M E M O R A N D U M

EUGENE WATER & ELECTRIC BOARD

Rely on us.

TO: Commissioners Helgeson, Brown, Mital, Simpson and Carlson

FROM: Matt Barton, Information Services Manager; Sue Fahey, Chief Financial Officer; Rene Gonzalez, Customer Operations Manager; Kris Moe, Project Manager

DATE: July 21st, 2017

SUBJECT: Customer Information System Replacement (CIS-R) Project Update

OBJECTIVE: Information Only

Issue

EWEB currently uses Hansen's Banner application, implemented in 1998, for billing and customer information management. When purchased, Banner was arguably the best customer information system (CIS) solution in the marketplace.

However, since that time very few application upgrades have been made. The current CIS platform is dated, and it inhibits upgrades required for other critical applications.

Background

Almost all EWEB staff will be either directly or indirectly affected by the CIS-R project. A project of this magnitude, involving a core business system, requires an especially focused effort throughout all phases, along with continuous, clear communication between the project and its stakeholders.

In general terms, CIS-R will involve replacing EWEB's current billing-focused system with a more capable customer-focused communication and management application that will continue to be EWEB's system of record for over $250 million in annual revenue. Beyond its role as a critical accounting sub-ledger through which all utility revenues flow, a modern CIS solution will provide EWEB significant new tools and processes that will lead to increased customer satisfaction with their experience, and increased employee productivity and efficiency in supporting the customer experience.

Examples of features that will enhance customer satisfaction include:
- Significantly improved online self-service
- Integration with EWEB phone system enabling CSA's to immediately view customer account details upon receiving calls
- An online consumption portal for customers that have AMI meters
- Efficiencies through workflow and process automation

The project involves a logical series of steps. EWEB's CIS-R Project consists of three phases:
- Phase I – Consultant Selection (Completed 2/25/2015)
- Phase II – Planning (Anticipated Completion Q3 2017)
    - Initiating Activities
    - Stage I - Assessment
    - Stage II - Selection & Negotiation
- Phase III – Execution (Anticipated Completion Q3 2019)
    - Implementation
    - Go Live
    - Post Go Live Stabilization

Budget

In July, 2017, the Board approved a 5 year Capital Improvement Plan (CIP) for both Water and Electric Utilities. Included in the approved CIP, under the category Information Technology - Type 2 Strategic Project(s), management set aside $11,150,000 for in capital funds for replacing the CIS system. This amount is expected to be sufficient for this multi-year effort to cover the costs of the software, implementations service and internal labor necessary to fully deploy the selected system.   The contract that will be presented to the Board at a later time is currently under negotiation, but is expected to fit within management's cost estimate.

Next Steps

Contracts to be requested for Board approval in September/October:
- Cayenta CIS
- 3rd Party Implementation Vendor

Project Timeframe (Phase III Execution):
- Estimated start – September, 2017
- Estimated Duration – 18 to 24 months

Requested Board Action

No action is required at this time.