

STAFF REPORT

To: Coastside County Water District Board of Directors

From: Mary Rogren, General Manager

Agenda: October 13, 2020

Report

Date: October 9, 2020

Subject: Approval of Extension of Services Agreement with WaterSmart Software, Inc.

Recommendation:

Authorize the General Manager to extend the Software Service Agreement with WaterSmart Software Inc. for three years to 11/7/2023 in the amount of \$41,040.

Background:

In 2017, the District entered into a three-year agreement with WaterSmart Software, Inc. to provide an online customer engagement web portal where our customers can view their hourly and daily water usage and to receive real-time leak alerts based upon our AMI (Advanced Metering Infrastructure) data.

19% of our residential customers have signed up for the portal. In addition, our Customer Service Specialists are able to review customer data for leaks via the WaterSmart portal on a daily basis and alert customers by phone, e-mail, or text regarding possible leaks. Since implementing the software three years ago, District staff have notified customers of nearly 3,000 leaks.

Customer response to the program as well as our personal contact with customers on leaks have been extremely positive as we have been able to save our customers from huge water bills, and in some cases, possible disasters resulting from burst pipes.

The agreement calls for payments to WaterSmart Software Inc. annually:

Date	Annual Amount
Year 1 (due 11/7/2020)	\$13,300
Year 2 (due 11/7/2021)	\$13,680
Year 3 (due 11/7/2022)	\$14,060

Fiscal Impact:

These amounts are included in the District's FY2020/21 and FY2021/22 Operations and Maintenance Budget.

Extension of Services Agreement

WaterSmart Software, Inc. ("WaterSmart") and Coastside County Water District ("Utility") would like to confirm an extension of their Services Agreement originally dated 8/7/2017 (the "Agreement"). The current term of the Agreement ends on 11/7/2020. WaterSmart and Utility agree to extend the Agreement for an additional period, which begins immediately upon the expiration of the current term and ends on 11/7/2023.

Unless otherwise specified herein, WaterSmart provides the same services previously listed in Exhibit A, the Scope of Work, of the Agreement. Pricing for this extension term and any changes in scope are listed below. All other terms and conditions previously agreed to in the Agreement, including insurance requirements and provisions, remain in force.

Changes in Scope:

None.

UPDATED PROGRAM AT A GLANCE

The pricing for services during this extension term are shown below in Table 1. All fees are paid for annually in advance.

Table 1: Fee and Invoicing Schedule

Product	Quantity	Sales Price	Total Price
WaterSmart Platform	7,600.00	\$1.75	\$13,300.00
WaterSmart Platform Renewal Year 2	7,600.00	\$1.80	\$13,680.00
WaterSmart Platform Renewal Year 3	7,600.00	\$1.85	\$14,060.00
Totals			
Software Recurring			\$13,300.00
Service Recurring			\$0.00
Services One Time Fee			\$0.00
Order Total			\$13,300.00
Renewals			
Year 2 Renewal			\$13,680.00
Year 3 Renewal			\$14,060.00

IT IS SO AGREED.

Keith Foerster, CFO
WATERSMART SOFTWARE, INC.
Date:

Mary Rogren, GENERAL MANAGER
COASTSIDE COUNTY WATER DISTRICT
Date: