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CITY MANAGER
Redmond Jones II

Dear Valued Customer,

As part of our continued commitment to improving service delivery, the City of East Point recently upgraded its enterprise resource planning system, BS&A, to a new cloud-based platform in July 2025. Throughout this transition, our BS&A implementation team, in partnership with the Customer Care Department, conducted extensive testing of key processes — including utility billing, cash receipting, and integrated software systems — to ensure a smooth and accurate experience for our customers.

Despite these efforts, as with any major system upgrade, some unforeseen issues did arise. We have identified that, due to a default system setting, some customers may have received erroneous "shut-off" notifications rather than the intended billing reminders. This occurred between August 15, 2025, and August 25, 2025.

We understand how concerning this may have been and sincerely apologize for any confusion or distress these incorrect messages may have caused. Please be assured that we are working closely with our vendor, BS&A, to address this issue and implement additional safeguards to prevent similar errors in the future.

At the City of East Point Customer Care Department, we remain dedicated to transparency, accuracy, and continuous improvement. We genuinely appreciate your patience and understanding as we work to enhance our systems and better serve you. If you have any questions or concerns regarding your account, please do not hesitate to contact our Customer Care team. Thank you for allowing us to serve you.

Sincerely,


Patricia Reed-Clift | Assistant Customer Care Manager


Jeffrey Jackson | Customer Care Administrator


Shannon Golden | Interim Finance Director

