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	<p>Solicitation Number: RFP-2425-WCS-680 Addendum # 2 Solicitation Title: Customer Information System (CIS) Managed Services Solicitation Due Date: 02/27/2025, 10:00 a.m., Phoenix Local Time</p>	

- I. This addendum incorporates the following changes into the subject solicitation:
  1. Exhibit B – City of Phoenix Ticket Reporting is incorporated in this Addendum #2.
  2. Section 2, paragraph 2.16, Pre-Award Qualifications, letter D, adds the following:
    - D. The Offeror shall provide written acknowledgment of understanding that **all services outlined in the scope of work** will be provided using all US-based staff.
  3. Section 3 – Scope of Work, paragraph 3.1, Purpose, adds subsection 3.1.4. as follows:
    - 3.1.4. All services outlined in the scope of work will be provided using all US-based staff.**
  4. Section 3 – Scope of Work, paragraph 3.3, Background, subsection 3.3.1 adds the following:
    - 3.3.1 The City of Phoenix, Information Technology Services, Water Services, Finance and Public Works departments share operational responsibility of the Customer Information System. Water Services and Public Works departments are the primary operators of the Customer Care and Billing system. Currently the City of Phoenix utilizes Customer Care & Billing (CC&B) version 29 to manage utility customer information, including service connection (water, wastewater, and solid waste), meter reads, rates, monthly and special billing, and all related functions such as payment processing, collections, field activities and meter management.  
**Batch Operations Support is the first line of triage and will hand off troubleshooting efforts to the Primary Support Team.**
  5. Section 3 – Scope of Work, paragraph 3.3, Background, adds subsection 3.3.5. as follows:
    - 3.3.5. Currently, the COP is in the process of identifying opportunities for system improvements and optimization. The COP will work with CIS Managed Services provider(s) to identify improvements in Information Lifecycle Management (ILM) as well as assessing cloud readiness.**

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6. Section 3 – Scope of Work, paragraph 3.3, Background, adds subsection 3.3.6. as follows:

**3.3.6. The City of Phoenix is currently utilizing the following list of tools for application monitoring:**

**3.3.6.1. Oracle OEM**

**3.3.6.2. Orion Monitoring**

**3.3.6.3. Sharepoint**

**3.3.6.4. Control M**

**3.3.6.5. Power BI**

**3.3.6.6. Oracle BI**

**3.3.6.7. Office 365**

7. Section 3 – Scope of Work, paragraph 3.4, Service Approach Requirements, subsection 3.4.2.5.c. adds the following:


3.4.2.5.c. Key upcoming objectives and projects. **Any backlog and new service requests will be prioritized by the Primary Support Vendor to work on.**

8. Section 3 – Scope of Work, paragraph 3.4, Service Approach Requirements, adds subsection 3.4.2.6.f. as follows:

**3.4.2.6.f. All approved projects will be assigned a ticket. One ticket may have work for multiple roles and no additional tickets are generated for each activity.**

9. Section 3 – Scope of Work, paragraph 3.4, Service Approach Requirements, subsection 3.4.2.7.a. adds the following:

3.4.2.7.a. The Contractor shall be engaged directly after contract execution. The new team shall be phased in as quickly as possible and shall work in conjunction with the existing support team. The City plans to facilitate an overlap between the current support team and the new team. This is the opportunity for knowledge transfer. **The City plans to provide at least 30 days transition period between the current support team and the new**

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**team.** The Contractor is solely responsible for working closely with the current team for knowledge transfer regarding the existing setup during this time.

10. Section 3 – Scope of Work, paragraph 3.6, Supported Application Requirements, subsection 3.6.1. adds the following:

3.6.1. The Contractor shall support existing interfaces, future interfaces and ancillary applications. **The Contractor shall not develop nor support objects and processes for systems for which they are not the primary support team.** The following are some of the supported applications:


11. Section 3 – Scope of Work, paragraph 3.6, Supported Application Requirements, subsection 3.6.1.1. adds the following:

3.6.1.1. CC&B: The City has Oracle's CC&B version 2.9 as its primary component of their CIS solution. CC&B was implemented as a multi departmental initiative between the Water Services, Public Works, Finance and Information Technology departments **in October 2024**. The Contractor shall support this application fully (daily operations, break/fix and development of new features) together with its ancillary applications and processes. **CC&B's customization counts are as follows:**

