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PRESS RELEASE

April 7, 2017

City Files Suit Against Software Company for Water Billing Errors

The City of Shreveport filed a lawsuit in Caddo Parish District Court today against its water billing provider, Systems & Software Inc. The City is demanding payment for under-billed water and sewer revenue, which it believes resulted from various errors, including those made in programming the tiered water rates in the City's billing system in 2014.

"My administration is taking actions to address the long-standing Water and Sewerage Department billing issues we believe were caused by the City's third-party billing contractor, Systems & Software," said Mayor Ollie Tyler.

Systems and Software was hired as a contractor by the City in 2010 to provide the operating management system for water and sewer billing. The City has been in communication with Systems & Software since the problems were detected and has been working through the steps required by contract prior to filing suit. Over this period, the administration has sought to hold the contractor accountable for the errors. The City has decided not to renew the service contract with Systems & Software that will expire at the end of this year and has provided the company with notice of this decision.

The City will replace Systems & Software with a new provider for the operation management system for billing and related water and sewer operations. A Request for Proposal (RFP) will be issued in May seeking professional submissions from interested providers for these services. A new selection process which includes the administration and the City Council will be used to select the new provider.

"My staff and I are working tirelessly to resolve the problems created by the Systems & Software product," Tyler said. "We are committed to making system-wide and operational changes to address these and other related concerns which include the implementation of a reliable billing system that will have the full confidence of our citizens."

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