

City of Fort Worth, Texas

Mayor and Council Communication

DATE: 11/18/25 M&C FILE NUMBER: M&C 25-1085

LOG NAME: 60 SMART ENERGY WATER (SEW)

SUBJECT

(ALL) Authorize Execution of a Contract with Smart Energy Systems, Inc. dba Smart Energy Water to Continue with Services Provided to Support the Water Customer Portal in the Amount of \$795,362.00 for the First Year of the Initial Term with Up to Two One-Year Renewal Options

RECOMMENDATION:

It is recommended that the City Council authorize the execution of a contract with Smart Energy Systems, Inc. dba Smart Energy Water to continue with services provided to support the Water Customer Portal, in the amount of \$795,362.00 for the first year of the initial term, with up to two (2) one-year renewal options.

DISCUSSION:

In 2016, the City, through a competitive bid process, entered into an agreement with Thirkettle Corporation d/b/a Aqua Metric Sales Company (Aqua Metric), which deployed the Fort Worth Water Utility's (Utility) automated metering infrastructure. Aqua Metric entered into an agreement with Smart Energy Systems, Inc. d/b/a Smart Energy Water (SEW) in 2019.

On June 5, 2020, Aqua Metric assigned its agreement with SEW to the City of Fort Worth as City Secretary Contract No. 53986 (Agreement). SEW provides a web-based portal that enables Utility customers to make payments, view their water consumption patterns, learn about conservation programs, request services, and other features related to their water services from the Utility (collectively referred to as the "Customer Portal.")

The Utility and SEW have negotiated a new agreement to continue SEW's services to support the Customer Portal for the Utility's water customers. A section 252 bid waiver has been approved by the Law Department based upon the sophisticated software integrations with the utility's current utility billing software, the payment processor, and the automated metering infrastructure.

ADMINISTRATIVE CHANGE ORDER - An administrative change order or increase may be made by the City Manager up to the amount allowed by relevant law and the Fort Worth Code and does not require specific City Council approval as long as sufficient funds have been appropriated.

AGREEMENT TERM - Upon City Council's approval, the initial term of the Agreement (Initial Term) became effective on December 17, 2024 and will expire on December 16, 2027, which shall be broken down into three annual segments. The annual segments and payment terms for the segments of the Initial Term shall be according to the table below.

Initial Term Segment	Dates	Payment Terms
First Segment	December 17, 2024 - December 16, 2025	Amount of \$795,362.00
Second Segment	December 17, 2025 - December 16, 2026	The value of the First Segment plus a percentage increase equal to the annual change in CPI plus usage-based fees (as determined by the number of meters in the system)
Third Segment	December 17, 2026 - December 16, 2027	The value of the Second Segment plus a percentage increase equal to the annual change in CPI plus usage-based fees (as determined by the number of meters in the system)

RENEWAL OPTIONS - This agreement may be renewed for two (2) one-year renewal options. If the City chooses to renew the Agreement, each one-year renewal option may be subject to an eight percent (8%) increase for the payment term per renewal option. This action does not require specific City Council approval provided that the City Council has appropriated sufficient funds to satisfy the City's obligations during the renewal term.

This project is located in ALL COUNCIL DISTRICTS.

FISCAL INFORMATION / CERTIFICATION:

The Director of Finance certifies that funds are currently available in the current operating budget, as appropriated, in the Water & Sewer Fund to support the approval of the above recommendations and execution of the contract. Prior to any expenditure incurred, the Water Department has the responsibility to validate the availability of funds.

Submitted for City Manager's Office by: Jessica McEachern 5804

Originating Business Unit Head: Chris Harder 5020

Additional Information Contact: Charmaine Baylor 6629