



## **ePortal Self-Service Solution Goes Live in City of Phoenix Water Services Department**

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NASHVILLE, Tenn.--(BUSINESS WIRE)--Dec. 12, 2024-- i3 Verticals, Inc. ("i3 Verticals" or the "Company") (NASDAQ: IIVV) announced today the successful go-live of its self-service ePortal for the City of Phoenix Water Services Department, Arizona's largest municipal water department, serving more than 1.7 million customers.

The City of Phoenix Water Services Department selected the Company's ePortal solution to empower their customer base with an intuitive self-service experience. The ePortal enables customers to easily manage their accounts, pay bills, monitor water usage, and access tools to support water conservation and resource management, all in a convenient, user-friendly platform. Designed to be mobile-first and accessible from any device, the ePortal reflects the department's commitment to innovation and high-quality service.

"We are excited to partner with the City of Phoenix Water Services Department to provide a digital solution that empowers their customers and streamlines water management," said Ram Kasarla, Executive Vice President of Enterprise Utilities at i3 Verticals. "With ePortal, the City of Phoenix Water Services Department is now able to offer an elevated level of service to its many customers."

Adding the Phoenix Water Services Department to its growing list of cities benefiting from the Company's software technology in its Public Sector vertical, and further establishes the i3 Verticals as a leader in innovative digital customer engagement solutions for the utility industry.

### **About i3 Verticals**

The Company delivers seamless integrated software and services to customers in strategic vertical markets. Building on its sophisticated and diverse platform of software and services solutions, the Company creates and acquires software products to serve the specific needs of public and private organizations in its Public Sector and Healthcare verticals.

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