

# Pay 1

## **Project Overview and Recommendations**

### **Briefing to Finance, Audit and Accountability and Quality of Life Committees**

October 9, 2006



# Purpose of Briefing

- Seek approval for Pay1 Project recommendations
- Seek approval for supplemental agreement to Jericho Consulting, Inc. contract

# Pay 1 Project Scope – Replace CIABS

- Replace 20 year old system for billing 3 utilities + Sanitation
- Provide platform for core customer service functions with >800,000 calls/year to 311 and Water Customer Service
- Evaluate all available options including development of a custom system, buying a package software, or outsourcing
- Implement best practices improving customer service
- Implement single invoice/billing system - **Added in Summer 2005**
  - All other City departments' applicable receivables



# Primary Focus - The Customer

**The results of this project will :**

- Provide strategic customer-based system
- Manage customer relationship from front office
- Address increased customer expectations

# What does CIABS mean to the City?

- + System bills water, sewer, storm water and sanitation services
  - Inability to create, manage, and correct the accounts of 340,000 customers every month
- + System generates all customer-requested service orders, internal service activities, and maintenance-driven service requests
  - Inability to create, dispatch, handle and close >1200 customer service requests per day and hundreds of internal requests
- + System generates \$1.42M per day to City of Dallas
  - Impact of NOT billing \$520M per year...cash flow!

# What is single invoice/billing system?

- One bill for multiple departments beyond standard bill, such as:
  - Special Collections (31 different fees)
  - Public Works/Transportation
  - Environmental & Health Services
  - Courts and Detention Services
  - Aviation
  - Library
  - Cultural Affairs
- Services not billed on monthly single invoice to be billed out of Pay1 system
- Consolidated, reformatted bill

# What happens if we don't do *Pay*1?

- Customer service improvement initiatives will be limited to current system architecture
- Static customer service and satisfaction levels
- Database integrity risk increases
- Obsolete skill sets to maintain CIABS
- Lost opportunities for business process transformation
- No single invoice billing/system

# What will *Pay***1** mean to the average customer?

- Consistency of customer service information across departments
- Enhanced web-based services
  - Secure account inquiry via password
  - Ability to request services, ask questions
- Improved payment options, i.e. auto-billing to credit card



# Where We've Been...Where We Are Now

~~CIABS~~ →

~~ComBS~~ →

~~DEBS~~ →

*Pay* **1**

1/05	Award Jericho Consulting contract for project oversight
5/1 – 12/15/05	Development of functional & technical requirements, reports & interfaces, including departmental comments
1/5/06	RFCSP issued
3/3/06-6/23/06	Vendor selection process <ul style="list-style-type: none"><li>- Proposals received</li><li>- Evaluation and Selection Committee reviews</li><li>- Solution Demonstrations from 3 short listed vendors</li><li>- Due diligence and site visits</li><li>- Best and Final Offer issued to 3 vendors</li></ul>
6/23 - 8/3/06	Comparison of outsourcing options vs. in-house implementation, hosting, maintenance & support
6/23/06	Final evaluation, selection and notification of finalist and alternate
6/26 – 10/6/06	Contract negotiations
10/20/06	Deadline for signed contracts

# Vendor Selection Process

- Evaluation and Selection Team – 4 executives and multi-departmental team
- Proposal Review/Vendor Selection
  - Cost = 30%
  - Capability and expertise of the proposer = 10%
  - Functional match to City requirements = 20%
  - Technical match to City requirements = 20%
  - Quality of implementation plan & staff proposed = 20%
- Received 6 proposals

**Successful proposer met GFE goals & exceeded M/WBE goals – 24%**

# Pay 1 Proposers

	<b>Proposer Company</b>	<b>Outsource Option?</b>	<b>Short Listed?</b>
1	Advanced Data Systems	No	No
2	<b>AllianceData</b>	<b>Yes</b>	<b>Yes</b>
3	<b>Axon</b>	<b>Yes</b>	<b>Yes</b>
4	BearingPoint	No	No
5	<b>Deloitte Consulting</b>	<b>Yes</b>	<b>Yes</b>
6	SPL	No	No

# Proposal Review/Vendor Selection

Points Awarded

- **AXON Solutions, Inc. (SAP)** **347.0**
- AllianceData (Systems & Software) 238.6
- Deloitte Consulting (SAP) 235.8

# Successful Proposer Costs

A	AXON Implementation*	\$10,287,661
B	Hardware	\$1,404,833
C	Software Licenses and Technical Training	\$2,091,150
<b>Total</b>		<b>\$13,783,644</b>

\*Assumes 10% of AXON project implementation hours are offshore, saving \$256,000.

