



**It's real.**

**Memorandum**

**To:** Mayor and City Council Members  
Steve Parker, City Manager

**From:** Terri Lynn Ruckstuhl, Senior Utilities Engineer

**Through:** Timothy J. Howe, Director of Utilities

**Subject:** Resolution authorizing the City Manager to execute a Master Professional Services Agreement for multiple Service Orders between the City of Seguin and Silverblaze Solutions and declaring an effective date.

**Date:** April 21, 2026

**Historical Background**

The Utilities Department Smart Grid Solutions team collaborated with the Finance Department to identify qualified vendors capable of providing a Customer Engagement Portal that integrates with the City’s Tyler Billing System and Outage Management System. The objective of implementing this portal is to enhance the overall customer experience by offering a centralized, user-friendly platform. Through this portal, customers will be able to monitor water and electric usage, enroll in electronic billing, make one-time and recurring payments, review and analyze billing history, update account information, and access services through a mobile application. Following an evaluation of multiple vendors, Silverblaze Solutions, offered by its parent company, Harris, was identified as the leading solution.

**Action Requested**

Consider a resolution authorizing a Master Professional Services Agreement for multiple service orders between the City of Seguin and Silverblaze Solutions. This will allow the city to engage Silverblaze Solutions, for a proposed Customer Engagement Portal due to their system and integration capabilities being compatible with our existing systems.

**Staff Recommendation**

It is recommended the agreement be approved.

**ATTACHMENTS**

1. Resolution – Master Professional Services Agreement between the City of Seguin and Silverblaze Solutions
2. Master Professional Services Agreement between the City of Seguin and Silverblaze Solutions