

Memo

To: Craig City Council
From: Carl Ray, Mindy Elliott
cc: Peter Brixius
Date: May 28, 2024
Re: Automated Notifications for Utility Customers

The City of Craig Water and Finance departments have been working to automate notifications for past due utility accounts, very similar to what other utility providers have done for years. This system will allow the Finance Department to send notifications to customers via text, automated call, and/or email. This change will not only save time and staff hours but will hold the customers accountable in keeping their water bill up to date. Door hangers were sent to past due account holders over the last several months notifying them that this change is coming. The table below reflects the cost of current services, as well as the cost of the new automated program.

| | |
|---|-------------|
| Automated Notifications with Tech Radium/IRIS | |
| Annual Expense based on number of taps in database | \$ 4,600.00 |
| | |
| City Expenses for current system using door hangers for notifications | |
| | |
| Utility Billing Coordinator Wage & Benefits | \$ 3,476.00 |
| Door Hanger Expense | \$ 200.00 |
| Water Distribution Techs (X3) Wage & Benefits | \$ 7,879.00 |
| Annual Mileage for trucks | \$ 314.00 |
| | \$11,869.00 |

The associated departments also see this as an opportunity to notify customers of other events, such as water breaks, maintenance on water and sewer lines, future clean up days, etc. This will help city staff better serve our customers in ways that we are not able to with our current programs and resources.



TECH***RADIUM***

WWW.TECHRADIUM.COM

TechRadium, Inc.
PO Box 337
Missouri City, TX 77459

Phone: 281-263-6300
Fax: 281-263-6395

IRIS Quote

Prepared by: Charles Stark
May 6th, 2024



Amanda,

I would like to thank you for your interest in IRIS to assist with your organization's notifications. IRIS is capable of sending and delivering notifications globally via voice to cell phones, landlines, email and SMS/text message, and social media sites. IRIS has been implemented and is currently in operation in other organizations across the globe such as yours and Fortune 500 companies like Proctor & Gamble. The IRIS solution has also been implemented to support large publicized events, including the last five NFL Super Bowls.

By selecting TechRadium's IRIS solution, your organization can implement a proven and tested solution that is already working in environments similar to your organization's plan to use the system. You will be engaging with a team with a documentable track record of supporting customers of all sizes and types, including the United States Army. You will be supported by a team who understands how important this solution is and will work diligently to insure all of your organization's requirements and expectations are met.

We thank you for the opportunity to respond to this solicitation and look forward to establishing a long partnership with you.

Sincerely,



Charles Stark
TechRadium, Inc.



Key IRIS Solution Features & Benefits:

- Times have definitely changed... IRIS will keep your customers and your employees safe. IRIS can even replace the use of door hangers and mailers. In short, IRIS helps you practice safer social distancing.
- For less than the cost of just **ONE** mailer, you can contact all your customers unlimited times for a full year via email, SMS (text) and phone calls.
- IRIS will pay for itself in most cases within your first use
- 3 phone contacts including with SMS text per meter
- IMPORTANT NOTE: IRIS is the **ONLY** system that allows multiple phone numbers per meter under \$2.00
- 2 emails per meter
- Unlimited data uploads
- Unlimited System Training
- Unlimited System Use
- GIS Map Based Messaging – Draw a Shape file on a map and only notify the meters within the selected area.
- Interactive response via email, phone and text message
 - IRIS gives your users the ability to respond and confirm message delivery
 - A user can respond to a text message by send a reply text message such as “confirmed”
 - A user can respond to an email by reply to the message or by clicking on a link in the footer of the IRIS email notification
 - A user can respond to a voice message with a confirmation of message delivery by pressing a key on the telephone keypad
- Call-In message replay
 - IRIS gives your message recipients the ability to call-in to the IRIS system to check a message previously sent to them
- Facebook and Twitter Notifications
 - IRIS gives you the ability to post notifications to your organizations Facebook and/or Twitter accounts
- Interactive Survey
 - We offer both phone and web enabled surveys with multiple questions and responses
- Interactive Conference Call
 - IRIS offers messages recipients the ability to join a live conference call after the IRIS voice message has finished playing
- Live Customer Support
 - Your IRIS service license included unlimited Customer Support 24/7/365. You will never deal with an IVR when attempting to send a notification. Our live human operators are trained to assist our clients, often reducing stress and helping caller stay focused on the task at hand.
- System Reliability and Trustworthiness
 - IRIS is utilized on a daily basis as an effective communication platform for Fortune 500 companies, schools and government entities such as the U.S. Army.
 - IRIS is trusted by the NFL Security to communicate with local, state, and federal law enforcement, volunteers, staff, players, families and fans at the last. During Super Bowl XLVI, the IRIS system was contracted to deliver over 1,300,000 notifications



Cost Proposal: (Unlimited Use)

| Service | Total Meters | Cost | Total Cost Due |
|---|--------------|------------------------------|---|
| IRIS Unlimited Use Up to 3 Phones per meter Up to 3 Text Devices per meter Up to 2 emails per meter | 4,000 Meters | \$1.15 per meter per year | \$4,600 per year <i>plus, tax if applicable</i> |
| Total | 4,000 Meters | | \$4,600 paid annually |

Good for 60 day's

Sign below to accept quote:

TechRadium, Inc.
PO Box 337
Missouri City, TX 77459

Name of Organization & Address:

City of Craig
300 W 4th Street
Craig, CO 81625

Website: <https://www.ci.craig.co.us>

Primary Contact: Amanda Tomlinson
Primary Contact Phone: 970-826-2026
Primary Contact: atomlinson@cityofcraig.org

Signature:



Printed Name: Charles Stark

Title: Sr. Sales

Effective Date: May 6th, 2024

Email: cstark@techradium.com
Phone: 281-263-6355

Signature:

Printed Name: _____

Title: _____

Date: _____

