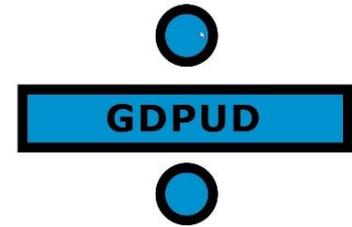


REPORT TO THE BOARD OF DIRECTORS
BOARD MEETING OF October 12, 2021
AGENDA ITEM NO. 9.D.



AGENDA SECTION: NEW BUSINESS

SUBJECT: RECEIVE PRESENTATION ON WATERSMART CUSTOMER ENGAGEMENT SOFTWARE AND PROVIDE DIRECTION TO STAFF

PREPARED BY: Adam Brown, Water Resources Manager

APPROVED BY: Adam Coyan, General Manager

BACKGROUND

On September 14, 2021, the Board of Directors approved construction activities with Ferguson Waterworks to replace aging customer water meters with ultra-sonic Neptune meters. Neptune meters are equipped with technology that locally stores customer use data which is collected by District staff utilizing Neptune 360 automated software and updated into Tyler Technologies billing software.

DISCUSSION

Following the completion of the Automated Meter Project, software associated with customer use will include Tyler Technologies which serves as the billing software/accounting system and Neptune 360 which serves as interface between meter data, staff collection and billing software. District staff will utilize the aforementioned software to record, view, interpret and present water use data to the customer.

The WaterSmart platform is designed to provide a connection between District billing/accounting and meter software to District staff and District customers. A detailed presentation is included as Attachment 1.

FISCAL IMPACT

Total cost for three years is estimated at \$42,909. Year one includes annual service fee along with setup cost of \$22,000. Year two and three include annual service fee of \$10,300 and \$10,609, respectively. Staff will explore if year one cost can be included in Automated Meter Project Funding.

CEQA/NEPA ASSESSMENT

There is no CEQA/NEPA action required for WaterSmart software.

RECOMMENDED ACTION

Staff recommends that the Board direct staff to implement WaterSmart customer engagement software.

