

CITY OF SHREVEPORT

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PRESS RELEASE

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**Another Water Billing Error Detected by City in Systems & Software Program**

The City of Shreveport has discovered this week another error within their third party water billing vendor's Systems and Software program. This error appears only to impact commercial customers. The City is taking steps to correct the error, notify customers, and will be adjusting bills to reflect corrected amounts. Incorrect rates were detected in the Systems and Software enQuesta water billing system for what are referred to as subtraction meters. These meters are specific to commercial businesses with large water cooling towers as part of their operation. The water used by the towers is billed with a sewer charge but due to the evaporation of the water in these structures, the sewer charge is credited.

It was determined that the subtraction meter rates were not crediting accounts at the correct rate. City personnel reportedly attempted to repair the error when discovered but were locked out of the rate tables by the software – indicating that these were possibly automatic changes that should have occurred through the Systems and Software enQuesta system as sewer rates were changed annually.

The City of Shreveport currently has a civil suit against its water billing vendor, Systems and Software Inc., for other errors previously detected with the enQuesta water billing system. The City has placed System and Software Inc. on notice that they will not be renewing their contract when it expires at the end of this year and is seeking a new vendor through the Request for Proposal (RFP) process.

**-Shreveport-**