



UPX Portal

Frequently Asked Questions

What does UPX stand for?

UPX stands for Utility Partner Exchange

What is the current project?

The on-going project is to build a new portal with enhanced integrations with American Waters billing software so key functionality can be met to bridge a sole source relationship with each municipality.

What will this initiative achieve?

The new portal will enhance the ability to share customer information as well as the ability to receive and provide billing information from the American Water billing team via multiple facets.

What are the organizational benefits?

The organizational benefits are improved technology, improved communications, self-service functionality, enhanced data transferability, reduced manual intervention, with the benefit of having a one-stop show for information.

What specifically can users expect with the new interface?

Sewer authorities will be provided with a one stop shop to investigate meter reading and billing information.

End users can view/download usage data invoices to municipality folders in lieu of sending correspondence via USPS mail.

The ability for sewer authorities to perform sewer releases directly from the portal.

Who are the impacted groups?

570 Municipalities, Shared Serves, and Special Accounts Teams will be impacted.

Will we still use the URL we currently use and will our log in credentials remain the same?

A new URL will be provided and will require individual user registration. Username will be the email address and password will be selected at user discretion. The URL and additional information will be shared at a future date.



Will training be provided for the sewer authorities?

Yes, training and training material will be provided prior to the official go-live date.

Can a new enhancement be included to provide a customer's phone # when looking up by parcel #?

The new portal will include customer phone and parcel details, if on file.

Will format changes be sent ahead of go-live?

Yes, usage data, response, and order status file format changes will be made available in a timely manner to allow municipalities the opportunity to update software.

Will the MFT URL/IP address be changing?

Yes, the SFTP server will be changing from mft.amwater.com (PROD)/mft.amwaternp.net (non-PROD) to sftp.american-waterworks.jscapemft.cloud (PROD)/sftp.american-waterworks-dev.jscapemft.cloud (non-PROD).

Will the file formats change for the Usage, Premise Change, and Disconnect and Reconnect uploads and responses?

Usage data, response, and order status file format changes will be made available in a timely manner to allow municipalities the opportunity to update software.

How will the system's communication be affected?

There will be no effect to the underlining protocol. Communication will continue to use the SFTP protocol.

When will a detailed timeline of the project be available? Changes to the interface and/or file format will take a lot of time and money on the part of municipalities and respective billing vendors, so we need to provide the technical information to our vendor ASAP.

The current expected go-live date is March 17th, 2025, which is subject to change determined project activities and requirements. We anticipate sending the format change details in January.

What kind of technical support will there be from American Water for testing, technical specs, etc.?

American Water has a hypercare plan in place post go-live.

Will we have access to customer telephone numbers?



Customer telephone numbers will be available if on file.

Will we have the ability to adjust prior bills instead of having to cancel?

Enhanced cancel/rebill and adjustment details will be provided.

Will the new portal allow for the “reason” for adjustment to be found in OIR vs only having a code or not code at all?

We are removing the reason code and replacing it with a reason description.

Can we make a change to be able to see the date that would be printed on a requested shutoff notice instead of relying on counting the days manually?

Shut off dates on letters is not in scope for this phase of the project.

What are the organizational and individual benefits of the Utility Partner Exchange Portal?

Enhanced security

More comprehensive cancel/rebill and adjustment scenarios

Enhanced customer and premise details including customer phone, email, supplement details, zero consumption details

Meter change out identifier in usage data report

End user access management including registration, ability to add and remove users

Improved premise, customer, address search functionality

Ability to view/download usage data invoicing

One-stop-shop for usage data, premise transaction, service order, user access,

Ability to process sewer releases and releases reconnects through the portal