



UTILITY CUSTOMER SERVICE

To: Mayor and Town Council

From: Marsa Wages, Utility Customer Service Administrator

Through: Mario Canizares, Town Manager
Robyn Battle, Executive Director

Re: Transition to Tyler UCS Billing System

Town Council Meeting – July 14, 2026

Strategic Visioning Priority: Provide Excellent Municipal Services

Agenda Item:

Receive an update on the transition to the Tyler Utility Customer Service billing system.

Description of Agenda Item:

In 2022, the Town began the process of selecting a new enterprise software solution to support Finance, Payroll, Human Resources, Municipal Court, and Utility Customer Service operations. Following a comprehensive evaluation, Tyler Technologies was selected to replace the Town's existing software system, which had been in use since the early 2000s.

This transition was necessary because the Town's existing Customer Information System (CIS) vendor was phasing out their legacy software platform. The need for replacement was further reinforced by the retirement of the Town's software support specialist, who had been working in a semi-retired capacity before retiring completely.

The new system will provide an enhanced customer experience through a variety of modern applications and self-service tools, including an Interactive Voice Response (IVR) system that accepts credit and debit card payments as well as e-checks; Tyler Notify, which will serve as a valuable communication tool for Utility Customer Service by delivering email and text notifications to residents; a new online customer portal that allows customers to view and print utility bills, make payments, and enroll in paperless billing; and the Tyler Smart Meter program, which enables customers to monitor their water usage through a single, convenient online login.

The July 15 billing cycle will be the final billing processed in the Town's legacy system. Customer statements will be mailed and emailed on Friday, July 17, which is expected to help reduce customer inquiries and call volume during the transition. To facilitate the system conversion, the online payment portal will be unavailable beginning at 5:00 p.m. on Tuesday, July 14, and will remain offline through Monday, July 20. During this period, Utility Customer Service staff will be unable to post payments or enter work orders into the system until July 21. However, staff will continue to have read-only access to customer account information and will be able to issue written payment receipts and document work orders for later entry. In person credit and debit card payments cannot be accepted on July 16, 17, and 20. In addition, customers' stored credit and

debit card payment information will not be transferred to the new system because payment data is securely maintained by the Town's current payment processing provider. To provide customers with adequate time to establish new payment methods, including draft enrollment, and become familiar with the new customer portal, late penalties and service disconnections for non-payment will be suspended throughout the month of August.

Customers will need to create an account through the new Resident Access Portal to make online payments, enroll in automatic payments by credit card, debit card, or bank draft, sign up for paperless billing (e-bill), and monitor water usage through the Tyler Smart Meter program. Customers are encouraged to contact Utility Customer Service by phone or email at ucs@prospertx.gov to update or verify their email address and mobile phone number to ensure they receive important notifications and account communications through the Tyler Notify platform. Customers currently enrolled in automatic credit or debit card payments will need to re-enter their payment information in the Resident Access portal by August 7 to ensure their August utility bill is automatically drafted on August 10.

Implementation Schedule

July 14: The legacy online payment portal will be disabled at **5:00 p.m.**

July 15: Final utility billing will be processed in the legacy software. The Town will accept and post the final customer payments in the legacy system, and the final data extracted and required reports will be submitted to Tyler Technologies.

July 17: The final "go-live" data conversion package will be delivered to the Town.

July 20: Tyler Technologies Implementation Consultant Becca Bengé will conduct the on-site go-live review. All Tyler ERP users must be logged out of the system by approximately **5:00 p.m.** to allow the final data conversion to be loaded into the production environment.

July 21: Utility Customer Service will begin operations in the Tyler system. Resident Access, including the online payment portal and Interactive Voice Response (IVR) payment system, will become operational. Public Works will also begin processing work orders through Tyler Workforce Mobile.

Utility customers received an initial announcement regarding the Utility Customer Service (UCS) system conversion as an insert with their June utility bill. A second bill insert, providing more detailed information about the conversion, will be included with the July billing. Beginning the week of July 6, the Town's Communications Department will launch a public awareness campaign through social media and resident update posts to keep customers informed throughout the transition. On July 21, the Utility Customer Service website will be updated with frequently asked questions (FAQs), a Resident Access account creation tutorial, and a link to the new online payment portal. Tyler Technologies is also expediting the implementation of Tyler Notify, which will provide Utility Customer Service with an enhanced platform to communicate important information to customers through email and text notifications. An additional bill insert will accompany the August utility bills to introduce customers to the new bill format, highlight key features of the new system, and provide updated website and payment portal information.

The Tyler Technologies implementation team is currently finalizing the Town's customized utility bill format. Once the design is complete, sample bills will be submitted to the Town's print vendor for verification to ensure compliance with U.S. Postal Service mailing standards. Public Works Meter Services personnel will begin using the Tyler Workforce Mobile application as their primary work order management system. The new application will streamline work order processing, improve operational efficiency, and eliminate the need for paper work orders. As staff completes

the first utility billing cycle in the new system, there may be a minor delay in the mailing of August utility bills. Every effort will be made to minimize any impact to customers during this transition.

Town Staff Recommendation:

This is an informational item only. Town staff requests feedback on the transition to the new billing system.