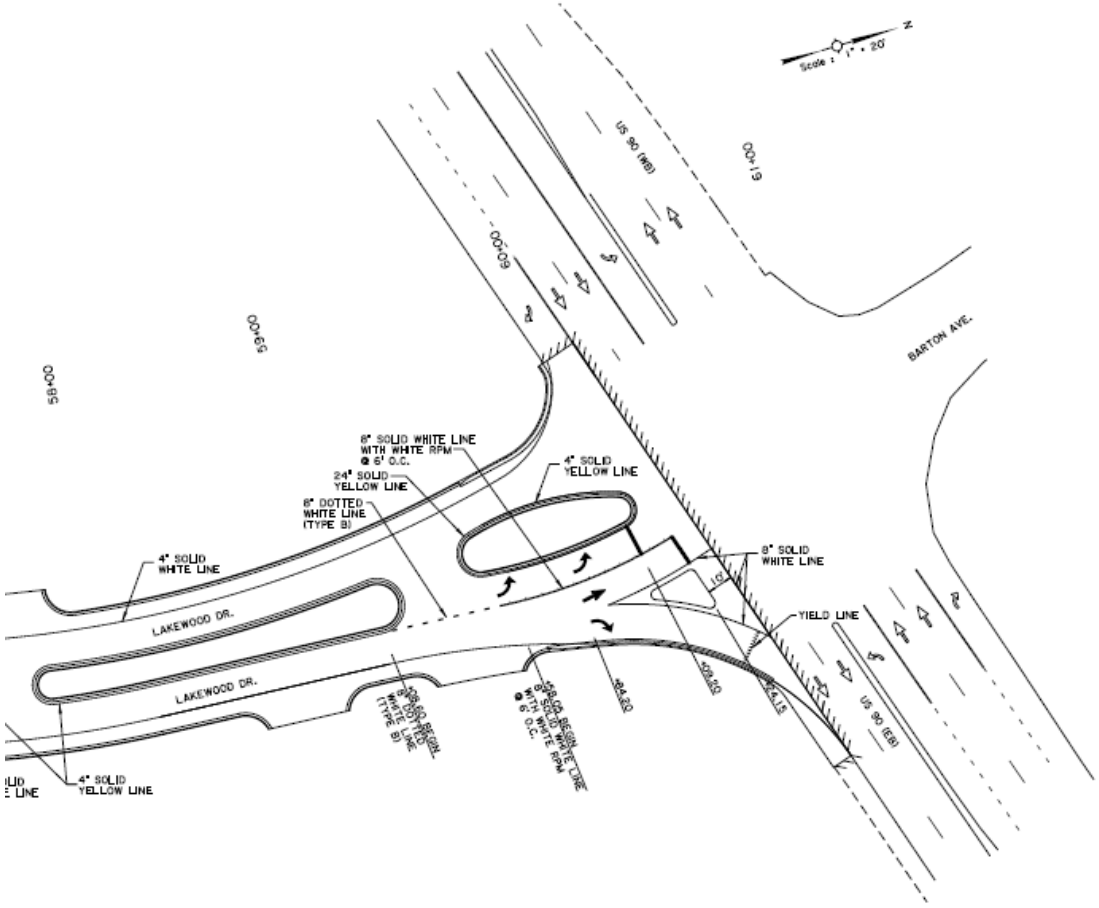
St. Charles Parish

Parish President's Report

February 19, 2024

President Matthew Jewell

Lakewood at Highway 90 Signal



Courthouse 2nd Floor Renovations

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Waterworks East Bank Ida Repairs

