



**Prior Council Action:**

April 20, 2017 - Council approved the original contracts, item 22, on an 11-0 vote.

**For More Information:**

Inquiries should be directed to Michelle Rocha, at 512-974-2261 or Michelle.Rocha@austintexas.gov <mailto:Michelle.Rocha@austintexas.gov>.

**Council Committee, Boards and Commission Action:**

January 10, 2022 - The Electric Utility Commission meeting was cancelled due to lack of quorum.

**Additional Backup Information:**

These contracts provide licenses and related services for Customer Care and Billing (CC&B) and Digital Self Service (DSS) applications. CC&B handles billing for electricity, water, wastewater, solid waste, and other monthly fees for nearly 500,000 households and businesses. DSS interfaces with the CC&B back-end application, serving as the online portal for customers to log in and perform self-service actions, such as viewing and paying utility bills, start/stop/transfer of services, and managing account information. DSS also allows the City’s call center representatives to replicate the online customer view while in the portal to better serve customer needs.

This request for additional funding and time will extend licenses and allow for future enhancements. Expected enhancements include communication to solar customers about their generation, usage, and other metrics; text message alerts to customers who have a potential high bill in their next billing cycle; and a personalized view for commercial customers to help manage consumption and bills.

**Contract Detail:**

<u>Contract Term</u>	<u>Length of Term</u>	<u>Current Contract Authorization</u>	<u>Requested Additional Authorization</u>	<u>Revised Total Authorization</u>
Initial Term	3 yrs.	\$ 8,465,350		\$ 8,465,350
Extension Option 1	1 yr.	\$ 2,515,175		\$ 2,515,175
Extension Option 2	1 yr.	\$ 2,544,558		\$ 2,544,558
Contract Amendment		\$ 62,000		\$ 62,000
Proposed Amendments	5 yrs.		\$18,625,000	\$18,625,000
<b>TOTAL</b>	<b>10 yrs.</b>	<b>\$13,587,083</b>	<b>\$18,625,000</b>	<b>\$32,212,083</b>

**Note:** Contract Authorization amounts are based on the City’s estimated annual usage.

**Strategic Outcome(s):**

Government that Works for All.