# Cost of Ownership

- 15 Year Life Cycle cost per user/year
  - Pay1 estimated at \$5,789 (based on 450 users)
  - CIABS estimated at \$8,804 (based on 250 users)
- Annual cost (15 year model) – including hardware and software “refresh”
  - Pay1 estimated at \$2,605,050
  - CIABS estimated at \$2,201,000
- Software/hardware “refresh” assumed in Years 6 and 11

# Strategic Opportunities for the City of Dallas

- Best solution for CIABS replacement based on selection criteria
- Customer-focused
- Best business practices for efficiency and accuracy
- Scalability and expansion for business transformation
- State of the art, open architecture, enabling database platform
- Possibility to eliminate interfaces and legacy systems with shared databases

# Jericho Consulting, Inc.

- City engaged Jericho Consulting in a professional services contract in January 2005 to assist in tasks associated with replacing CIABS - \$1.56M
- Single Invoice/Billing System – added to Pay1 Project scope in summer 2005
- To maintain consistency and high level of professional services support, additional services are needed to cover Single Invoice/Billing System:
  - Critical to where we've been and where we're headed
  - Experience is deep and wide in utility industry
  - Data cleansing
  - Oversight of other required business transformation activities
- Additional work associated with 311 Call Center Analysis
- Jericho Consulting will continue to meet GFE & M/WBE goals



# Supplemental Agreement 1 – Task Options

1.	Single Invoice/Billing System Project Support:	
	a. Data cleansing for participating departments	\$ 399,500
	b. Cost allocation study for centralized Pay1	\$ 95,000
	c. Professional services for months not covered in original contract	\$ 80,000
2.	Business Process Review:	
	a. Bill print, stuff and mail outsourcing RFCSP	\$ 280,000
	b. Bill print, stuff and mail outsourcing project oversight	\$ 95,000
3.	Scope and Staffing Contingencies:	
	a. Project Management Office Support	\$ 276,000
	b. Training assistance	\$ 127,500
	c. Communications assistance	\$ 127,500
	d. Process sizing and organizational design	\$ 85,000
	e. Planning of Post Implementation STORM Period	\$ 34,000
4.	CIABS Replacement Scope Not Originally Requested:	
	a. User acceptance planning and execution	\$ 92,000
5.	Additional Work Associated with 311 Call Center Analysis	<u>\$ 250,000</u>

TOTAL \$1,934,500

*Pay* **1**

# Internal Resource Commitments

- System Hosting and Support Selection
- DWU implementation costs
- CIS implementation costs

# System Hosting and Support Selection

Outsourcing options were evaluated based on AXON's outsourcing proposal and were measured against CIS Department's ability to provide the same level of service.

- **CIS Department proposed hosting and enhancements cost is estimated to be \$1,537,687 less over a 5 year period**
- **CIS Department will match all outsourced service level agreements except credits for non-performance**
- **SLA and Pay1 operations will be major work plans on City staff performance plans**

# Internal Implementation Costs

	<b>FY 06-07</b>	<b>FY07-08</b>	<b>Total</b>
<b>DWU Internal Labor Costs for PAY1</b>	<b>\$1,601,963</b>	<b>\$1,157,871</b>	<b>\$2,759,834</b>
<b>CIS Group Internal Labor Costs for PAY1</b>	<b>\$4,606,773</b>	<b>\$2,962,094</b>	<b>\$7,568,867</b>

# Project Schedule

- FAA and NQ of L Committee Briefings 10/06
- City Council Agenda Item to Award Contracts 10/25/06
- Project Start Date 11/06
- Business and Technical User Training 11/06
- All Utility Functions – 15 months 12/06 – 2/08
- Testing, testing, testing... Thru out project
- All Utilities Go Live 2/08
- Single Invoice/Billing System – 9 months 11/06 – 8/08
- Single Invoice/Billing System Go Live 8/08

# *Pay***1** Proposal Process Outcomes

Implementation Vendor / Software Vendor:  
**AXON Solutions, Inc. / SAP**

System Hosting and Support:  
**City of Dallas Communications and  
Information Services Department**

# Our Recommendations

- Authorize the approval of a contract for professional implementation services, third party software, and hardware and maintenance with AXON Solutions, Inc. for \$11,692,494 on the October 25, 2006, City Council agenda
- Authorize the approval of a contract for software licenses and maintenance with SAP for an estimated \$2,091,150 on the October 25, 2006, City Council agenda
- Authorize the approval of a supplemental agreement for professional services with Jericho Consulting, Inc. for \$1,934,500 on the October 25, 2006, City Council agenda