Waterworks C-Filter Upgrade Project

Waterworks Billing Office Renovations

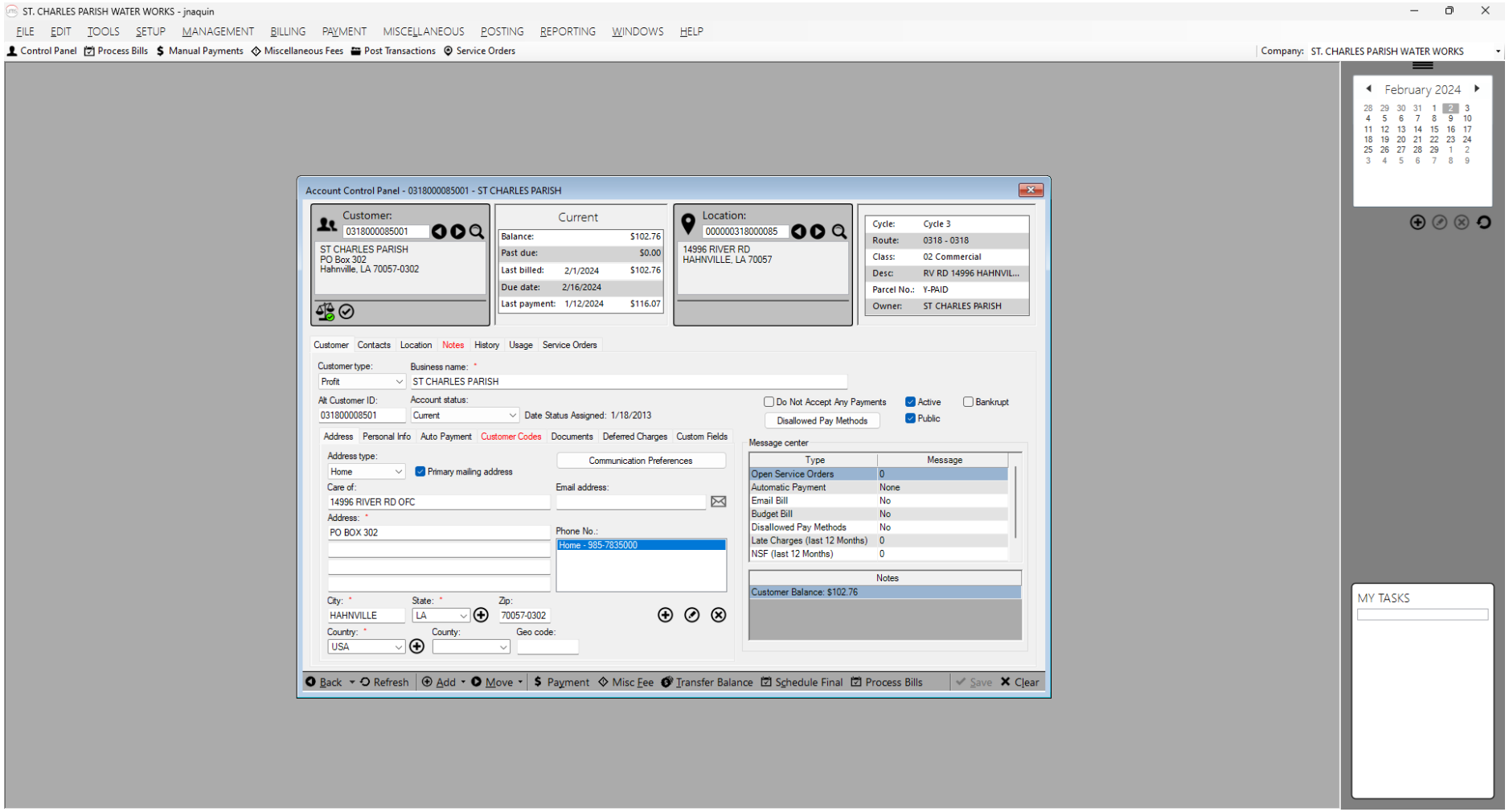
St. Charles Parish

Muni-Link Billing Software

February 19, 2024

Department of Waterworks

Current Software: CUSI Utility Management System



Why We Decided to Change

- Software upgrades are taking months to complete
- Poor customer service
- No online customer portal
- Not user friendly
- Paper service order requests
- No electronic importation

Information Gathering Process

- Attend water conferences
- Gather company contacts
- Request references
- Speak to neighboring parishes
- Request demonstrations
- Include all stakeholders

Stakeholders

- Parish President Matthew Jewell
- Darrin Duhe – Chief Operations Officer
- Greg Gorden – Director/Waterworks
- Anthony Ayo – Director/Information Technology and Cyber Security
- Russell Wells – President/SYGNVS Integrated Solutions
- Jessica Naquin – Utility Billing Coordinator/Waterworks
- Michelle Heurtin – Utility Billing Specialist/Waterworks
- Tessa Hymel – Utility Billing Specialist/Waterworks
- Kendra Vedros – Utility Billing Technician
- Terri Vassmer – Waterworks Accounting Specialist/Waterworks

