



# CITY OF HAYWARD

Hayward City Hall  
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## Cover Memo

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**File #:** CONS 21-247, **Version:** 1

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**DATE:** May 18, 2021

**TO:** Mayor and City Council

**FROM:** Director of Public Works

### **SUBJECT**

Adopt a Resolution Authorizing the City Manager to Execute a Professional Services Agreement (PSA) with WaterSmart Software, Inc., for the Implementation of an Advanced Metering Infrastructure (AMI) Customer Portal, including Deploying the Services and Hosting the System for Three Years, in an Amount Not-to-Exceed \$273,165

### **RECOMMENDATION**

That Council adopts the attached resolution (Attachment II) authorizing the City Manager to negotiate and execute a Professional Services Agreement (PSA) with WaterSmart Software, Inc., in an amount not-to-exceed \$273,165 for Advanced Metering Infrastructure (AMI) Customer Portal Project No. 07125.

### **SUMMARY**

Advanced Metering Infrastructure (AMI) technology, which was recently installed at every water meter location in the City, transmits periodic meter reads to a Utility over a fixed network, enabling the Utility to view and manage its City-wide consumption data from an internal-facing software provided by the AMI vendor. This consumption data and other useful features, like leak alerting and bill presentation, can then be provided to the customers of a Utility via the implementation of a separate software hosted by an online customer portal vendor.

Staff has spent the past year working to identify the most capable vendor with which to implement an online customer portal for the City's approximately 36,000 customers. This will allow customers to take greater control of their water consumption by having on-demand access to their water use metrics, estimated water spending at any point in a billing period, and prompt leak notification, among other features. Staff hosted a four-month Pilot Program involving approximately 100 pilot customers to test two different vendors' customer portal platforms, including "AquaHawk" (a product developed by American Conservation & Billing Solutions, Inc.) and "WaterSmart" (a product developed by WaterSmart Software, Inc.). Based on the feedback of the Pilot participants, staff recommends that the City proceed with WaterSmart for City-wide implementation, and requests Council's authorization to negotiate a PSA with the vendor in an amount not-to-exceed \$273,165.

### **ATTACHMENTS**

Attachment I      Staff Report  
Attachment II      Resolution