



## MEMORANDUM

**To:** Mayor and City Council

**From:** Jennifer Miller, Director of Finance

**Date:** January 22, 2019

**Reference:** Consider approval of an AMI Service Agreement in the amount of \$57,054 with Aqua-Metric for services related to the Advanced Water Meter System Infrastructure, Analytics Software, and Customer Portal as provided for in the project budget, and authorizing the City Manager to sign any necessary documents

**2030:** Sustainable City Government, Goal 3  
Excellent and Well-maintained City Infrastructure and Facilities

---

### Introduction:

This agenda item is presented to consider approval to enter into an AMI Service Agreement with Aqua-Metric for services related to the Advanced Water Meter System Infrastructure, Analytics Software, and Customer Portal. The service agreement covers the:

- Sensus Analytics Software that will be used by staff to provide proactive customer service,
- Customer Portal that will provide customers with a tool to monitor and control their water usage thereby, impacting the water portion of their utility bill,
- Maintenance and Support of the Advanced Water Meter System Infrastructure and the previously mentioned software tools.

### Analysis:

At the April 10, 2018, Council meeting, the estimated cost of the service agreement with Aqua-metric was projected to be \$71,858 (items in bold and italic).

#### **Costs of the Project:**

P&I Debt Payments	\$727,100
Payment to Siemens for M&V	16,663
<b><i>Annual AMI Maintenance</i></b>	<b><i>25,000</i></b>
<b><i>Annual Meter Software Hosting</i></b>	<b><i>31,874</i></b>
<b><i>Annual Customer Portal</i></b>	<b><i>14,984</i></b>
Total Costs	<b><i><u>\$790,621</u></i></b>

The actual cost shown in the service agreement is \$57,054. The amount is less than projected for two reasons:

- 1) The annual AMI maintenance in agreement is \$20,000, or \$5,000 less than projected.
- 2) The customer portal fee shown in the contract is \$5,000 for up to 1,500 users. At the end of the year, the number of actual users will be determined. The City will be charged \$1.92 for each user over 1,500. The amount presented to Council in April included the \$5,000 base fee plus the cost of an additional 5,200 users for a total of 6,700 users which represents approximately 50% of the utility accounts. The projected cost for the portal was based on staff projections of how many accounts will sign-up to use the customer portal.

**Legal Review:**

Service agreement reviewed by legal as part of the agenda review process.

**Fiscal Impact:**

The fiscal impact of this agenda item is \$57,054 and provided for in the project budget.

**Recommendation:**

The Finance Department recommends approval of this service agreement with Aqua-Metric.