# Addenda

- Pay1 Evaluation and Selection Team
- Pay1 Project Team
- Customer Information Systems 2006 Market Trends
- Project Budget
- Service Level Description
- Service Level Agreements
- Outsourced vs. In-house Hosting Comparison
- DWU Sample Bill vs. Tacoma Sample Bill
- AXON Customers
- Pay1 Application Architecture Scope



# Pay 1 Evaluation and Selection Team

- Voting Members: Bill Finch, Maria Alicia Garcia, Jody Puckett, and Kris Sweckard
- Numerous departmental subject matter experts

# Pay 1 Project Team

- ACM Advisors: Jill Jordan and Ramon Miguez
- Executive Steering Committee: Maria Alicia Garcia, Kenneth Gwyn, Worris Levine, **Jody Puckett**, and Kris Sweckard
- DWU Project Manager: Janet Grabinski
- CIS Project Manager: Karl Martin
- Project Consultant: Jericho Consulting, Inc.

# Customer Information Systems 2006 Market Trends

- **Flexibility** is the most important factor for utilities.
- Vendors are re-architecting in a **service-oriented** architecture
- Short interval meter reads mean new tariffs and billing capabilities, enabling **demand response and time-of-use rates**
- OTS software packages **with maintenance** are now the norm
- **Continued separation of upper-end and lower-end software packages** is evolving.
  - Upper end software narrowing to a few packages.
  - Lower end software packages focusing on small customers
  - Mergers and consolidations of the smaller software companies will mean unexpected disruptions to some customers.
- **Intuitive look-feel** to systems is becoming the standard.

