

**REDESIGN CONNECTIONS
BULLET POINTS**

- This ordinance authorizes the city to enter into a professional services agreement with Deloitte to revise the disconnection and reconnection process for non-payments.
- Only non-pay disconnection process will be updated.
- No change in disconnections through move-out process.
- Interface and process to send service order details to CityWorks.
- Interface to receive response from CityWorks.
- Automation for reconnection order creation or disconnection order cancellation only possible when payment is posted on account.