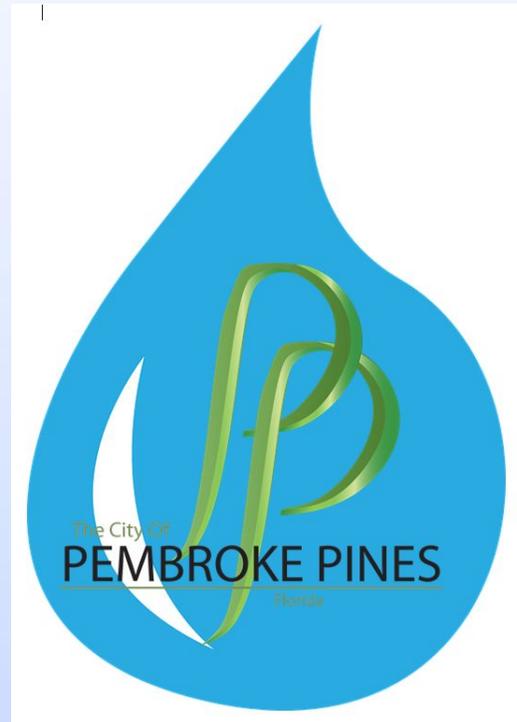


Pembroke Pines Utility Billing System Implementation & Status



Utility Billing System

System Startup

- Conversion from the previous billing software to the Tyler Utility Billing module started in October 2019.
- Training of key staff commenced in October 2019 (experienced some delay due to Covid restrictions). End user staff training started November 2021 and are considered fully trained.
- New system went live in December 2021, with December's utility bills generated by the Tyler system.

Utility Billing System

System Implementation and Promotion

- Implementation of a new billing system was announced to the public starting in May 2021 via “Coming Soon” notices printed on water bills, posted on City social media and the City website, in the City Connect newsletter, and on electronic monument signs throughout the City. The notices and articles continued with more detail each month through the transition and roll-out.
- What worked well:
 - Public promotions, specifically with an online YouTube video on how to register through the Citizen Self-Service portal (CSS) and link their accounts.
 - Utility bill insert/mailer with information about the new system and CSS set up.
 - City Connect articles and City web site postings on how to get familiar with the new utility bill format.

Utility Billing System

System Implementation and Promotion (continued)

- What didn't work well:
 - Customers had difficulty registering in the CSS portal and linking their accounts.

HOW TO:

Link to Your Utility Account

Utility Billing
Account Link Setup
Enter Account Number, Customer Number, and the name shown on your bill (Last, First) including any commas, spaces

What is the Account number? *

What is the Customer number? *

What is the customer name? * WILSON, JOHN & MARY

Submit Cancel

City of Pembroke Pines
Utilities Department
8300 South Palm Drive
Pembroke Pines, FL 33025
www.ppines.com
Hours: Monday-Thursday 7am - 5:45pm

Phone: 954-518-9000
Pay by Phone: 954-518-9000
Utilities Emergency: 954-518-9000

CUSTOMER NAME
WILSON, JOHN & MARY

The Customer Name MUST BE ENTERED EXACTLY AS IT APPEARS ON YOUR NEW BILL, including commas, spaces and capital letters!

 For more information, please contact the Utility Office:
954-518-9000 utilitycustomerservice@ppines.com

Utility Billing System

System Implementation and Promotion (continued)

- What didn't work well:
 - Customer account numbers were changed and replaced with new account-customer numbers, causing confusion.
 - In February 2022, problems with formatting of the bills in the new system caused a billing delay, and the majority of February's bills were mailed at the end of the month. The resulting payments received all at the same time overwhelmed staff, causing a delay in posting and depositing of checks in March 2022.
 - Phone calls to Utilities Customer Service overwhelmed the capacity of the phone system, resulting in long wait times and large numbers of dropped calls.

Utility Billing System

Actions to Resolve/Mitigate Problems

- City and Jacobs staff worked overtime to generate bills and post payments timely, and to get familiar with nuances of new system.
- Additional temporary staffing was added to help with the large influx of calls, and to help with billing and posting.
- Additional phone lines were added to accommodate influx of calls. Additionally, a dedicated phone number to a City staff member was created specifically for calls re: CSS registration and linking accounts.
- The Utility Billing lobby was opened on March 2, 2022, to accommodate in person interaction.
- Online tutorial was enhanced to provide clearer direction on how to get familiar with the new system.

