

The City of Waco

Enhancing Operations with the New Customer Information System Software

April 21, 2026



Lisa Tyer

Customer Engagement

Purpose of Presentation

- Provide an update on progress, outcomes, and early impacts of the new CIS system – Spry Point
- Share key performance results and operational improvements since implementation
- Highlight the value delivered and opportunities for continued enhancement

SpryPoint Conversion

A successful modernization initiative that established the digital foundation for improved customer service, field efficiency, and data-drive decision making.



Project Outcomes

- Go-live completed: October 27, 2025
- 21 integrated systems connected
- Improved cross – system visibility
- Faster customer response capabilities
- More proactive outage, leak, and payment communications
- Better payment flexibility

Current Priorities

- Complete backflow conversion
- Complete Routeware (Solid Waste) integration
- Continue workflow improvements and issue resolution
- Ongoing staff retraining and process standardization

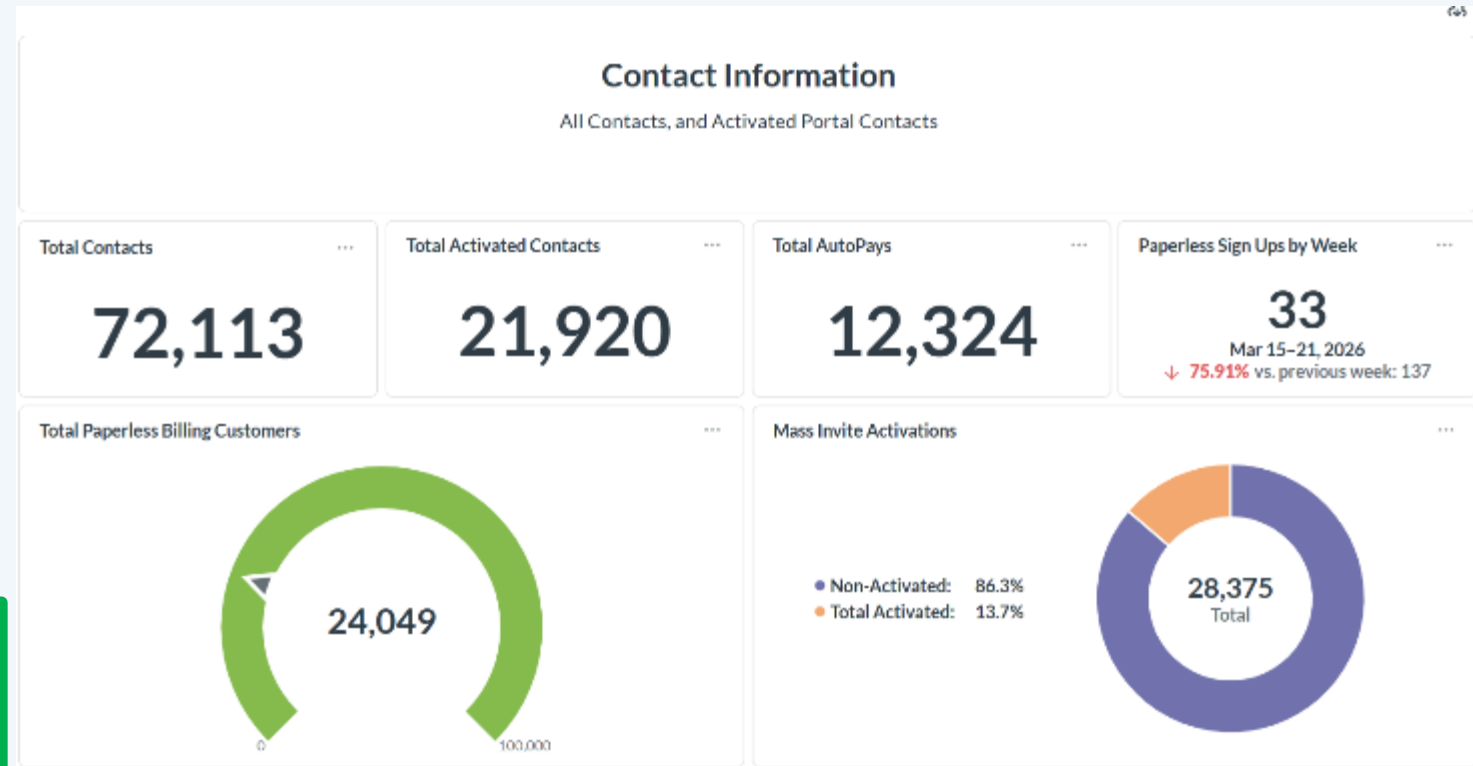
Customers now experience quicker issue resolution, better communication, and more flexible service options.

