

RESOLUTION NO. \_\_\_\_\_

A RESOLUTION APPROVING A STATEMENT OF WORK TO THE  
CONTRACT WITH HANSEN BANNER, LLC FOR THE HANSEN  
CUSTOMER INFORMATION SYSTEM GRACEAI PILOT  
PROGRAM AND AUTHORIZING THE MAYOR TO EXECUTE ALL  
DOCUMENTS NECESSARY AND PROPER TO EFFECTUATE  
THE CHANGE ORDER

WHEREAS, in an effort to align the operations of the city's utilities with customer information and modernizing the process of billing and to improve customer service options, the city entered into a Software Service Agreement (the "Agreement") with Hansen Banner LLC to upgrade the utility billing system software otherwise known as the Customer Information System (CIS) on October 3, 2024, which was approved by the board on October 1, 2024 (Resolution No. 2025-070); and

WHEREAS, as a part of that Agreement, Hansen will implement an AI virtual call center agent customer service platform, GraceAI, as a pilot for the City's evaluation purposes; and

WHEREAS, the virtual call center agent, GraceAI, can help with water payments, payment plans, and simple customer services; and

WHEREAS, the Statement of Work sets out the terms for an estimated 544 hours of work, and it expires after 6 months unless extended; and

WHEREAS, there is no cost to the city for this pilot program.

Now therefore,

BE IT RESOLVED BY THE BOARD OF MAYOR AND ALDERMEN AS FOLLOWS:

SECTION I. That a Statement of Work to the contract with Hansen Banner LLC for the their Customer Information Services (CIS) implementation of the GraceAI pilot program for six (6) months, is approved.

SECTION II. That the mayor, or in his absence, incapacity, or failure to act, the vice-mayor, is authorized and directed to execute, in a form approved by the city attorney and subject to the requirements of Article X, Section 10 of the Charter of the City of Kingsport, the Statement of Work with Hansen-Banner, LLC, to deliver the agreement and take any and all action as may be required on the part of the city to carry out, give effect to, and consummate the transaction contemplated by the agreement and this resolution.

SECTION III. That the mayor is further authorized to make such changes approved by the mayor and the city attorney to the change order that do not substantially alter the material provisions of the agreement, and the execution thereof by the mayor and the city attorney is conclusive evidence of the approval of such changes.

SECTION IV. That the board finds that the actions authorized by this resolution are for a public purpose and will promote the health, comfort and prosperity of the citizens of the city.

SECTION V. That this resolution shall take effect from and after its adoption, the public welfare requiring it.

ADOPTED this the 19th day of August, 2025.

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PAUL W. MONTGOMERY, MAYOR

ATTEST:

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ANGELA MARSHALL, DEPUTY CITY RECORDER

APPROVED AS TO FORM:

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RODNEY B. ROWLETT, III, CITY ATTORNEY