

**Department New Request Form
Fiscal Year 2026**

Program	Public Works	Title of New Request:	Rank: 1
Department	Water	Utility Billing Software Replacement	
Request Category	Baseline Adjustment		
Request Rating	Required		
Department Goal	Create efficiency for staff and better customer portal.	# of FTE's in this request	

1. How will request assist in achieving Department Goal and benefit the customer

Replacement of our Customer Information System (CIS) to a new utility billing software. We advertised an RFP and have selected a new billing software that will create efficiencies and enhance customer service. We have narrowed our selection from 15 to 2 and are working through which option will work the best for our needs. Regardless of which option we choose our annual costs will be less than or equal to what we are currently paying for this service, therefore this is not an increase to ongoing baseline costs. On the high end we will spend \$190,000 per year and we are currently spending around \$288,000 per year for the software, tickets, and processing fees.

2. What specifically is needed to achieve this goal?

We need to contract with the selected vendor to begin the 6-12 month process of transitioning to the new software.

3. Cost Impact of New Program:

Account #	Item	Qty	Unit Cost	Requested One-Time	Requested Ongoing	FY 2026 Unfunded	FY 2026 Funded	Proposed FY 2027 Ongoing
Ongoing Expenses								
5210.335.430510.360	meter subscription	1	58000		58,000	58,000	—	
					—	—	—	
					—	—	—	
					—	—	—	
					—	—	—	
					—	—	—	
					—	—	—	
One-time Expenses								
5210.335.430510.360	Implementation	0.62	852000	528,240		528,240	—	
5311.330.430610.360	Implementation	0.33	852000	281,160		281,160	—	
5450.334.430210.360	Implementation	0.05	852000	42,600		42,600	—	
				—		—	—	
				—		—	—	
Expense Sub-Total				852,000	58,000	910,000	—	—

Revenue Offset:

Account #	Revenue Description	Proposed Onetime Revenue	Proposed Ongoing Revenue
5210	E Water Fund	528,240	58,000
5311	E Wastewater Fund	281,160	
5450	E Stormwater Fund	42,600	
Revenue Sub-Total		852,000	58,000

4. What sort of data will be used to report results and outcomes of request?

	Requested/Proposed Funding Source	
	One-time	Ongoing
	Tax or Assessment	-
	Non-tax	852,000
	Fund Balance	-
Total	852,000	58,000