

St. Charles Parish

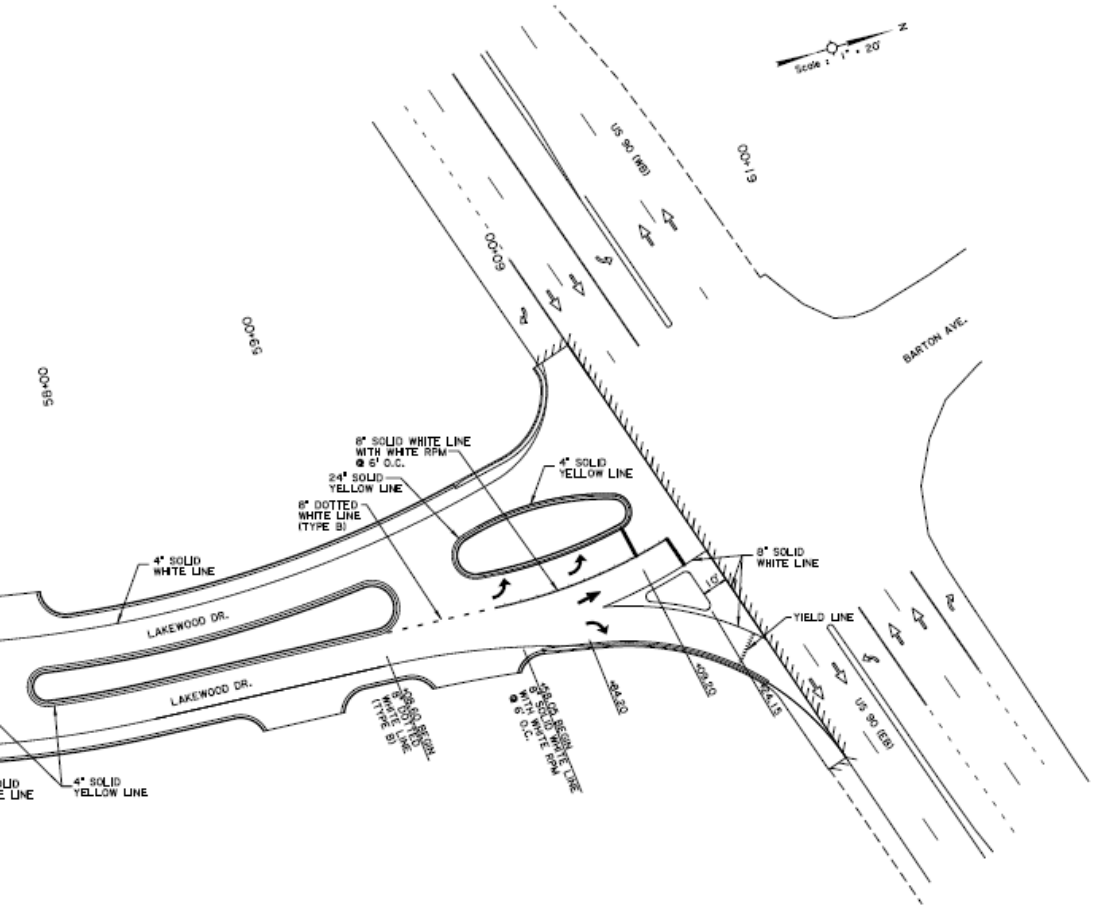
Parish President's Report

February 19, 2024

President Matthew Jewell



Lakewood at Highway 90 Signal



Courthouse 2nd Floor Renovations



Courthouse 2nd Floor Renovations



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

The screenshot displays the CUSI Utility Management System interface for ST CHARLES PARISH WATER WORKS. The main window is titled "Account Control Panel - 0318000085001 - ST CHARLES PARISH".

