

DELOITTE DEBT FORGIVENESS

BULLET POINTS

- DPU has worked to determine the required process, procedure, and billing system updates required to ensure debt forgiveness is successful.
 - This includes being able to intake, confirm qualifications, enroll, and track customer accounts as related to the debt forgiveness program.
- DPU needs to make adjustments to the billing system to accurately and effectively track and report out account information on customers enrolled in debt forgiveness.
- The Debt Forgiveness Program begins on October 1, 2021. It is essential that DPU use Deloitte to design and implement the updates to the billing system to meet this date as they are the only consultant with the specific knowledge of our billing system and needs to react quickly enough to meet the program start date in a cost effective manner.