

Water Services Contract Amendment No.5

Ordinance:

8/8/2025

Water services Department



Procurement Process

- Amendment to introduce video Bills to enhance customer engagement
- Requested by water services and funded by Consumer services
- The MWBE goals on this project per CREO annual goals manual are: WBE:6% and MBE:0%

Kansas City Water is engaging with Doxim Utilitec to create and deliver personalized video to drive greater customer engagement. While Kansas City Water has intentions of deploying multiple video types to address various use cases, the initial launch to customers will be a bill summary video.

As part of the implementation, Doxim to work with Kansas Water to create a video template that will be deployed on the IndiVideo platform with integration into Doxim CCM services. As Doxim receives a daily extract file to compose customer bills, these data fields contained within the file will be mapped out to create individual personalized videos that will be emailed to customers who have opted in for electronic bills.

Throughout implementation, Doxim and the Kansas City Water team will work together to understand the different data fields and types of information that will be included as part of the video. Video will be deployed to provide customers with another opportunity or channel to receive their communications in addition to the traditional printed and PDF statements. The videos will allow customers to understand their comparative consumption usage, outstanding payment amounts, due dates, ways to pay etc.

Questions?