



## MEMORANDUM

**To:** Mayor and City Council

**From:** Jerry Young, Business Analyst

**Via:** Kim Tiehen, Director of Strategic Financial Engagement

**Date:** October 24, 2023

**Reference:** Consider approval to continue the AMI Service Agreement with Aqua-Metric for services related to the Advanced Water Meter System Infrastructure, Analytics Software, and Customer Portal, in the amount of \$371,472.78; and authorizing the City Manager to sign any necessary documents.

**2040: Sustainable Government**

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### **Introduction:**

The purpose of this agenda item is to inform City Council of the expiring service agreement with Aqua-Metric that was for the first five (5) years of the Advanced Water Meter Project and request approval to enter into a new agreement with Aqua-Metric for years 6 through 10. The services covered in the agreement are for maintenance and support of the Advanced Water Meter System Infrastructure, Analytics Software, and Customer Portal. Aqua-Metric is the sole-source provider of this service in Texas for Sensus, the manufacturer of the City's advanced water meter system.

### **Background:**

The initial agreement signed on January 29, 2019, was part of the original agreements approved by City Council for the Advanced Water Meter Project. Aqua-Metric provides the support and maintenance for the advanced water meter system as the authorized vendor for Sensus in Texas. Continuing this agreement is necessary to ensure that the City has the resources necessary to support and maintain the system. Over the duration of the initial agreement, the total expenses increased annually by an average of 2.29%. The service agreement presented for City Council's consideration averages a 3% increase annually over the duration of the agreement. Details of the services provided, and the corresponding cost of each service can be found under Exhibit A, Annual Pricing on page 10 of the attached services agreement.

**Benefit to the Community:**

The main benefit that continuation of this service agreement will provide to the community is maintenance and support of the advanced water meter infrastructure and software. Specifically, the agreement provides support that is necessary for the continuation of the customer portal which is a tool used by customers to monitor and control the water portion of their utility bill. This agreement also provides support for the software and maintenance of the system that allows the Utility Billing team to gather water usage data without the assistance of meter readers. In addition, the software is a tool used by the Utility Billing team to proactively identify and then notify customers of leaks.

**Legal Review:**

The City Attorney has reviewed the service agreement.

**Fiscal Impact:**

The fiscal impact of this agenda item is \$69,968.60 for fiscal year 2024 and is budgeted in the Water Sewer Fund.

**Recommendation:**

The Strategic Financial Engagement Department recommends approval of this agenda item.