

SYSTEMS & SOFTWARE DELIVERS SUCCESSFUL ENQUESTA CIS IMPLEMENTATION AT TRUCKEE MEADOWS WATER AUTHORITY



Truckee Meadows Water Authority (TMWA) is a not-for-profit, community-owned, water utility in Washoe County, Nevada. It continually strives to deliver exceptional, customer-focused, water services to its community. This includes helping customers avoid late payments that could lead to the termination of essential services.

From tapping their mobile device, dipping their credit card into a kiosk, or setting it and forgetting it with autopay, today's TMWA customers want to pay their bills in a variety of different ways. The need to meet them where they are has risen to the top of TMWA's priorities.

TMWA Seeks New CIS

TMWA recently sought to replace its nineteen-year-old, customer billing system, VertexOne's eCIS, with a modern CIS, deliver a redesigned bill with enhanced water-use information, and offer new, convenient payment options. Features the utility's current legacy CIS could not provide included:

- Mass meter change-out for the new AMI system
- Customer Portal and other communication preferences
- Omnichannel payment preferences
- GIS Integration and Automation
- Dynamic Reporting
- Integration with other third party vendors

"The existing system has served our customers well—with incremental updates applied over the past 19 years," says Marci Westlake, TMWA's manager of customer relations. "However, the need for newer, more capable technology has made the upgrade a necessity."

Selecting the enQuesta CIS & Complementary Edge Systems

With the help of Soft Resources, TMWA contracted S&S to deliver, train, and implement a complete end-to-end CIS billing solution: enQuesta in the Cloud. TMWA wanted the new CIS to bill their customers based on monthly consumption, and give customers the flexibility to view statements, pay bills, monitor usage, and even suspend and reconnect services.

TMWA was looking for a cloud solution for the following reasons:

- The previous CIS system was on a private cloud
- Their call center and Billing and Collections were being outsourced
- ERP is already in the cloud
- They needed 24/7 availability of the cloud
- Less internal staffing requirements

In addition to the core CIS, TMWA also procured:

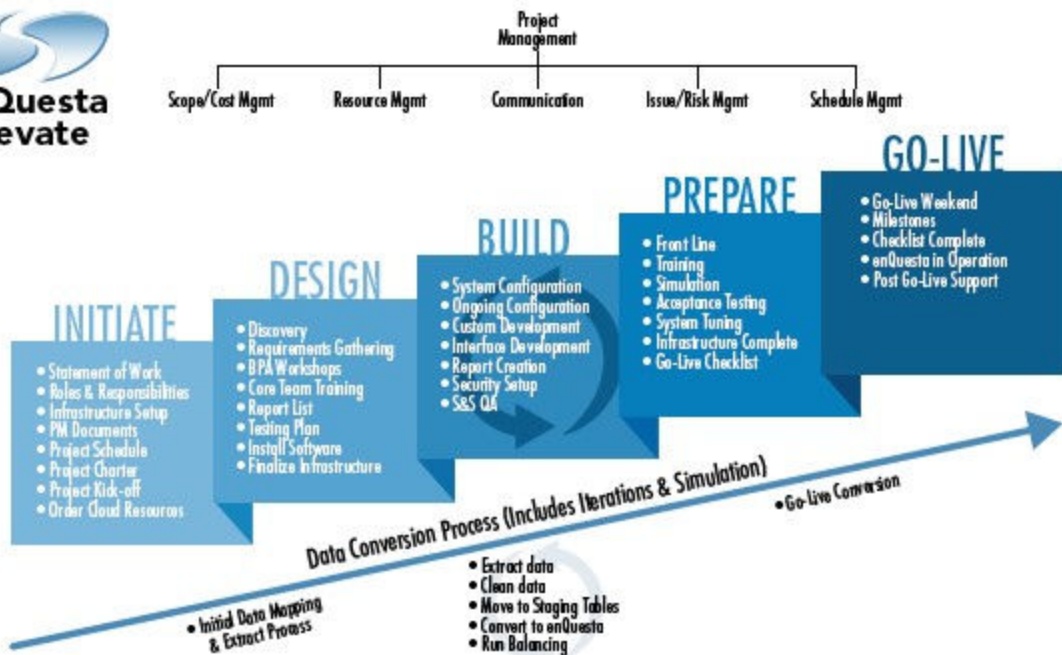
- enQuesta Analytics Software (Cognos)
- enQuesta Modules (Supplier Management)
- Customer Self-Service Modules (Capricorn)
- enQuestalink Workforce Management (ServiceLink)

Putting the Right Team in Place

enQuesta was developed for TMWA using S&S' Elevate methodology, with custom features and services based on the utility's unique business requirements. S&S assembled an experienced and skilled project team with more than 60 years of utility system implementation experience combined. From beginning to end, the team was solely committed to TMWA for the entire project, including supporting post-go-live activities.

Roles within S&S' team included:

- Sr. Project Manager
- Implementation Consultants
- Software Engineers and Designers
- Consultants from the Technical Operations
- S&S Executives



S&S made enhancements to enQuesta, including custom features and edge systems to meet TMWA's unique business requirements outlined by Soft Resources in the RFP. Custom features included:

- Backflow
- Work queues
- Master/sub billing
- Mass creation of premises

Resolving Pandemic-related Challenges

Covid-19-related government travel restrictions added significant complexities to the project. TMWA was initially scheduled for their go-live amid the pandemic. Both teams elected to move the project to a 100% remote-based model. With the TMWA project team working from home, the S&S Project Team was unable to travel on-site and, and was able to pivot to a remote implementation model. This created new challenges with on-site data migration plans, training, simulation and implementation, and on-site support.

Both project teams quickly adopted the new, remote implementation model. TMWA's customer service team is located in Scotts Bluff, Nebraska, which operates in a different time zone (+1hr) than TWMA.

Hitting a Home Run

Despite unforeseen challenges (Global Pandemic - Covid19), the enQuesta solution and project model was able to deliver a complete CIS billing service effectively and efficiently—in one package, without the need to partner with service integrators or add layered applications.

It was delivered, along with several edge systems, on time, within budget, and met or exceeded all agreed-upon deliverables and expectations, even those that were added to the project scope by TMWA after the implementation began.

TMWA migrated to enQuesta without compromising or interrupting their day-to-day accountabilities or customer expectations. There were no billing issues reported, or concerns raised by TMWA customers. This success is being credited to the skillsets, experience, dedication, and collaboration of all team members.