



## **CUSTOMER INFORMATION SYSTEM UPGRADE PROJECT TO ENQUESTA V6**

### **Riverside Public Utilities**

#### **Board of Public Utilities**

June 9, 2025

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## **BACKGROUND**

1. On June 1, 2012, the Board of Public Utilities approved Work Order No. 1104202 that included funds for the Customer Information System replacement project.
2. Agreement with Systems & Software, Inc. in the amount of \$4,748,200 was approved for the purchase and installation of the enQuesta Customer Information System and Webconnect online customer facing access portal.
3. Both systems went live on February 14, 2015.



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## CUSTOMER INFORMATION SYSTEM

### 1. enQuesta Customer Information System includes:

- a. Customer Account Information
- b. Consumption History
- c. Utility Billing
- d. Customer Self-Service (Webconnect)
- e. Customer Communication
- f. Payment Processing & Collections
- g. Reporting & Analytics

### 2. Designed to manage the day-to-day operations of the meter to cash process

- 1. Bills for Electric, Water, Refuse, and Sewer services
- 2. Generates over \$600M in billings annually
- 3. Over 600,000 customer contacts
- 4. Issues over 86,000 service orders each year
- 5. Supports 365 users
- 6. Produces over 130,000 monthly utility bills



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## DISCUSSION

The primary objectives of CIS Upgrade Project to enQuesta V6;

- 1. **Replace outdated technology with a modern platform** that enhances cybersecurity, improves business processes, and significantly elevates the customer experience.
- 2. **Enhanced and new business functionality**, such as the ability to conduct Virtual Net Metering Billing, ability to chat with customers, billing collection enhancements, enhancements related to Single Sign-On authentication, and new notification types such as high bill and high usage warnings.
- 3. **Webconnect online customer facing access portal upgrade** to Capricorn web application with enhanced customer self service features, such as a new mobile app, access to interval data consumption, online automated turn on/ shut off request for services, and bill payments.
- 4. **12 months project duration:** 10 months until go-live plus additional 2 months of post-go-live support.



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## PROJECT AND FISCAL BREAKDOWN

<b>Work Order 2521744 – CIS Upgrade to enQeusta V6 Project</b>	<b>Amount</b>
Project Implementation	\$ 1,044,900
License Cost	\$ 163,050
Additional Recurring Yearly Maintenance	\$ 60,762
Consultant Travel (Estimated if Necessary)	\$ 90,000
<b>Subtotal Work Order Amount</b>	<b>\$ 1,358,712</b>
20% Change Order Authority on Project Implementation	\$ 208,980
<b>Total Work Order Amount</b>	<b>\$ 1,567,692</b>



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## STRATEGIC PLAN ALIGNMENT



### Strategic Priority 6 –Infrastructure, Mobility & Connectivity

Goal 6.2 – Maintain, protect, and improve asset and infrastructure within the City's built environment to ensure and enhance reliability, resiliency, sustainability, and facilitate connectivity.

#### Cross-Cutting Threads



Community Trust



Equity



Fiscal Responsibility



Innovation



Sustainability &amp; Resiliency



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## RECOMMENDATIONS

That the Board of Public Utilities:

1. Approve the Eleventh Amendment to Information System Agreement for the Customer Information systems Upgrade Project and Implementation Services with System and Software, Inc. in the amount of \$1,358,712;
2. Approve project implementation 20% change order authority in the amount of \$208,980;
3. Approve Work Order No. 2521744 in the amount of \$1,567,692; and
4. Authorize the City Manager, or his designee, to execute the Agreement, including making minor and non-substantive changes.



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