



MEMORANDUM

To: Mayor and City Council

From: Kim Tiehen, Assistant Director of Finance

Via: Jennifer Miller, Director of Finance

Date: January 26, 2021

Reference: Consider approval of a Scope of Work agreement with Aqua-Metric dated December 9, 2020 for assistance integrating Tyler Technology's Munis Utility Billing System with the Advanced Water Meter System for an amount not to exceed \$84,125; and authorizing the City Manager to sign.

2040: Foundation: Sustainable Government

Introduction:

The purpose of this agenda item is to approve funding for a statement of work agreement with Aqua-Metric to assist the City with integrating the current Sensus Advanced Water Meter and Customer Portal systems with the new Munis Utility Billing system which is part of phase IV of the Enterprise-wide Resource Planning (ERP) project.

Analysis:

The new Utility Billing software will require creation of new account numbers for each customer account. The Sensus Advanced Water Meter and the Customer Portal Systems both utilize the current customer account numbers to maintain water usage history. Aqua-Metrics will work with the City and the Munis implementation team to:

- Integrate the new billing system with the Sensus Advanced Water Meter System
- Assist with data migration, so historical data is not lost

The result of entering this agreement is that all historical water usage data will be preserved. Water usage trends are valuable when assisting customers with questions about their water usage. Migrating existing data to the new system will provide staff the ability to continue assisting customers with questions concerning their water bill and historical water usage.

In addition, customers who use the customer portal will not lose access to their historical water usage information when the new billing system goes live, and they will not need to sign-up for the customer portal again. There are currently 2,373 customer accounts with customer portal access. This represents 17.5% of all water accounts are signed-up for the customer portal. These customers will experience no disruption in service or data if this agreement is approved.

In summary, approval of the agreement with Aqua-Metric will allow staff utilizing the Sensus Advanced Water Meter System and all customers who utilize the Customer Portal to have a seamless experience when accessing historical water information after the new Utility Billing software is implemented.

Legal Review:

The agenda item has been reviewed by legal as part of the agenda review process.

Fiscal Impact:

The Advanced Water Meter Project was approximately \$100,000 less than anticipated. Therefore, the funding for this agreement would be covered with that savings which is included in the Water and Sewer Fund retained earnings.

Recommendation:

The Finance Department recommends approval of this agenda item.