

**VILLAGE OF DOWNERS GROVE**  
**Report for the Village Council Meeting**  
**10/4/2022**

<b>SUBJECT:</b>	<b>SUBMITTED BY:</b>
WaterSmart Customer Portal	Andy Sikich Public Works Director

**SYNOPSIS**

A resolution has been prepared to authorize approval of a three year renewal for the Village's Water Customer Portal with WaterSmart Software of San Francisco, CA in the amount of \$136,768. This amount includes \$130,768 for the annual services for three years (includes a 4% contingency) and \$6,000 to integrate WaterSmart with the Village's new Enterprise Resource Planning (ERP) System, MUNIS.

**STRATEGIC PLAN ALIGNMENT**

The goals for 2021 to 2023 include *Exceptional Municipal Services*.

**FISCAL IMPACT**

The FY22 budget includes \$1,596,481 for the implementation of the ERP in the Capital Projects Fund. The proposed FY23 budget includes \$52,260.00 from the Water Fund for the Customer Portal in 2023. The cost for 2023 is \$40,675. Costs for 2024 and 2025 will be budgeted in future years.

**RECOMMENDATION**

Approval on the October 4, 2022 consent agenda.

**BACKGROUND**

The Village of Downers Grove owns and operates a water distribution system for approximately 17,000 accounts and bills customers every two months. The Village uses an automated meter system that provides hourly readings for the purpose of preparing bills, and tracking water usage. In 2020, the Village implemented a Water Customer Portal that allows water users to monitor their water use and detect and correct leaks within a short period of time. This helps prevent customers from receiving higher than expected water bills because they are using more water than anticipated.

WaterSmart provides a web-based application that integrates with the Village's meter reading system. The vendor is able to receive and display the consumption data and present it to customers who sign up for this service. The system will provide notifications to customers of potential leaks regardless of them registering for access to the system. Besides providing a high level of information and customer service this system also reduces the time that staff spends related to high water bills and potential water leaks.

In the past year, WaterSmart has identified and alerted customers to 8,234 leaks, which conserves water, and saves customers on their water bills. WaterSmart also notifies residents of ways to conserve water. Staff consistently receives positive feedback from residents who have signed up for WaterSmart.

In addition to renewing our service with WaterSmart for three years, this agreement provides for the integration of WaterSmart with the Village's new ERP system (MUNIS). This integration is critical to the ongoing functionality of the system.

#### **ATTACHMENTS**

Resolution

Contract Documents

**RESOLUTION NO. \_\_\_\_\_**

**A RESOLUTION AUTHORIZING EXECUTION OF AN EXTENSION AND AMEDMENT TO  
THE AGREEMENT BETWEEN THE VILLAGE OF DOWNERS GROVE  
AND WATERSMART SOFTWARE, INC.**

BE IT RESOLVED by the Village Council of the Village of Downers Grove, DuPage County, Illinois, as follows:

1. That the form and substance of a certain Extension and Amendment (the "Agreement"), between the Village of Downers Grove (the "Village") and Watersmart Software, Inc. the ("Provider"), for the implementation, maintenance and service of a Water Customer Portal for the Village's water distribution system, as set forth in the form of the Agreement submitted to this meeting with the recommendation of the Village Manager, is hereby approved.

2. The total amount for the three-year renewal for the annual services is \$130,768, which includes a 4% contingency of \$5,030.

3. That the Village Manager and Village Clerk are hereby respectively authorized and directed for and on behalf of the Village to execute, attest, seal and deliver the Agreement, substantially in the form approved in the foregoing paragraph of this Resolution, together with such changes as the Manager shall deem necessary.

4. That the proper officials, agents and employees of the Village are hereby authorized and directed to take such further action as they may deem necessary or appropriate to perform all obligations and commitments of the Village in accordance with the provisions of the Agreement.

5. That all resolutions or parts of resolutions in conflict with the provisions of this Resolution are hereby repealed.

6. That this Resolution shall be in full force and effect from and after its passage as provided by law.

\_\_\_\_\_  
Mayor

Passed:

Attest: \_\_\_\_\_

Village Clerk



**EXTENSION AND AMENDMENT TO THE AGREEMENT  
BETWEEN THE VILLAGE OF DOWNERS GROVE  
AND WATERSMART SOFTWARE, INC.**

The Village of Downers Grove, Illinois (“Village”) and WaterSmart Software, Inc. (“Provider”) entered into a three-year agreement for the implementation, maintenance and service of a Water Customer Portal for the Village’s water distribution system on January 7, 2020. The parties desire to amend that Agreement and extend it for an additional three-year period in accordance with the following terms:

1. The Agreement for the basic annual services shall be extended for a three-year period ending December 31, 2025. Fees for each year of the extension shall be the prices set forth on the Order Form, which is attached hereto and incorporated herein as Exhibit A, with a total not-to-exceed amount of \$125,738.17 for the three-year period.
2. The Scope of Services shall also be amended to include custom integration of the Water Customer Portal to the Village’s new ERP system as set forth in the Order Form attached hereto and incorporated herein as Exhibit B. The Village shall pay Provider a one-time fee of \$6,000 for these services.
3. All other terms from the January 7, 2020 Agreement remain in full force and effect.