## PAY1 Project Budget Worksheet

Description	Capital Spend FY07	Capital Spend FY08	Total Capital Spend	O & M Spend FY07	O & M Spend FY08	O & M Spend FY09	O & M Spend FY10	O & M Spend FY11	Total O & M
<b>Software Licenses and Maintenance</b>									
<u>One Time Licenses/Costs</u>									
-SAP License	\$1,707,000		\$1,707,000						
-SAP Training Courses	\$246,150		\$246,150						
-Mercury Testing Toolset	\$100,000		\$100,000						
-RWD InfoPak	\$38,000		\$38,000						
<b>1 Subtotal</b>	<b>\$2,091,150</b>		<b>\$2,091,150</b>	<b>\$0</b>	<b>\$0</b>	<b>\$0</b>	<b>\$0</b>	<b>\$0</b>	<b>\$0</b>
<u>Maintenance Contracts for SAP Licenses</u>									
-FY07 SAP Maintenance (bid as part of			\$0	\$290,190	\$290,190	\$290,190	\$290,190	\$290,190	\$1,160,760
-FY07 Premium SAP Maintenance				\$85,350	\$85,350	\$85,350	\$0	\$0	\$170,700
-Mercury Testing Toolset				\$17,000	\$17,000	\$17,000	\$17,000	\$17,000	\$85,000
-RWD InfoPak				\$6,460	\$6,460	\$6,460	\$6,460	\$6,460	\$32,300
<b>2 Subtotal</b>				<b>\$399,000</b>	<b>\$399,000</b>	<b>\$399,000</b>	<b>\$313,650</b>	<b>\$313,650</b>	<b>\$1,448,760</b>
<u>One Time Third Party Software purchased by CoD</u>									
-Oracle Run Time License	\$0		\$0	\$0	\$0	\$0	\$0	\$0	\$0
- Adobe Accelio Image Form Software	\$85,000		\$85,000						
-USPS Addressing Software	\$165,000		\$165,000						
- Masking Software	\$150,000		\$150,000						
<b>3 Subtotal</b>	<b>\$400,000</b>		<b>\$400,000</b>	<b>\$0</b>	<b>\$0</b>	<b>\$0</b>	<b>\$0</b>	<b>\$0</b>	<b>\$0</b>
<u>Maintenance Contracts 3rd Pty Software</u>									
-Oracle Run Time License				\$0	\$0	\$0	\$0	\$0	\$0
-USPS Addressing Software				\$33,000	\$33,000	\$33,000	\$33,000	\$33,000	\$165,000
-Adobe Accelio				\$12,750	\$12,750	\$12,750	\$12,750	\$12,750	\$63,750
- Masking Software				\$22,000	\$22,000	\$22,000	\$22,000	\$22,000	\$110,000
<b>4 Subtotal</b>				<b>\$67,750</b>	<b>\$67,750</b>	<b>\$67,750</b>	<b>\$67,750</b>	<b>\$67,750</b>	<b>\$135,500</b>
<b>Hardware</b>									
5 AXON Hardware	\$1,024,094	\$0	\$1,024,094	\$0	\$0	\$0	\$0	\$0	\$0
AXON/CoD Hardware Maintenance	\$380,739		\$380,739				\$126,913	\$126,913	\$253,826
<b>Subtotal</b>	<b>\$1,404,833</b>	<b>\$0</b>	<b>\$1,404,833</b>	<b>\$0</b>	<b>\$0</b>	<b>\$0</b>	<b>\$126,913</b>	<b>\$126,913</b>	<b>\$253,826</b>
CoD Pay1 Project Server	\$4,500		\$4,500						
CoD Year 5 Hardware Refresh and Upgrade								\$1,000,000	\$1,000,000
<b>6 Subtotal</b>	<b>\$4,500</b>	<b>\$0</b>	<b>\$4,500</b>	<b>\$0</b>	<b>\$0</b>	<b>\$0</b>	<b>\$0</b>	<b>\$1,000,000</b>	<b>\$1,000,000</b>
<b>External Implementation Services</b>									
AXON Phase 1 and 2 Implementation	\$6,483,751	\$3,491,251	\$9,975,002	\$0	\$0	\$0	\$0	\$0	\$0
-SAP Safeguarding Services (AXON implementation review)	\$312,659		\$312,659						
<b>7 Subtotal</b>	<b>\$6,796,410</b>	<b>\$3,491,251</b>	<b>\$10,287,661</b>	<b>\$0</b>	<b>\$0</b>	<b>\$0</b>	<b>\$0</b>	<b>\$0</b>	<b>\$0</b>
<b>8 Supplemental Agreement to Jericho Contract</b>	<b>\$1,276,770</b>	<b>\$657,730</b>	<b>\$1,934,500</b>	<b>\$0</b>	<b>\$0</b>	<b>\$0</b>	<b>\$0</b>	<b>\$0</b>	<b>\$0</b>
<b>In-House Implementation Services</b>									
DWU Internal Labor Costs for PAY1	\$1,601,963	\$1,157,871	\$2,759,834	\$0	\$0	\$0	\$0	\$0	\$0
CIS Group Internal Labor Costs for PAY1	\$4,606,773	\$2,962,094	\$7,568,867	\$0	\$0	\$0	\$0	\$0	\$0
CoD Travel Expenses to SAP Training	\$25,000		\$25,000	\$0	\$0	\$0	\$0	\$0	\$0
CIS Group Maintenance Costs				\$0	\$1,982,822	\$2,042,307	\$2,103,576	\$2,166,683	\$8,295,388
SAP Services, Training and Meetings				\$0	\$10,000	\$10,000	\$10,000	\$10,000	\$40,000
Recognition, training and communications				\$12,500	\$6,500	\$0	\$0	\$0	\$19,000
<b>9 Subtotal</b>	<b>\$6,233,736</b>	<b>\$4,119,965</b>	<b>\$10,353,701</b>	<b>\$12,500</b>	<b>\$1,999,322</b>	<b>\$2,052,307</b>	<b>\$2,113,576</b>	<b>\$2,176,683</b>	<b>\$8,354,388</b>
<b>TOTAL</b>	<b>\$17,822,160</b>	<b>\$8,268,946</b>	<b>\$26,091,106</b>	<b>\$411,500</b>	<b>\$2,466,072</b>	<b>\$2,519,057</b>	<b>\$2,494,976</b>	<b>\$3,558,083</b>	<b>\$10,938,648</b>
Total Paid to AXON	\$8,201,243	\$3,491,251	\$11,692,494	\$0	\$0	\$0	\$0	\$0	\$0
Total Paid to SAP	\$2,091,150	\$0	\$2,091,150	\$399,000	\$399,000	\$399,000	\$313,650	\$313,650	\$1,824,300
Total Paid to Jericho	\$1,276,770	\$657,730	\$1,934,500	\$0	\$0	\$0	\$0	\$0	\$0
Total CoD Costs	\$6,633,736	\$4,119,965	\$10,753,701	\$80,250	\$2,067,072	\$2,120,057	\$2,181,326	\$3,244,433	\$9,489,888
<b>Grand Total</b>	<b>\$18,202,899</b>	<b>\$8,268,946</b>	<b>\$26,471,845</b>	<b>\$479,250</b>	<b>\$2,466,072</b>	<b>\$2,519,057</b>	<b>\$2,494,976</b>	<b>\$3,558,083</b>	<b>\$11,314,188</b>

## Service Description - ACS / City

ACS	CITY
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### Scope of Services

Labor, materials, tools, equipment, techniques, means, and procedures, as specified in this MSA and Schedules, necessary to provide Customer with a fully functional SAP software environment available for Customer's use 24 hours per day, 7 days per week, and 365 days per year (excluding maintenance windows and mutually agreed downtime).