Customer Portal Adoption & Digital Trends

Nearly half of all customers now receive bills digitally, with 25% enrolled in AutoPay.

- 30% of contacts have activated the portal
- 35% of accounts include a registered portal contact
- 25% of accounts are enrolled in AutoPay
- Digital adoption continues to reduce paper and service friction.

Next Opportunity: Targeted enrollment campaigns to increase portal adoption beyond 50% of accounts, driving additional savings and customer convenience.



Why Register for the Customer Portal

The portal gives customers faster, easier, and convenient access to City services – anytime, anywhere.

- Faster access to account information
- Better visibility into water use and charges
- Reduced missed payments through AutoPay and alerts
- Improved communication during outages, leaks, and service events
- Greater convenience without needing to call

CUSTOMER IMPACT:

Customers gain more control, better transparency, and faster access to service tools.

Leak Notifications

Real-time leak alerts help customer stop water loss quickly and avoid high bills.

Leak Notifications – March 16, 2026

- 155 leak events detected
- 107 resolved within 24 hours
- 69% within 24 hours

Nearly 7 in 10 leaks resolved within one day, demonstrating strong customer responsiveness and conservation impact

Meter Events & Notifications

Search [] 10

Alert Status All Alert Type All Event Date Range: 02/17/2026 - 03/18/2026 Copy Download

Meter Number	Account Number	Location	Alert	Severity	Status	Start Date	End Date	Rate	Rate Unit
12529845	[REDACTED]	[REDACTED]	Continuous Water Use	moderate	ONGOING	Mar-16-2026 21:00		26.1	Gallons/hour
10054811	[REDACTED]	[REDACTED]	Continuous Water Use	critical	ONGOING	Mar-16-2026 21:00		243.6	Gallons/hour
015900730	[REDACTED]	[REDACTED]	Continuous Water Use	critical	ONGOING	Mar-16-2026 21:00		100.6	Gallons/hour
200160868	[REDACTED]	[REDACTED]	Continuous Water Use	moderate	ONGOING	Mar-16-2026 21:00		28.5	Gallons/hour
180062794	[REDACTED]	[REDACTED]	Continuous Water Use	N/A	ENDED	Mar-16-2026 21:00	Mar-17-2026 21:00	14.6	Gallons/hour
10054592	[REDACTED]	[REDACTED]	Continuous Water Use	high	ENDED	Mar-16-2026 20:00	Mar-17-2026 20:00	73.6	Gallons/hour

Early leak detection supports water conservation, customer affordability, and service efficiency.

Customer Notifications & Alerts Outreach

March 5, 2026 Performance Snapshot

- Customer-Controlled Preference
 - Self-enrollment
 - Customer – selected delivery channels
 - Portal, email, and text options
- Automated Alerts
 - Payment due reminders
 - Past due notices
 - Water consumption alerts
 - Continuous water use/leak alerts
- Staff-Generated Updates
 - Welcome to portal
 - Account support notifications
 - Solid Waste service request updates

Notification Volume by Delivery Channel			
	In Portal	Email	Text
Payment Due Soon	463	463	4
Payment Overdue	150	150	0
Welcome to the Portal		89	
Your Portal Account is Locked		16	
Password Resets		46	
Water Consumption Event	9	17	42
Continuous Water Use	283	142	
Solid Waste Request Form Submitted		25	
Solid Waste Request Approved		5	
TOTAL	905	953	46

99.5% Successful Delivery Rate

Exemptions

Temporary holds that provide customers additional time to resolve balance while preventing service disruption or collection activity.