Customer Information:
Customer: 0318000085001
ST CHARLES PARISH
PO Box 302
Hahnville, LA 70057-0302

Current Account Status:
Balance: \$102.76
Past due: \$0.00
Last billed: 2/1/2024 \$102.76
Due date: 2/16/2024
Last payment: 1/12/2024 \$116.07

Location:
000000318000085
14996 RIVER RD
HAHNVILLE, LA 70057

Account Details:
Cycle: Cycle 3
Route: 0318 - 0318
Class: 02 Commercial
Desc: RV RD 14996 HAHNVIL...
Parcel No.: Y-PAID
Owner: ST CHARLES PARISH

Customer Information Form:
Customer type: Business name: ST CHARLES PARISH
Profit: ST CHARLES PARISH
Alt Customer ID: 031800008501
Account status: Current
Date Status Assigned: 1/18/2013
Address type: Home (Primary mailing address)
Care of: 14996 RIVER RD OFC
Address: PO BOX 302
City: HAHNVILLE, State: LA, Zip: 70057-0302
Country: USA

Message center:

Type	Message
Open Service Orders	0
Automatic Payment	None
Email Bill	No
Budget Bill	No
Disallowed Pay Methods	No
Late Charges (last 12 Months)	0
NSF (last 12 Months)	0

Notes:
Customer Balance: \$102.76

Navigation: Back, Refresh, Add, Move, Payment, Misc Fee, Transfer Balance, Schedule Final, Process Bills, Save, Clear

Calendar: February 2024

MY TASKS:

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

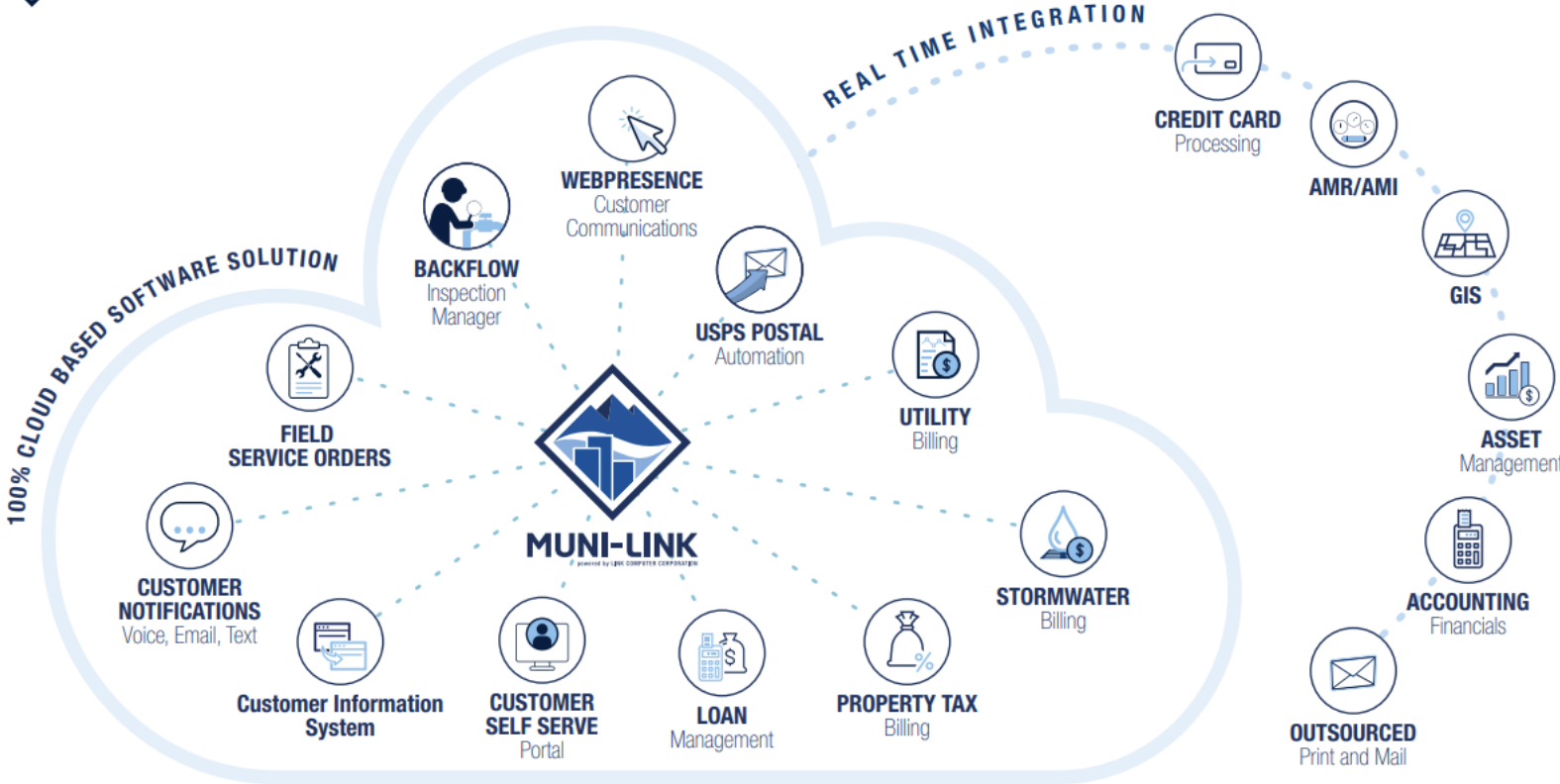
- Parish President Matthew Jewell
- Darrin Duhe – Chief Operations Officer
- Greg Gorden – Director/Waterworks
- Anthony Ayo – Director/Information Technology and Cyber Security
- Russell Wells – President/SYGNVS Integrated Solutions
- Jessica Naquin – Utility Billing Coordinator/Waterworks
- Michelle 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



