



# New Utility Billing System Overview

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CITY COUNCIL - February 17, 2026

City Staff Representative:  
Department:

Ana LeScoezec, Revenue Manager  
Finance

# Purpose

To provide City Council with an overview of the City's new utility billing (UB) system including key dates, customer impacts and outreach plans during the transition.

Additionally, staff will provide a demonstration of the new customer-facing portal.



# New UB System: Implementation

- Goals:

- Replace both the system of record (Innoprise) and the online payment portal (E-Bill Express).
- Give customers a more intuitive and informative online experience.

- Implementation Team:

- City Staff

- Ana Le Scoezec – Project Lead
- Laura Hernandez – Project Support
- Stephanie Calixlto – Project Support
- Jeremy Rowe – IT Support
- Emily Meek – Utility Dept Support
- Cody Henry – Utility Dept Support

- Consultants

- Holly Orogren (KoaHills) – Project Manager
- Greg Dapaoli (Tyler) – Project Manager

- Implementation Timeline:

- Kick off – April 2025
- Launch – March 2026



# New UB System: Key features



- New system key features and upgrades:
  - Integration between system of record and customer portal.
    - Customers and staff can see live payment updates.
    - Customers can update delivery preferences.
    - Bill presentation matches bills generated from system of record.
  - SmartMeter application – will allow customers to see usage on an hourly basis.
  - Updated card terminals and equipment at utility billing desk.
  - Bill re-design with ability to update as needed.

# New UB System: What you need to know

- Tuesday, March 31<sup>st</sup> – GO LIVE!
- Payments during transition
  - Sun, March 22, 2026 – last day for payments in current platform e-bill express.
  - Mon, March 23 – Mon, March 30 – no payments processed during transition
  - Late fees waived for bills due April and May
- Other important information:
  - Customers will receive a new account number and customer number – both are needed to access account.
  - Customers will need to re-register in the new online portal.
  - Auto-pay will need to be set up again in the new portal.
  - Paper versus e-mail delivery preferences will convert to new system.

# New UB System: Customer Outreach

- Bill inserts and messages in February and March
- New account and customer numbers mailed separately to all customers 1 – 2 weeks prior to go live.
  - Those with e-mail preference will also get an e-mail
- Updates on City's website
- Press release and social media posts
- Customer assistance with new portal
  - Detailed instructions
  - Video tutorial
  - Three sessions with staff available to help

# **New Utility Billing System: Online portal demonstration**

[New Utility Billing System Customer Portal Train Site](#)