

Memorandum



CITY OF DALLAS

DATE April 19, 2024

TO Honorable Members of the Government Performance and Financial Management Committee: Chad West (Chair), Paula Blackmon (Vice Chair), Cara Mendelsohn, Jesse Moreno, and Jaime Resendez

SUBJECT **May 8, 2024, Upcoming Agenda Item – 24-1362 - Dallas Water Utilities Billing System**

Dallas Water Utilities (DWU) is focused on “Enhancing the Customer Experience” with a phased approach to implementing modern technology. The first phase, DallasGo, has been implemented and customers have begun registering and utilizing the online payment portal. The May 8, 2024, City Council agenda includes an item to approve Phase 2 implementation of the Dallas Water Utilities Billing System. Intineris, UMax, has been selected and will provide the Customer Information System (CIS) and maintenance of the system for a 10-year contract term, not to exceed \$34,224,209.00.

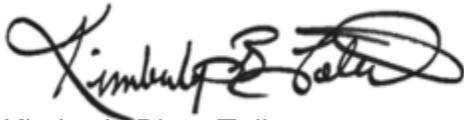
DWU initiated the implementation of the current billing system in 2006. The billing system contains collections for water, sanitation, stormwater, wastewater and other miscellaneous city fees from nine City departments. The current SAP environment will not be supported after 2027. This procurement will move billing from a data hosted onsite platform to a cloud-based system.

In 2023, the CIS was procured through a request for competitive sealed proposal (RFCSP) process. DWU evaluated current market offerings for billing systems that would be able to continue collection of current fees, potential to include other fees in the future, increase online services to customers, implement field mobility for field staff offering real time updates for the call center and customers, and provide opportunities in the future to improve the customer experience. The RFCSP and selection committee completed this effort. Voting members included DWU, Sanitation, the City Controller’s Office, Information & Technology Services, and the Office of Environmental Quality and Sustainability.

Future phases will be separate procurements and implemented over the next 5-7 years. These phases include improvements to the self-service functionality, with the anticipated outcome of reducing call volume to the call center; and, the implementation of Automated Meter Infrastructure (AMI) Meters, improving meter data information to the utility and customer including the ability to proactively identify leaks and high usage.

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Should you require additional information, please feel free to contact me or Sarah Standifer, Director (I) of DWU at Sarah.Standifer@dallas.gov.



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Tammy Palomino, City Attorney
Mark Swann, City Auditor
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Preston Robinson, Administrative Judge
Jon Fortune, Deputy City Manager

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