<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
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### Software, Technology and Infrastructure

SAP Sizing  
Hardware (Servers and Disk Storage)  
Facilities

<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
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### Technical Implementation [or Migration] Project Management

<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
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### Change Control

<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
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### Customer Relationship Management Services

Customer Reports  
Customer Support Services

<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
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Severity Classification	Resolution Efforts	Customer Update Interval	Escalation
1. System or Application Down	ASAP with full staff 24x7 problem solving	Hourly	1, 2, 3 Hours
2. Serious degradation response time >10 seconds or Application failure or error affecting revenues or product production	ASAP with full staff 24x7 problem solving	Every 4 Hours	4 Hours
workaround in place or Error or request not impacting production.	8 hours business day problem solving.	Bi-Weekly Reviews	Monthly Status

<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
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<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
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<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
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### Software License Version Maintenance

<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
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### Ongoing Operations

Control Center Operations	Data Backup and Recovery	Disaster Recovery Services
Operating System Administration	SAP Basis Administration	
Database Administration	Engineering Services	

<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
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## Service Level Agreement - ACS / City

Service Level Agreement is a commitment to perform a specified set of services as outlined. The following Service Level commitments and associated metrics are intended to specify the parameters for minimum level of service for the stated service function.

ACS	CITY
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

### Standard Availability Unix

99.7% Production

instance

95.0% Non-Production instance

<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
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### Maintenance Window

12 Hours per instance per month

<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
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### Credits for Non-Performance – Months of Continuous Availability

Service Availability	Month 1	Month 2	Month 3	Month 4
>=99.9%	N/A	N/A	N/A	N/A
99.8% to 98.5%	0	1%	2%	4%
98.4% to 97.5%	2%	4%	6%	Breach
<97.4%	2%	6%	10%	Breach

<input checked="" type="checkbox"/>	EPP
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### Network Service Level Agreement

<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
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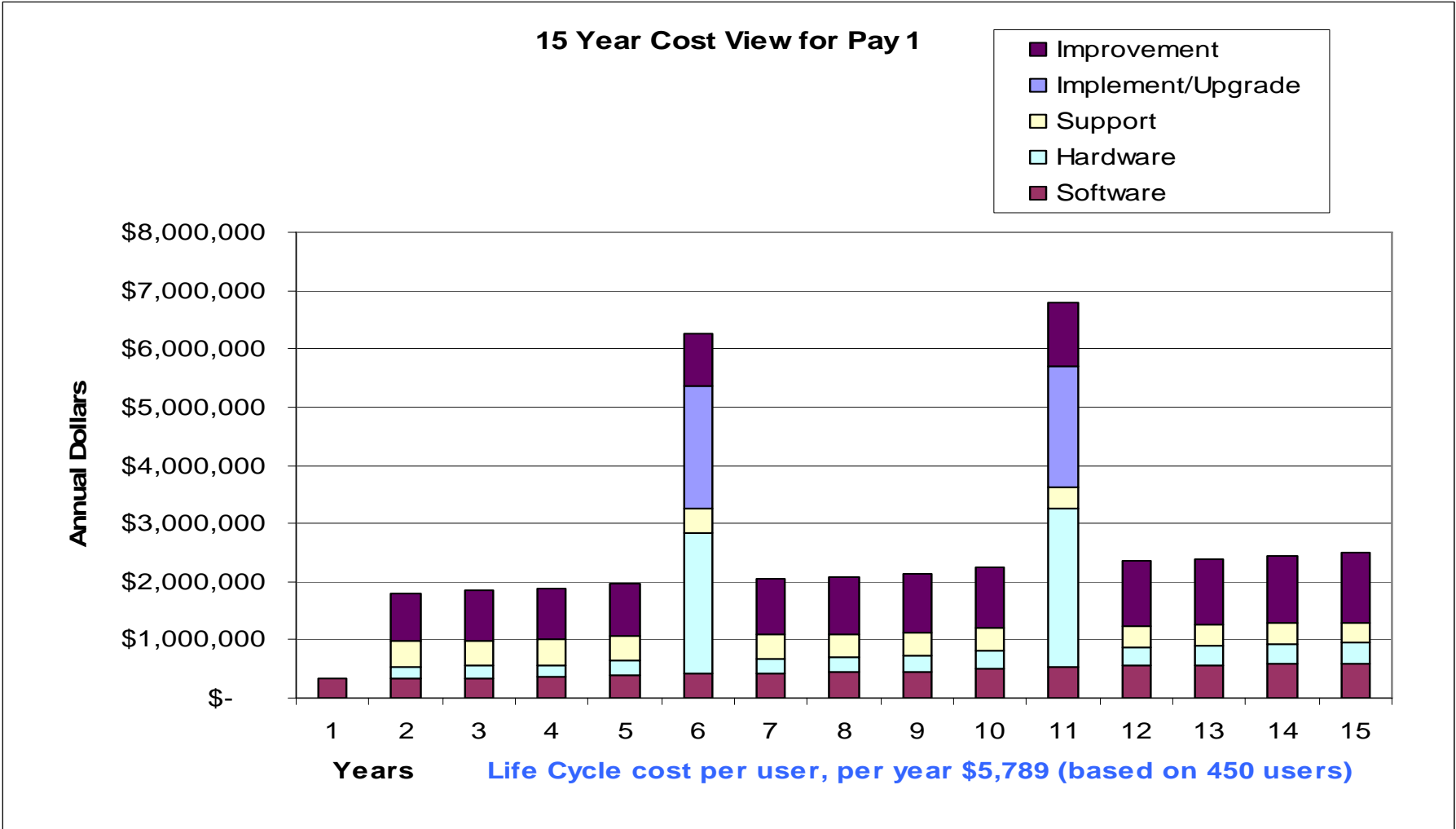
# System Hosting and Support Analysis

