



Utility Team Story

City of Greeley

Modernizing Utility Operations to
Improve Customer Service, Efficiency,
and Business Visibility



New Cloud-native CIS Improves Customer Experience, Streamlines Operations, and Delivers Real-Time Visibility Across Billing, Service, and Field Operations

The City of Greeley (Colorado) Water Utilities has successfully gone live with a new, fully integrated Customer Information System (CIS), marking a major milestone in the City's ongoing commitment to operational excellence, customer service, and data-driven decision-making.

The new solution delivers a modern, unified utility platform that provides their 30,000+ customers with convenient self-service tools and 24/7 access to information and answers. It also arms utility staff with real-time data, automated workflows, and actionable insights across billing, customer service, and field operations. The system is powered by SpryPoint, a leading provider of cloud-native utility solutions purpose-built for municipal utilities.

Improving the Utility Experience for Customers and Staff

With the new CIS in place, Greeley customers now have access to a secure online portal that lets them view and pay bills, track usage, manage accounts, and communicate with the utility anytime, from any device. Automated billing processes and integrated service workflows reduce delays, minimize errors, and create a more consistent and transparent customer experience.

For utility staff, the unified system replaces a highly manual legacy environment with a single source of truth that connects customer accounts, billing, meters, service orders, and field activities in real time.

"A resident's perception of their City often starts with their utility experience," said Erik Dial, Deputy Director of Utility Finance and Customer Service. "Our billing, customer service, and field operations required integrated data and workflows to streamline processes and deliver exceptional service across every customer touchpoint. Going live with the SpryPoint system gives our team the tools and visibility we need to do just that."

From Manual Processes to Real-Time Visibility

The modernization initiative was driven by the City's need to move beyond outdated systems that limited data access, relied heavily on manual processes, and lacked cross-departmental visibility. By standardizing operations on a single platform, the City can now proactively identify issues, resolve them faster, and continuously improve service delivery.

"Before implementing our modern SpryCIS, we didn't always know when a problem occurred," said Yesenia Padilla, Utility Billing Manager. "Now, with real-time visibility and alerts, we can prevent issues where possible and respond immediately when something does happen. It's made our team more productive and better equipped to support our customers."

Examples of early benefits include faster issue resolution through shared data across teams, improved billing accuracy through automation, and clearer operational insights through standardized reporting and analytics.

A Unified Platform Purpose-Built for Municipal Utilities

The SpryPoint implementation provides Greeley with an integrated suite of solutions designed to work together seamlessly:

SpryCIS

Cloud-native customer information and billing

SpryEngage

Online customer portal and digital communications

SpryMobile MOBILE FIELD SERVICE

Mobile field service for meters and service orders

SpryBackflow

Backflow program management

By unifying these capabilities on a single platform, Greeley Water Utilities has improved coordination across departments and created a scalable foundation to support future growth and innovation.

Lessons Learned from Go-Live

As part of the implementation, the City also refined how teams collaborate, use data, and measure performance. Krystal Dilka, who joined Greeley Water Utilities and serves as project manager for the initiative, shared advice for other utilities embarking on similar modernization efforts:



Prepare and focus on cleansing, formatting, and structuring data early to ensure a smooth migration of essential account and contact data into the new systems



Dedicate time and resources, so staff across departments can actively participate, learn, and evolve with new capabilities and processes



Identify required reports and analytics upfront and align them to operational goals to ensure you can measure and report against key metrics



Carefully sequence implementation activities to protect data integrity as systems evolve



Supporting a Growing, Forward-Looking Community

Greeley is a fast-growing community rooted in agriculture, education, and a strong local economy, with a long-standing reputation for responsible water planning, conservation, and innovation. The new CIS supports the City's mission to provide safe, affordable, great-tasting water while ensuring the utility is equipped to meet future demand.

"This go-live shows how a unified, cloud-native CIS can transform both the customer experience and day-to-day utility operations to deliver new levels of business value and reduce risk across a utility," said Michael Hill, Chief Revenue Officer of SpryPoint. "Greeley now has the visibility and flexibility to serve its customers more efficiently today while preparing for what's next."

With its successful go-live, the City of Greeley Water Utilities has established a modern utility platform that strengthens customer trust, empowers employees, and delivers the operational visibility required to serve the community today and well into the future.

About City of Greeley Water Services

The City of Greeley Water Utilities has completed a major modernization initiative that improves customer service, streamlines operations, and provides real-time visibility across utility operations.

Serving a fast-growing community rooted in agriculture, education, and a strong local economy, Greeley Water Utilities is committed to conservation, infrastructure investment, and continuous innovation. Through modern systems, data-driven operations, and a focus on customer service, the utility delivers dependable service today while preparing for the needs of future generations.

About SpryPoint

Founded in 2011, SpryPoint builds and delivers integrated, cloud-native software solutions to empower utilities to serve customers better, operate more efficiently, and provide new levels of business visibility and data-driven decision-making. Today, more than 100 utilities across the Americas rely on SpryPoint to modernize billing, customer engagement, and field operations. In 2025, SpryPoint was recognized as a Deloitte Technology Fast 50™ company in Canada and a Deloitte Technology Fast 500™ company in North America. For more information, visit www.sprypoint.com or contact info@sprypoint.com.



401-45 Queen Street
Charlottetown, PE, C1A 4A4

info@sprypoint.com
(855) TRY-SPRY

sprypoint.com