Muni-Link Software Solutions

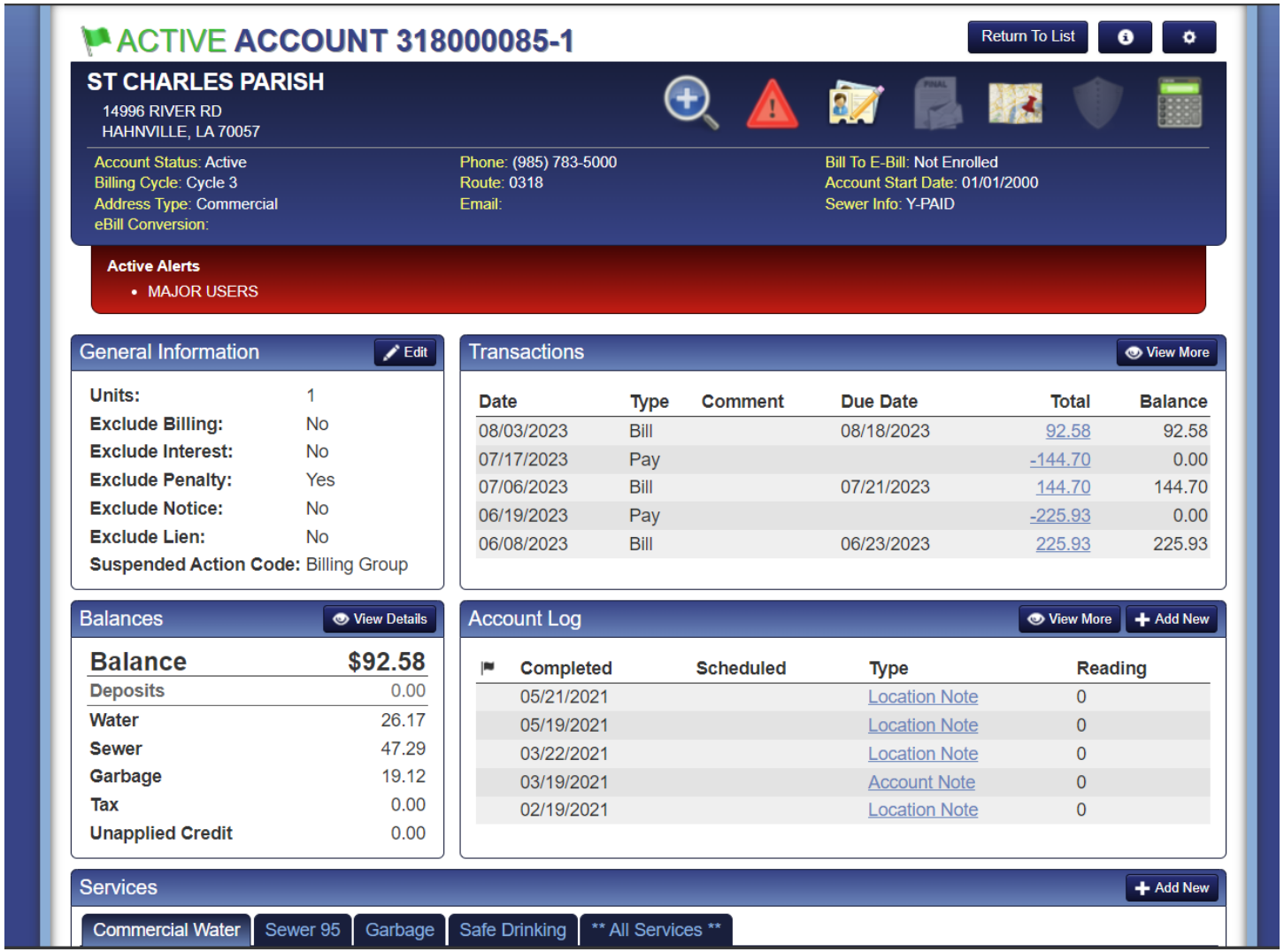
Advantages – Office Staff

- Cloud-based
- Knowledge and experience
- Located within the U.S.
- Fast customer service response
- Online customer portal
- Real-time payments made possible using Paystar
- Office efficiency
  - Importing/Exporting information
  - Reduction of Manual Processes
  - Ease of identifying information
- Electronic service orders