ATTACHMENTS

1. Presentation



Ensuring your successful AMR transition

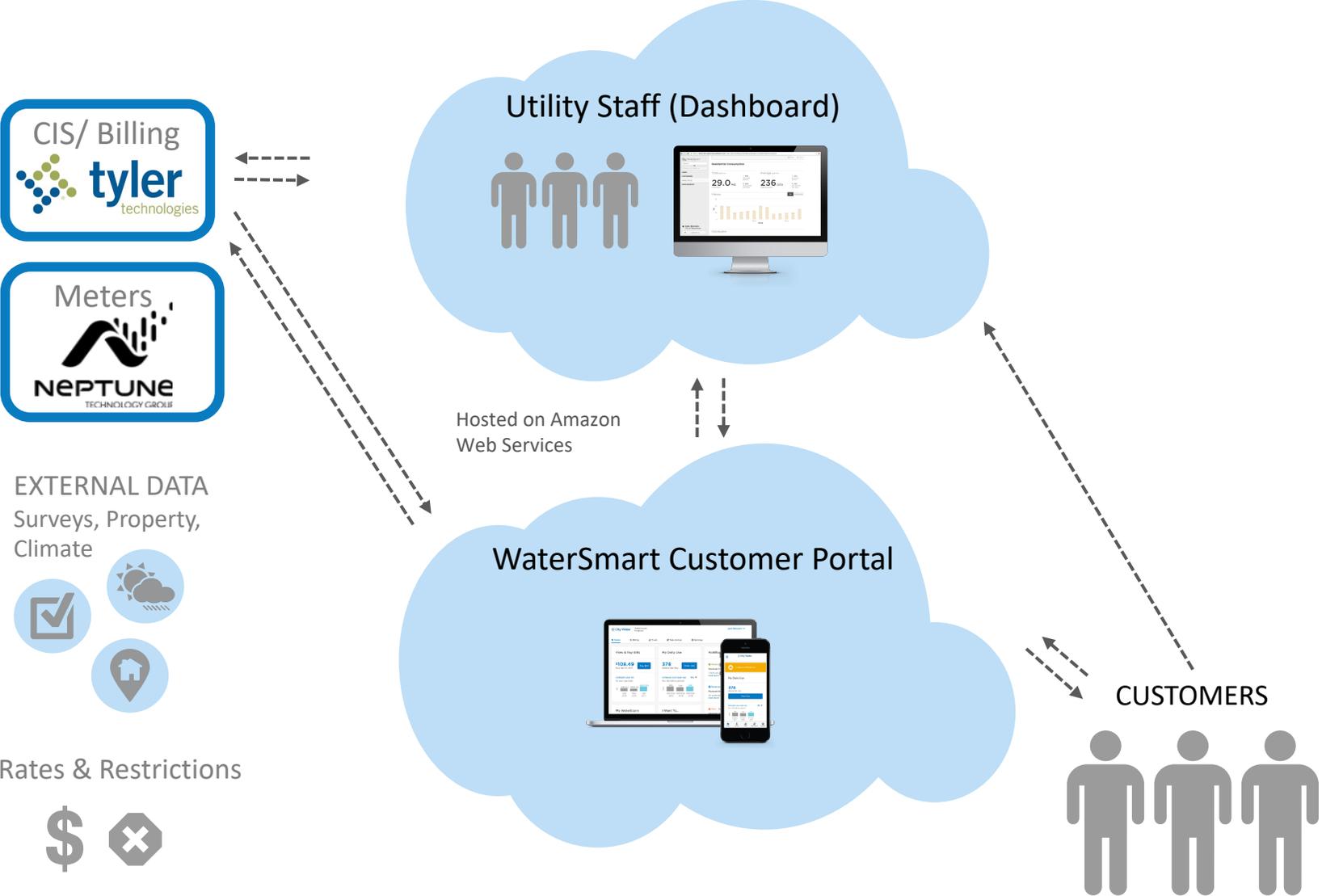
Prepared for Georgetown Divide PUD, CA

October 12, 2021

Alex Brown, Account Executive

Alexander.brown@vertexone.net | 650.483.6412

Georgetown Divide PUD & WaterSmart



About VertexOne™ & the WaterSmart Platform

With 30 years experience serving the utility and public sector, VertexOne™ provides a suite of enhanced meter-to-cash software-as-a-service solutions to electric, gas, water, and wastewater utilities and municipalities across North America.

The **WaterSmart** platform surfaces actionable data insights for water utility staff and provides self-service solutions for end-use customers effectively reducing costs, improving operational efficiencies, and increasing customer satisfaction.

