



July 15, 2025

To: City Council and Sam Anselm, City Administrator

From: Earlene Rich, Finance Director

Re: Utility Billing Customer Portal

Executive Summary

The Finance Department recommends an agreement with American Conservation & Billing Solutions, Inc. (AmCoBi) to implement a utility billing customer service portal.

Discussion

This year, we experienced an increase in customer concerns regarding utility usage, many of which were resolved by providing detailed meter reading data to the customers. Usage data is currently only available upon request to the customer service team and is not readily accessible to customers online. Implementing a customer portal which allows customers to review their water and electricity meter readings offers significant benefits in transparency, efficiency, and customer satisfaction. By giving customers real-time or near real-time access to their usage data, the portal empowers them to monitor consumption, detect anomalies early (such as leaks or unusually high usage), and make informed decisions to manage their utility costs more effectively during the billing cycle. This increased transparency can also help build trust between the utility team and the community, as customers gain confidence in the accuracy of their billing and the fairness of the process.

From an operational standpoint, the portal reduces the need for manual inquiries, customer service traffic, and dispute resolution efforts, freeing up staff resources for more complex tasks. It also enables digital engagement strategies such as alerts, usage comparisons, and conservation tips, which can support the city's broader environmental and sustainability goals. Over time, improved access to data can foster a more engaged, informed customer base and lead to fewer complaints, better utility management, and a more modern and responsive utility billing process.

Council approved pursuing a customer service portal during the utility discussions on June 9. The finance team issued an RFP in mid-June and received five responses to the RFP. AmCoBi was selected based on their ability to provide a link to the existing payment processor, provide estimated bills based on our rates and the customers current usage, and track record with implementing similar portals for other Tantalus customers.

Fiscal Impact

The cost to implement the portal is estimated at \$56,020 in 2025 with annual software maintenance and license costs of \$27,300. Expenses will be evenly split between the electric and water utility funds. This expense was not budgeted, so if existing appropriations cannot cover the expense, it will be included in the year-end budget amendment.

BILL No. 2025-14

RESOLUTION NO. _____

A RESOLUTION OF THE CITY OF WEST PLAINS, MISSOURI, AUTHORIZING THE CITY ADMINISTRATOR TO EXECUTE AN AGREEMENT WITH AMERICAN CONSERVATION & BILLING SOLUTIONS INC. (AMCOBI) FOR A UTILITY CUSTOMER PORTAL.

BE IT RESOLVED BY THE COUNCIL OF THE CITY OF WEST PLAINS, MISSOURI AS FOLLOWS:

Section 1: The City Administrator is authorized and directed to execute an agreement with American Conservation & Billing Solutions, Inc. (AmCoBi) for a utility customer portal.

Section 2: This Resolution shall be in full force and effect from and after the date of its passage and approval.

PASSED AND APPROVED THIS _____ DAY OF JULY, 2025.

CITY OF WEST PLAINS, MISSOURI

BY: _____
MAYOR MICHAEL TOPLIFF

(SEAL)

Attest:

CITY CLERK KELLIE MAYERS

BID TABULATION

Item Description: Utility Customer Service Portal

Date: 06/30/2025

Budget:

	Utilismart	AmCoBi - Utility Hawk	CSI/Harris - inHance	Abjayon, Inc	360S2G - Util360
One Time Implementation Fee	\$56,000.00	\$46,020.00	\$49,560.00	\$67,500.00	\$21,710.00
Annual Recurring	28152 (plus 2% or CPI)	(Year 2 and Beyond) \$27,300.00	\$15,000.00+	(First Year-\$37,860.00) (Yr 2-5-\$36,000)	\$26,000.00
Optionals					
Group Messaging		\$3,000/year			
Paperless Statements		\$2,640.00			
SSO		\$10,000.00			
Total (5 years)	\$196,760.00	\$155,220.00 (plus optional recurring)	\$114,205.00	\$249,360.00	\$151,710.00