



AMENDMENT TO SPRYPOINT CONTRACT FOR UTILITY BILLING, ACCOUNTS RECEIVABLE, AND CASHIERING SYSTEMS

Finance Committee, June 23, 2025

DeAnna Christensen, Director of Finance

Jeni Martin, Revenue Collections and Compliance
Manager



Background

The City's current Utility billing, Cashiering (POS) and A/R systems are over 25 years old

In Nov 2023, by Reso 2023-507, Council approved the Agreement with SpryPoint Services, Inc. for a new Utility Billing, POS, and AR

To facilitate the # of payments received and provide convenience for our residents, the City offers various payment options including paying bills online

In Fiscal Year 2023-2024, the City received over 376,000 payments through our online utility billing payment portal, with online payments

Background

Paymentus



The City uses Paymentus for their online customer portal and to process payments since December 2020

The SpryPoint system includes an integrated online customer portal called SpryEngage which will launch with the billing system in October 2025

In July 2024, SpryPoint developed and launched their own integrated payment gateway called SpryWallet, no longer requiring a third-party payment gateway (Paymentus).



Benefits of SpryWallet

- Savings of \$228,130 over existing agreement with Paymentus
- No initial setup fee
- Option to use for in-person or phone payment processing at later date
- Reduces number of contracts managed
- Reduced number of software systems managed by IT
- One system for staff to reconcile financials

Seamless customer experience with online portal and payment processing

Ability to integrate with our Interactive Voice Response (IVR) phone system



Fiscal Impact

- Implementation of SpryWallet will result in an increase to the two-year agreement with SpryPoint Services, Inc., in an amount of approximately \$1,336,902.
- This is a reduction in amount approved by Council for current two-year agreement with Paymentus for \$1,556,032 and an estimated overall cost savings to the project of \$228,130.
- Paymentus services are currently budgeted and allocated amongst all City fund that utilize this service (referenced as General Clearing Fund)
- City would terminate agreement with Paymentus once SpryWallet is implemented

Staff is requesting a total increase of \$1,336,902 to the Agreement.

Revised total SpryPoint agreement amount not to exceed \$3,728,862.



Fiscal Impact Cont'd.

- The Funding for the expenses for the implementation of SpryPoint is currently budgeted in Project 101396.

Fund	Accounting String	Original Agreement	Amendment Amount	Revised Amount
Water Fund	4100-41420-53300	1,148,141		1,148,141
Sewer Fund	4210-41320-53300	837,186		837,186
Storm Drain Fund	4480-41220-53300	71,759		71,759
Garbage Fund	0100-12420-53300	334,874		334,874
Revenue Clearing Fund	0130-12191-48010	-	1,336,902	1,336,902
Total		2,391,960	1,336,902	3,728,862



Communication Plan



Week of August 11th:

Alert users about a new billing experience coming soon

Stay tuned

Weeks 3 to 5

Introduce new online customer portal and launch date

Countdown to make sure residents are aware

Live webinar tutorial

Weeks 6 to 8

How to register online video tutorial
Tips for success and testimonials

Reminder to register

Meet with community groups to raise awareness



Next Steps



Finance Committee
June 23, 2025



City Council Adoption
July 22, 2025



Implementation

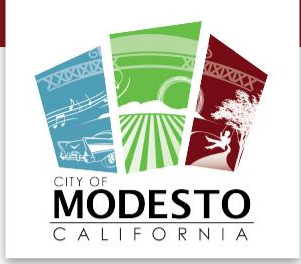


Go-Live scheduled for
October 6, 2025



Staff Recommendation

Motion recommending the First Amendment increasing the Agreement amount with SpryPoint Services, Inc., Charlottetown, P.E., for Utility Billing, Receivables and Cashiering Softwares, to include SpryWallet as the Payment Gateway by \$1,336,902, to a new total agreement amount not to exceed \$3,728,862 through the next two (2) years and forwarding to Council for approval.



QUESTIONS?