- a. **193: ci\_scr where owner is CM**
- b. **407: f1\_schema where owner is CM**
- c. **163: ci\_zone where owner is CM**

12. Section 3 – Scope of Work, paragraph 3.6, Supported Application Requirements, subsection 3.6.1.8. adds the following:

3.6.1.8. Batch items: The City's CIS solution has several components and mission critical business processes which are executed and accomplished by batch processes scheduled throughout the day. The Contractor must understand these batch processes and their role in calculating billing metrics (among the many processes employed by the City), in order to support,

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maintain, and troubleshoot them on demand, with minimal impact to the overall operations. Some examples are:

- a. Winter averages
- b. Type user averages
- c. End of Day batch
- d. End of Day reporting, **which includes ETL processes in Oracle Business Intelligence Enterprise Edition (OBIEE) platform.**
- e. **Use Control M, which points to application server scripts. All other scripts related to batch are maintained and supported by the City of Phoenix Main IT Department.**

Primary support is responsible and accountable when developing new features. Batch vendor is consulted and/or informed when developing new features.

13. Section 3 – Scope of Work, paragraph 3.6, Supported Application Requirements, subsection 3.6.2. adds the following:


3.6.2. The Contractor shall support **all aspects of** the following on a 24/7/365 basis:

14. Section 3 – Scope of Work, paragraph 3.6, Supported Application Requirements, subsection 3.6.2.7. adds the following:


3.6.2.7. Patching: The Contractor shall patch the CIS solution and all its sub-components (software only) including any middleware layers involved by coordinating with the City. The patch level of any component must be deployed before the next release unless deemed otherwise by City. **The Primary support Contractor shall be responsible for applying Oracle related patches for CC&B, PIP, Control M and MWM every quarter. Server and database patches shall be administered by City of Phoenix main IT department.**

Primary support is responsible and accountable.

Batch vendor is consulted and/or informed.

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15. Section 3 – Scope of Work, paragraph 3.6, Supported Application Requirements, subsection 3.6.4. adds the following:
  - 3.6.4. Contractors are responsible and accountable for building and maintaining **all current and future** non-production environments (business continuity and test environments) **and** City provides the required hardware and technical infrastructure. User acceptance environments will be similar to production infrastructure.
  
16. Section 3 – Scope of Work, paragraph 3.7, Support Component Requirements, subsection 3.7.1.1. adds the following:
  - 3.7.1.1. The City's ticketing system shall track all support work. All City and Contractor personnel should have the needed access to the application to create, update, approve, and complete Remedy Force tasks per the provided support processes. **All failures shall be reported using the City of Phoenix ticketing system and recorded for reporting purposes as show in Exhibit B – City of Phoenix Ticketing Reporting.**
  
17. Section 3 – Scope of Work, paragraph 3.7, Support Component Requirements, adds subsection 3.7.2. as follows:
  - 3.7.2. Enhancements**
    - 3.7.2.1. The Contractors Support Team shall participate in a monthly code drop schedule. All efforts will require two (2) User Acceptance Testing (UAT) cycles that equate to two (2) weeks. Most, if not all, complex projects shall be deployed within three (3) months.**
  
18. Section 3 – Scope of Work, paragraph 3.9, Contractor Key Personnel Qualifications, Roles and Responsibilities, adds subsection 3.9.4.1. as follows:
  - 3.9.4.1. Managed Services Provider(s) are not required to have one person per role.**

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19. Section 3 – Scope of Work, paragraph 3.9, Contractor Key Personnel Qualifications, Roles and Responsibilities, adds subsection 3.9.10.b.7. as follows:

**3.9.10.b.7. Process requests in order of business priority.**

20. Section 3 – Scope of Work, paragraph 3.11, City Roles and Responsibilities, adds subsection 3.11.2. as follows:

**3.11.2. City staff will provide user acceptance, database administration, virtual server support, identity management and client computing.**

21. Section 3 – Scope of Work, paragraph 3.11, City Roles and Responsibilities, adds subsection 3.11.3. as follows:

**3.11.3. Application Audits**

**3.11.3.1 The City Audit Department may conduct audits as they see fit. For record, two application audits were conducted for CC&B in 2024.**


- II. This addendum answers the following questions, which the City of Phoenix received after the subject solicitation's pre-proposal conference:

1. **Question:** Can you please provide the full ticket dump for the past 12 months for in-scope applications. Please include fields such as Ticket type, Priority/Severity, Open/Close dates etc.

