

| Utility Billing V.X Implementation Timeline |   |              |              |   |   |   |   |   |   |    |    |    |    |    |    |    |    |    |    |    |    |    |
|---|---|--------------|--------------|---|---|---|---|---|---|----|----|----|----|----|----|----|----|----|----|----|----|----|
|   | Week 1                                      | 2            | 3            | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 11 | 12 | 13 | 14 | 15 | 16 | 17 | 18 | 19 | 20 | 21 | 22 |
| On-Site Go-Live                             | Convert Uploaded Data                       | Tyler        |              |   |   |   |   |   |   |    |    |    |    |    |    |    |    |    |    |    |    |    |
| Finalize Conversion                         | Configuration and Setup                     | Tyler/Client |              |   |   |   |   |   |   |    |    |    |    |    |    |    |    |    |    |    |    |    |
| User Acceptance Testing                     | Conversion Work                             | Tyler        |              |   |   |   |   |   |   |    |    |    |    |    |    |    |    |    |    |    |    |    |
| Instructor-Led Training                     | Conversion Analysis/Instructor-Led Training | Tyler/Client |              |   |   |   |   |   |   |    |    |    |    |    |    |    |    |    |    |    |    |    |
| Conversion Review                           | Conversion Review                           | Client       | Tyler        |   |   |   |   |   |   |    |    |    |    |    |    |    |    |    |    |    |    |    |
|   |   | Tyler/Client | Tyler/Client |   |   |   |   |   |   |    |    |    |    |    |    |    |    |    |    |    |    |    |
|   |   | Tyler/Client | Tyler/Client |   |   |   |   |   |   |    |    |    |    |    |    |    |    |    |    |    |    |    |
|   |   | Tyler        | Tyler/Client |   |   |   |   |   |   |    |    |    |    |    |    |    |    |    |    |    |    |    |
|   |   |              | Tyler/Client |   |   |   |   |   |   |    |    |    |    |    |    |    |    |    |    |    |    |    |