



Utility Billing Conversion Frequently Asked Questions (FAQs)

1. What is happening?
 - a. The City of Walla Walla is moving to a new utility billing software.
2. What is the utility billing software used for?
 - a. Our utility billing software is used to calculate and bill approximately 12,000 accounts in the City of Walla Walla for ambulance, sanitation, sewer, stormwater, and water, utility services. The City uses the software to process meter reads, calculate recurring base fees, and consumption charges based on account types. We also use the software to process other activities such as transferring utilities to new property owners, new service connections, fire hydrant meters, and drop box rentals.
3. Why is the City of Walla Walla making this change?
 - a. The city started using our current software in 2005. Our current software provider will no longer upgrade or support the system, and the City had to move to a new Financial System. Utility billing is a module of the City's current financial software system that we began using in 2020. Our new system offers benefits that were not included in our current system.
4. When will this change take place?
 - a. The Finance Department will work with Tyler to transfer customer data from our current system to our new software between May 1, 2024, and May 9, 2024.
5. Does this change affect any other City departments or just Utility Billing?
 - a. Just the Utility Billing Department will be impacted.
6. Can I pay my utility bill while the City's finance software is down from May 1st- May 9th, 2024?
 - a. NO, finance will not be able to accept cash, or credit card payments during these dates. Please see below for the impact to various City departments and alternate ways to pay your utility bill during these dates.
 - Cemetery Division – No impact to operations.
 - Permitting Division – No impact to operations.
 - Recreation Division – No impact to operations.
 - Utility Billing Division – Will be unable to accept cash, credit or debit card payments during this time. The online system will be down for conversion, and online payments will also not be available during this time. However, please take note of the alternate ways to pay your utility bill during these dates:
 - Customers can leave a check with a utility billing representative or put it in the payment drop box in front of the Corps of Engineers building.
 - Customers can enroll in auto pay and payments will be automatically deducted from their account on the scheduled date based on their bill date. (Autopay is typically deducted from your account 15 days after the bill date).



7. What checks and tests were completed before the transfer date to ensure that the data transfer was complete and correct?
 - a. The conversion process started over two years ago and includes many meetings between staff with the city and staff with our software provider to ensure that the billing data in our current software transfers accurately and correctly in our new software (“cross-walking data”). Once all the information was matched up correctly, the city spent several months “paralleling” the two billing software programs to ensure that the information and billing calculations were occurring in the new software as they were in the current software. After successful parallels, the city is transferring to the new utility billing software.
8. Will I have the same account number?
 - a. Yes, your account number will stay the same. However, the format of your account number will change. Your account number will change from XXXXXX.XXX (6 numbers, period, 3 numbers) to XXXXXX (6 numbers). It will go from a 9-digit number to a 6-digit number. The three numbers after the period will drop off. For example, 123456.002 will change to 123456.
9. Will my bill look different?
 - a. Yes, the bill has been redesigned. A preview of the new bill is available on the city website.
10. Will the amount of my bill change?
 - a. There are no changes in utility fees or consumption rates as a part of this software conversion. Nor does our utility billing software conversion include any changes to our water meters or how our water meter reads are obtained.
11. Will my bill arrive at the same time, and/or will my bill due date change?
 - a. Yes, your bill will arrive about the same time as it usually does. No, your bill due date will not change. However, the city plans to change billing cycles later this year, and we will communicate that change as we get closer to the update (Anticipated 4th Quarter 2024).
12. I am set up on AutoPay through the City. Do I need to change anything?
 - a. No, you do not need to make any changes. If you have already set up autopay, it will continue processing normally.
13. I make my payments through my bank’s Bill Pay program. Do I need to change anything?
 - a. Yes, you must log into your Bill Pay program and update your account number to the new format (see Q-8) as soon as possible. For example, account 123456.002 will change to account 123456.
14. Will I be able to view my statements and balance immediately after the conversion?
 - a. Yes, you can view your statements and balance due right away after the conversion. To do so you will need to visit the City’s online Utility Billing Portal and set up an account using the new account number format (see Q-8).



15. The Utility Billing Division will be down from May 1st, 2024, to May 9th, 2024. What if I am buying or selling a home during those dates?
 - a. Move-in/move-out requests due to buying/selling will be accepted during these dates; however, they will not be processed until after May 9th, 2024. Part of processing these requests is obtaining a final water meter reading for the property, and since the City uses AMI meters, we will be able to obtain the read retroactively.
16. I am moving to another home within Walla Walla. Will my account number change?
 - a. Yes, your account number will change. Account numbers are unique to the property and are assigned by service address and/or each water meter located at that service address.
17. I would like to enroll in paperless statements. How do I do that, and how soon is it effective?
 - a. You will be able to enroll in two ways:
 - i. Once you have created an account in the new Utility Billing Portal, you will be able to enroll in E-bills.
 - ii. You may call or email customer service and ask to be enrolled in E-bills.
 - b. E-bill enrollment will be effective with the next bill issued for the property.
18. Will staff be available by phone during the conversion from May 1st, 2024, to May 9th, 2024?
 - a. Utility Billing staff will be in the office and assisting our walk-in customers to make utility billing payments using our alternate payment methods (see Q-6). Although most of our data will be imported, the Utility Billing staff will also assist in completing some required data entry into our new software for the conversion. With that in mind, the Utility Billing Division will have delayed response time to phone calls. Please leave a voicemail message, and Utility Billing staff will return your call as soon as possible in the order in which the messages are received. You may also contact our office via email at ar@wallawalla.gov.

We understand that any software transition may bring a few adjustments, but our dedicated Utility Billing staff is working tirelessly to ensure a smooth transition. We will try to be flexible and accommodating during this transition period. Thank you for your patience and understanding during this exciting time of change. We are committed to enhancing our services and look forward to better serving you with our new Utility Billing software.

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