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Submission: To: Tribunal Members
Dr Peter J Boxall AO, Chairman
Ms Catherine Jones
Mr Ed Willett

Re: Customer Information System Replacement \$160M

Based upon the massive cost expenditure related to the last time SWC tried to replace its legacy customer system under (CIBS project) several years ago, the taxpayers of NSW would like to clearly understand the risk-mitigation, due-diligence, transparency and open-tendering process that have been put in place and undertaken by SWC to date. Our understanding is that no formal tender has been performed, despite SWC [REDACTED] making clear market representation that they are moving forward with a pre-selected vendor solution with limited justifications (SAP).

Furthermore, is the tribunal aware that Hunter Water Corporation has made significant investments in the recent past in the implementation and ongoing maintenance of a Tier-1 customer information system, ranked as a market leading solution by independent analysts? The HWC CIS , is already "NSW iPart compliant", cost less than \$10M to implement and under \$1M/year to maintain, and caters for virtually everything SWC could need in a new CIS platform. Why is the NSW tax payer having to stare down the barrel of another high-risk, high-cost IT replacement project, being presented in this pricing paper as upwards of a \$160-Million investment in a new CIS that has no existing customer base in the Australian water industry, especially when an existing system from HWC could be configured to accommodate any unique requirements of SWC for a significantly lower cost and risk profile?

We would ask the Tribunal and its appointed consultants to provide the public with all evidence that points to the justification of SWC current plans on this front.