PUBLIC UTILITIES DEPARTMENT BILLING AND ADMINISTRATION

CUSTOMER SERVICE
PAYMENT SERVICES
BILLING
COLLECTIONS
ADMINISTRATION

MODERNIZING UTILITY BILLING & ADMINISTRATION

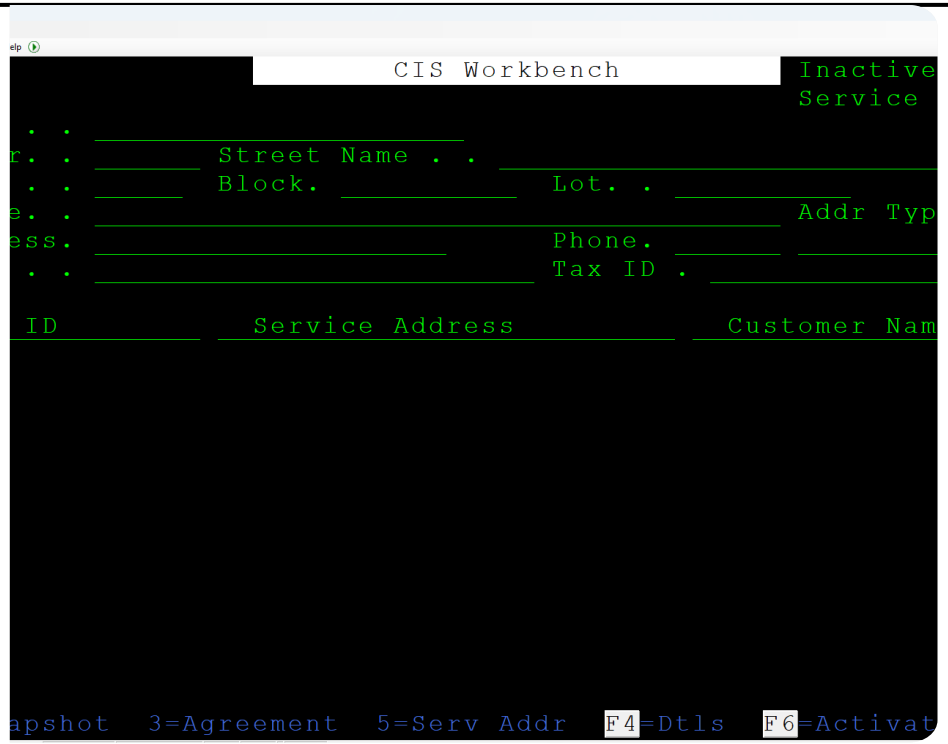
Transforming technology

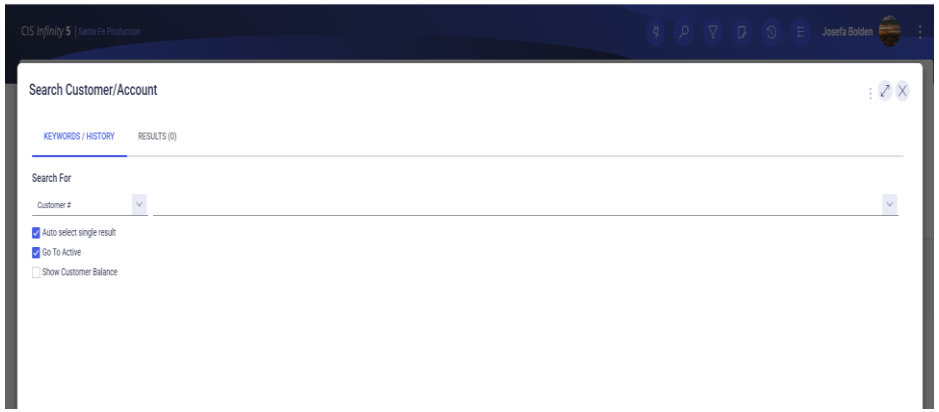
Strengthening operations

Investing in our workforce

ADVANCED CIS INFINITY: NEW UTILITY BILLING SYSTEM

- 10 years in the making, A long-running replacement effort,
- Greater flexibility in when and how billing is processed
- More capacity for real time processing, greater flexibility in billing reconciliation
- On-demand reporting done in-house





