

City of Santa Fe, New Mexico

memo

DATE: December 23, 2015

TO: Public Utilities Committee

FROM: Diana Catanach, Utility Billing Division Director

VIA: Nick Schiavo, Public Utilities Director *NSA*

Subject: Utility Billing Division Update

Summary

Billing system – Advanced (CIS Infinity)

Staff in conjunction with the City Attorney's office has submitted notification to N. Harris (Advanced Utilities) to invoke the Mediation Provision of the contract. Advanced Utility has been unable to deliver a useable software product within the timeframes and performance measures identified in Exhibit A of Agreement 13-1137 and the two contract amendments and four change orders. The Mediation Provision calls for mediation to take place in the City of Santa Fe within 90 days from the notification.

Badger Meter Project –

As of end of day December 18, 2015, 22,083 meters have been exchanged; 70.87% of the total project; which is on schedule. No meter exchanges were done between December 21, 2015 – January 3, 2016, (holiday schedule), as well as December 14th and 15th, (due to weather). PMI will resume exchanges on January 4, 2016. The project completion for all small meters is estimated to be complete by March 31, 2016, weather permitting.

Customer Billing –

The Utility Billing Division is experiencing a high volume of customer calls and walk-ins due to a delay in billing. The billing delay is primarily due to the high volume of meter exchanges that have to be entered into the current billing system manually. As part of the project plan, the new billing system was to already be in production prior to the Badger Meter project start. The legacy system is outdated and does not interface with the Badger Meter portal to automate the meter exchanges. There are only two seasoned billing staff, as well as two Customer Service Representatives that have been trained in the billing process that have been assisting in getting accounts properly billed.

Secondly, upon exchanging the old meters, the out read on the meter is significantly higher than what had been brought in through the firefly devices, causing a catch up read which in turn creates a high bill. Customers are receiving the high bills which spirals the high volume of calls and walk-ins. Because two Customer Service Representatives have been reassigned to billing department, there are six (6) Customer Service Representatives that are available to take calls

and customer walk-ins. In a normal circumstance, that is more than enough staff, unfortunately with the volume, the delay for customer support is taking longer.

Steps in place:

1. Re-assignment of staff; Two Customer Service Representatives dedicated full-time to the billing duties for the duration of the Badger meter exchange project
2. Collection staff (2 people) assisting in meter exchange process (4-hours/day)
3. Badger Meter Project Manager will work with ITT to determine if there is a workaround that can be implemented in the legacy system for the duration of the meter exchange project
4. Staff continues to work overtime to keep up with the volume

Thank you.