

Kasie M. Lemerand

From: Corey Popp
Sent: Thursday, April 24, 2025 11:27 AM
To: Patrick Hayden; Nate Wolff; Sheri Hartzheim; Vaya Jones; Adrian Stancil-Martin
Cc: Kasie M. Lemerand
Subject: Committee follow-up: process of the UB parallel bill runs

Alder Hayden,

This email is in response to your question at last night's HR/IT Committee regarding the process to reconcile parallel utility billing runs. The source of this information is my Lead Systems Analyst, who is overseeing all conversions from the iSeries to Tyler ERP SaaS.

The process to compare the parallel bill runs will consist of **two parts** as follows below.

The first part will be to check summary totals throughout the entire district. For example, if the iSeries shows a grand total for District-wide water service that differs greatly from the parallel run on the Tyler ERP system, that's the first sign that the bill run was unsuccessful. A match, or near match, means the team moves onto additional checks, as described below.

The second part will consist of more detailed account-level checks, specifically those accounts with unique services or exception services. In addition, the team will pull full routes of account balances for comparison (customers lying along the same geographical meter-reading routes).

Parallel runs will continue until both high-level reports and account-level balances consistently and reliably agree. A summary of the two processes appears below.

1. Summary Report Comparisons

- Check District-wide totals for each service type: Water, Sewer, Refuse, Stormwater, Recycling, Other
- Check consumption by Account Type: Compare usage charges across account categories

2. Targeted Spot Checks

- Ensure individual bills match between systems, with a focus on accounts with unique configurations:
 - Deduct meters
 - Stand-alone meters
 - No meters
 - Past due balances
- Review a **group** of standard accounts—specifically a **full route of meter reads**

Kasie Lemerand, this Committee's administrative contact, has been CC'ed on this email to help ensure a copy makes its way into either the Committee's original minutes or an amendment to the minutes if necessary.

Corey Popp

Director of I.T.

City of Appleton, Department of Information Technology

100 N. Appleton Street, Appleton, WI 54911

O: 920-832-5892 | C: 920-422-6895 | corey.popp@appletonwi.gov

[Facebook](#) | Appletonwi.gov



DEPARTMENT OF

**INFORMATION
TECHNOLOGY**