

749-2025 – Background Information

The City of Winnipeg vision is to be a vibrant and healthy city, which places its highest priority on quality of life for all its citizens.

Winnipeg lies at the geographic centre of Canada and North America. Winnipeg is the capital city of Manitoba, a resource-rich province of 1.3 million people bordered by Ontario to the east, Saskatchewan to the west, and North Dakota and Minnesota to the south. The city is just 100km (62 miles) from the United States border. Winnipeg is easily accessible from the east and west via the Trans Canada Highway. The total population for the Census of City of Winnipeg (2023) is 815,599.

The Water and Waste Department (WWD or otherwise referred to as the 'Department' is a large, complex and dynamic department within the City of Winnipeg (COW). The Department consists of three distinct "utilities" – water, wastewater and solid waste disposal. The Department provides water, wastewater, services to approximately 220,000-metered connections in its service area, and 224,000 premises with City solid waste services. City Council as final authority to set water and sewer rates, and to approve by-law amendments which incorporate new or changes to existing rates for Department services. The Department's vision is to improve the quality of life in our community by providing excellent water and environmental services.

The Department relies on the Oracle Utilities Customer Care and Billing (CCB) system to manage customer information, bill generation, customer account payments, collections and a customer self-service portal called MyUtility for its front-line services. The Department has been using the self-hosted version of CCB since June 15, 2009. CCB generates approximately 920,000 bills per year. The Department wants to ensure business continuity and modernization.

The Department has recently launched another project to select and implement a City-wide Advanced Metering Infrastructure (AMI) system for metering. Components of this new system will integrate with CCB. The CCB project proposal will require technical services to design and develop those AMI solution integrations once selected. General specifications are provided in Appendix D.