Advantages - Residents

- Online Customer Portal
  - Billing & Payment History
  - Statements
  - Usage reporting
  - Online forms
- Real-time integration with Paystar
  - Live payments
  - Free AutoPay Option
- No longer need to call to have service restored
- Notification options now available
  - Voice message, Text, Email

Office User Interface



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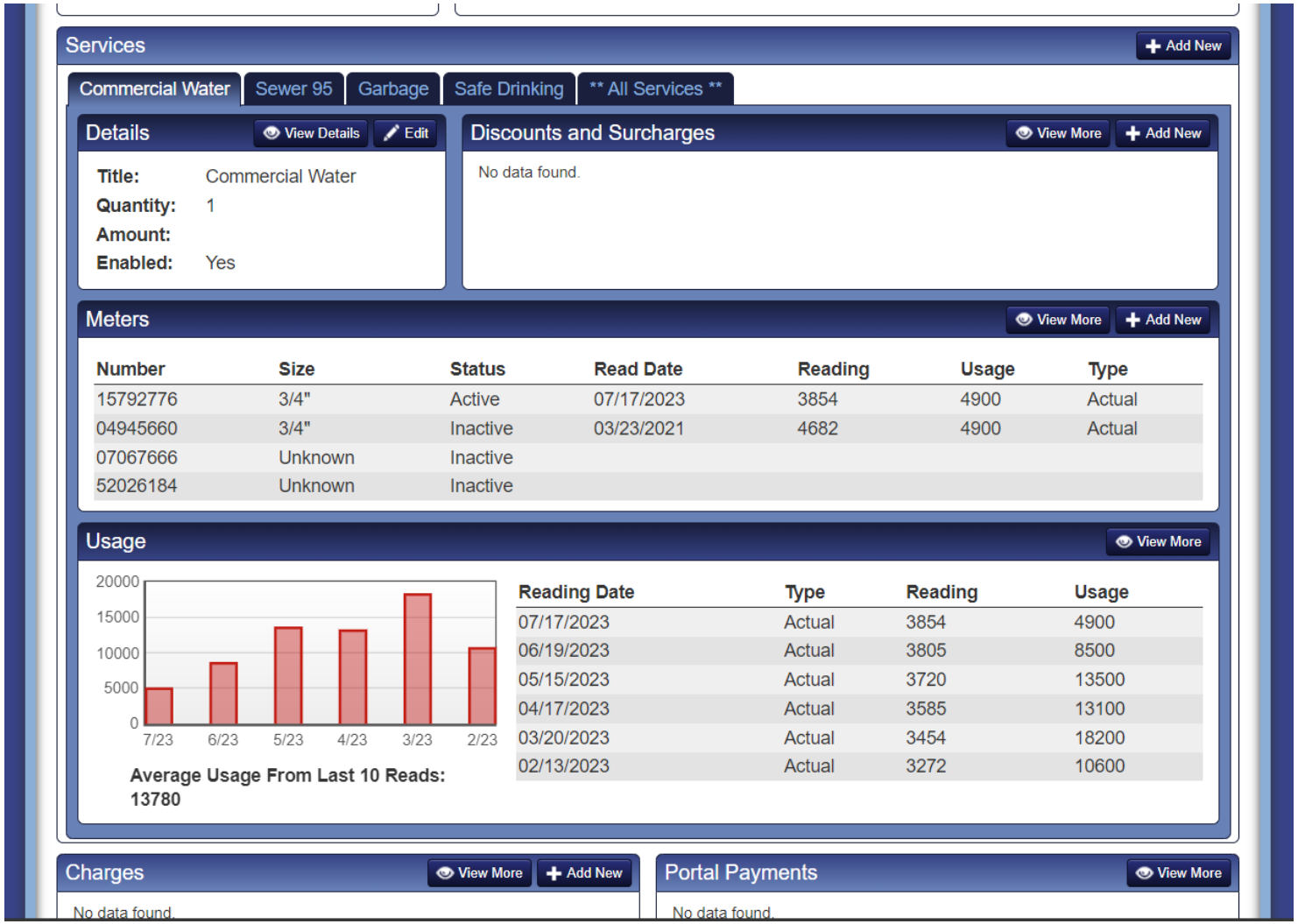

