

**FOR IMMEDIATE RELEASE
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CITY UPDATING UTILITY BILLING SYSTEM *Improvements to include ability to view bills online*

Medicine Hat – As a result of an extensive review, the City of Medicine Hat will be updating its Utility Billing and Customer Contact System by early 2006 to increase speed and overall efficiency.

The City has contracted with the Cogsdale Corporation to replace the City's current Utility Billing System with Cogsdale Customer Service Management (CSM), a customer information system for local government and utilities.

"The review we undertook determined that a new replacement Utility Billing System was required to meet our Utility customers' needs," says Gerry Labas, Chief Administrative Officer and Utility Services Division Commissioner. "The system we are implementing by early 2006 will provide easier access to data and meet the data sharing needs of various service divisions in the City."

The City of Medicine Hat Utilities Services Division provides the safe and reliable delivery of electricity, natural gas, high quality drinking water, as well as wastewater collection/treatment, solid waste collection, and recycling/composting for more than 60,000 area residents, as well as for a variety of commercial and industrial clients.

The City currently serves more than 28,000 Utility customer accounts. The new Cogsdale CSM System will include service orders, work management, electronic meter reading, electronic funds transfer, collections and invoicing, and Customer Web to enable clients to view their bills online and make changes to their contact information.

By choosing Cogsdale, the City of Medicine Hat is better positioned for potential utility deregulation. The open architecture nature of Cogsdale CSM also allows for linkages to third party systems, such as the City's Geographic Information System (GIS).

Cogsdale Corporation is a leading provider of service-oriented business solutions to local governments and utilities.

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