

On March 10, 2015, the State Auditor released a report regarding the Department of Water and Power's (DWP) new Customer Information System (CIS) and the challenges associated with its launch. The report confirmed that the DWP's decision to launch the CIS was premature and that its workforce was unprepared to implement and maintain the System.

The report found that the DWP's quality assurance expert warned that no aspect of the project was ready prior to the September 2013 launch. Despite this warning, the DWP ignored the severity of issues and launched the new System.

The State Auditor's report also found that the DWP more than doubled the original budget for implementing the CIS from \$87 million to nearly \$181 million. Furthermore, the DWP shared little to no specific information with the Board of Water and Power Commissioners (Board) regarding the severity of the CIS implementation issues the Department faced.

Over a year later, the DWP is still struggling to normalize the CIS and to collect unpaid accounts. As of November 2014, the State Auditor found that DWP customers owe the Department more than \$681 million.

To ensure that problems of this nature are mitigated in the future, the State Auditor recommended that the DWP establish strong oversight protocols. It followed that a standing committee composed of Board members could oversee and evaluate the status of major information technology projects.

Over the past year, the City Council has been closely monitoring the DWP's challenges with the CIS. The City Council has called for the DWP to rectify the matter and address customer concerns on an expedited basis.

Given the importance of the matter, it would be appropriate to request the State Auditor to present its report findings and recommendations to the City Council. In addition, the City's Ratepayer Advocate should report on its assessment/analysis of the CIS challenges and the State Auditor's report.

The DWP should also report on the State Auditor's conclusions and the status of the CIS integration.

I THEREFORE MOVE that the State Auditor be requested to present its report to the City Council regarding the Department of Water and Power's (DWP) new Customer Information System (CIS) and the challenges associated with its launch.

I FURTHER MOVE that the Office of Public Accountability/Ratepayer Advocate be requested to report to the City Council regarding its assessment of the CIS challenges; including its analysis of the State Auditor's report.

I FURTHER MOVE that the DWP be requested to report on the State Auditor's conclusions and the current status of the CIS integration and customer service.


MAR 17 2015

PRESENTED BY:


FELIPE FUENTES
Councilmember, 7th District

SECONDED BY:



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