

Mayor and Council Communication

DATE: 05/12/26

M&C FILE NUMBER: M&C 26-0350

LOG NAME: 60WATER CIS INTERNAL STAFFING SUPPORT

SUBJECT

(ALL) Adopt Appropriation Ordinances in the Amount of \$1,808,500.00 for the Implementation of the Water Customer Information System Replacement, Adopt Resolution Expressing Official Intent to Reimburse Expenditures from Proceeds of Future Debt; and Adopt Appropriation Ordinance to Effect a Portion of Water Department's Contribution to Fiscal Years 2026-2030 Capital Improvement Program

RECOMMENDATION:

It is recommended that the City Council:

1. Adopt the attached resolution expressing official intent to reimburse expenditures with proceeds of future enterprise fund debt for the Customer Information System Replacement;
2. Adopt the attached appropriation ordinance adjusting estimated appropriations in the Water & Sewer Commercial Paper Fund, in the amount of \$1,718,500.00, by increasing estimated appropriations in the Water Customer Information System Meter to Cash Program project (City Project No. 104667) and decreasing estimated appropriations in the Commercial Paper project (City Project No. UCMLPR) by the same amount for the purpose of funding temporary staffing support to deliver the new Customer Information System project; and
3. Adopt the attached appropriation ordinance increasing estimated receipts and appropriations in the Water and Sewer Capital Project Fund in the amount of \$90,000.00, transferred from available PayGo funds within the Water and Sewer Fund, for the purpose of funding the Water Customer Information System Meter to Cash Program (City Project No. 104667) to support the purchase of mobile tablet devices required to implement the Mobile Workforce Management module within the new Customer Information System and to effect a portion of the Water Department's contribution to the Fiscal Years 2026 - 2030 Capital Improvement Program.

DISCUSSION:

The purpose of this Mayor and Council Communication (M&C) is to authorize the internal staffing resources necessary to support implementation services for the Customer Information System (CIS) replacement initiative, ensuring the project has the capacity required to execute this complex, enterprise-level transition over a 21-month implementation period. It will also fund the purchase of mobile devices required to support the implementation of the Mobile Workforce Management module.

The Fort Worth Water Utility currently manages billing and revenue collection for water, wastewater, stormwater, solid waste, and environmental services through a legacy billing system that is more than thirty years old. In Fiscal Year (FY) 25, the CIS billed more than \$735 million in revenues for these services through 3.6 million transactions. This aging platform no longer aligns with modern operational or customer-service standards and requires extensive manual processes to support core business functions. The CIS replacement project is a large, complex, multi-year endeavor that will require additional staffing support to manage planning, analysis, configuration, data migration, testing, and change management. The scale and complexity of transitioning from multiple legacy systems to an integrated modern platform exceeds the capacity of existing staff, making supplemental resources essential to ensure a successful and timely rollout.

As a part of this modernization effort, the Utility will deploy a robust Mobile Workforce Management module that will significantly enhance operational efficiency in field services and strengthen our ability to meet both customer expectations and system demands. Approval of this M&C will also appropriate funding for the purchase of 60 mobile tablet devices required to support the implementation of this new module in the CIS. Procuring mobile tablets is a foundational step in enabling this transformation and ensuring field staff are equipped to fully leverage the new technology, including technician routing, and creation and close-out of work orders in the field on a real-time basis.

It is the practice of the Water Department to appropriate its Capital Improvement Program plan throughout the Fiscal Year, instead of within the annual budget ordinance, as projects commence, additional funding needs are identified, and to comply with bond covenants.

Available cash within the Water and Sewer portfolio and the City's portfolio along with the appropriation authority authorized under the Callable Commercial Paper Program (CP) will be used to provide interim financing for this project until debt is issued. Once debt associated with this project is sold, bond proceeds will be used to reimburse the Water and Sewer portfolio and the City's portfolio in accordance with the attached Reimbursement Resolution. Federal regulations require the City to express its official intent to reimburse expenditures from the issuance of bonds.

Funding is budgeted in the Transfer to Water/Sewer account of the Water and Sewer operating budget and in the Commercial Paper project within the W&S Commercial Paper Fund for the purpose of funding the Water CIS Meter to Cash Program project.

FY2026 - Water PAYGO Appropriations per City Ordinance 27979-09-2025

FY2026 Amended PayGo	YTD PayGo	FY2026
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FY2026 Original Adopted PayGo	(includes any council actions subsequent to budget adoption)	Approved for/Moved to Capital Projects	This M&C	Remaining PayGo Balance
\$101,090,082.00	\$101,090,082.00	(\$54,227,439.00)	(\$90,000.00)	\$46,772,643.00

Note: there may be other pending actions or recently approved actions that are not reflected in the table due to timing.

Appropriations for Water CIS Meter to Cash Program project are as depicted below:

Fund	Existing Appropriations	Additional Appropriations	Project Total*
W&S Capital Projects - Fund 56002	\$1,612,000.00	\$90,000.00	\$1,702,000.00
W&S Commercial Paper - Fund 56026	\$0.00	\$1,718,500.00	\$1,718,500.00
Project Total	\$1,612,000.00	\$1,808,500.00	\$3,420,500.00

There are two pending M&Cs that will appropriate additional funds to this project: 13PRFP25-0128 WATER CUSTOMER INFORMATION SYSTEM SOFTWARE WTR HO in the amount of \$23,740,044.00 in Commercial Paper and M&C 60 WATER CIS PROFESSIONAL CONSULTING SERVICES in the amount of \$1,084,285.00 in Commercial Paper.

This project is located in ALL COUNCIL DISTRICTS.

A Form 1295 is not required because: This M&C does not request approval of a contract with a business entity.

FISCAL INFORMATION / CERTIFICATION:

The Director of Finance certifies that funds are available in the Water & Sewer Fund and in the Commercial Paper project within the W&S Commercial Paper Fund and upon approval of the above recommendations and adoption of the attached appropriation ordinances, funds will be available in the W&S Capital Projects Fund and in the W&S Commercial Paper Fund for the WATER CIS METER TO CASH PRGM project to support the Customer Information System Initiative. Prior to any expenses being incurred, the Water Department has the responsibility of verifying the availability of funds.

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