



Agenda Memo

Crest Hill, IL

Meeting Date:	November 2, 2026
Submitter:	Glenn Gehrke
Department:	Finance
Agenda Item:	Approval of a quote: Utility Billing – Migration to change from Bi-Monthly Billing to Monthly Billing

Summary: Per the direction of City Council, Staff is gathering the necessary information to migrate from Bi-Monthly Billing to Monthly Billing. Part of this process includes adjustments to our ERP system. Staff is seeking approval of a quote from Caselle our ERP provider for our Utility Management software, to migrate our system from bi-monthly billing to monthly billing.

Processes to be reviewed include, but are not limited to:

1. Creation of appropriate Cycles for Current Billings and Past Due Billings. As Stateville is on a separate cycle for their billings, staff will verify this billing process as well, however, no changes are expected.
2. Due to the changes of Cycles, Staff will also determine and recommend to Council changes needed for current ordinances regarding the timeliness of producing and sending bills (13.24.050-13.24.055).
3. Further discussions to include Public Works to ensure timeliness of shut-offs and turn-ons can be performed in a timely manner.

Caselle. Staff have reached out to our provider and received a quote for the cost of service to implement changes and begin the migration process. The attached quote includes a rate of \$200/hour with a minimum of 2 hours, and an estimated cost of \$4,000-\$6,000.

Recommended Council Action: Staff is recommending the approval of the attached quote to move forward with the Utility Billing migration.

Financial Impact:

Funding Source: General Fund

Budgeted Amount: \$0.00

Cost: \$4,000-\$6,000

Attachments: UB - Monthly Billing Migration 2026.10.26 - Caselle Quote

UB - Monthly Billing Migration 2026.10.26 - Crest Hill Current Ordinances

UB - Monthly Billing Migration 2026.10.26 - Local Communities' Due Date Periods