UTILITIES



200+ Utilities | 39 states
17M+ End-use customers



PARTNERS



Automatic
Meter
Reading



Electronic
Payments



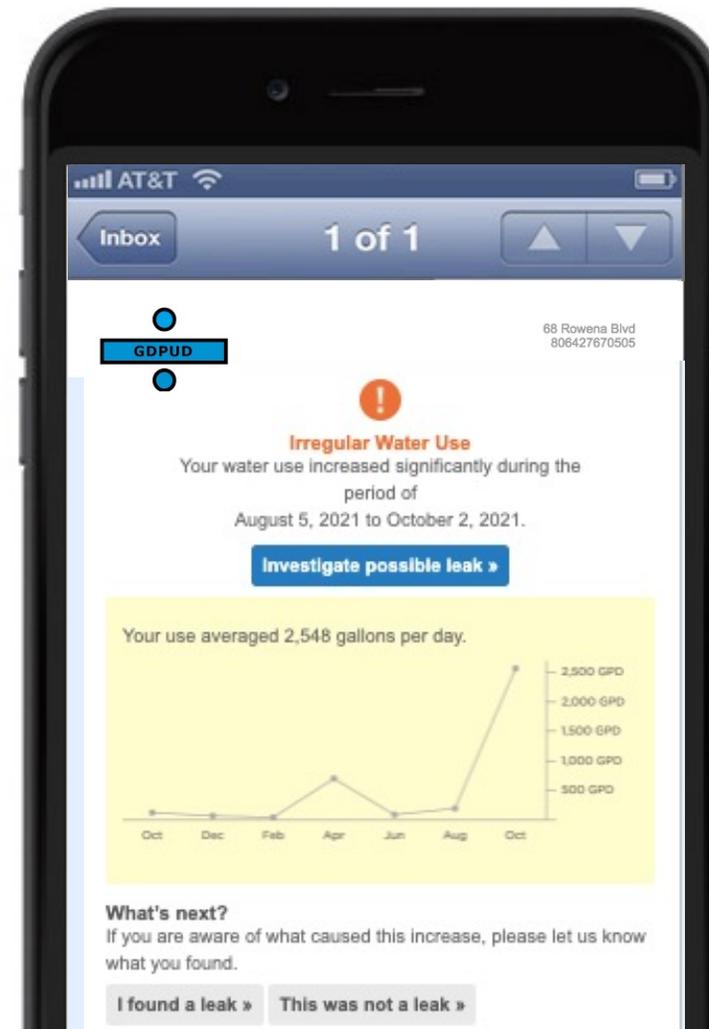
TEAM

VertexOne™ dedicates itself to execution, delivering on 100% of our implementations, meeting and exceeding SLAs



Ensuring your successful AMR transition

- Deploy WaterSmart and empower customers to manage their usage and bill
- Reduce high bill complaints
- Engage your customers on the value of AMR during the transition
- Schedule meter change outs & start collecting emails & phone numbers
- Start sending leak alerts the moment AMR meters come online



What sets WaterSmart apart

- **More water utilities use WaterSmart** than any other portal in this space (175+ & counting)
 - 50+ active integrations with Neptune
 - 20+ active integrations with Tyler Incode CIS
- **Unmatched AMR experience & results**
 - Ingesting & analyzing AMR data for 62 different Utility Partners
- **The industry's only opt-out, self-resolution leak alerting system**
 - Proven to save staff time & drive self-resolution + Portal adoption
- **100% launch rate** – zero failed implementations

Proven results



Reduce support calls

40-55% of customers surveyed reported being able to **self-resolve** their leak without calling or emailing their utility



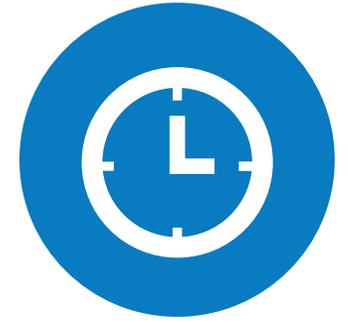
Reach more households

Access to all channels of communication (voice, text, email, & print) allows utilities to reach **80% total customer engagement**



Drive digital conversion

20% of customers who received a print leak alert **registered** for the customer portal (i.e., e-mail and mobile phone capture)



Automate processes

Implementing automated processes helps utilities to save **10-15 hours of staff time** per week

Portal vs. Platform

Comparison of characteristics typical usage portals (“portal”) v.s WaterSmart (“engagement platform”)

PORTAL

- Wait for customers to visit the portal and pull information
- No self-resolution for leaks and high bills. Alerts often create more calls and work orders for staff.
- Dependent on customers to actively register
- Limited flexibility and reach
- No access to rich utility-wide insights or ability to identify irrigation usage.
- Limited by meter make, model, and vendors (limited support for non-AMI)

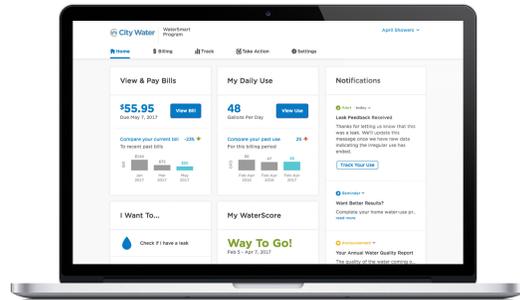
ENGAGEMENT PLATFORM

- Push actionable information and insights out to customers
- Industry’s only opt-out, self-resolution leak alerting system that reaches all customers, regardless of meter type or portal registration.
- Offer value to customers without registration
- High enrollment and broad reach via automated systems
- Rich utility-wide and individual customer insights for staff including irrigation usage
- Agnostic to all meter types, makes, and vendors

