



Utility Team Story

City of Grand Prairie, Texas

Building a Modern Utility Experience to
Better Serve a Fast-Growing Community



New SpryPoint-Powered Customer Platform Delivers Self-Service, Smart Meter Integration, and Real-Time Access for Residents and Staff

As new neighborhoods emerge, businesses flourish, and recreational and entertainment spaces expand, the City of Grand Prairie is making significant strides to ensure its essential services grow in tandem with its community. This month, in partnership with SpryPoint, the city officially launched a modern utility customer platform designed to enhance the water service experience for residents while equipping city staff with the tools and data they need to operate more efficiently.

The upgrade comes at a pivotal moment. With revitalization projects underway and development accelerating in the Goodland master-planned community, Grand Prairie is preparing for rapid population growth, and modernizing its water and wastewater utility services is a major part of that plan.

“Grand Prairie is on the move,” said Tonja Woody, City of Grand Prairie’s Utility Customer Service Superintendent. “Our customers and city leaders have big plans, and we needed to elevate how we serve our utility customers—smarter, faster, and with greater transparency. This transformation helps us meet today’s customer expectations and positions us for continued growth.”

Until now, the City had been relying on a legacy system (installed in 1989)—technology that couldn’t keep pace with modern demands, such as mobile access, real-time data, and flexible billing options. To move forward, city leaders partnered with SpryPoint, a provider of smart utility software, to implement a next-generation customer information and billing platform that provides a “one-stop shop” for all water utility needs.

The newly launched SpryPoint platform includes:

SpryCIS

A modern customer information system that powers billing, financials, and meter-to-cash operations.

SpryEngage

A self-service customer portal where residents can view usage, pay bills, and get real-time updates on their accounts.

SpryMobile

MOBILE FIELD SERVICE

A smart meter data platform that brings consumption data into full view for both customers and staff.

SpryBackflow

A mobile field service solution that connects office and field teams for faster, more coordinated service.

With these tools now live, the City is focused on four key goals:

- Giving residents and staff real-time access to billing and consumption data
- Providing 24/7 self-service options for account management and payments
- Streamlining operations to increase staff efficiency and reduce manual tasks
- Equipping teams with modern tools and data to better serve the community

“This is a perfect example of what we strive for at SpryPoint—to help forward-looking cities like Grand Prairie serve their communities with smarter, more connected services,” said Kevin Clancey, Chief Business Development Officer. “Grand Prairie’s commitment to innovation proves that with the right vision, cities can successfully navigate the process of change to deliver better outcomes for their employees and citizens.”

To get residents and businesses prepared and excited about the customer portal, the team developed a series of communications, including this creative video: City of Grand Prairie: [New Water Utility Online Customer Portal](#)

With its population now exceeding 205,000 residents across Dallas, Tarrant, and Ellis counties, Grand Prairie is ready to meet the needs of today—and tomorrow—with a customer experience that’s faster, smarter, and built for the future.

About the City of Grand Prairie

Grand Prairie, Texas, is a dynamic community located in the heart of the Dallas–Fort Worth Metroplex with more than 200,000 residents. Consistently ranked among the safest cities in the region, Grand Prairie offers a high quality of life with award-winning parks, top-tier entertainment, and diverse recreational opportunities. The city is home to EpicCentral, a premier destination for dining, entertainment, and family fun, as well as major attractions such as Lone Star Park, IKEA, Bass Pro Shops, and the historic Uptown Theater. Known for its central location, business-friendly environment, and vibrant cultural scene, Grand Prairie continues to grow as a welcoming place to live, work, and visit.

Visit www.gptx.org for more information.

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.

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