**Answer:** Refer to RFP-2425-WCS-680 Addendum 2, Item 1 and Item 16.

2. **Question:** Please share current team composition supporting the in-scope applications.

**Answer:** Refer to RFP-2425-WCS-680, Section 3, Scope of Work, paragraph 3.9., Contractor Key Personnel Qualifications, Roles and Responsibilities.

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3. **Question:** Can City of Phoenix share the current IT/business pain-points or areas of improvement and would expect the suppliers to help City of Phoenix to overcome those?

**Answer:** Refer to RFP-2425-WCS-680 Addendum 2, Item 5.


4. **Question:** What all activities are handled by production support team that are non-ticketed (e.g. Email enquiries, non-ticketed daily/monthly activities, etc.). What is the approximate effort (in hrs.) spent towards non-ticketed activities in a month?

**Answer:** Refer to RFP-2425-WCS-680 Addendum 2, Item 8.

5. **Question:** For all below applications, our understanding is that supplier is only expected to provide the CC&B integration support and not the issues within that application itself. Please confirm if this is the correct assumption:

- Oracle Mobile Workforce Management (MWM)
- Customer Portal
- ITRON MDM
- SAP
- JPMC
- iNOVAH
- Microsoft CRM
- Microsoft Active Directory
- Cisco IVR
- ESRI (GIS)
- Cisco Finesse (ACD)
- Barrel Crew
- Scale Scan
- Rubicon

**Answer:** Refer to RFP-2425-WCS-680 Addendum 2, Item 10.

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**6. Question:** Please share the CC&B customization count? E.g. Count of Custom algorithms, custom batches, config tools, etc.

**Answer:** Refer to RFP-2425-WCS-680 Addendum 2, Item 11.

**7. Question:** How does City of Phoenix categorize the enhancements work (i.e. major and minor enhancements)? On an average, how much effort does the support team spend on these enhancements?

**Answer:** Refer to RFP-2425-WCS-680 Addendum 2, Item 17.

**8. Question:** How frequently do you perform Application audits? Is City of Phoenix expecting supplier to support these audits? If yes, what is the approximate number of hours spent per month on such activities.

**Answer:** Refer to RFP-2425-WCS-680 Addendum 2, Item 21.

**9. Question:** How many non-production environments are in-scope of support?

**Answer:** Refer to RFP-2425-WCS-680 Addendum 2, Item 15.


**10. Question:** When did City of Phoenix upgrade it's CC&B to version 2.9?

**Answer:** Refer to RFP-2425-WCS-680 Addendum 2, Item 11.

**11. Question:** As part of managed services, do you already have KEDB documents, process documents for supplier to refer during support?

**Answer:** Refer to RFP-2425-WCS-680, Section 3, Scope of Work, paragraph 3.9., Contractor Key Personnel Qualifications, Roles and Responsibilities.



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12. **Question:** Can you please provide list of tools that are being used for support. e.g. tools used for application monitoring, business and IT service monitoring, Devops, Project Management, Testing etc.

**Answer:** Refer to RFP-2425-WCS-680 Addendum 2, Item 6.

13. **Question:** Are all the Batch failures/alerts tracked through Remedy Force and ticketed?

**Answer:** Refer to RFP-2425-WCS-680 Addendum 2, Item 16.

14. **Question:** Is the System Development and Testing scope mentioned in Section 3.6.2 limited to the bug fixes / minor enhancements done as part of the production support and not for Major Projects / Enhancements / Application upgrades?

**Answer:** Refer to RFP-2425-WCS-680 Addendum 2, Item 13.

15. **Question:** Can you provide more information about scope for Middleware patching and Middleware support?


**Answer:** Refer to RFP-2425-WCS-680 Addendum 2, Item 14

16. **Question:** How are Batch job scheduler scripts maintained? Do we have count of active Control M objects, number and technology used for scheduler scripts for non-CC&B batch jobs (e.g. PowerShell, wsf, java, etc.)?

**Answer:** Refer to RFP-2425-WCS-680 Addendum 2, Item 12.

17. **Question:** Section 3.2.4 – Is batch support team need to be US based?

**Answer:** Refer to RFP-2425-WCS-680 Addendum 2, Item 3.

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**18. Question:** Section 3.2.4 - Are the delivery manager and functional architect of batch support team expected to be on call 24/7?

