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To: City Council

From: City Manager & Staff

Council Meeting Date: August 17, 2020

Re: Authorizing Amendment No. 3 to the 2017 Master Services Agreement with N. Harris Computer Corporation

Executive Summary

Staff has prepared for Council consideration an ordinance amending the 2017 Master Services Agreement with N. Harris Computer Corporation for a Statement of Work to change the Budget Billing Payment Plan calculation.

Discussion

Utility Customer Service offers several programs to help customers successfully manage their utility account payments. The Budget Billing program gives utility customers another tool for their personal financial budgeting by averaging their monthly usage cost and establishing a set payment each month. With this plan, customers may avoid paying steep increases during the warmest and coldest months.

Once a year, customers “settle up” the difference between their actual monthly usage charges and the set amount they have paid each month. Customers must pay any overages from their actual usage, while credits are applied to the customer’s account toward future bills. When establishing the monthly Budget Billing amount, a customer must have at least twelve months of billing history at the current location. The total of the twelve months should be divided by eleven to derive the monthly Budget Billing payment amount, a process that was manually performed in 2020. This logic decreases the amount of accounts that may owe during the “settle up” period. During the 2016 implementation of CIS Infinity, the billing software, the calculation created for the plan divided the total of twelve months by twelve and did not take into account applicable taxes, creating an artificially lower monthly payment. This, in turn, caused more accounts to owe moderate to large “settle up” balances which can be an inconvenience and even a hardship for the customer; most often defeating the purpose of the Budget Billing program.

This amendment will authorize Advanced Utility Systems, a subsidiary of N. Harris Computer Corporation, to create and implement the reconfiguration and necessary code changes in the billing system to calculate the optimal monthly payment for the Budget Billing plan. The cost is estimated not to exceed \$8,400, and a solution will be provided no later than three months after approval of the Statement of Work.

Fiscal Impact

Short-Term Impact: \$8,400.00 to complete the items listed in the Statement of Work

Long-Term Impact: NA



Strategic & Comprehensive Plan Impact

Strategic Plan Impacts:

Primary Impact: Primary, Secondary Impact: Secondary, Tertiary Impact: Tertiary

Comprehensive Plan Impacts:

Primary Impact: Primary, Secondary Impact: Secondary, Tertiary Impact: Tertiary

Legislative History

Date	Action
04/17/2017	Ordinance authorizing amendments and new services agreement with N. Harris Computer Corporation
07/03/2017	Ordinance authorizing Amendment No. 1 for implementation of the conservation module
02/17/2020	Ordinance authorizing amendment No. 2 for the implementation of the community solar program module
03/02/2020	Ordinance authorizing a Software as a Service Agreement for LINK Enterprise

Suggested Council Action

Staff recommends that Council approve amending the 2017 Master Services Agreement with N. Harris Computer Corporation for the implementation of the Statement of Work for an ACH estimate enhancement to reconfigure the Budget Billing payment calculation within CIS Infinity.