MUNI-LINK | SOFTWARE SOLUTIONS

powered by LINK COMPUTER CORPORATION



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

ACTIVE ACCOUNT 318000085-1
Return To List

ST CHARLES PARISH

14996 RIVER RD
HAHNVILLE, LA 70057

Account Status: Active
Billing Cycle: Cycle 3
Address Type: Commercial
eBill Conversion:
Phone: (985) 783-5000
Route: 0318
Email:
Bill To E-Bill: Not Enrolled
Account Start Date: 01/01/2000
Sewer Info: Y-PAID

Active Alerts

- MAJOR USERS

General Information

Units: 1

Exclude Billing: No

Exclude Interest: No

Exclude Penalty: Yes

Exclude Notice: No

Exclude Lien: No

Suspended Action Code: Billing Group

Transactions

Date	Type	Comment	Due Date	Total	Balance
08/03/2023	Bill		08/18/2023	92.58	92.58
07/17/2023	Pay			-144.70	0.00
07/06/2023	Bill		07/21/2023	144.70	144.70
06/19/2023	Pay			-225.93	0.00
06/08/2023	Bill		06/23/2023	225.93	225.93

Balances

Balance	\$92.58
Deposits	0.00
Water	26.17
Sewer	47.29
Garbage	19.12
Tax	0.00
Unapplied Credit	0.00

Account Log

	Completed	Scheduled	Type	Reading
	05/21/2021		Location Note	0
	05/19/2021		Location Note	0
	03/22/2021		Location Note	0
	03/19/2021		Account Note	0
	02/19/2021		Location Note	0

Services

Commercial Water
Sewer 95
Garbage
Safe Drinking
** All Services **

Office User Interface

Services + Add New

Commercial Water Sewer 95 Garbage Safe Drinking ** All Services **

Details View Details Edit

Title: Commercial Water
Quantity: 1
Amount:
Enabled: Yes

Discounts and Surcharges View More + Add New

No data found.

Meters View More + Add New

Number	Size	Status	Read Date	Reading	Usage	Type
15792776	3/4"	Active	07/17/2023	3854	4900	Actual
04945660	3/4"	Inactive	03/23/2021	4682	4900	Actual
07067666	Unknown	Inactive				
52026184	Unknown	Inactive				

Usage View More

Average Usage From Last 10 Reads:
13780

Reading Date	Type	Reading	Usage
07/17/2023	Actual	3854	4900
06/19/2023	Actual	3805	8500
05/15/2023	Actual	3720	13500
04/17/2023	Actual	3585	13100
03/20/2023	Actual	3454	18200
02/13/2023	Actual	3272	10600

Charges View More + Add New

No data found.

Portal Payments View More

No data found.

Office User Interface

Charges [View More](#) [+ Add New](#)
No data found.

Portal Payments [View More](#)
No data found.

Payment Method [Edit](#)
NO PAYMENT METHOD

Payment Plan [Edit](#)
NO PLAN ENABLED

Deposits [View More](#)
No data found.

Sales Tax [View More](#) [+ Add New](#)
No data found.

