

14-0161-S1

MOTION

ENERGY & ENVIRONMENT

On November 18, 2014, the Department of Water and Power (DWP) released an independent report relative to the Department's September 2013 implementation of the new Customer Information System (CIS) and the customer service problems that followed. The new system produced thousands of inaccurate bills and caused customers to experience long wait times as they attempted to resolve their billing issues.

The report prepared by TMG Consulting conducted a root cause analysis of the matter and found that poor project management and inadequate vendor experience played a major role in causing the system challenges. In addition, the independent report found that the Department's workforce was not prepared to deal with the daily operation of the immense system conversion which led to ongoing customer service issues.

The report noted that there were multiple warning signs that the new CIS was not ready for launch but the project management team decided to move ahead because the Department was no longer supporting the old billing system. Ultimately, the report highlighted poor decision-making and a lack of accountability as an overriding cause of the problems.

When problems first occurred with the CIS (fall of 2013), various inquiries from the Council followed. The Council's Energy and Environment Committee held hearings on the matter and requested that the DWP conduct regular task-oriented meetings with City departments to resolve customer service issues, staffing and to stabilize revenues.

As a result of the Committee's review, the Council adopted an action on September 23, 2014 requesting that the DWP report on the latest findings of its internal/independent assessment of the CIS (CF# 14-0161). The Council also requested that the DWP continue to meet with City departments to address any outstanding issues.

In addition to the City's efforts, the state's Joint Legislative Audit Committee is conducting an audit of the DWP's CIS implementation challenges and its impact on customers.

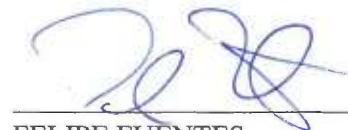
At this stage, it is important that the Council be formally apprised of the independent report's findings and recommendations and the steps the DWP is taking to address them. In this manner, agency accountability and public confidence can be restored.

I THEREFORE MOVE that the Department of Water and Power (DWP) be requested to immediately report to the Council regarding the internal/independent assessment of the Customer Information System (CIS) conversion and TMG Consulting's findings and recommendations regarding the matter.

I FURTHER MOVE that the DWP be requested to report as to the steps it will take to implement the independent assessment's recommendations on the CIS conversion and other major projects.

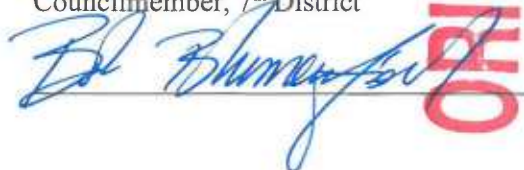
I FURTHER MOVE that the DWP be requested to report as to the status of the Joint Legislative Audit Committee's review/audit.

PRESENTED BY:



FELIPE FUENTES
Councilmember, 7th District

SECONDED BY:



ORIGINAL

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