**Answer:** Refer to RFP-2425-WCS-680, Section 3, Scope of Work, paragraph 3.9.1., Contractor Key Personnel Qualifications, Roles and Responsibilities.

**19. Question:** Section 3.9.8.1.9 - What are the day-to-day operations of the Business Intelligence Developer/ Reports Writer in the batch support and primary support, respectively?

**Answer:** Refer to RFP-2425-WCS-680 Addendum 2, Item 18.

**20. Question:** Section 3.9.5 - When there is a functional or technical issue with batch, is the first line of triage investigation done by Batch Support or Primary Support team?

**Answer:** Refer to RFP-2425-WCS-680 Addendum 2, Item 4.


**21. Question:** To aid in assessing the anticipated scale of required support, is the City able to provide offerors historical and/or anticipated volumes of Severity Level 1, Severity Level 2, Severity Level 3, and P1 incidents?

**Answer:** Refer to RFP-2425-WCS-680 Addendum 2, Item 1 and Item 16.

**22. Question:** Does the City anticipate awarded offerors will be required to address an incident / ticket backlog upon transition of services?

**Answer:** Refer to RFP-2425-WCS-680 Addendum 2, Item 7.

**23. Question:** If this RFP results in the transition of support responsibilities to a new vendor, does the City have a desired or contractually mandated period of time during which that transition must occur?

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**Answer:** Refer to RFP-2425-WCS-680 Addendum 2, Item 9.

24. **Question:** What is the current number of tickets in the last 12 months, including incidents versus requests, with a breakdown by severity and priority?

**Answer:** Refer to RFP-2425-WCS-680 Addendum 2, Item 1 and Item 16.

25. **Question:** How many incidents and requests are middleware/integrations related?


**Answer:** Refer to RFP-2425-WCS-680 Addendum 2, Item 1 and Item 16.

26. **Question:** The RFP mentions severity and P1; what are the other priorities and associated resolution times?

**Answer:** Refer to RFP-2425-WCS-680, -Section 3, Scope of Work, paragraph 3.5.1.4-3.5.1.7., Service Level Requirements.

27. **Question:** Are Attachments B, D, E, F, and G included in the 50-page count limit?

**Answer:** Refer to RFP-2425-WCS-680, Section 2, Instructions, paragraph 2.3, subsection E which indicates that the preparation of Offer which states that the Offeror shall limit its narrative response submittal to no more than fifty (50) pages including cover letters, resumes, references questionnaire, and the fee schedule. Pages exceeding the 50-page limit, will not be taken into consideration when evaluating proposals.

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All other terms and conditions remain unchanged.

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**Offeror is required to sign and return addendum with their offer.**