Service Orders [View More](#) [+ Add New](#)

SO #	Task	Status	Scheduled Date	Completed Date
295540	FA	Completed	05/19/2021 12:00 AM	05/21/2021 12:00 AM
290955	CHANGE REGISTER	Completed	03/19/2021 12:00 AM	03/22/2021 12:00 AM
288296	FA	Completed	02/17/2021 12:00 AM	02/19/2021 12:00 AM
275576	FA	Completed	08/17/2020 12:00 AM	08/18/2020 12:00 AM

Customers | **Attachments** | **Categories** | **Reports** | **Custom Data** | **Backflow**

Bill To [View Details](#) [Edit](#)

Name: ST CHARLES PARISH
Address: PO Box 302
Hahnville, LA 70057-0302
Home Phone: (985) 783-5000
Mobile Phone:
Email:
Registered for Portal: No
eBill: Not Enrolled
Portal CID: 50009

Owner [View Details](#) [Edit](#)
SAME AS BILL TO

Alternate Addresses [View More](#) [+ Add New](#)

Online Customer Portal



**St. Charles
Parish**

[Sign in](#) [Customer Information](#)



Pay your bill

Guests

[Checkout with Quick Pay](#) 

[Log In](#)

You will be taken to an external payment system.

Not registered?

Get started today. All you need is your account number and CID from your bill. [Create a new account?](#)

Online Customer Portal



Home

Account History

Water Quality Reports

Help

John Smith ▾

Current Balance

\$79.60

Due Date

09/27/2023

[\\$ Make a Payment](#)

[Manage AutoPay Settings](#)

Account Number

2-0

James Madison

110 Hemlock

Service Dates

11/30/2018 - 09/05/2023

Services

Water, Sewer, Debt Reduction Fee

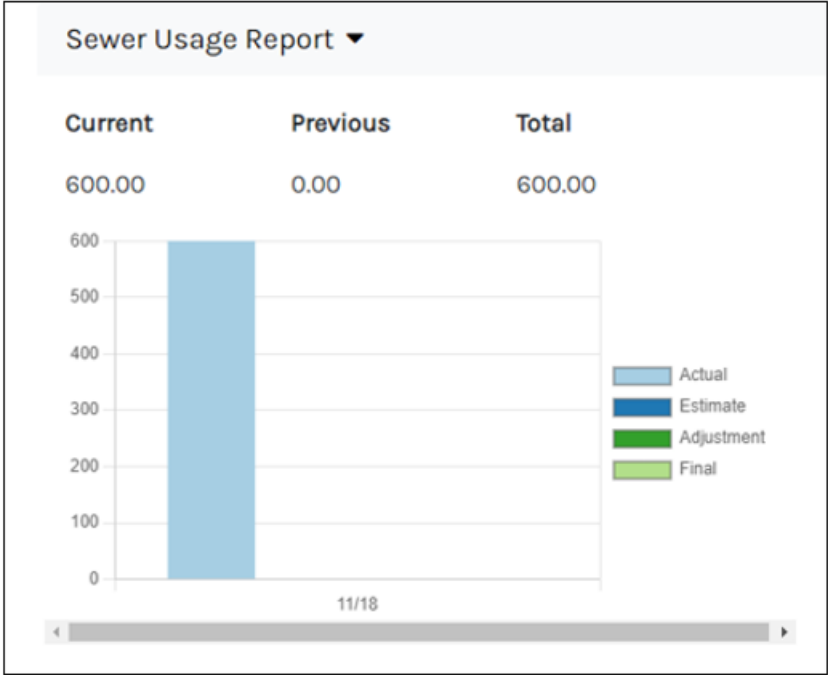
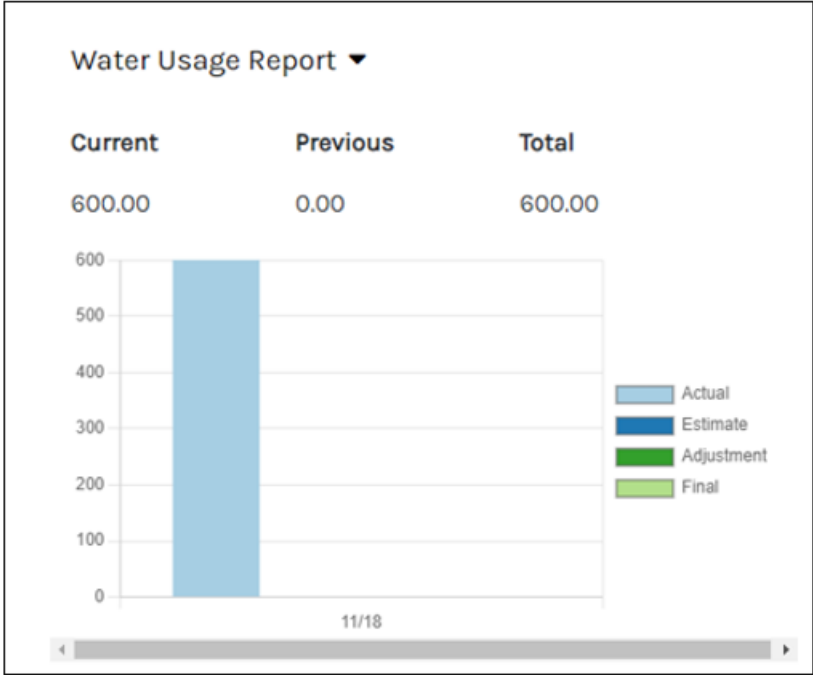
Paperless Billing is an available option! [Change](#)

Charges

Water	\$12.00
Sewer	\$42.60
Debt Reduction Fee	\$25.00

Scroll down

Online Customer Portal



Online Customer Portal

Customer Portal QuickPay Payment

Checkout ✕

1 Payment Amount

Item name	Invoice No.	Amount
KAPICKA ALAN W...	2023-0011001177	\$70.00
KAPICKA ALAN W...	2023-0011001177	\$70.00
KAPICKA ALAN W...	2023-0011001177	\$70.00

Total **\$350.00**
[Hide details](#)

[Cancel](#) [Next: Payment Method](#)

2 Payment Method

3 Review Payment

Powered by Paystar [Details](#)

Checkout ✕

1 Payment Amount

2 Payment Method

Payment Type

Credit/Debit eCheck

Card Information

0000 0000 0000 0000 0000

Name on Card

MM/YY CVC Zip

[Cancel](#) [Next: Payment Method](#)

3 Review Payment

Powered by Paystar [Details](#)

Checkout ✕

Payment Successful

Reference # ME2TXJ-53XS

Payment Total \$352.00

Payment Date 08/08/2021 8:27 PM

Email Receipt [→](#)

[Print Receipt](#) [Done](#)

Online Customer Portal

Customer Portal AutoPay Enrollment

The screenshot shows the St. Charles Parish Customer Portal interface. At the top left is the logo for St. Charles Parish. The navigation menu includes Home, Account History, Water Quality Reports, Help, and a user profile for John Smith. The main content area is divided into several sections:

- Current Balance:** \$79.60
- Due Date:** 09/27/2023
- Actions:** A blue button labeled "\$ Make a Payment" and a link labeled "Manage AutoPay Settings" with a red arrow pointing to it.
- Account Information:**
 - Account Number:** 2-0
 - Service Dates:** 11/30/2018 - 09/05/2023
 - James Madison:** 110 Hemlock
 - Services:** Water, Sewer, Debt Reduction Fee
- Charges Table:**

Charges	
Water	\$12.00
Sewer	\$42.60
Debt Reduction Fee	\$25.00

A warning message is displayed: "Paperless Billing is an available option! [Change](#)".

Online Customer Portal

Customer Portal Manage AutoPay

AutoPay ✕

You are not enrolled in AutoPay.

Enter your details below if you would like to enroll

1 **Process Payment**

Process Payment

Cancel **Next: Payment amount**

2 Payment amount

3 Payment method

4 Review Enrollment Details

AutoPay ✕

You are not enrolled in AutoPay.

Enter your details below if you would like to enroll

1 Process Payment

2 Payment amount

2 Payment method

4 **Review Enrollment Details**

Payment Method	5xxxxxxxx5454
Payment Amount	X
Process Payment	5 Days before Due Date

By clicking "Confirm Enrollment," I agree to the [Paystar Automatic Payment Terms of Use](#) and understand that there may be a service fee paid to Paystar for providing this service.

Cancel **Confirm Enrollment**

AutoPay ✕



Enrollment Successful

Payment Method	5xxxxxxxx5454
Payment Amount	X
Process Payment	5 Days before Due Date

Powered by Paystar [Details](#) ▾

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