**VILLAGE OF DOWNERS GROVE**

**WATERSMART SOFTWARE, INC.**

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DocuSigned by:  
*Keith Forster*  
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Village Manager  
Title

CFO  
Title

Date: \_\_\_\_\_

Date: 9/20/2022

## EXHIBIT A



1321 Upland Dr. Suite 8389  
Houston, TX 77043  
United States

## ORDER FORM

Prepared By: Cole Davidson  
Email: cole.davidson@vertexone.net  
Phone:

Client Name:	Downers Grove IL, Village of	Quote Number:	Q-01377
Contact Name:	David Moody	Offer Valid Through:	1/16/2023
Billing Address:	5101 Walnut Ave. Downers Grove, IL 60515 US	Contract Effective Date:	1/16/2023
Email:	dmoody@downers.us	Contract End Date:	1/15/2026
Phone:	(630) 434-5462	Payment Frequency:	Annually in Advance
Billing Contact:		Payment Terms:	Net 30
Email:			
Phone:			

Services	Year	Quantity	Sales Price	Total Price
WaterSmart Platform	Year 1	17,000.00	\$2.30	\$39,100.00
Print Leak Alerts (Bundle up to 1500)	Year 1	1	\$1,575.00	\$1,575.00
			<b>TOTAL:</b>	<b>\$40,675.00</b>

Services	Year	Quantity	Sales Price	Total Price
WaterSmart Platform	Year 2	17,000.00	\$2.37	\$40,290.00
Print Leak Alerts (Bundle up to 1500)	Year 2	1	\$1,622.25	\$1,622.25
			<b>TOTAL:</b>	<b>\$41,912.25</b>

Services	Year	Quantity	Sales Price	Total Price
WaterSmart Platform	Year 3	17,000.00	\$2.44	\$41,480.00
Print Leak Alerts (Bundle up to 1500)	Year 3	1	\$1,670.92	\$1,670.92
			<b>TOTAL:</b>	<b>\$43,150.92</b>

**ORDER TOTAL \$125,738.17**

### Terms and Conditions

This legally binding Order Form is governed by the Agreement dated 1/17/2020

made between WaterSmart Software Inc and Downers Grove IL, Village of ("Client") which are hereby incorporated into this Order Form by reference. A Client signature below constitutes acceptance of the terms of that Agreement. In the event of a conflict between the Agreement and this Order Form, the Order Form shall control.



1321 Upland Dr. Suite 8389  
Houston, TX 77043  
United States

## Signatures

WaterSmart Software Inc

Name: \_\_\_\_\_  
Title: \_\_\_\_\_  
Date: \_\_\_\_\_  
Signature: \_\_\_\_\_

Downers Grove IL, Village of

Name: \_\_\_\_\_  
Title: \_\_\_\_\_  
Date: \_\_\_\_\_  
Signature: \_\_\_\_\_

## Program At a Glance

### Program Overview

Program Length 36 months

Total Meters 17,000

### Meter Data

AMR / Manual Read Yes

AMI Yes

### Electronic Bill Presentment & Payments

Bill Display Bill Amount Due and History

Paperless Billing No

Payment Website Integration Generic Link to Existing Payments Portal

### Customer Letter

Customer Letter No

### Dashboard and Portal

Utility Analytics Yes

Dashboard

Customer Portal Yes

### Alert and Notifications

Print Leak Alerts Yes

### Water Reports

Water Reports No

### Additional Services

On-site Training No

Premium Integration  
Description

Special Circumstances None

## EXHIBIT B



1321 Upland Dr. Suite 8389  
Houston, TX 77043  
United States

## ORDER FORM

Prepared By: Eric Thompson  
Email: eric.thompson@vertexone.net  
Phone:

Client Name:	Downers Grove IL, Village of	Quote Number:	Q-01551
Contact Name:		Offer Valid Through:	7/15/2022
Billing Address:	5101 Walnut Ave. Downers Grove, IL 60515 US	Contract Effective Date:	7/15/2022
Email:		Contract End Date:	1/15/2023
Phone:		Payment Frequency:	Annually in Advance
Billing Contact:		Payment Terms:	Net 30
Email:			
Phone:			

Services	Quantity	Sales Price	Total Price
Custom Services	1	\$6,000.00	\$6,000.00
		<b>TOTAL:</b>	<b>\$6,000.00</b>

**ORDER TOTAL \$6,000.00**

### Terms and Conditions

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### Signatures

WaterSmart Software Inc	Downers Grove IL, Village of
Name: _____	Name: _____
Title: _____	Title: _____
Date: _____	Date: _____
Signature: _____	Signature: _____

### Program At a Glance

#### Program Overview

Program Length 6 months

Total Meters 17,000

#### Meter Data

AMR / Manual Read

AMI Yes

#### Dashboard and Portal

Utility Analytics Yes

Dashboard

Customer Portal Yes

#### Alert and Notifications

Print Leak Alerts No





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#### Electronic Bill Presentment & Payments

Bill Display	Bill Amount Due and History
Paperless Billing	No
Payment Website Integration	Generic Link to Existing Payments Portal

#### Customer Letter

Customer Letter	No
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#### Water Reports

Water Reports	No
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#### Additional Services

On-site Training	No
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Premium Integration  
Description

Special Circumstances	Custom Services: Data Integration
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