Name of Company: \_\_\_\_\_

Address: \_\_\_\_\_

Print Name and Title: \_\_\_\_\_

Authorized Signature: \_\_\_\_\_

## Exhibit B - City of Phoenix Ticket Export

Date	Redacted to exclude PII and sensitive information
9/1/23 7:59 AM	Restrict AP Tab Refund Adjustment Address Zone Editing.
9/6/23 8:25 AM	Meter Changer Truck
9/7/23 8:27 AM	CC&B report - We need a report on high consumption for non-residential customers. Criteria - July 2022 - June 2023
9/14/23 12:16 PM	Need a report of all To Do Roles with all To Do Types associated.
9/19/23 12:55 PM	Need a CC&B report of accounts where the bill cycle does not match the service cycle. As an example account XXX.
9/20/23 9:45 AM	I am unable to generate closing bill segment (ID XXX) for the Public Works Refuse Service Agreement on account XXX. The error message generating is: No value in initial portion of period.
9/21/23 8:09 AM	MWM - is not working/down at this location Location: 2333 W Durango -
9/21/23 8:12 AM	User access ticket
9/21/23 8:14 AM	User access ticket
9/21/23 12:08 PM	Reset Online Account-Phoenix Pay Online user data
9/21/23 12:44 PM	User access ticket
9/26/23 6:54 AM	User exit change from 950 to 365 days.
9/26/23 6:55 AM	Disptach group no populating
10/3/23 10:36 AM	Reset Online Account-Phoenix Pay Online user data
10/4/23 8:40 AM	Please push Water Rates Increase 2023/2024 & Sewer Rate Increase 2023/2024
10/4/23 8:43 AM	CC&B - add an additional Phone type of NIS Not in Service;
10/4/23 8:54 AM	Change the ASSTHSD Emerg Assist SA type
10/4/23 1:35 PM	Online bill not accessible
10/6/23 8:45 AM	Start service report request
10/12/23 8:22 AM	Reset Online Account-Phoenix Pay Online user data
10/12/23 8:23 AM	Reset Online Account-Phoenix Pay Online user data
10/12/23 9:34 AM	Remove Leak from P1 - P3 remark types and add ZZZ to remark type City Issue Dist Dispatch
10/13/23 10:18 AM	Please upload the ABL collection payment file for the month of August. For Byron Finley
10/13/23 10:18 AM	Please upload the ABL collection payment file for the month of September.
10/13/23 10:33 AM	Move Fire Hydrant Service Points from MW19 0652 to MW15 0652 ad hoc push
10/17/23 9:58 AM	Modify FA remark distribution - P1 -3 Please assign to ENT - CCB - CIS. Distribution is looking to remove leak from FA remarks - P1 -3.
10/17/23 9:58 AM	Retire FA remark Please assign to ENT - CCB - CIS. Distribution is requesting to retire City Issue Distribution Dispatcher.
10/19/23 10:10 AM	User access ticket
10/25/23 11:39 AM	Please create a report from a pivot table that is the count per type user of active institutional water service agreements.
11/1/23 7:18 AM	CCB BILL DATE UPDATE NEEDED. FUTURE YEAR CHOSEN IN ERROR NA
11/1/23 7:19 AM	Update knowledge base link in CC&B
11/7/23 2:13 PM	Report to show active users in CC&B per template
11/8/23 11:05 AM	Attached Diehl 1.5" meter file (50 meters) load into CCB.
11/8/23 11:05 AM	Attached Diehl 2" meter file (50 meters) load into CCB.
11/8/23 11:05 AM	Attached Diehl 3/4" meter file (50 meters) load into CCB.
11/8/23 11:06 AM	Attached Diehl 1" meter file (50 meters) load into CCB.
11/9/23 10:27 AM	Attached Diehl 1.5" meter file (50 meters) load into CCB.
11/9/23 10:28 AM	Attached Diehl 3/4" meter file (50 meters) load into CCB.
11/9/23 10:28 AM	Attached Diehl 1" meter file (50 meters) load into CCB.
11/9/23 12:44 PM	Reset Online Account-Phoenix Pay Online user data
11/28/23 11:25 AM	Reset Online Account-Phoenix Pay Online user data
12/4/23 2:01 PM	Review 4 monthly reports

