



**For Immediate Release  
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## **Ontario Utilities Turning On To SAP**

*Cambridge and North Dumfries Hydro Inc. and Greater Sudbury Utilities Inc. Adopt Turnkey System Based on SAP<sup>®</sup> for Utilities and a London Hydro Template to Lower Costs, Minimize Risk and Meet New Ontario Regulations*

**ORLANDO, Fla. — May 5, 2008** —SAP Canada Inc., a fast-growing subsidiary of SAP AG (NYSE: SAP), announced today that Cambridge and North Dumfries Hydro Inc. (Cambridge Hydro) and Greater Sudbury Utilities Inc. (GSU) will implement a new customer information system (CIS) in order to enable them to optimize and modernize customer services and comply with current and future provincial regulations. The announcement was made at SAPPHIRE<sup>®</sup> 2008, SAP's international customer conference, being held in Orlando, Florida, May 4 – 7.

Under the agreement, the utilities will deploy a standard billing and customer information template for Ontario utilities that uses *SAP<sup>®</sup> for Utilities* solutions and is based on London Hydro's new CIS system. Cambridge Hydro and GSU selected the SAP for Utilities solution portfolio based on SAP's robust and configurable applications, innovation in advanced metering processes and proven track record in the utilities industry.

By collaborating with London Hydro and leveraging its implementation template, Cambridge Hydro and GSU expect to enjoy a shorter implementation timeframe, reduced risk and significant savings as the three utilities share the costs of ongoing maintenance and support. Cambridge Hydro and GSU will also look to obtain an integrated, up-to-date system that fully supports the changing Ontario electricity market at a lower cost than each would face on its own. In addition, multiple utilities are supported on a single version of the SAP for Utilities set of solutions, enabling the utilities to share benefits while maintaining their independent operations and brand.

“We are pleased to join with London Hydro and GSU to employ this state-of-the-art system and reap the advantages of an affordable, shared approach to meeting our obligations to

customers and regulators,” said John Grotheer, president & CEO, Cambridge and North Dumfries Hydro Inc. “We believe that this co-operative arrangement will provide the synergies and economies of scale necessary to allow us to achieve our goals of modernizing services, minimizing costs and ensuring regulatory compliance.”

The solution that London Hydro has designed and is offering to midsize Ontario utilities addresses all CIS and customer care activities ranging from receipt of a customer’s meter data through processing, billing and customer payment. The solution also enables the market transactions and settlement processes required to ensure compliance with Ontario market rules. Modernizing CIS is critical in Ontario, which has launched an Advanced Metering Initiative (AMI) to help address conservation initiatives.

“Ontario utilities must respond in a cost-effective, innovative manner to meet today’s new regulations and customer demands,” said Cathy Tough, national director, utilities, SAP Canada. “The agreement with Cambridge Hydro and GSU shows that leading utilities are recognizing the benefits of delivering customer services on a common platform that includes the sharing of costs, best practices and industry resources.”

London Hydro is currently implementing SAP for Utilities. Along with Cambridge Hydro and GSU, London Hydro has selected Wipro Technologies, a global services provider, as the system integrator for its new SAP implementation. When deciding to implement SAP for Utilities, London Hydro noted that the introduction of smart meters and the increased demands in its customer billing processes required a more adaptable and flexible system than the legacy systems it had employed. London Hydro also intends to leverage SAP software to track and maintain its market transactions and data movement among market players in Ontario in a regulator-mandated format.

“The agreements with Cambridge Hydro and GSU reinforce the success we’ve had in creating a template that helps utilities across the province update their operations and processes, comply with new Ontario regulations and best prepare for future challenges and opportunities,” said Bernie Watts, CEO, London Hydro. “We strongly believe that this shared system is the best way to provide world-class services in a cost-effective manner to our customers, and we look forward to sharing it with other utilities throughout the province.”

When London Hydro, Cambridge Hydro, GSU and other utilities in Canada complete their ongoing projects, more than 10 million bills will be issued each month in Canada using SAP for Utilities.