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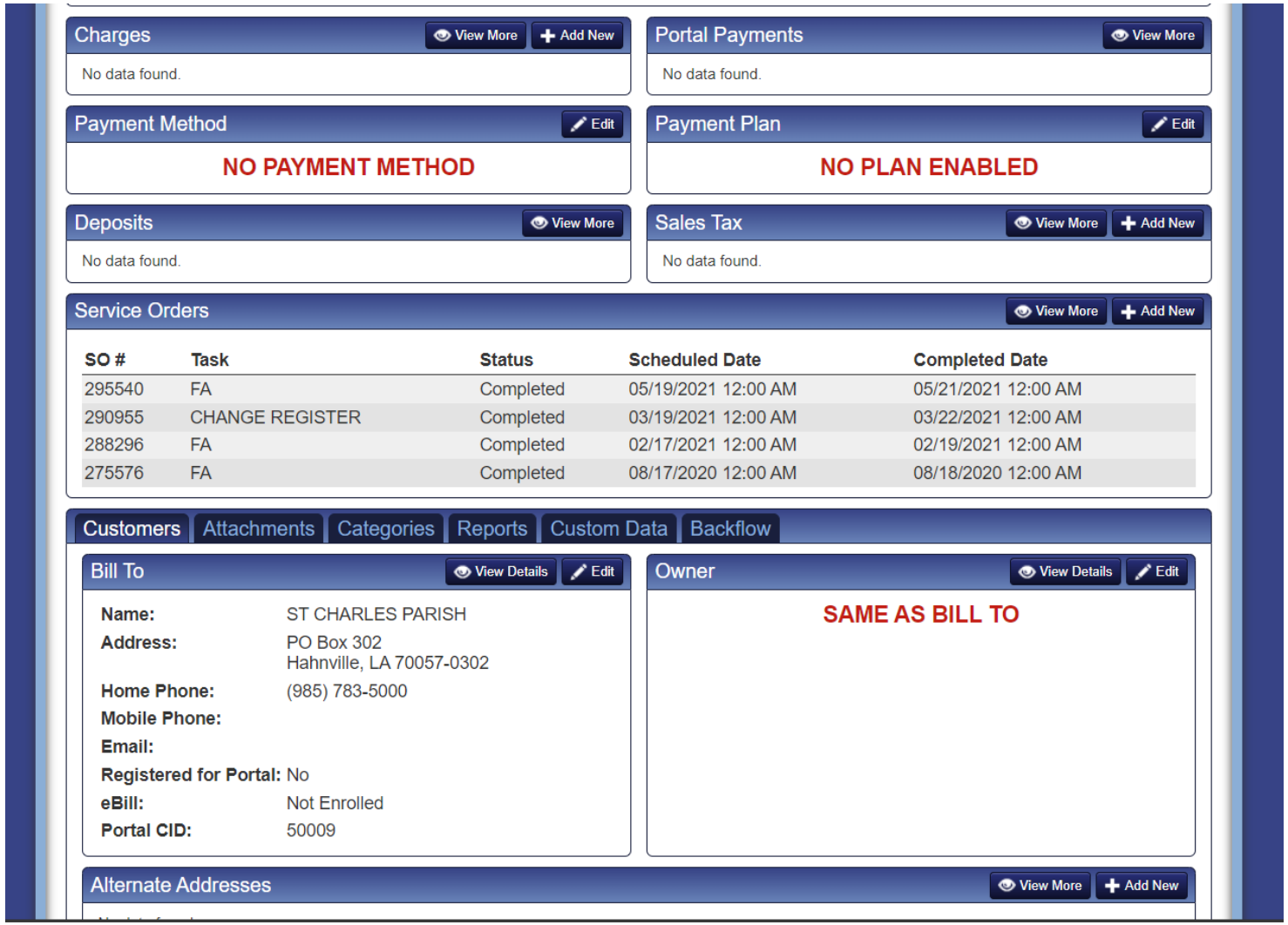
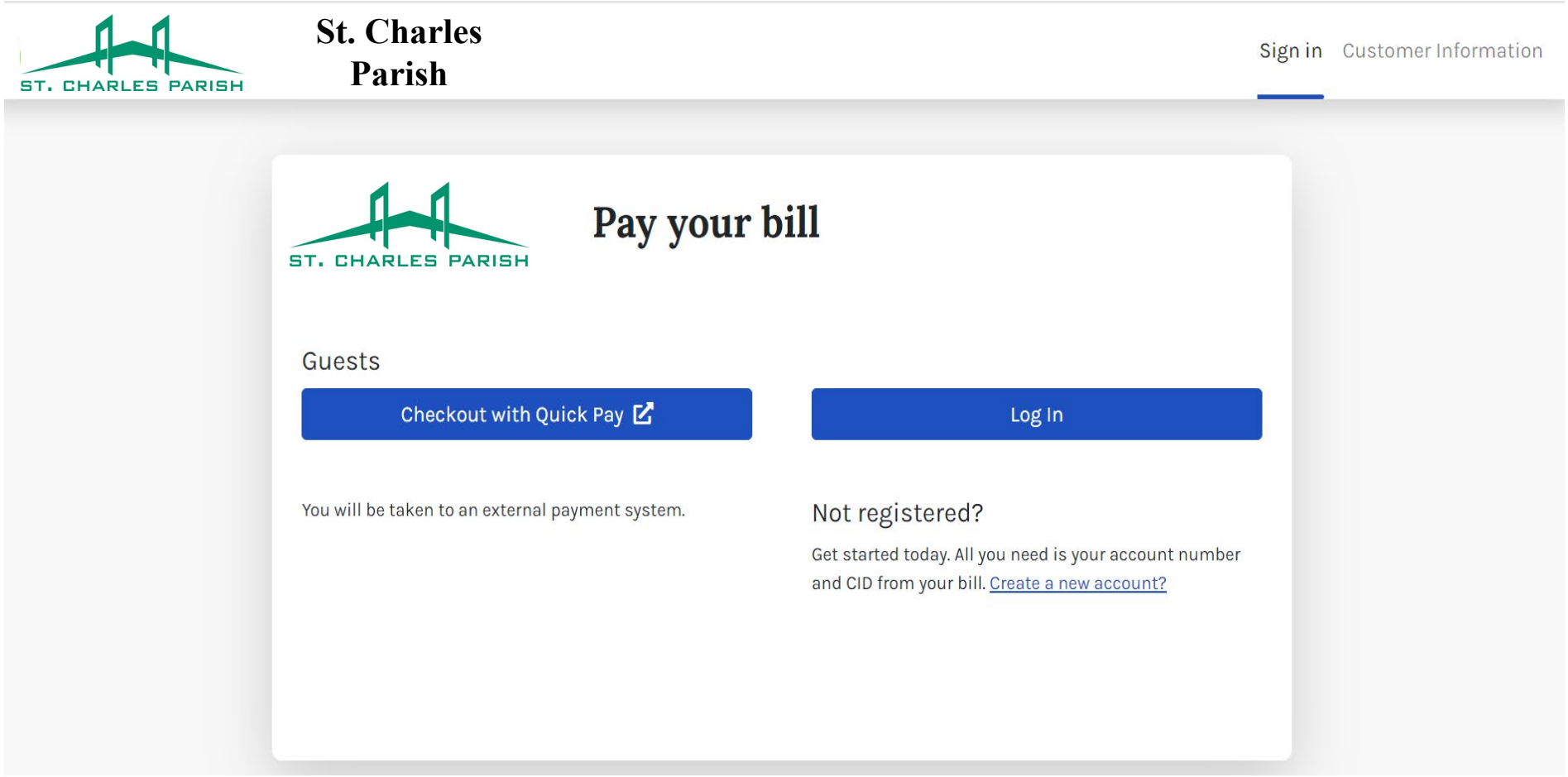


