

Mayor and Council Communication

DATE: 09/01/20

M&C FILE NUMBER: M&C 20-0636

LOG NAME: 60SEWAMEND1

SUBJECT

(ALL) Authorize Execution of Amendment No.1 to City Secretary Contract No. 53986 with Smart Energy Water for Additional Design and Configuration Services for the MyH2O Advanced Metering Infrastructure Project in an Amount Not to Exceed \$567,734.00 for a Total Contract Amount of \$2,085,798.80

RECOMMENDATION:

It is recommended that the City Council:

1. Authorize Amendment No. 1 to City Secretary Contract No. 53986 with Smart Energy Water for the MyH2O Program in an amount not to exceed \$567,734.00 for a total contract amount of \$2,085,798.80; and
2. Adopt the attached appropriation ordinance adjusting receipts and appropriations in the Water Capital fund by increasing receipts and appropriations in the Advanced Metering Infrastructure project (City Project No. C02715) in the amount of \$567,734.00, and by decreasing receipts and appropriations in the Unspecified project (City Project No. UNSPEC) by the same amount.

DISCUSSION:

On May 15, 2018 (M&C C-28695), the City Council authorized an amendment to City Secretary Contact No. 48301 with Aqua Metric Sales Company (Aqua Metric) for the full City wide deployment of advanced metering infrastructure, bringing the total contract amount to \$69,841,431.00. Aqua Metric serves as the program integrator for the MyH2O Program and maintained contractual responsibility for the procurement and implementation of various technologies, including the planned customer portal. Following an extensive review of portal options, City staff selected the Smart Customer Mobile (SCM) portal offered by Smart Energy Water (SEW). The initial agreement with SEW (City Secretary Contract No. 53986) included funding for the subscription, 3-year licensing, and professional services necessary to begin the discovery phase of the portal design.

Staff has worked with SEW in the project's discovery phase to finalize design requirements to meet the needs of Fort Worth's residential and commercial water and wastewater customers. This amendment will enable the configuration of the design requirements addressed in the initial scope and identified during the discovery phase. In addition, the scope will address opportunities to improve the customer experience through real time system integrations between SEW's SCM customer portal, the existing customer relationship management system, and customer billing systems used within the utility. The additional services will streamline the customer experience, enable efficiencies for customer relations staff and allow the utility to avoid unnecessary and costly customizations in future upgrades and enhancements.

The SCM portal will include a full-service mobile solution with the following functionality to residential and small commercial customers. Utility contact center representatives will have access to view the same information to facilitate personalized account service, as well as additional data analytics tools.

- Ability to request move in, move out services and transfer service;
- Detailed interval water use data for accounts with Advanced Metering Infrastructure (AMI) meters, offering multiple viewing options, including cost detail and options for comparison to prior use and usage of other customers by neighborhood or zip code;
- Smart IQ analytics and alerts allowing the customer to identify leakage, high use, and watering violations, and providing home water reports;
- Conservation tab providing educational information and enabling the user to view and enroll in conservation-based programs;
- Ability to set notification preferences using a variety of mediums;
- Enrollment in paperless billing;
- Ability to set budget alerts that notify the customer if certain percentage cost thresholds have been met; and
- Ability to electronically submit any billing related concerns.

In addition, large commercial and industrial customers will have access to the enterprise portal which will also provide:

- Ability to manage multiple accounts and aggregate payments;
- Custom portfolios with multiple users based on business need; and
- Ability to view individual and aggregate water use.

As we continue to rollout improvements over the next two years, additional discovery and professional services will be required to enable additional functionality to better serve our customers including field service appointment scheduling, additional payment scheduling and due date options, outage notifications, custom forms, conservation monitoring and web chat capabilities.

MWBE OFFICE: A waiver of the goal for MBE/SBE subcontracting requirements was requested by the Department and approved by the OBD, in accordance with the MWBE or BDE Ordinance, because the purchase of goods or services is from sources where subcontracting or supplier opportunities are negligible

FISCAL INFORMATION / CERTIFICATION:

The Director of Finance certifies that funds are currently available in the unspecified project within the Water Capital fund and upon approval of the above recommendations and adoption of the attached appropriation ordinance, funds will be available in the Water Capital fund for the AMI - Advanced Metering Infrass project to support the approval of the above recommendations and authorization of the amendment to the contract. Prior to an expenditure being incurred, the Water Department has the responsibility of verifying the availability of funds.

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