When Exemptions Are Used

- Customers need a few additional days
- Payment is pending due to paycheck timing, assistance, or credit
- Large or unexpected bills require short-term flexibility
- Staff- approved arrangements are documented on the account
- Customer is kept from negative action during exemption

Customer Impact

- Prevents disconnection or collection activity
- Creates a documented, transparent agreement with dates
- Supports positive customer outcomes while maintaining accountability

Exemption	Start Date	Description	End Date	Exemption Type
000000014	Mar 17, 2026	Agreed to pay \$100 on 03/23	Mar 23, 2026	Disconnect
000000658	Mar 17, 2026	Hold for payment. Waiting for credit to apply.	Mar 23, 2026	Collections
000000659	Mar 17, 2026	Due to large bill	Mar 24, 2026	Collections
000000660	Mar 17, 2026	Will pay \$267.81 on 03/19 due to paycheck.	Mar 19, 2026	Collections
000000661	Mar 17, 2026	Agreement placed on account	Mar 23, 2026	Disconnect
000000662	Mar 17, 2026	Agrmnt tpy \$120 tdy	Mar 17, 2026	Disconnect

Balances empathy with accountability.

Payment Plans

Payment plans turn delinquent balances into manageable commitments, improving revenue recovery while keeping essential utility services on.

Key Performance Indicators

- Total plan established – 637
- Active Payment plans – 79
 - Originating Balance \$55,475.32
 - Current Balance \$39,041.90
- Total adherence to plan 45%

Business Outcomes

- Reduces write-offs and service restoration cost
- Improves customer retention
- Balances financial accountability with customer support

Payment Plan	Account	Description	Customer	Plan Date	First Installment	Plan Amount	Number of Installments	Current Balance	Posting Time
000000657		Payment Plan - 000000657		Mar 17, 2026	Mar 20, 2026	\$276.86	1	\$0.00	
000000656		Payment Plan - 000000656		Mar 17, 2026	Apr 23, 2026	\$358.71	3	\$358.71	Mar 17, 2026 10:09 AM
000000655		Payment Plan - 000000655		Mar 16, 2026	Mar 27, 2026	\$1,806.27	12	\$1,806.27	Mar 17, 2026 10:30 AM
000000654		Payment Plan - 000000654		Mar 16, 2026	Apr 3, 2026	\$260.85	1	\$260.85	Mar 16, 2026 4:43 PM
000000653		Payment Plan - 000000653		Mar 16, 2026	Mar 18, 2026	\$157.70	1	\$157.70	Mar 16, 2026 3:03 PM

Structured agreements improve payment success.

Customer Care & Communications

Connecting residents to essential city services through every interaction.

Customer Care Weekly Metrics

Reporting Period: March 1–6, 2026

One week – 1,319
contacts/transactions

Workload Snapshot

Calls	Total Emails	Service Orders	Support Tickets	Transitions	Forms
259	802	88	22	70	78

Customer Channels

- Email
- Portal support tickets
- My Waco App

Utility Services

- New service, transfer service or ending of service
- Water & sewer tap inquiries
- Consumption concerns
- Leak & continuous use questions

Customer Support

- Billing & account assistance
- Service requests and issue resolution
- Payment and delinquency support

Solid Waste & Recycling

- Missed collections
- Cart Request
- Bulky pickup requests

Targeted Customer Campaigns

Proactive multi-channel outreach delivers timely information to customers impacted by specific events.

