



**Board of Directors
November 20, 2019**

SUBJECT:

Customer Information and Billing System Replacement Informational Update

BACKGROUND:

The District adopted a Triennial Strategic Plan for 2019 – 2021 with seven strategic priorities, including superior customer service. The District’s goal is to consistently exceed customer expectations in all facets of the District’s services. One of the District’s initiatives to meet this goal is implement industry-leading billing technologies that simplify and improve the customers’ experience while also improving efficiency.

In December 2017, the Board approved and authorized a professional services agreement with AAC Utility Partners LLC, for Customer Information and Billing System (CIS) replacement consulting services. Key staff members of the Customer Service department worked collaboratively with AAC Utility Partners on the selection of a new CIS system to replace the District’s aging, legacy system, COINS. After an eighteen month process to review proposals, evaluate systems and contract negotiations, District staff moved forward the recommendation to proceed with Cayenta CIS as the selected software. On July 3, 2019, the Board approved and authorized the implementation phase of the CIS project. The Board directed staff to provide periodic updates on this key project. This informational presentation provides the project background, an overview of activities completed to date, key milestones accomplished and details of next steps.

FINANCIAL IMPACT:

None

STRATEGIC PLANNING GOAL/OBJECTIVE:

Customer Service Technology: Implement industry-leading billing, communication, and other service deployment technologies that simplify and improve the customers’ experience with EMWD while also improving efficiency.

ENVIRONMENTAL IMPACT:

None

RECOMMENDATION:

This item is informational only.

SUBMITTED BY:



Paul D. Jones II, P.E., General Manager

11/1/2019



Laura Nomura, Deputy General Manager

10/30/2019

Attachment(s):
Presentation

History:

11/07/19	Board Administrative Committee	REVIEWED AT COMMITTEE
11/20/19	Board Meeting	

Staff Contact: Dan Howell, Charles Kamweru