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Item #8

RIVER TRUNK PUMP STATION

PART OF THE RIVER TRUNK REALIGNMENT PROJECT



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MODESTO
CALIFORNIA

Cristian C. Ciotau, P.E., S.E.
Engineering Division Manager
Utilities Department

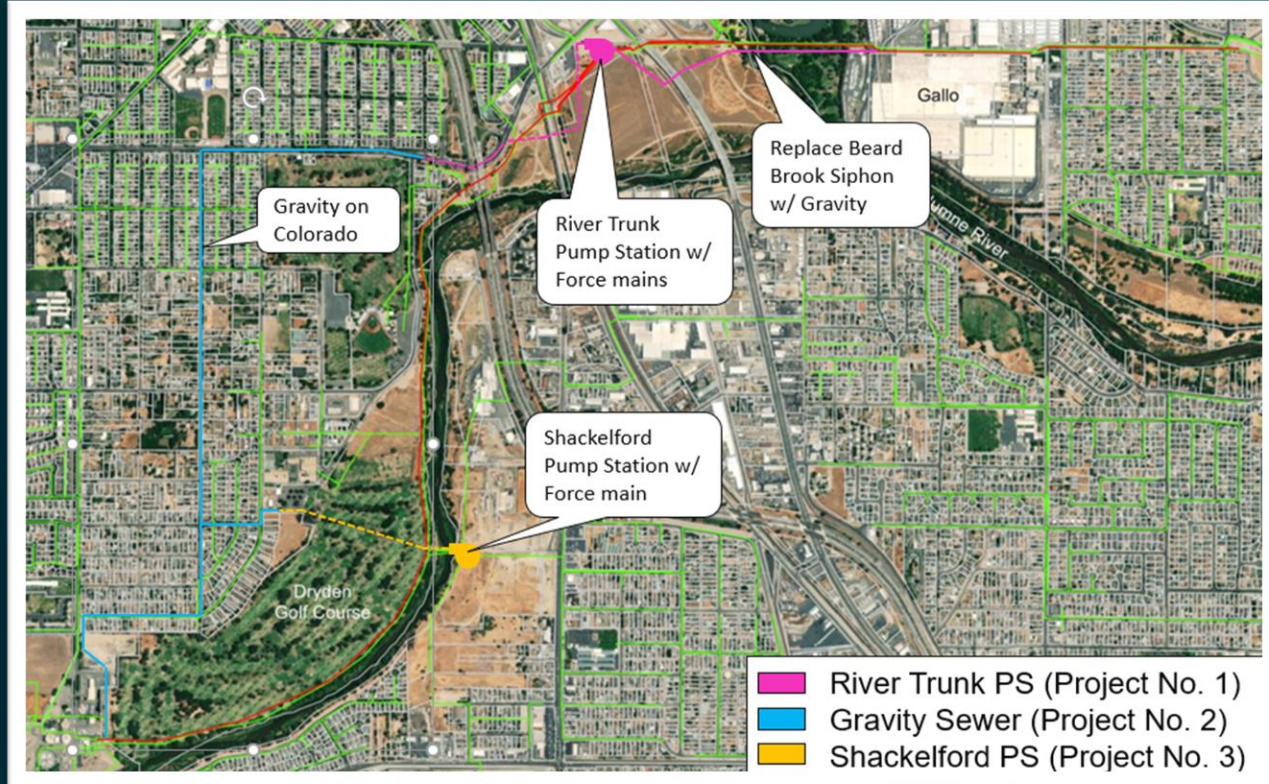


Project Background

- The River Trunk:
 - The River Trunk is approximately five miles long (from Beard Industrial to Sutter Plant)
 - Ranges from 24-inches to 60-inches in diameter
 - The current location, adjacent to the Tuolumne River, poses access limitations to operations staff and could be subject to catastrophic damage in the event of elevated river flows.
 - 2016 Wastewater Master Plan recommended the **River Trunk Realignment Project** to address hydraulic deficiencies and increase reliability
 - The **River Trunk Realignment** consists of three phases:
 - River Trunk Pump Station (Project No.1)
 - New River Trunk Gravity System (Project No.2) - Completed
 - Shackelford Pump Station (Project No.3) – Almost Complete
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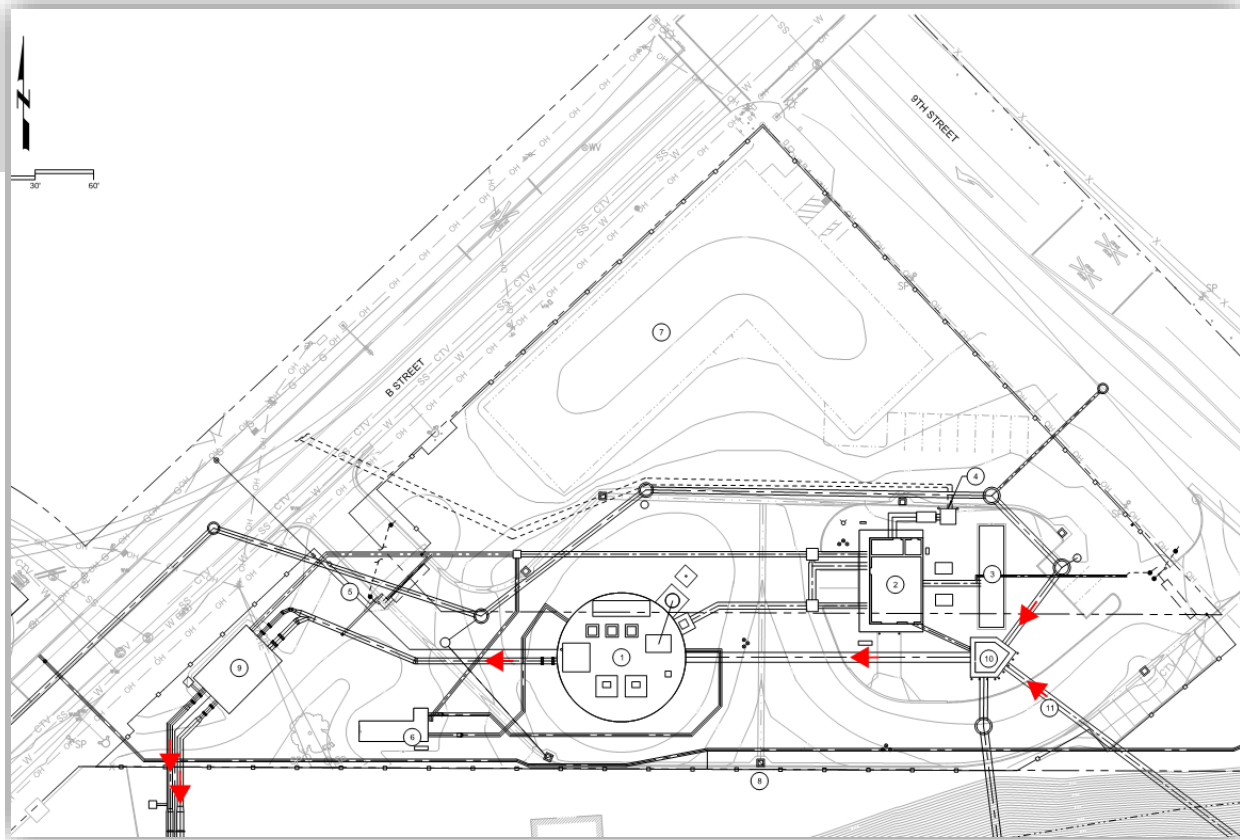
Project Background – Project No. 1

- On September 5, 2024, a Request for Qualifications from General Contractors was issued
 - On November 12, 2024, the City received nine submissions from general contractors
 - Following an evaluation by City personnel and the consulting engineering firm, seven contractors were deemed qualified to bid on the project
 - The project is currently being advertised for bids on OpenGov, the City's procurement platform
 - The bid opening date is presently scheduled for **July 1, 2025**
 - The project is expected to begin construction in **October 2025**, with a construction schedule estimated to last three and a half years
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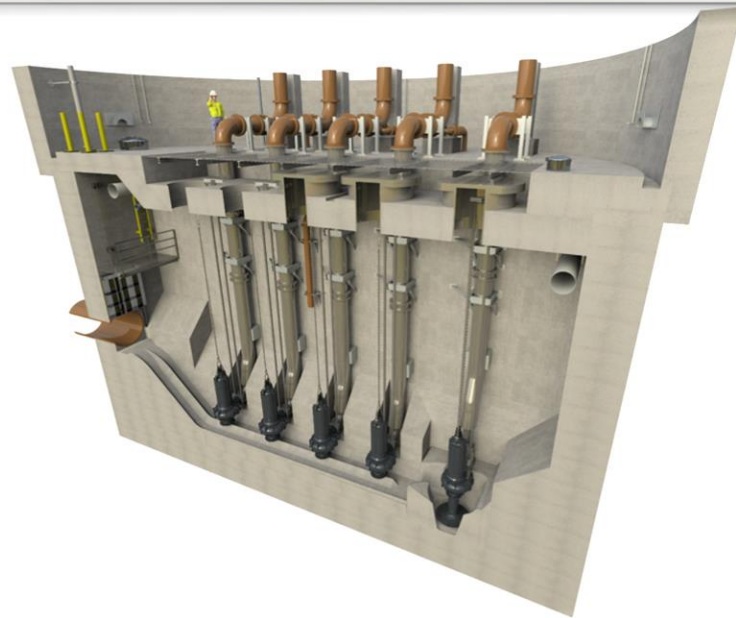
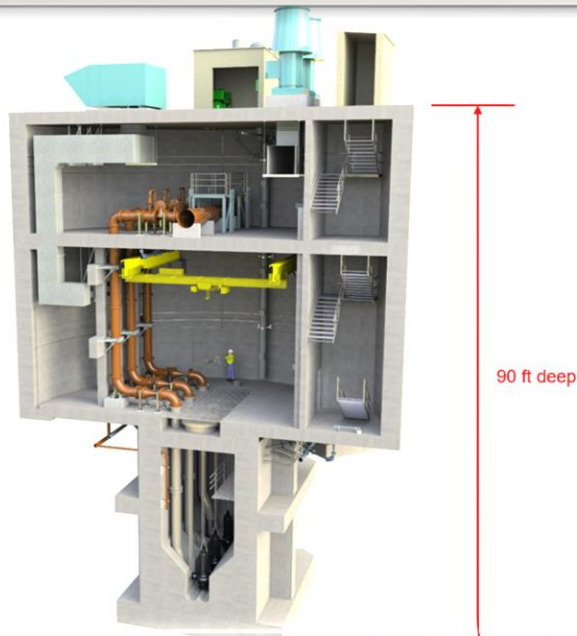
RTPS – Plan View

- ① RIVER TRUNK PUMP STATION
- ② ELECTRICAL BUILDING
- ③ GENERATOR
- ④ TRANSFORMER
- ⑤ ENTRANCE GATE
- ⑥ ODOR CONTROL SYSTEM
- ⑦ FUTURE FIRE STATION
- ⑧ PERIMETER FENCE
- ⑨ FLOW METER VAULT
- ⑩ OVERFLOW STRUCTURE
- ⑪ 48" INFLUENT SEWER PIPELINE
- ⑫ EXISTING RIVER TRUNK CONNECTION STRUCTURE
- ⑬ DUAL FORCE MAINS



RIVER TRUNK PUMP STATION – LAYOUT

RTPS – Cross Section & Wet well





ANTICIPATED PROJECT EXPENDITURES

Construction	\$106,000,000
Construction Contingency	\$10,600,000
Construction Administration - Construction Management Firm and City Staff	\$9,000,000
Engineering/Design/Administration Services During Construction -Consultant and City Staff	\$5,400,000
TOTAL:	\$131,000,000



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Questions?