<u>ACS</u>		vs.	<u>City of Dallas</u>	
Hardware and SAP Basis				
	Total Hosting Cost		Total Hosting Cost	
Initial Implementation	\$1,436,151	Initial Implementation	\$2,941,363	
Year 1	\$1,586,224	Year 1	\$1,874,154	
Year 2	\$1,591,966	Year 2	\$820,742	
Year 3	\$1,597,879	Year 3	\$841,556	
Year 4	\$1,603,971	Year 4	\$862,996	
Year 5	\$1,610,245	Year 5	\$885,078	
	<hr/>		<hr/>	
	\$9,426,436		\$8,225,889	

<u>ACS</u>		vs.	<u>City of Dallas</u>	
On-Going Hosting and Support				
Initial Implementation		Initial Implementation		
Year 1	\$877,250	Year 1	\$1,324,374	
Year 2	\$903,568	Year 2	\$716,108	
Year 3	\$930,675	Year 3	\$737,591	
Year 4	\$958,595	Year 4	\$759,718	
Year 5	\$987,352	Year 5	\$782,510	
	<hr/>		<hr/>	
	\$4,657,440		\$4,320,301	
<hr/>				
Total Contract	\$14,083,876	Total Contract	\$12,546,189	
		Cost Savings	\$1,537,687	

- (1) The hardware and maintenance cost are the estimate of the City staff based on research of similar SAP implementations.
- (2) The labor hours and rates are calculated based on the proposal presented by AXON/ACS proposal.
- (3) The City labor rates and hours are based on a blended cost of City staff and contract labor.