Key Performance Indicators

- 89% Audience Reach
- 76 Campaigns
- 93% Voice Completion
- 81% Email Opened

Campaigns for:

- Low water pressure
- Water interruptions
- Road closure
- Winter Weather Advisory

Campaign	# of Contacts	Start Date	End Date	Associated Alert Type
Low to No Water Pressure - 2901 Edina Ave.	21	Mar-11-2026		
Low to No Water Pressure - 3004 Brosnan Rd.	51	Feb-27-2026		
Water Service Interruption - 1500 Casa Linda Dr.	9	Feb-24-2026		
Low to No Water Pressure - 120 HW Fair on Speegleville Rd.	32	Feb-23-2026		
LOW TO NO WATER PRESSURE - N 53RD ST	12	Feb-18-2026		
Low to No Pressure - 1301 Doughtrey Ave	53	Feb-11-2026		
Low to No Water Pressure - 2525 E Lake Shore Dr.	1	Feb-8-2026		
Low to No Water Pressure - 2208 Dutton Ave.	6	Feb-6-2026		
Low to No Water Pressure - 2711 S 2nd St.	9	Feb-2-2026		
Low to No Water Pressure - 3005 Ruselawn Ave.	13	Jan-30-2026		

Showing 1 to 10 of 69 entries

Proactive outreach reached nearly 9 in 10 impacted customers, strengthening service transparency and community preparedness.

Mobile Service Orders

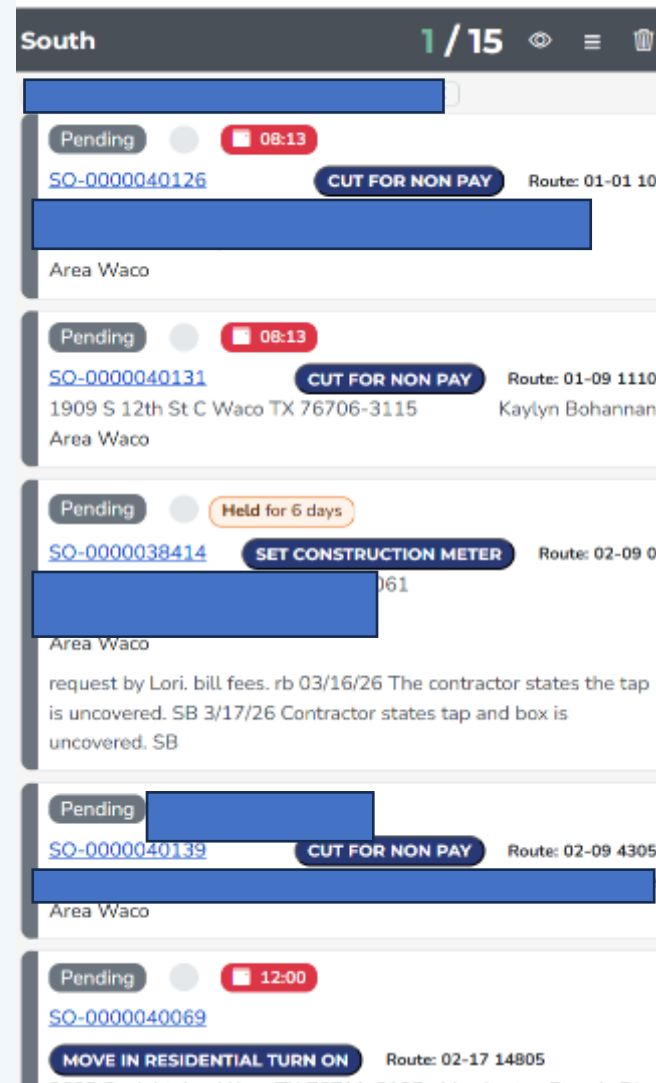
Mobile field access provides real-time service order updates, faster completion and improved operational visibility of service activity.