Utility Billing System

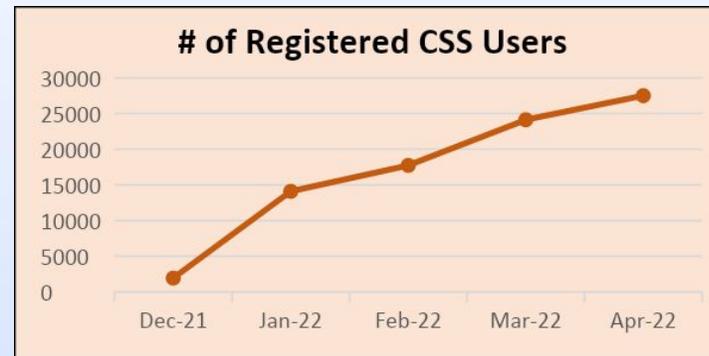
System Status

- Production and mailing of bills is back on schedule as of March 2022.
- Payments are posted timely as of April 2022.
- The majority of the temporary staffing concluded on May 5, 2022, with the remaining three to stay until May 19, 2022.

Utility Billing System

System Status (continued)

- As of May 9, 2022, 27,493 accounts are registered in the CSS portal (62% of all accounts) . Over \$2 million was paid via the CSS portal in March, 2022.

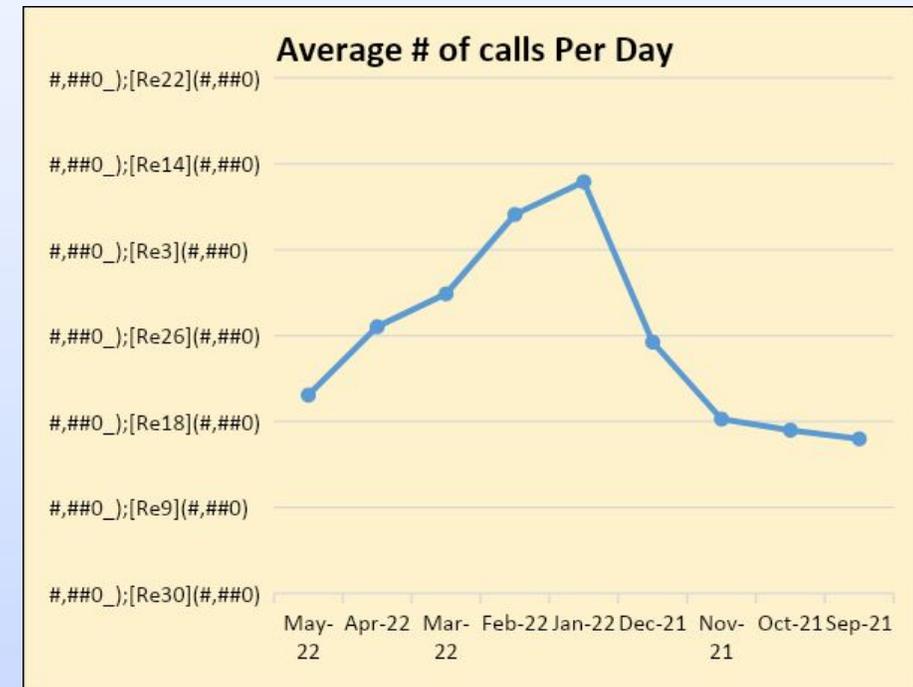


Utility Billing System

System Status (continued)

- Call volume is trending down from an estimated average of 450 per day at its peak to 230 per day

Daily Phone Call Statistics (Incoming calls only)			
Month/Year	Business Days	Total # of Calls	Average # of calls Per Day
May-22	5	1,154	231
Apr-22	16	4,967	310
Mar-22	19	6,625	349
Feb-22	15	6,615	441
Jan-22	17	8,144	479
Dec-21	18	5,264	292
Nov-21	16	3,246	203
Oct-21	16	3,040	190
Sep-21	17	3,058	180



Utility Billing System

What's left to improve?

- Standard operating procedures have been updated for Customer Service staff, and staff must continue to familiarize themselves with them.
- Continued training as staff learns the full capabilities of the new system.
- Be prepared to assist those customers who have not yet attempted or were not successful in setting up their CSS accounts.