



Legislation Text

File #: 2017-4795, **Version:** 1

Consider a resolution authorizing the Mayor to execute a Contract with Smart Energy Systems (Smart Water) for a Utility Customer Engagement Platform, related services and software.

This is the second piece of the City's transition to implement a modern customer information system (CIS) to replace the Incode Utility Billing Module. This system provides the outward facing, user-friendly customer portal solution and internal analytical tools to complete the full functionality of the City's new CIS solution.

After 18 months of review and evaluation, the City selected Munis as its core engine for the utility billing and customer service system (CIS). City Council approved the purchase of Munis with a 3-year service and implementation cost of \$560,000 in December 2016. That project started in January 2017 and is well underway. As part of the CIS project, the City also began evaluating a software tool to compliment the core system and provide seamless customer online portals, payments, conservation information and other key services; as well as provide easy to use internal analytical tools for Utility Billing, Finance and Utilities & Environmental Services department staff to better manage customer and consumption data.

This product will allow customers to access account consumption and bill information both from a PC and from a mobile device. The customer can set up leak alerts, monitor water consumption and pay bills from his/her computer or smart phone.

A cross departmental team from Information Technology, Finance/Utility Billing and Utilities & Environmental Services assessed needs and developed a detailed scope of work. Three qualified proposals were received in April 2017. After careful analysis, two finalists were selected for interviews and a more detailed follow up in July 2017. Smart Energy best met the City's needs and is recommended for approval.

Both systems will be implemented concurrently and are scheduled to go live in January 2018. Staff is requesting authorization for \$205,000 which includes the \$183,386 five-year cost plus a contingency of \$21,614. Annual costs will average \$32,000 per year after implementation.

Cost: \$205,000

Source of Funds: Utility Fund