Online Customer Portal



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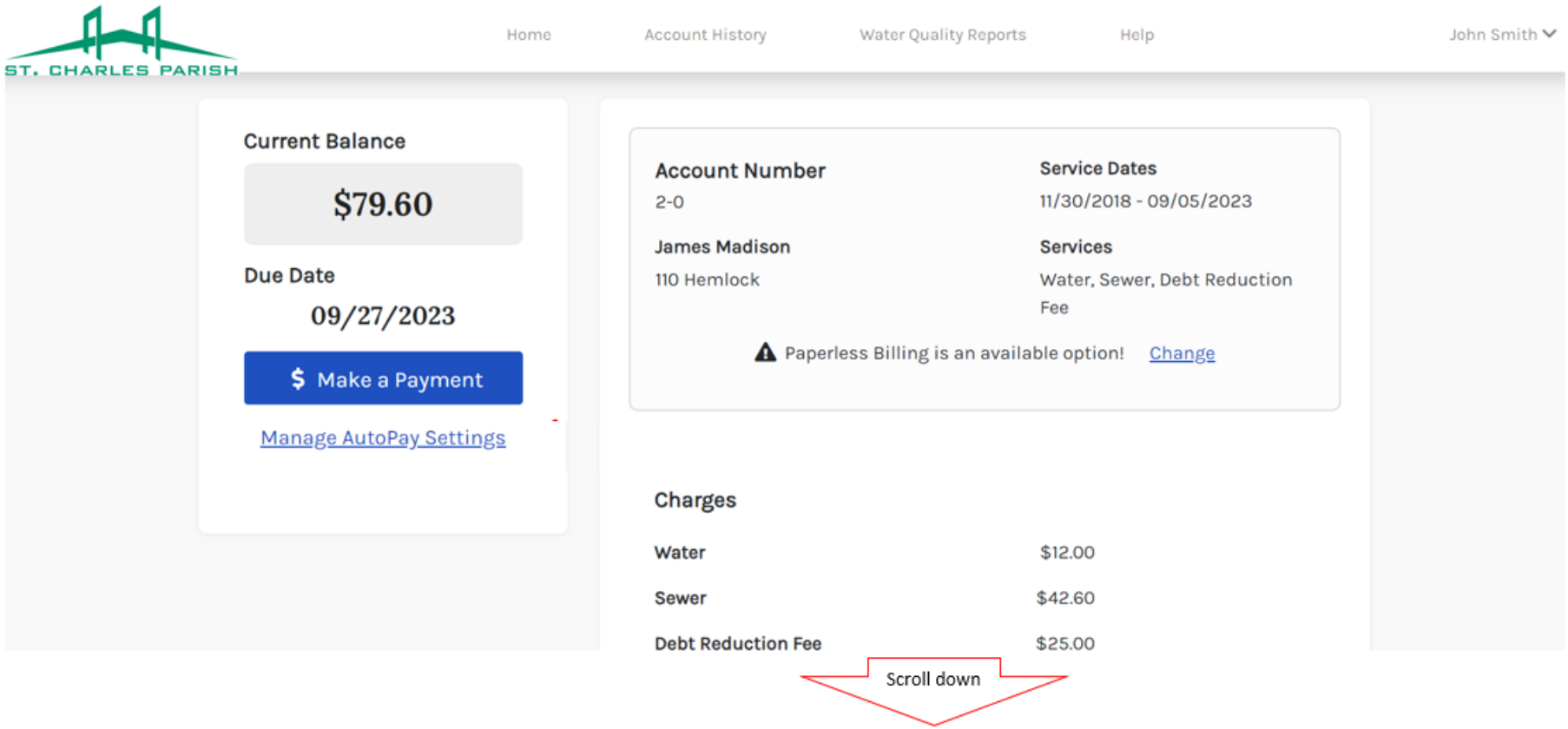
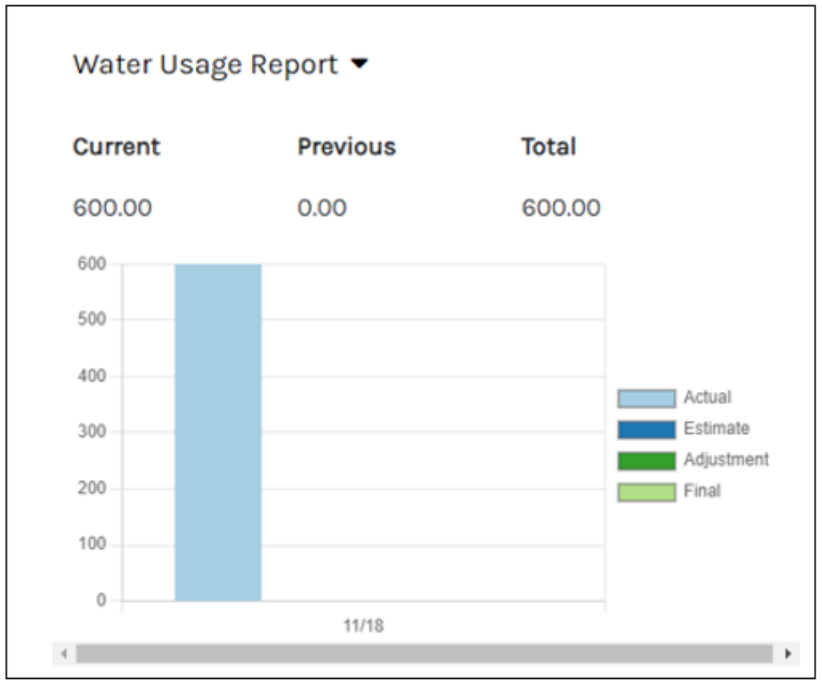
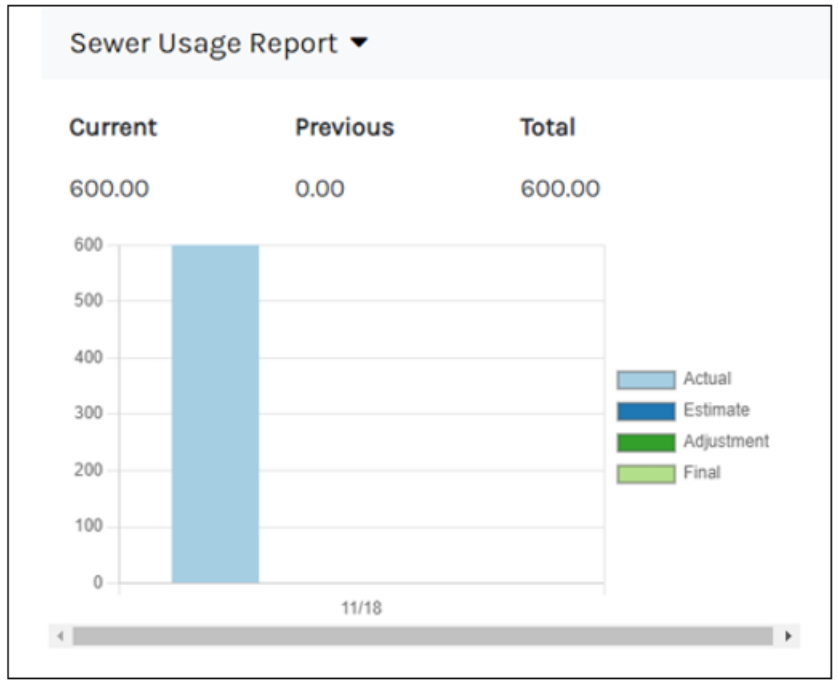