Operational Benefits

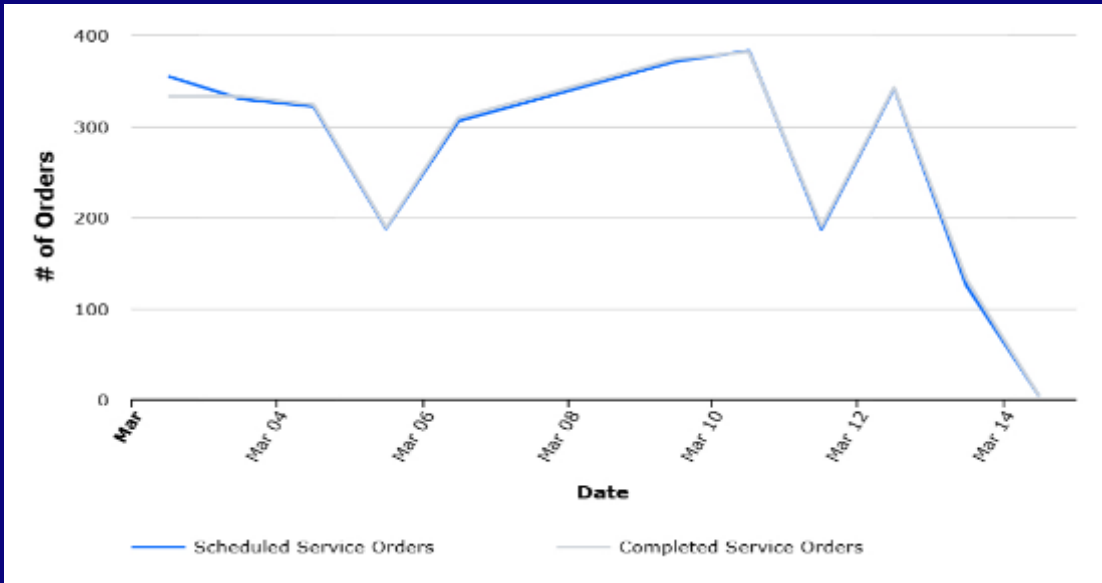
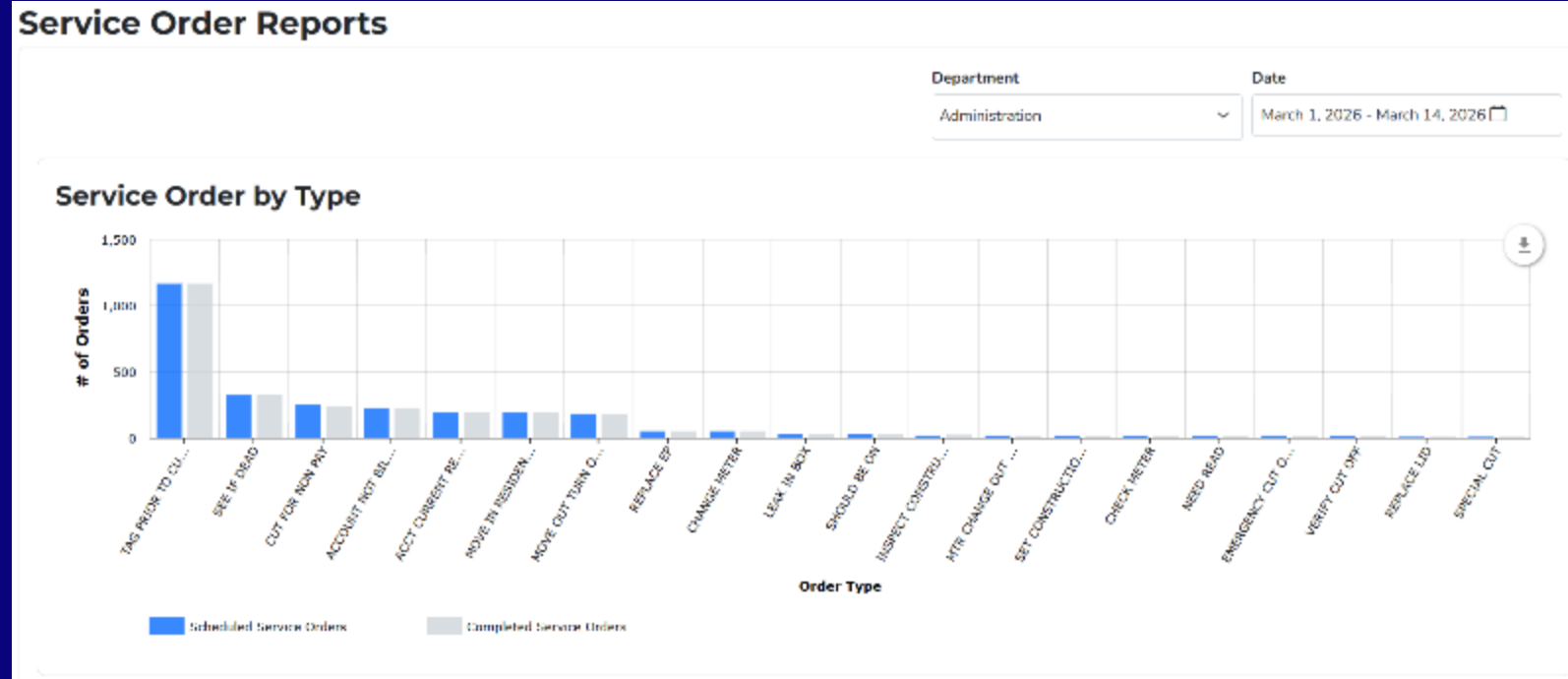
- Real-time status updates
- Eliminates manual call-ins and dispatch follow up
- Automatically closes completed orders with notes
- Improves visibility
- Supports faster routing and field productivity