12/11/23 9:27 AM	Invalid MDT TAG when trying to log into MWM
12/12/23 11:19 AM	Reset Online Account-Phoenix Pay Online user data
12/12/23 11:20 AM	Report for number of MWM Dispatchers and Mobile Units
12/12/23 11:23 AM	CSR are not able to close out a bill segment due to Phone Type BLOCKED is not found. The ci
12/12/23 11:28 AM	Report for work order location in long/lat or X/Y coordinates, duration and type
12/13/23 8:01 AM	Upload Collection file for October 2023. Submit
12/13/23 8:01 AM	Upload Collection file for November 2023. Submit
12/13/23 3:39 PM	MWM not dispatching work..logging employee off mwm not dispatching
1/2/24 1:51 PM	Environmental fees should billing for a customer
1/2/24 1:52 PM	User access ticket
1/2/24 1:53 PM	CSD is reporting pending and completed FA's (restrictor plate and/or severance process) are not being canceled or removed when a new customer starts new service at a premise that was previously occupied by a customer who was in severance.
1/2/24 1:54 PM	Stop deposit issue
1/3/24 1:28 PM	CC&B is not logging in on PC. Cleared cache and restarted. Concern persists. Getting error message. Message number: 11001, 1401
1/8/24 12:17 PM	ERT file needs to be uploaded into CCB ERTS
1/8/24 1:21 PM	EY vendor report needed EY report
1/9/24 8:41 AM	Operations: Please Upload the ABL Collection File for December 2023. N/A
1/12/24 12:54 PM	Attached Diehl 3/4" meter file (2000) has been verified and ready to be loaded into CCB.
1/12/24 12:54 PM	Attached Diehl 1.5" meter file (50) has been verified and ready to be loaded into CCB.
1/12/24 12:55 PM	Attached Diehl 1" meter file (400) has been verified and ready to be loaded into CCB.
1/12/24 12:55 PM	Attached Diehl 1" meter file (400) has been verified and ready to be loaded into CCB.
1/12/24 12:55 PM	Attached Diehl 1.5" meter file (50) has been verified and ready to be loaded into CCB.
1/16/24 6:46 AM	MWM - can't get logged in, err message "Shift already started by another computer" - MWM was not logging user in, terminated he process/program and started again to log in and got the message... ** Logged in again and now and it says "shift is already s
1/16/24 6:47 AM	***Time sensitive*** Getting error when attempting MWM access that they are logged in on another device. Last successful attempt was early last week. Ever since it fails with this error, and he has no other device. Attempting to remote via SCCM fails t
1/24/24 12:05 PM	meter file Meter File Upload
1/26/24 2:25 PM	Meter File Upload meter file
1/26/24 2:57 PM	ERT File ert file
1/30/24 11:00 AM	CC&B CC&B
1/31/24 1:18 PM	Can't log into MWM, even after authenticating on VPN and logging into computer successfully.
2/6/24 1:28 PM	Within CC&B, there is a meter read stuck in Meter Upload Staging
2/12/24 4:40 PM	Upload Collection file for January 2024.
2/26/24 10:48 AM	ERT file ERT upload
2/26/24 10:48 AM	ERT file ERT upload
2/26/24 10:48 AM	ERT file ERT upload
2/26/24 10:49 AM	ERT file ERT upload
2/26/24 10:49 AM	ERT file ERT upload
3/1/24 9:59 AM	User access ticket
3/1/24 10:07 AM	User access ticket
3/1/24 10:10 AM	New Fire Hydrant. New vendor for fire hydrant meters and configuration is needed in CC&B. Thank you!
3/1/24 10:13 AM	User support for a meter read no uploading
3/5/24 11:19 AM	Report request for all double active water service agreements within the same service point.
3/6/24 3:24 PM	User access ticket
3/7/24 1:14 PM	ERT file ERT upload

3/13/24 9:02 AM	Upload collection agency file for February 2024
3/18/24 3:48 PM	report request Meter information - size, manufacturer, meter model, type, configuration ERT char type Thank you!
3/29/24 1:53 PM	OPT User Group Project
3/29/24 1:56 PM	MWM report from MWM, that contains the following All COMPLETED Field activities from January 1 through January 31, 2024 Completed by IDs Starting and ending address (field office address) for each crew
3/29/24 1:56 PM	CCB CCB Update any user group that has payment plans to inquire only. Payment Plans are not in use and we do not allow them to be created. 2.9 Upgrade prep.
3/29/24 1:59 PM	Extract MWM field activities completed Calendar year 2023 Data fields needed are date of completion, ops area, user ID or name, manually dispatched or system allocated.
3/29/24 1:59 PM	CC&B cc&b Remove these countries from CC&B. Simple deletion - COUNTRIES LISTED HERE
3/29/24 2:02 PM	CCB bill error bill error It appears some industrial accouts type users 7 and 46 billed with a 3 day due date.
4/3/24 7:37 AM	Batch Linked the emails that show error we are receiving
4/25/24 7:39 AM	Collection File for April 2024 uploaded
4/25/24 7:40 AM	CC&B UAT Env link to SFTP and SAP.
4/30/24 7:35 AM	Reset Online Account-Phoenix Pay Online user data
4/30/24 7:36 AM	Billing CC&B causes error when switching servers in IE mode. Please see attachments.
4/30/24 7:39 AM	CC&B CC&B
4/30/24 7:40 AM	CC&B NA WORKDAY 21 METER READS FOR A ROUTE DID NOT LOAD TO CCB CAUSING PENDING BILLS.
4/30/24 7:42 AM	SQL report to show month to month water consumption per type user
4/30/24 7:43 AM	Billed accounts report in 2023
4/30/24 7:45 AM	Field activity report closed in 2023
4/30/24 7:45 AM	CCB ccb CCB - Case Types The City requires to remove (WCSINSTALL,WCSLRGMETER)
5/1/24 9:36 AM	Magic hat is not working today on save - user has tried magic hat and is getting an err message when attempting to save - user created a work order and can't update the info w/o err - err
5/1/24 1:33 PM	SQL report to show month to month water consumption
5/3/24 8:47 AM	ERT file ERT upload
5/9/24 6:58 AM	Collection Agency File upload
5/20/24 5:14 PM	Reset Online Account-Phoenix Pay Online user data
5/30/24 1:43 PM	Sunset 2 case types
6/13/24 12:36 PM	Collection Agency File upload for May 2024
7/5/24 10:35 AM	Project related Project related
7/5/24 10:36 AM	Report request for payments
7/5/24 10:38 AM	CC&B SR Please run a report on accounts per customer in CC&B. For example, who has 25+ accounts attached to the entity name or account in OUCSS.
7/5/24 11:09 AM	User access ticket
7/5/24 11:12 AM	User access ticket
7/5/24 12:56 PM	Project related Project related Please assign to ENT_CC&B/CIS. WMD would like to add 3/4 - 2 inch to the existing Zenner Meters, this will serve as a meter backup action plan, if current supply is exhausted. They are 8 dial meters that bill 4 (3/4-1) an
7/8/24 4:12 PM	ERT file ERT upload
7/8/24 4:13 PM	ERT file ERT upload
7/9/24 8:16 AM	Reset Online Account-Phoenix Pay Online user data
7/9/24 9:10 AM	Requested Completion Date: 6/7/2024 user account access
7/9/24 9:10 AM	Requested Completion Date: 7/5/2024 user account access
7/12/24 12:03 PM	Report frozen adjustments on account XXX, XXX and XXX
7/16/24 10:07 AM	Meter File Upload meter file
7/24/24 12:32 PM	Reset Online Account-Phoenix Pay Online user data