CUSTOMER CONTACT CENTER

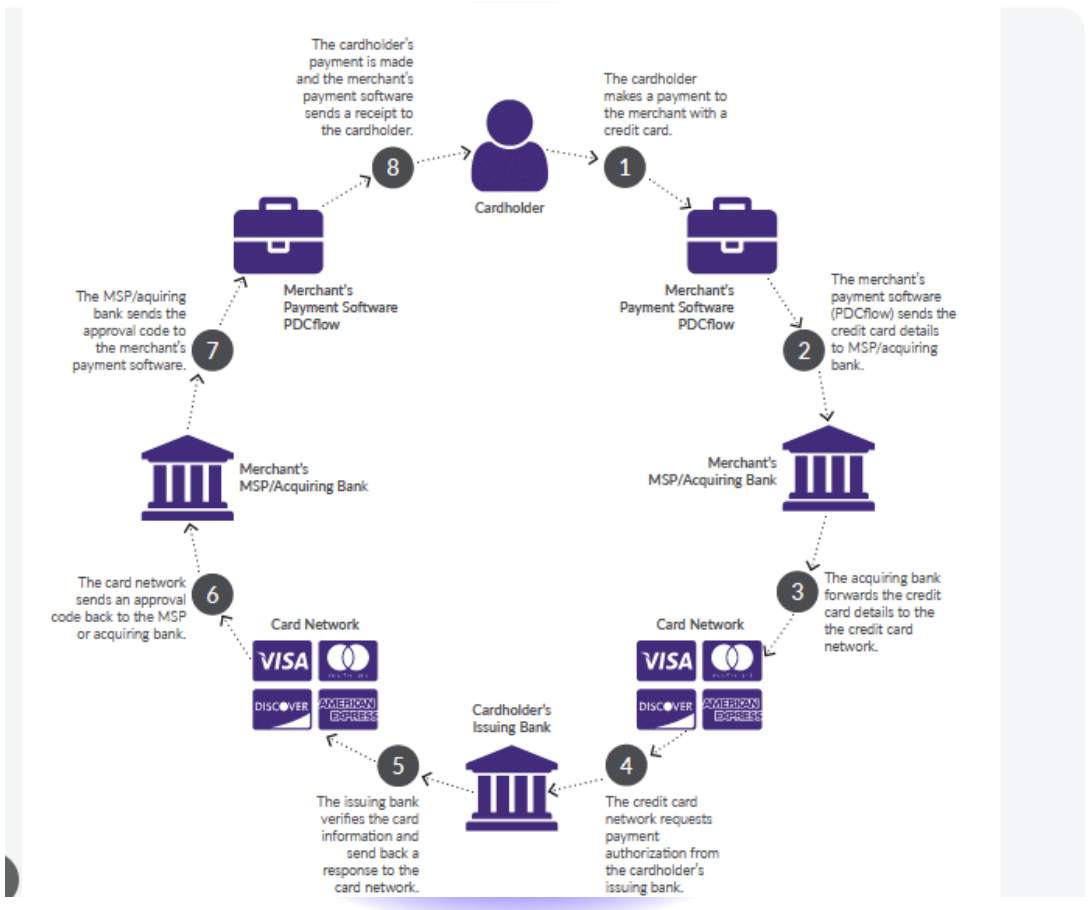
Cloud-based tools to enable service continuity

Increased communication methods: SMS, email and stronger reporting capabilities

Interactive Voice Response (multi-lingual) self-service for routine inquires

Shared knowledge base and desk manuals across Billing, Customer Service, Collections and Payment Services

INTEGRATED PAYMENT ECOSYSTEM



- Goal: an extended platform connecting cash sites & systems
- Connections across all systems: Tyler Munis, OpenGov, Advanced CIS Billing
- Settlement details, reconciliation and reporting
- Real-time posting and stronger transaction visibility

ALIGNING TALENT WITH WORK

Restructuring organizationally to upskill and focus on value-add tasks



ROADMAP

Nov 2	Payment Ecosystem RFP Closes
Dec 7	Advanced CIS targeted go-live
Jan 2027	Contact Center Vendor Selection
2027+	Integration, adoption and process optimization

MODERNIZATION TO HIGHLY FUNCTIONING OPERATIONS

Customer- more convenience and consistent service
Employees- better tools, clearer roles and growth opportunities
Operations- improved accuracy, analysis and standardization
City- payment and system connection



Q & A