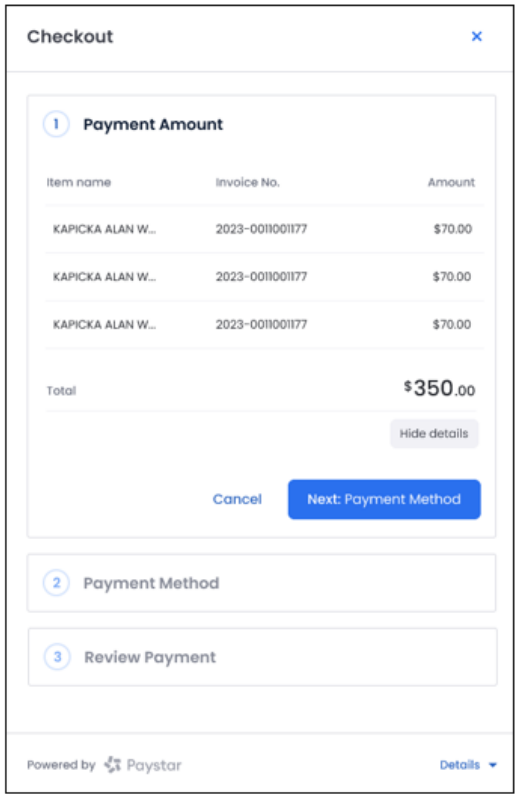
Online Customer Portal

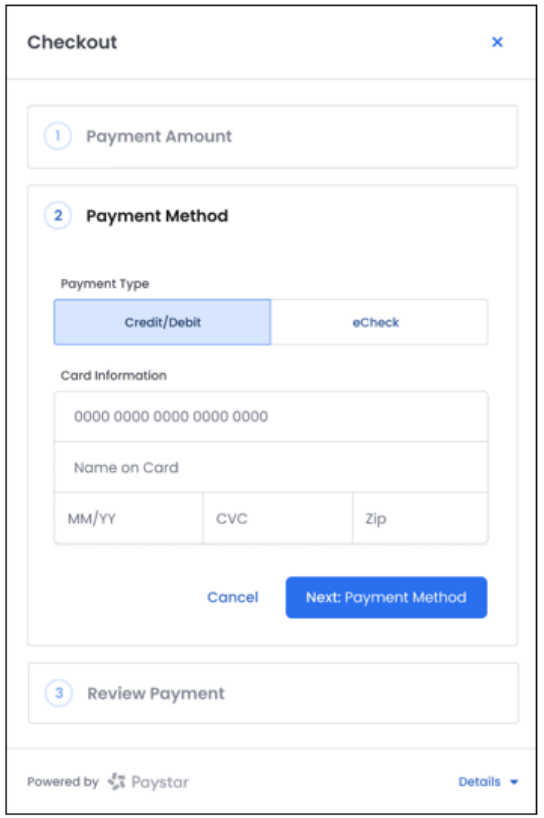


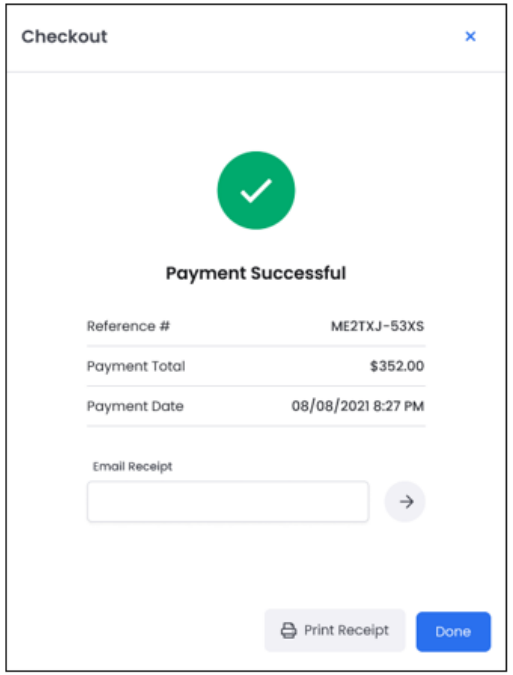


Online Customer Portal

Customer Portal QuickPay Payment

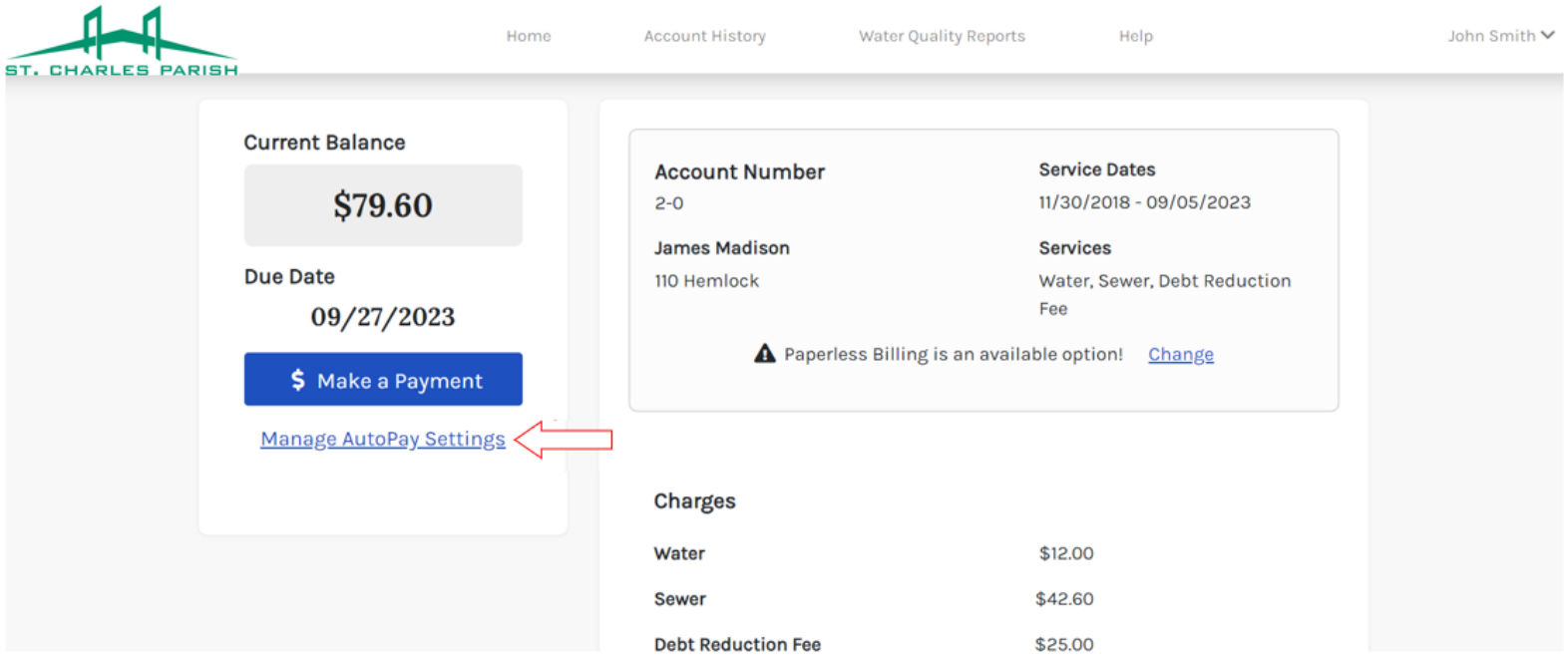






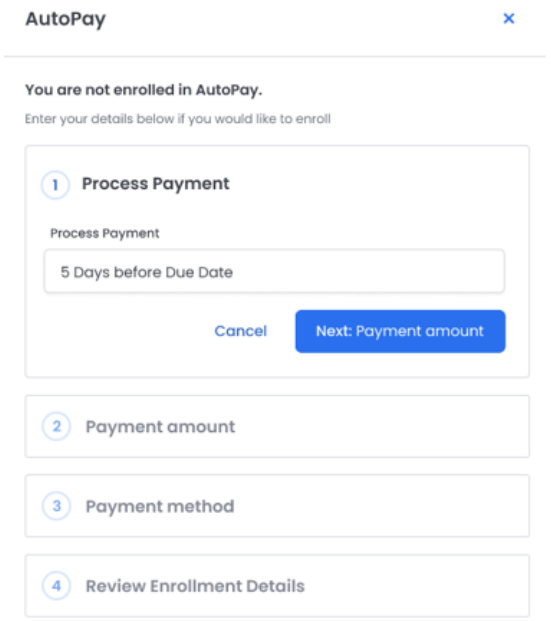
Online Customer Portal

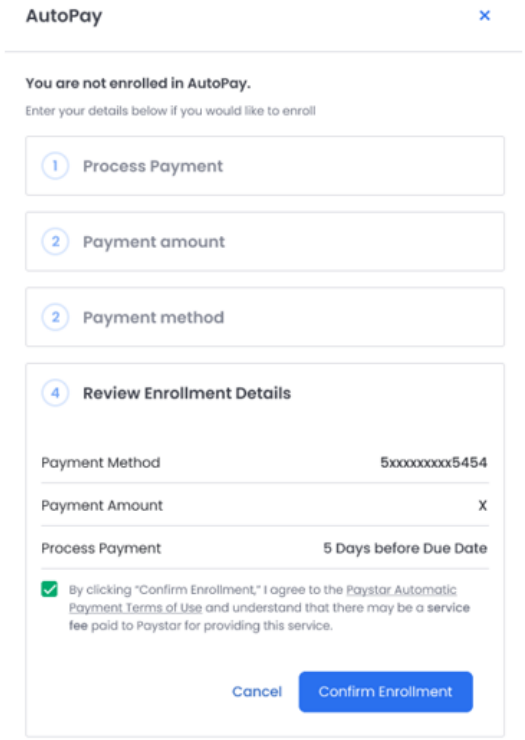
Customer Portal AutoPay Enrollment

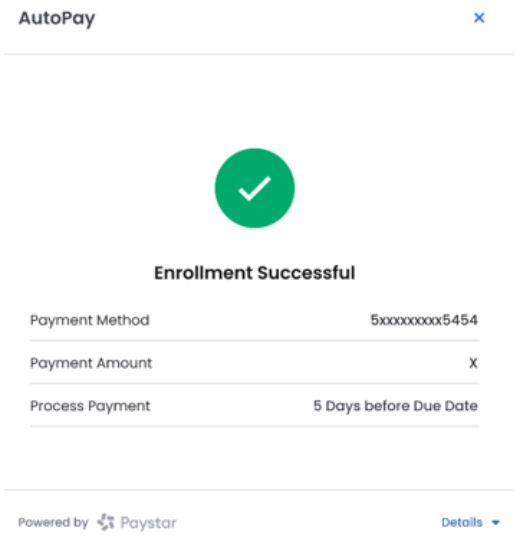


Online Customer Portal

Customer Portal Manage AutoPay







Mobile Service Orders

- Mobile ready. Designed to be utilized on phones and tablets in the field.
- Automatic assignment of service orders to technicians based on task, geographic area, etc.
- When technicians login they will see “My Schedule”, their work for the day.
- Field technicians will be notified by email or text when a service order is assigned.
- Ability for office staff to flag a service order as “Urgent” and field tech will be notified.
- Automatic Routing of service orders between technicians in the field and office staff.
- User defined Steps to capture progress (date, time, and GIS coordinates) of the service order.
- Customized field-service tasks, steps, forms & fields specific to your utility.
- Automatically change Account Status and add/remove Alerts from an Account upon completion of a Service Order
- Built in Camera support for capturing pictures in the field.
- Ability to put conditional charges on a service order that will only be charged to the account based on answers to questions in the field.
- Ability to automatically cancel a service order for Shutoff if the customer pays or create a Restore Service order if a customer has been shutoff and then pays.

Upcoming Dates

Questions