



## Legislation Text

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**File #:** 16-0988, **Version:** 1

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**DATE:** December 1, 2016

**TO:** Board of Mayor and Aldermen

**FROM:** Eric Stuckey, City Administrator  
Lawrence Sullivan, Assistant City Recorder/Revenue Management

**SUBJECT:**  
Utility Billing System Update

### **Purpose**

The purpose of this memo is to provide information to the Franklin Board of Mayor and Aldermen (BOMA) concerning the City's billing system

### **Background**

Local Government Utility Billing (also known as Dataquest or DQ) has been the City's billing system of record since fiscal year 1997. Although DQ has limitations as a proprietary system that is not SQL based, the City uses the accounting transactions from DQ for financial accounting and reporting.

Since May 2010, the implementation of Infor Billing has been underway. In August 2015, the project team believed the system was close to being ready for use, replacing DQ. However, due to differences found in the billing data compared to DQ, the City has continued to parallel and compare data from Infor with DQ (with entry in both systems) to the present. The project team has been in regular contact with the IT steering committee about its progress.

Revenue Management and IT are focused on creating a live billing (having the data be generated and sent out to customers from the Infor system). A live billing is anticipated soon. Finance is helping to review balancing of customer accounts and assist in developing accurate financial transactions upon implementation.

### **Financial Impact**

Report Purposes Only

### **Recommendation**

Report Purposes Only