer Information System (CIS) was installed for Bay State in November 1999 to accommodat Y2K compliance and to replace a legacy system. CIS is a robust customer system that supports the collection, processing, storage and retrieval of mission-critical customer service data for Bay State's approximately 300,000 customers. The system integrates information exchange for numerous operational activities that are part of daily customer services. The information and system logic supports the following types of customer services and interactions: customer meter reading, billing, inquiries, payment options, accounting and adjustment processing, service order scheduling and execution, credit and collections, meter and service line information, usage history, premise and marketing information, and other such customer information requirements. The customization and implementation activities covered approximately a one and a half year period. The key programming and implementation issues involved tailoring the above functions to the unique regulatory and operational requirements needed for the efficient and effective use of the system for Bay State. In addition, a significant parallel effort with the customizations mentioned above was the conversion of Bay State's Customer data formatted in the legacy system to that required by CIS.
6	2000 2001	CIS PRO EDITS	$6,142,735	CIS Pro-Edits were an integral part of the installation of CIS involving the conversion of data from the former Bay State customer system to CIS. This included significant development of conversion tools requiring the review and analysis of historic data to assure compatibly with CIS. This process required extensive testing and data scrubbing to verify data accuracy and validity. The Pro-Edit process was also established to provide capabilities to manage customer data requirements thatwere not included in the initial installation of CIS.

[1] Excludes Account 367 Mains and Account 303 Misc. Intangible Plant.

Miscellaneous Intangible Plant Additions (Account 303) > $100K[1]

Col. 1	Col. 2	Col. 3	Col. 4	Col. 5
List No.	**Year(s)**	**Project Name**	**Actual Cost**	**Description**
7	2002 2003	CIS ENHANCEMENTS	$371,064	CIS Enhancements were the final piece of the CIS installation at Bay State. After initial deployment additional capabilities were needed to provide the full requirements of the company. Furthermore, continued refinement and enhancements were made to meet ongoing business practices and regulatory requirements. Such CIS changes were categorized as CIS Enhancements.
8	2001	PROGRESS V.9 – WOMS UPGRADE	$105,541	Progress is one of the key technology platforms to maintain various critical applications including Work Order Management Systems (WOMS), Compliance Management Systems (CMS) and Sales Management system. Investments associated with this activity were for an upgrade version of the platform from Version 8 to Version 9.
9	2003	SYSTEM CHANGES TO ACCOMODATE UNBUNDLING (1)	$155,150	To accommodate changes that resulted from service unbundling, a number of systems were needed to support to the separation of delivery and commodity services to all end use customers. Application changes to CIS, customer bill print, transportation management and customer web sites were needed.
10	2003	CIS METER TO CASH	$147,429	CIS enhancement to support functions to improve the customer bill collections process.
11	2003	SYSTEM CHANGES TO ACCOMODATE UNBUNDLING (1)	$172,204	See List No. 9.
12	2003	CORPORATE SERVICES	$812,361	IT-related corporate services enhancements include conversions and changes to the Lawson GL and Payroll System, as well as to Asset Management Applications. Software and system design is billed through the system agreement.
13	2003 2004	METER INVENTORY	$106,349	Meter Control System (MCS) was incorporated into Bay State's Compliance Management System (CMS). The integration allows for better management of a broad base of meter information as well as associated information regarding meter inspection and meter replacement cycles.
14	2004	GENEYSIS CTI	$191,480	Computer Telephony Integration (CTI) capabilities for Bay State's Call Center. CTI provides "screen pops" for Customer Service Representatives (CSRs). With information from the IVR or the customer's telephone number, the specific account information for that customer is "popped" to the CRS at the beginning of the call saving the CRS looking and key enter-time. CTI improves customer service and customer satisfaction with call center performance.
15	2004	ONE RECORDING / QUALITY ASSURANCE	$145,366	Single voice recoding and quality assurance (QA) tool for all cal centers (necessitated by a phone switch change from Nortel to Avaya). The project provided the following functionality: 100% voice recording, screen capture through Quality Assurance scheduling, real time voice and screen monitoring, reporting capabilites and Geneysis integration.