



Meeting Name

Meeting Date: November 25, 2025

AUD enQuesta One Year Renewal

Department: Utilities

Presenter: Wes Byne, Director

Caption: Approve One Year Renewal of enQuesta for AUD

Background: AUD uses the enQuesta Customer Information System (CIS) provided by Systems & Software to manage water meter customer data and billing processes. This system, in conjunction with other systems including 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 enQuesta 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.

Analysis: The use of enQuesta is required in order for AUD to bill customers for their water consumption. While AUD intends to issue an RFP in 2026 to evaluate all options for Customer Information Systems, continued use of enQuesta is required in order for AUD to bill customers.

Financial Impact: \$558,471.86

Alternatives: None

Recommendation: Approve one year contract with Systems & Software for enQuesta software

Funds are available in the following accounts: 506043210-5223110 --- \$523,131.28
581044320-5223110 --- \$35,540.58

REVIEWED AND APPROVED N/A
BY: