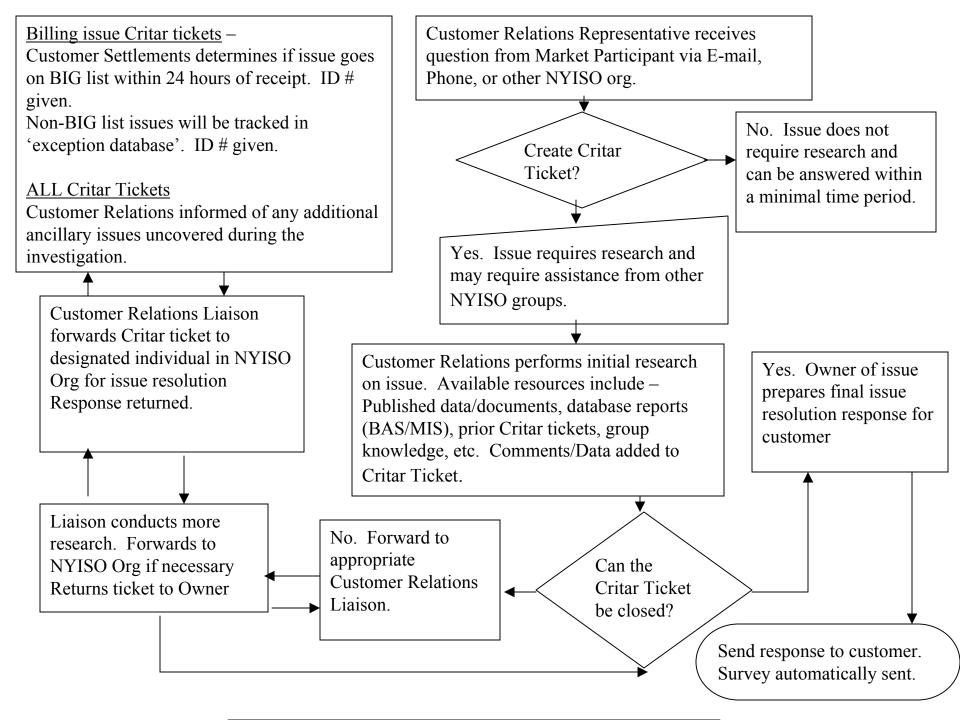


## **Tracking Customer Issues**

## Kathy Whitaker Presentation to BAWG June 26, 2003

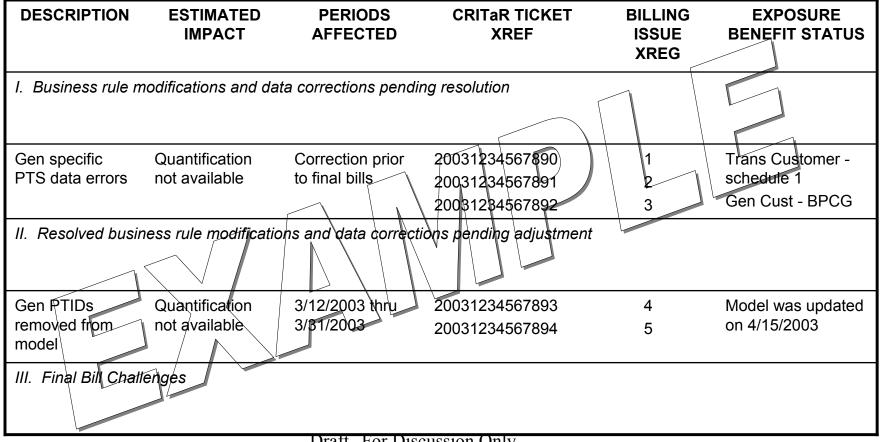
Draft--For Discussion Only



## **Billing Issues**

- Board of Directors requested process for identifying, monitoring, reporting and resolving billing issues
- Chief Financial Officer established and sponsors Billing Issues Group
- Billing Issues Group
  - Cross-functional Team
  - Bi-weekly Meetings
  - Reviews Billing Issues

## Pending Changes, Corrections and Final Bill Challenges



Draft--For Discussion Only