

CUSTOMER INFORMATION SYSTEM UPGRADE PROJECT TO ENQUESTA V6

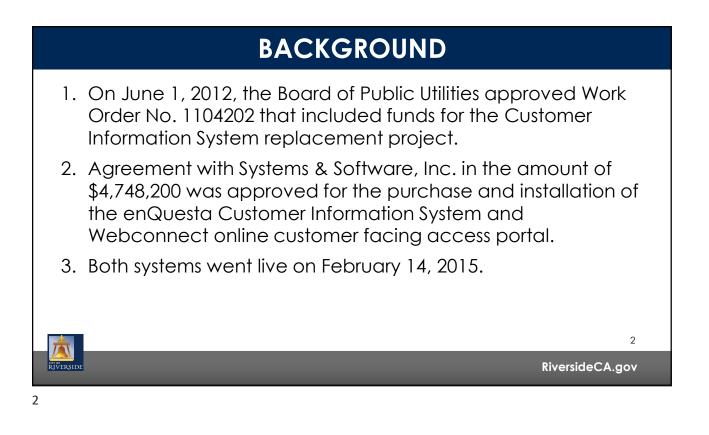
Riverside Public Utilities

Board of Public Utilities

June 9, 2025

RiversideCA.gov

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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 3 **RiversideCA.gov** RIVERSIDI

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The pri	mary objectives of CIS Upgrade Project to enQuesta V6;
1.	
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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Amount
\$ 1,044,900
\$ 163 050
\$ 60,762
\$ 90,000
\$ 1,358,712
\$ 208,980
\$ 1,567,692
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