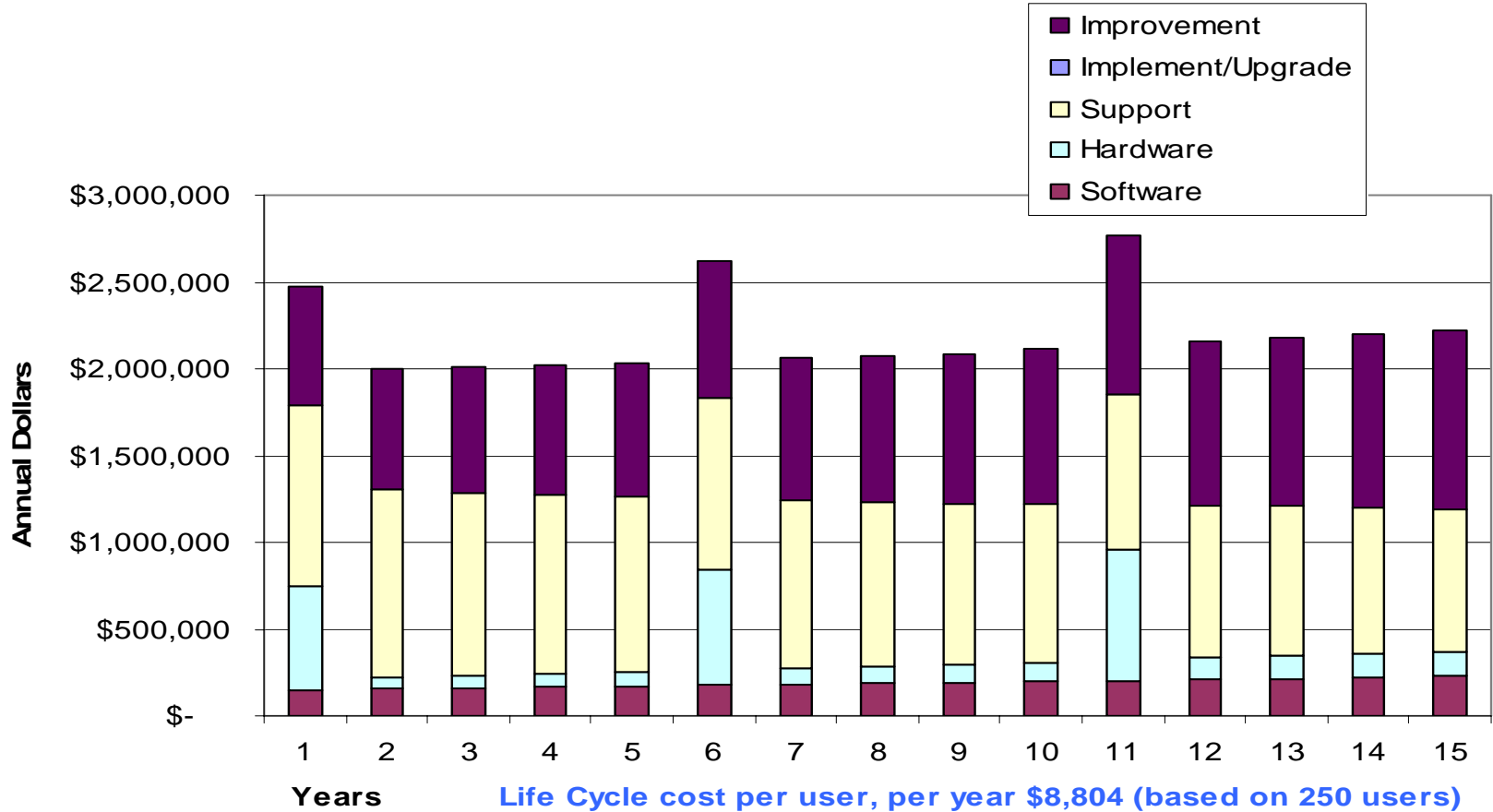
# Cost of Ownership – Pay1





# Cost of Ownership - CIABS

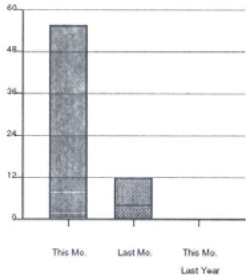
15 Year Cost View for CIABS



KNOX CUSTOM HOMES

For services at:  
5737 LIVE OAK ST  
#A

**Your Water Use History**  
Hundreds of Gallons



**Special Message:**

PAYMENTS CAN NOW BE MADE AT FIDELITY EXPRESS LOCATIONS THROUGHOUT THE CITY. FOR A LOCATION NEAR YOU CALL 311 OR CONTACT CUSTOMER SERVICE AT 214 651 1441.

ACCOUNT NUMBER:  
061-0729907-032

KNOX CUSTOM HOMES  
PO BOX 191354  
DALLAS TX 75219-8354



0610729907032 000003193 000003424 000001218 0624247

Amount Due .....\$31.93  
(if received by 08-30-06)

Amount Due .....\$34.24  
(if received after 08-30-06)

ACCOUNT NUMBER: 061-0729907-032 Page 1 of 1

**Last Month's Transactions**

Payment(s) (00-00-00) .....\$ .00  
Other Transaction(s) .....\$ .00  
Balance Forward .....\$12.18CR

**Current Billing**

Billing Date: 8-15-06 Days of service: 31

Current Meter Reading (08-14-06) ..... 8,600  
Previous Meter Reading (07-14-06) ..... 3,000  
Water Usage (gallons) ..... 5,600  
Water Usage Charge .....\$8.57  
Base Water Charge .....\$6.14  
Total Water Charge Meter # 729219 .....\$14.71

Sewer Average (gallons) ..... 600  
Billed Sewer Usage (gallons) ..... 600  
Sewer Usage Charge .....\$2.05  
Base Sewer Charge .....\$5.49  
Total Sewer Charge .....\$7.54

Sanitation Collection Fee (incl 8.25% Tax) ..... \$19.36  
Storm Water Fee .....\$2.50

Current Charges .....\$44.11  
Amount Due .....\$31.93

For more information and helpful phone numbers  
see back of bill.

