

**To the Mayor and Members of the City Council****May 5, 2026**

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SUBJECT: WATER CUSTOMER INFORMATION SYSTEM REPLACEMENT

The Fort Worth Water Utility administers the billing functions and collection of revenues for water, wastewater, stormwater, solid waste and environmental protection services through a thirty-year-old customer information and billing system (CIS) implemented in the mid-1990s. In FY25, the system billed more than \$735 million in revenues for these services through 3.6 million transactions. While the system has been updated many times over the years, it remains a legacy platform that limits system integrations, customer experience enhancements, and operational efficiency expected of a modern utility.

The CIS is used to calculate and generate bills, and includes the database that is the primary repository for all rates and fees, service orders and customer information. In addition, the utility recently completed the MyH2O advanced metering infrastructure (AMI) program to improve the customer experience, advance business processes, enhance transparency and reduce water loss. A new CIS is a critical component of this program and others to support customer account data, calculate customer consumption and manage consumption rates, prepare and deliver bills, process and record payments, manage credit and collections, and conduct revenue analysis.

CIS Replacement Process

The utility engaged consultant services to perform a comprehensive needs assessment and identify requirements to be included in the Request for Proposals (RFP) for the new CIS solution. As requirements were developed for the RFP, staff determined that the CIS replacement RFP should include closely integrated systems such as the Customer Relationship Management system, meter data management integration, payment processing, and new mobile workforce management for field services, among others.

The RFP was issued on July 11, 2025, with proposals submitted by August 28, 2025. Proposals were scored by an evaluation panel that included utility representatives as well as staff from the solid waste fund. Multi-day demonstrations were held with the two top-scoring firms in October 2025. This process resulted in the selection of the Itineris product UMAX as the preferred CIS solution.

Benefits

The benefits of using a modern, integrated system are significant. The new UMAX solution will provide:

- A comprehensive meter-to-cash lifecycle platform that offers comprehensive customer engagement functionality currently used by major water utilities including New York City, Boston, Baltimore, Dallas and Phoenix
- Native customer portal environment that eliminates the need for third-party integrations or batch data transfers, enabling real-time access to account information and a seamless customer experience
- New mobile workforce management capabilities that replace paper-based processes with automated work order coordination, assignment, and routing
- Embedded data integration for real-time data updates into the CIS when field work is performed
- Modern user interface that replaces legacy green screens for Customer Service Representatives
- Reduced training time for new Customer Service Representatives from 8 weeks to 2 weeks
- Enhanced cybersecurity for protection of customer data
- Additional features not currently available, including:
 - Omnichannel communications including customer chat and email that will enable customers to switch between platforms without losing context or having to repeat information
 - Digital payment methods including Venmo, PayPal, Apple Pay, text-to-pay, etc.

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- Embedded MS CoPilot AI and Power Automate to streamline workflows and improve staff productivity
- And more

Once fully implemented, the UMAX solution will eliminate the need for eleven contracts with separate vendors, and will provide improved and fully integrated functionality for very similar ongoing annual operating costs when compared to current costs.

Staff from the solid waste, stormwater, environmental protection, and financial management services departments will be fully involved with the project throughout the implementation process and beyond.

Next Steps

Staff will present three M&Cs for City Council consideration on the May 12 agenda:

- The first M&C will authorize execution of contracts with vendors to implement and sustain the CIS solution at a cost of \$46.1 million over five years. This includes all implementation and licensing costs, as well as all support services during that period. This M&C will also appropriate \$23.7 million of that cost for Phase I implementation services.
- The second M&C will amend the consultant services contract and appropriate \$1.1 million for additional professional services support during the implementation phase.
- The third M&C will appropriate \$1.8 million into the project for temporary internal staffing support during the nearly two-year implementation phase and the purchase of 60 mobile tablet devices to implement the mobile workforce management module in the CIS system.

Upon execution of the contracts, implementation will begin in June 2026, with go-live anticipated for February 2028, a 21-month implementation schedule.

For questions regarding this information, please contact Water Director Chris Harder via e-mail to christopher.harder@fortworthtexas.gov.

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