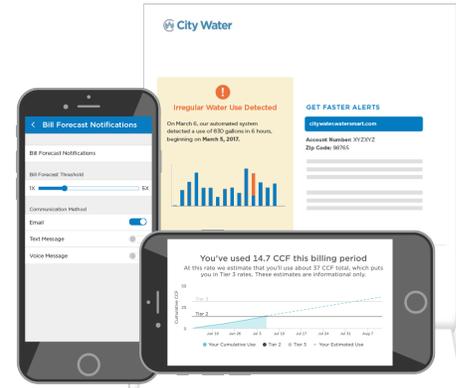
WaterSmart™ Platform

Transform data into insights that drive customer engagement and lower service costs

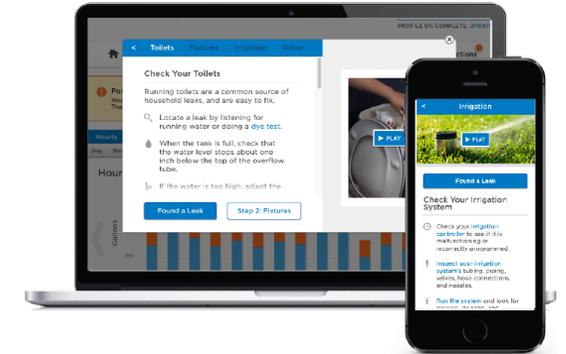
CUSTOMER EXPERIENCE



Customer Portal provides additional water use information and tips



Alerts can be sent by all channels (print, email, voice, text)