Keep this portion for your records  
Please return this portion with your payment 06-006 Z

Amount Due (if received by 08-30-06) \$31.93

Amount Due (if received after 08-30-06) \$34.24

Gift to Operation WaterShare \$ \_\_\_\_\_  
Thank you for your generosity  
Total Amount Enclosed \$ \_\_\_\_\_

Make payable to:  
City of Dallas  
City Hall, 1AN  
Dallas, TX 75277



**City of Tacoma Public Utilities Statement**

NAME WALLY CROSHAW & JOANN MERRILL

Account# 100029873

Billing Period 04-13-04 - 05-11-04



000615112777

type of service	date	meter #	curr read	prev read	mult	consumption	cost/unit	amount
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Your automatic payment will be deducted from your account on the due date given below.

Your account is on the budget billing plan. The amount due this period is \$135.18.

**3017 N 10TH ST**

**Tacoma Power 502-8600 Public Utilities**

Energy Use	05-11-04	170224	1393	1324	1	69KWH	\$0.030349/KWH	\$2.09
Delivery	05-11-04					69KWH	\$0.027219/KWH	\$1.88
Customer Charge	05-11-04						\$5.50/Month	\$5.50
Subtotal								\$9.47

**Tacoma Water 502-8600 Public Utilities**

Consumption	05-11-04	104748	2601.27	2573.28		27.99CCF	\$0.894000/CCF	\$25.02
Customer Charge	05-11-04						\$10.95/Month	\$10.95
Subtotal								\$35.97

**Solid Waste 591-5543 Public Works Environmental Services**

Service	05-11-04					Residential 30 Gallon Container - Garbage	\$24.20/Month	\$24.20
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**Wastewater 502-2100 Public Works Environmental Services**

Service	05-11-04							\$31.68
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**Surface Water 502-2100 Public Works Environmental Services**

Service	05-11-04							\$7.80
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**Miscellaneous Charges**

Evergreen Options	04-23-04							\$3.00
LIA Donation	04-23-04							\$2.50

Total Current Charges \$114.62

Payments  
Payment 04-23-04 \$135.18

Information Center

*Pay 1*

# AXON Customers

<u>Utility Customers</u>	<u>State</u>	<u>Population</u>	<u>AXON Role</u>	<u># of accts</u>	<u>Utilities</u>	<u>Date Installed</u>
WaterOne	KS	375,000	Prime	150,000	Water, Wastewater	2005
City of Tacoma	WA	196,300	Prime	225,000	Water, Wastewater, Electric, Solid Waste, Cable	2004
City of Toledo	OH	300,000	Consulting	300,000	Water, Wastewater	2006
Aquarion Water	NH, NJ and NY	587,000	Prime	250,000	Water, Wastewater	Signed in 2005, not yet live
Ocean County Utilities Authority	NJ		Joint partner	36 cities	Wastewater	
Marin Municipal Water District	CA	170,000	Prime	58,000	Water	2003
Metropolitan District Commission	CT		Joint partner	90,000	Water, Wastewater	
Sacramento Mun. Utility District	CA	1,400,000	Assistance	500,000	Electric	2000
Imperial Irrigation District	CA	130,000	Prime for upgrade	30,000	Water	2003
Rochester Public Utilities	MN		Prime for upgrade	45,000 30,000	Electric Water	
Navajo Tribal Utility Authority	AZ	25,000	Prime	43,000 9,000	Water, Wastewater Gas	
Bluewater Power	Ontario, Canada	34,000	Prime	34,000	Electric, Water, Gas	
Arizona Electric Power Coop	AZ	115,000	Prime	1 city + SRP	Electric	
First Energy (GPU)	PA	4,500,000	Assistance	4,500,000	Electric	2005
Pacific Gas & Electric	CA	15,000,000	Assistance	5,000,000 4,100,000	Electric Gas	
Entergy	LA	2,700,000	Assistance	2,700,000	Electric, Gas	2001
CPS Energy	TX	600,000	Assistance	600,000 300,000	Electric Gas	2003 2003
<b>Dallas Water Utilities</b>	<b>TX</b>	<b>1,200,000</b>	<b>Prime</b>	<b>340,000</b>	<b>Water, Wastewater, Stormwater, Sanitation</b>	<b>2007</b>

# Dallas Enterprise Billing System Application Architecture Scope

