

# SPRYCIS UPDATE MODERNIZING THE CUSTOMER EXPERIENCE

March 25, 2026

## SpryCIS Overview

- Replaces 25-year-old legacy Cogsdale system with modern cloud-based CIS and MyMesaWater customer portal.
- Delivers enhanced customer service, streamlined processes, and superior customer engagement.
- Directly fulfills FY2026 Strategic Plan objectives while advancing Mesa Water's vision of being a top-performing water agency.

## Key Customer Changes

- Replacement of Invoice Cloud with MyMesaWater as the primary billing and payment platform.
- Payment history and information now fully accessible within the MyMesaWater portal.
- Single login credentials to view and manage all accounts
- Optional opt-in for Mesa Water newsletter
- New self-service online wizard for Move-In/Move-Out service orders.

3 | March 25, 2026



## Major Customer Benefits

- 24/7 mobile access to bills, payments, history, account management
- Self-service tools that eliminate wait times and paperwork delivering faster response times and real-time updates
- Clear communication with newsletters and opt-ins that strengthen community engagement.

4 | March 25, 2026



## Strategic Plan Alignment



- Advances Goal #2 IT Infrastructure Renewal
- Delivers on Goal #3 Financial Responsibility
- Fully complete Strategic Plan Goal #6 Implement New CIS to enhance the customer experience
- Advances Goal #8 Continual Business Improvement

5 | March 25, 2026



## Customer Outreach Plan

Digital Notifications: Email blasts to all registered Invoice Cloud and MyMesaWater users, website banner on MesaWater.org

Bill Inserts and Direct Mail: Bill inserts and a direct mailer postcard will be distributed leading up to the launch and afterwards to encourage sign ups.

Social Media: Targeted posts on Mesa Water's Facebook and Instagram pages.

Customer Service Support: Dedicated transition hotline and live chat during business hours; In-person assistance will be available.

Post-Launch Follow-Up: Automated welcome emails to new registrants, opt-in prompts for the Mesa Water newsletter, and a customer satisfaction survey at 30 and 90 days to measure success against Mesa Water's Elite Customer Service Standards.

6 | March 25, 2026



## Expected Outcomes and Next Steps

- Higher customer satisfaction and operational efficiency gains
- Post launch metrics on adaption, feedback, call center impact
- **Go Live on June 1, 2026**





**THANK YOU!**

