



Engineering Services Committee

Meeting Date: October 13, 2026

AUD InvoiceCloud One Year Renewal

Department: Utilities

Presenter: Wes Byne, Director

Caption: Approve One Year Renewal of InvoiceCloud for AUD

Background: AUD uses InvoiceCloud to process payments for water services. This system, in conjunction with other systems including enQuesta, FCS, Temetra, and SmartWorks, form the core of our meter-to-cash operations which allows AUD to accurately and reliably bill customers for their water consumption. AUD has used InvoiceCloud for more than a decade. Our existing contract has reached the end of its approved duration and commission approval is required for this one year contract extension.

Analysis: The use of InvoiceCloud is required in order for AUD to process customer payments made online or over the phone for their water consumption. AUD has issued an RFP to evaluate all options for Customer Information Systems, RFP 26-275 which closes on 1 October, that includes evaluation of payment processing partners and will lead to a new long-term contract with the selected vendor. However, continued use of InvoiceCloud is required in order for AUD to process customer payments until evaluation of the received proposals is completed and a contract with the selected vendor can be approved.

Financial Impact: \$0

Alternatives: None

Recommendation: Approve one year contract with InvoiceCloud

Funds are available in the following accounts: N/A

REVIEWED AND APPROVED N/A
BY: