



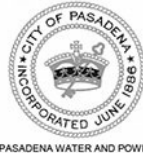
A MESSAGE FROM DISTRICT 6 COUNCILMEMBER STEVE MADISON

District 6 Constituents,

This message is to notify you that from 5:30 p.m. on Thursday, March 31 through 7:30 a.m. on Monday, April 4 PWP will be out of service as it converts to a new system.

During this time all utility-related services will be unavailable, including utility payments, new service connections, service disconnections, account inquiries, and payment arrangements. During the system upgrade, accounts will not be disconnected for non-payment and late fees will not be assessed. In addition, customers will not be able to apply for PWP's residential water/energy/electric vehicle rebates during this time.

Please refer to the letter below for more details.




PASADENA WATER AND POWER

MEMORANDUM

March 24, 2022

To: Cynthia J. Kurtz
Interim City Manager

From: Jeffrey Kightlinger
Interim General Manager 

Re: City Manager Newsletter Item

Utility Billing System Out-of-Service March 31-April 4; New Customer Information System

System Maintenance

Between the hours of 5:30 p.m. on Thursday, March 31 through 7:30 a.m. on Monday, April 4, the Pasadena Water and Power ("PWP") customer information system will be out of service to perform system updates in preparation for a new Customer Information System ("CIS"). During this time, all utility-related services will be unavailable, including utility payments, new service connections, service disconnections, account inquiries, and payment arrangements. In addition, customers will not be able to apply for PWP's residential water/energy/electric vehicle rebates during this time. The PWP Customer Service Call Center will also be closed and agents will not be available to answer phone calls. During the system upgrade, accounts will not be disconnected for non-payment and late fees will not be assessed. Please note that payments will not be accepted online, by telephone through the PWP Customer Service Call Center, or in-person at the City Hall Municipal Services Payment Center during the scheduled outage.

New Customer Information System

The purpose of this out-of-service period is to prepare for conversion to the new CIS. PWP is replacing its aging system with a new, modern solution that will help PWP stay on the forefront of utility technology. The new CIS will provide much-needed upgrades to increase PWP's system agility, provide greater financial control, support future business initiatives, and improve the customer experience.

After launch of the new CIS, customers will see a redesigned bill and a new customer portal that will offer more robust, self-service options. Customers will be able to register for services online, enroll in paperless billing, view past usage data and receive notifications when e-statements are available. Commercial customers will also be able to link multiple accounts for ease of account management. As part of the CIS, customers will be assigned new account numbers. Customers who have linked their current account number to a financial institution's online banking system will have a six-month grace period to update their information.

Internally, the CIS will create improved processes for every customer touchpoint, including account management, billing, rates, credit collections, asset operations, and field operations. The CIS includes integrated billing and payment processes, support for future initiatives such as smart grid technology, time-based dynamic rate structures and much more. With these new systems in place, PWP will be equipped to provide an enhanced customer experience with user-friendly tools and updated technology. For more information about the new CIS, visit <https://www.PWPweb.com/CIS>.

[Update from PWP: Scheduled System Maintenance and Effects on Customers Letter](#)

<https://www.PWPweb.com/CIS>

- We are pleased to send updated messages from the City and District 6 . Please share this information with neighbors and friends. If they wish to be added to the distribution list, please have them write to us and include a home address as we will continue to group messages by neighborhoods to target our audience when appropriate. Our email addresses are at the bottom of the message.
 - In case you have missed any of these important message, please go to our website www.cityofpasadena.net/district6.
 - For the last news issues click "[District 6 News](#)"
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COUNCILMEMBER STEVE MADISON

Steve Madison was first elected in 1999 to represent District 6, which includes the beautiful West Pasadena neighborhoods above the Rose Bowl and in Southwest Pasadena, much of Old Pasadena, the Art Center College of Design, the Convention Center & Civic Auditorium, most of the Arroyo Seco, the historic Colorado Street Bridge, and the..... [Read More](#)



DISTRICT 6 CONTACT INFORMATION

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