

Media Release

Technological Upgrades to Temporarily Impact Residents

(June 15, 2021) - Fort Smith, AR. Cloud-based upgrades at the City of Fort Smith will cause temporary online disruptions to City Utility Department customers for approximately four days next week. Between **Thursday, June 24, 2021** and **Monday, June 28, 2021**, City Utility Department customers will NOT be able to pay bills online or by phone. During this timeframe, customers should plan to pay their utility bills through one of the following options:

1. by check through the mail; or
2. in-person at City Hall, located at 623 Garrison Avenue; and
3. in-person at the City's drive-thru location, located at 517 Rogers Avenue.

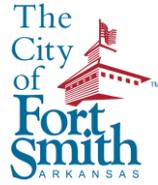
Customers may also drop off their payments at the City's drop-boxes located at:

- o 619 North A St
- o 623 Garrison Ave
- o 3408 Jenny Lind Rd
- o 4701 Windsor Dr
- o 8100 Dallas St
- o 8701 S 28th St

Additionally, during this time, the technological upgrades will temporarily affect residents and businesses who wish to transfer service or establish new service. Online payments and transfer activities like meter service inspections and new service activations will resume on **Tuesday, June 29, 2021**. Should existing or potential customers have questions, they can call the Utility Department's Citizen Services Center at (479) 784-2262 or email them at: CustomerService@FortSmithAR.gov.

These upgrades are occurring to the City's Enterprise Resource Planning (ERP) for security and efficiency purposes. City Administrator Carl Geffken says that in order to increase City productivity and efficiency the technological upgrades had to be made.

"In 2018, the City of Fort Smith implemented a new Enterprise Resource Planning (ERP) software system, which integrates financial and administrative functions and improves internal processes and controls, making municipal operations more efficient and effective. The ERP provided by Tyler Technologies, and used by other cities like Tulsa, OK, replaced a previous system that was almost 40 years old. Now, in 2021, The City of Fort Smith is upgrading the ERP system from an on-premises hosted system to a cloud-based hosted system. Using the new cloud-based system will enable the City to save time, automatically institute better checks and balances, improve accuracy, and increase security. We appreciate the support from our residents and customers as we continue our digital transformation needed to deliver on our commitment to our citizens."



The technological transition will also impact the City's employees, who will have limited access to the system during the upgrade. Despite these impacts, City employees will still be able to serve customers face-to-face.

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