7/30/24 8:17 AM	OUCSS extract email address, account number, service address, first name, last name, person id
7/30/24 8:18 AM	Update the status description list to accept account changes
7/30/24 8:20 AM	Please create report user type revenue per year. Provide account details.
7/30/24 8:21 AM	Please create report Billed amount. Revenue. Bad debt. Per cost center and detailed account info
7/30/24 8:22 AM	Please create report Billed amount. Revenue. Bad debt. Per cost center and rate type
7/30/24 8:23 AM	Please create report Billed amount. Revenue. Bad debt. Per cost center.
7/30/24 8:23 AM	Write down amount change
7/31/24 1:47 PM	Reset Online Account-Phoenix Pay Online user data
7/31/24 1:48 PM	Reset Online Account-Phoenix Pay Online user data
8/7/24 7:10 AM	Reset Online Account-Phoenix Pay Online user data
8/7/24 1:57 PM	06/21/2024 User account access
8/7/24 2:00 PM	Project testing scenarios
8/7/24 2:02 PM	Please pull a CCB report with the following 1. Accounts with W, WW and PWD service agreements. 2. Accounts with W and WW service agreements. 3. Accounts with WW only service agreement. We need the list of accounts.
8/7/24 2:05 PM	data fix data fix Please assign to ENT_CCB/CIS. Data fix is needed to update meter configuration.
8/7/24 2:15 PM	08/07/2024 User access request
8/14/24 10:32 AM	CC&B - Magic Hat is not taking the meter and transmitter updates/changes - not going to the change out area
8/14/24 10:41 AM	Uplod collection agency file
8/14/24 1:46 PM	Meter File Upload meter file Please assign to ENT_CC&B/CIS. Attached Meter files (1.5" Diehl-152) have been verified and is ready to be loaded into CC&B. Thank you!
8/14/24 1:50 PM	Meter File Upload meter file Please assign to ENT_CC&B/CIS. Attached Meter files (2" Zenner - total 22 ) have been verified and is ready to be loaded into CC&B. Thank you!
8/20/24 2:22 PM	Requested Completion Date: 8/21/2024 Please enter the details of your request: Itron ERT File Upload ERT file Please assign to ENT_CC&B/CIS. Attached ERT files have been verified and is ready to be loaded into CC&B. Thank you
8/30/24 8:59 AM	meter file meter file Please assign to ENT_CC&B/CIS. Attached Meter files (3/4" Diehl- 2016) have been verified and is ready to be loaded into CC&B. Thank you!
8/30/24 8:59 AM	meter file meter file Please assign to ENT_CC&B/CIS. Attached Meter files (1.5" Diehl- 88) have been verified and is ready to be loaded into CC&B. Thank you!
8/30/24 10:44 AM	meter file meter file Please assign to ENT_CC&B/CIS. Attached Meter files (1.5" Diehl- 160 ) have been verified and is ready to be loaded into CC&B. Thank you!