RIVERSIDE PUBLIC UTILITIES

Board Memorandum

BOARD OF PUBLIC UTILITIES   **DATE:** DECEMBER 4, 2015

ITEM NO: 5
File ID – 15-3851 – D

SUBJECT: ENQUESTA CUSTOMER INFORMATION SYSTEM UPDATE

ISSUE:

Provide an update and oral presentation to the Board of Public Utilities on the status of the enQuesta Customer Information System implementation.

RECOMMENDATION:

That the Board of Public Utilities receive and file an update on the enQuesta Customer Information System.

BACKGROUND:

On February 17, 2015, Riverside Public Utilities (RPU) replaced the Banner Customer Information System (CIS) with enQuesta CIS. EnQuesta is a complex system that provides billing capabilities and information for Electric, Water, Refuse and Sewer services. The system provides customer and billing information necessary to support over 400,000 annual customer service contacts and generates over $400 million in billings annually.
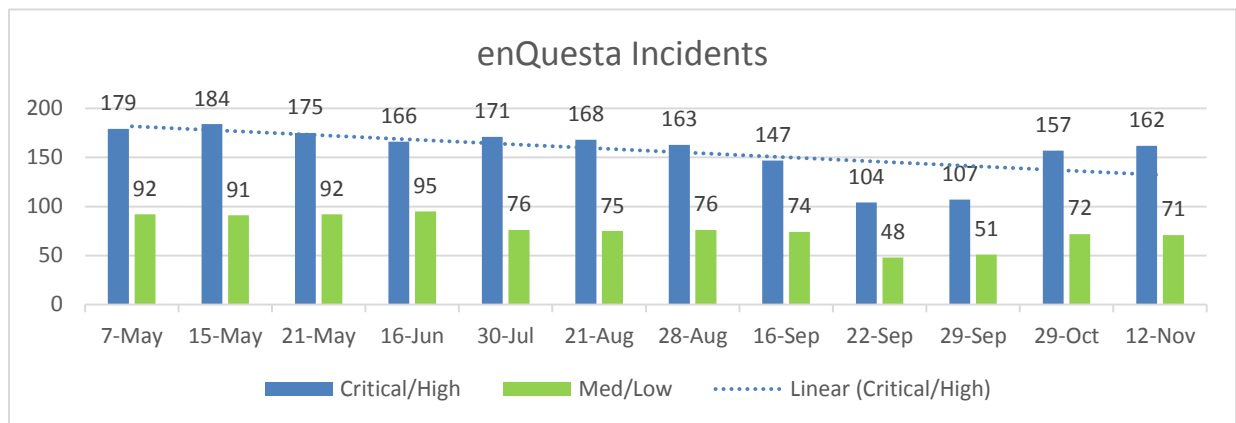
The project is currently in the "monitor & control" phase in which RPU is working closely with the Innovation and Technology (IT) Department and the software vendor, Systems & Software, Inc., to monitor the performance of the enQuesta CIS and make corrections as needed. As issues and defects are identified, the incident is assigned an issue type (see table below). The incidents are tracked in a database, corrective actions are completed by the vendor, testing is completed by RPU & IT and solutions are deployed into the live system.

Issue Type	Definition
Critical	Immediate and significant impact to billing groups of customers
High	Immediate and significant impact to billing for individual customers
Medium	Inefficiencies or extra work for staff
Low	Nice to have

Currently, there are 162 critical and high issues, and 71 medium and low issues pending final resolution. The incident count fluctuates as items are resolved and new issues are discovered.

Identification and resolution of software concerns is a component of the system stabilization process for complex software applications. This process often takes a minimum of a year from implementation.

Below is a graphical representation of the logged incidents, with a trend line representing the trend of the critical and high incidents over the reporting period:

enQuesta Incidents

Date	Critical/High	Med/Low
7-May	179	92
15-May	184	91
21-May	175	92
16-Jun	166	95
30-Jul	171	76
21-Aug	168	75
28-Aug	163	76
16-Sep	147	74
22-Sep	104	48
29-Sep	107	51
29-Oct	157	72
12-Nov	162	71

Legend: Critical/High, Med/Low, Linear (Critical/High)

Although enQuesta CIS has produced 98% of customer bills correctly, there have been significant critical issues with billings for solar customers. Several system errors have occurred, leading to delayed bills and incorrect amounts. At this time, the issues with solar billings are almost entirely resolved. RPU continues to monitor the solar accounts and provide customers with updates.

RPU General Manager escalated the concerns about the enQuesta CIS performance to Harris Computers' Chief Executive Officer, the parent company of Systems & Software, Inc. Multiple discussions and meetings led to a proposal from Systems & Software, Inc. to agree to resolve the majority of identified incidents by January 31, 2016. RPU has restructured the remaining payments to Systems & Software, Inc, to ensure issues are resolved and contractual terms are met.

Staff will provide a presentation with an overview of the benefits of enQuesta CIS, the outstanding issues, and the plan for resolution/close out of the project.

FISCAL IMPACT:

There is no fiscal impact associated with this report.

Prepared by:	Laura Chavez-Nomura, Public Utilities Assistant General Manager/Finance
Approved by:	Girish Balachandran, Public Utilities General Manager
Approved by:	John A. Russo, City Manager
Approved as to form:	Gary G. Geuss, City Attorney

Attachment:	Presentation