Customer Impact

- Faster completion of service requests
- Reduced delays
- Improved documentation of service history
- Improved coordination between office and field teams



Mobile Service Orders



Managing Field Work

21	8
6	0
7	0
19	8
8	0
42	
16	
16	
12	
13	5
6	3
16	
12	

1508 Shelburne St Waco TX
76711-1442

Order Type: CHECK METER
Assigned To: South

Call Center Performance

Five months after the software conversion, service levels are stabilizing and key call center metrics are improving significantly.

March 2026 Performance Highlights

Inbound Calls	Calls Answered	Abandon Rate	Avg Talk Time
13,046	10,569	23%	3:22

March Improvements

- Call abandonment improved from 40% in January to 23% in March
- Average talk time decreased from 4:02 to 3:22
- Answered calls increased from January by 20% to 10,059 despite similar call volume
- Operational workflows are stabilizing following the software conversion
- Staff efficiency and customer response times continue to improve

Next Opportunity: Continue optimizing staffing, call routing, and self-service tools to reduce abandonment below 20% by end of Q3.

Spry Customer Information System

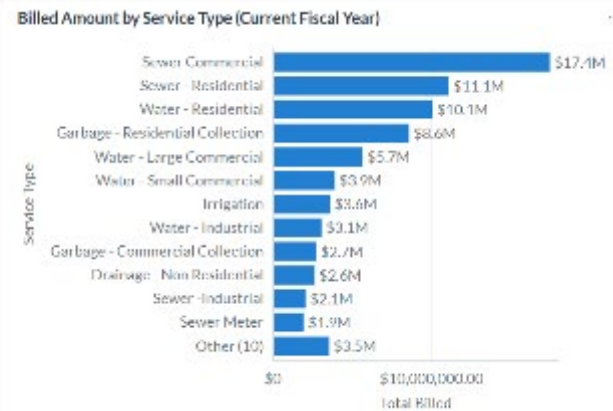
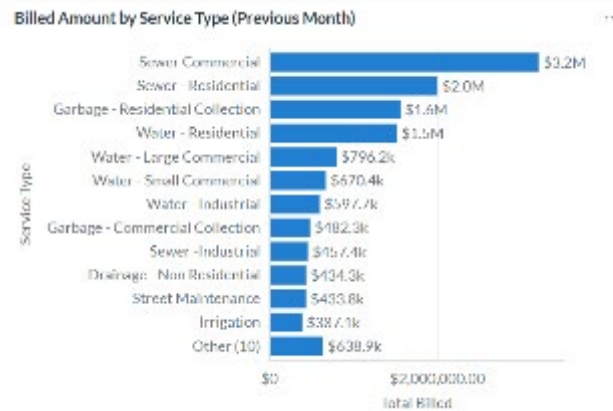
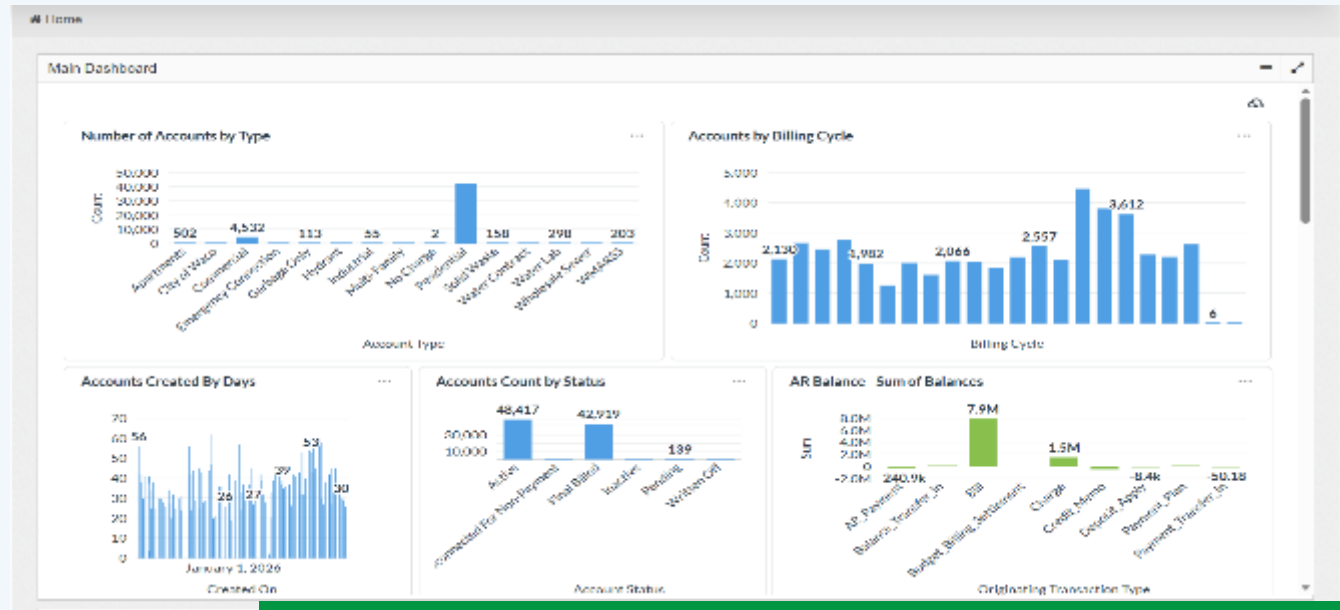
Spry CIS strengthens revenue management by connecting customer accounts, billing, collections and field operations into one transparent utility platform.

Business Outcomes

- Real-time account, balance, and receivable visibility
- Faster revenue recognition and payment posting
- Integrated dashboards for operational and financial performance

Customer Value

- Faster payment posting
- Better online self-service visibility
- Easy access to account history and usage



Spry CIS improves customer service delivery and financial stewardship through full meter-to-cash visibility.

Closing – SpryPoint Conversion – 98% Complete

***Successfully transitioned from a 34-year-old legacy system to a modern, feature rich platform**

***Expanded capabilities that improve the experience for both customers and staff**

***Ongoing staff training to ensure strong adoption and operational efficiency**

***In progress: updated delinquency timeline and enhanced notification features**

THANK YOU.