#### **SAPPHIRE® 2008 Orlando and SAPPHIRE® 2008 Berlin**

More than 15,000 customers, partners and technical experts are convening at SAPPHIRE 2008 to discover how SAP and its thriving partner ecosystem are delivering IT solutions that create value beyond the four walls of the enterprise, to create “business beyond boundaries.” SAP’s premier educational and networking event, SAPPHIRE is the one occasion where senior executives, business managers, and decision-makers can come together every year to explore how innovative business solutions foster long-term, profitable growth. SAPPHIRE® 2008 is being held in Orlando, Florida, May 4-7, and in Berlin, Germany, May 19-21, 2008. For more information, please visit [www.sap.com/sapphire](http://www.sap.com/sapphire).

Based on the success of last year’s events, SAP and the Americas’ SAP Users’ Group (ASUG) are co-locating their premier events in Orlando, where the 2008 ASUG Annual Conference takes place May 4-7.

#### **Note to Editors:**

Webcasts, announcements, media roundtables, keynote presentations and podcasts from SAPPHIRE 2008 will be available in the event’s virtual newsroom at <http://www.sapsapphire.com/usa2008/newsroom/index.htm>. To view video stories on diverse topics, visit [www.sap-tv.com](http://www.sap-tv.com). From this newly launched site, you also can embed videos into your own Web pages, share video via email links and subscribe to RSS feeds from SAP TV. No registration is required. To preview and request broadcast-standard video digitally or by tape, log on to [www.thenewsmarket.com/sap](http://www.thenewsmarket.com/sap), where registration and video is free to the media.

#### **About Cambridge and North Dumfries Hydro Inc.**

Cambridge and North Dumfries Hydro Inc., an Ontario local distribution company, delivers electricity to 49,000 customers in the City of Cambridge and the Township of North Dumfries. Their Vision is to exceed customer and other stakeholder expectations through operational excellence. Their team of 85 is committed to delivering safe, reliable, quality electricity and customer service to meet the needs of their communities. The electricity is delivered through their local distribution grid of poles, wires and underground systems over a 305 square kilometer service territory. For more details, check out [www.camhydro.com](http://www.camhydro.com)

#### **About Greater Sudbury Utilities Inc.**

Greater Sudbury Utilities is a community owned, operated, and minded utility company in Northeastern Ontario providing the energy needs for in excess of 47,000 customers through its distribution company, Greater Sudbury Hydro, and water customer service needs for in excess of 48,000 customers on behalf of the City of Greater Sudbury, representing in excess of 68,000 customer accounts. The Sudbury Hydro service territory covers in excess of 414 square kilometers.

#### **About SAP Canada Inc.**

SAP Canada Inc., based in Toronto, is a fast-growing subsidiary of SAP AG (NYSE:SAP), the world's leading provider of business software\*. SAP applications are helping Canadian enterprises of all sizes improve productivity and customer relationships, reduce costs, increase revenues and profitability, and create efficiencies across supply chains and business operations. SAP Labs Canada, a division of SAP Canada, develops cutting-edge software for a wide array of SAP applications from its Montreal location.

SAP Canada and Business Objects, an SAP company, have collectively more than 1,170 customers and over 2,900 employees across Canada. Business Objects is the world’s leading business intelligence software company.

For further information, please visit [www.sap.ca](http://www.sap.ca).

### **About SAP**

SAP is the world's leading provider of business software(\*), offering applications and services that enable companies of all sizes and in more than 25 industries to become best-run businesses. With more than 47,800 customers (excludes customers from the acquisition of Business Objects) in over 120 countries, the company is listed on several exchanges, including the Frankfurt stock exchange and NYSE, under the symbol "SAP." (For more information, visit [www.sap.com](http://www.sap.com))

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(\*) SAP defines business software as comprising enterprise resource planning and related applications.

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**During SAPPHIRE (from May 4 to 7), to speak with press contacts on site, please dial the SAP press room at +1 (610) 661-0469.**