

MEMORANDUM

To: Village Manager Cara Pavlicek
From: Deputy Public Works Director Matt Morrison
Date: 2024-10-22
Subject: A Resolution Authorizing an Agreement with WaterSmart Software, Inc. d/b/a VertexOne of Dallas, Texas for Customer Portal Software and Software Support Services for the Automated Water Meter Project

Overview

An important component of the Village's Automated Water Meter Project is providing residents and businesses with more timely access to water usage information in order to help them make decisions about their water consumption, be more sustainable in their water usage, and see unusual or excessive usage that will help identify if the resident has a leak within their home. The Village has identified the VXsmart customer portal from VertexOne to provide residents easy and clear access to this information.

Fiscal Impact

The Village of Northbrook will enter into an agreement with VertexOne to utilize the VXsmart customer service portal. The annual cost of this service will be \$26,100. The total cost for the four year term of the agreement is \$108,889. The Village will budget for these costs in the Water Fund in account 21-4180-554-00 for the term of the agreement.

Recommendation

Approval.

Background

Included in the goals of the Village's Automated Water Meter Project is providing residents and businesses with more timely access to water usage information in order to help them make decisions about their water consumption, be more sustainable in their water usage, and see unusual or excessive usage that will help identify if they have a leak within home or business. The Village has identified the VXsmart customer portal from VertexOne to provide residents and businesses easy and clear access to this information.

The VXsmart customer portal was selected over others for a number of reasons including:

- An app for smart phones allowing customers ready access to information.
- Alerts/alarms that can be setup by customers for high usage.
- A system with steps for residents to help them diagnose reasons for higher bills.
- A section with tutorials/videos on how to repair minor leaks in a home.
- Billing history as well as usage history.

While the Village's utility billing staff will have to manually upload batched billing data into the VXsmart customer portal until the BS&A Utility Billing module is hosted in the cloud, the VXsmart customer portal offers the best functionality and ease of use. Staff recommends Village Board approval of an agreement with VertexOne for the utilization of the VXsmart customer portal.

[A Resolution Authorizing An Agreement with VertexOne for Software Services.docx](#)

[Exhibit A - Agreement with VertexOne for VXsmart Customer Portal Software Services.pdf](#)