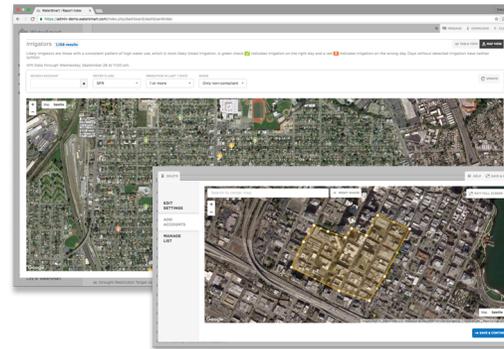


Leak Resolution & Bill Explainer help customers to resolve issues online

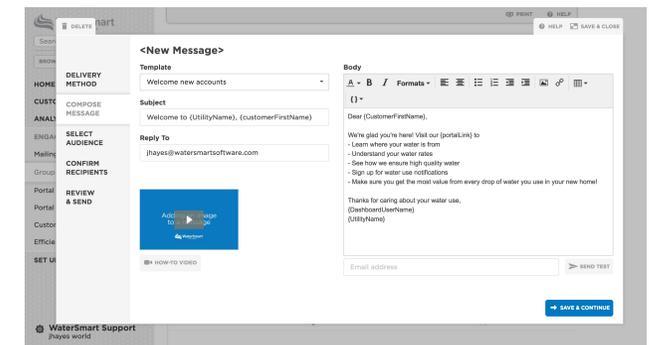
UTILITY EXPERIENCE



Consumption data analytics in aggregate and for individuals



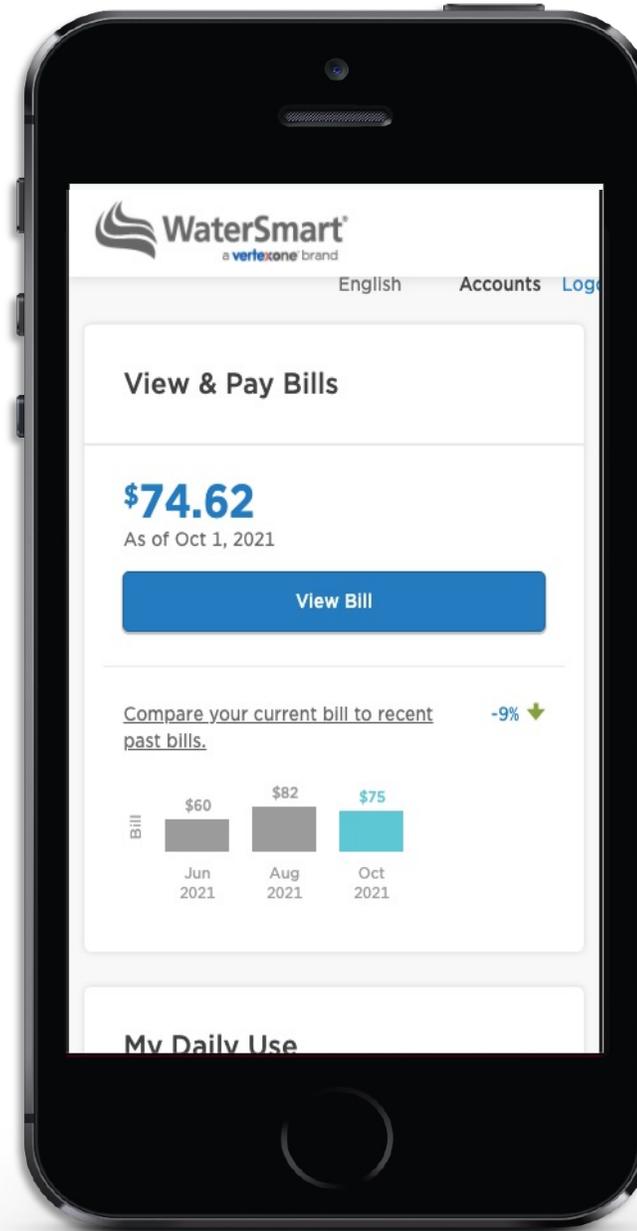
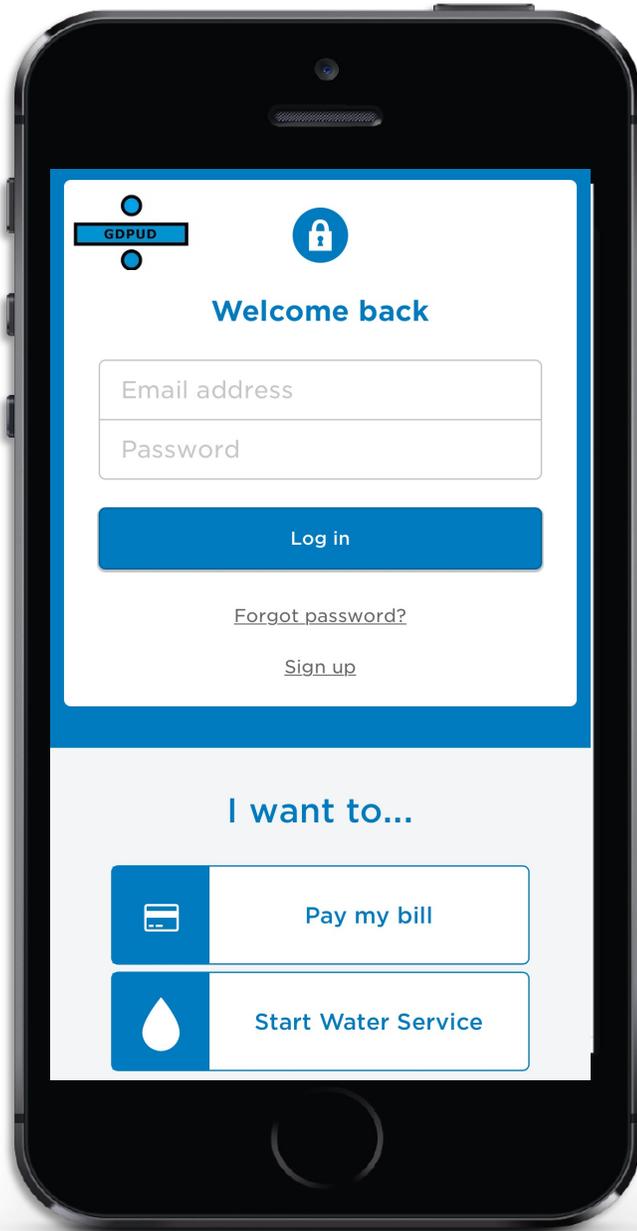
50+ Reports and maps identify customers with leaks, unusual reads, rebates, and more



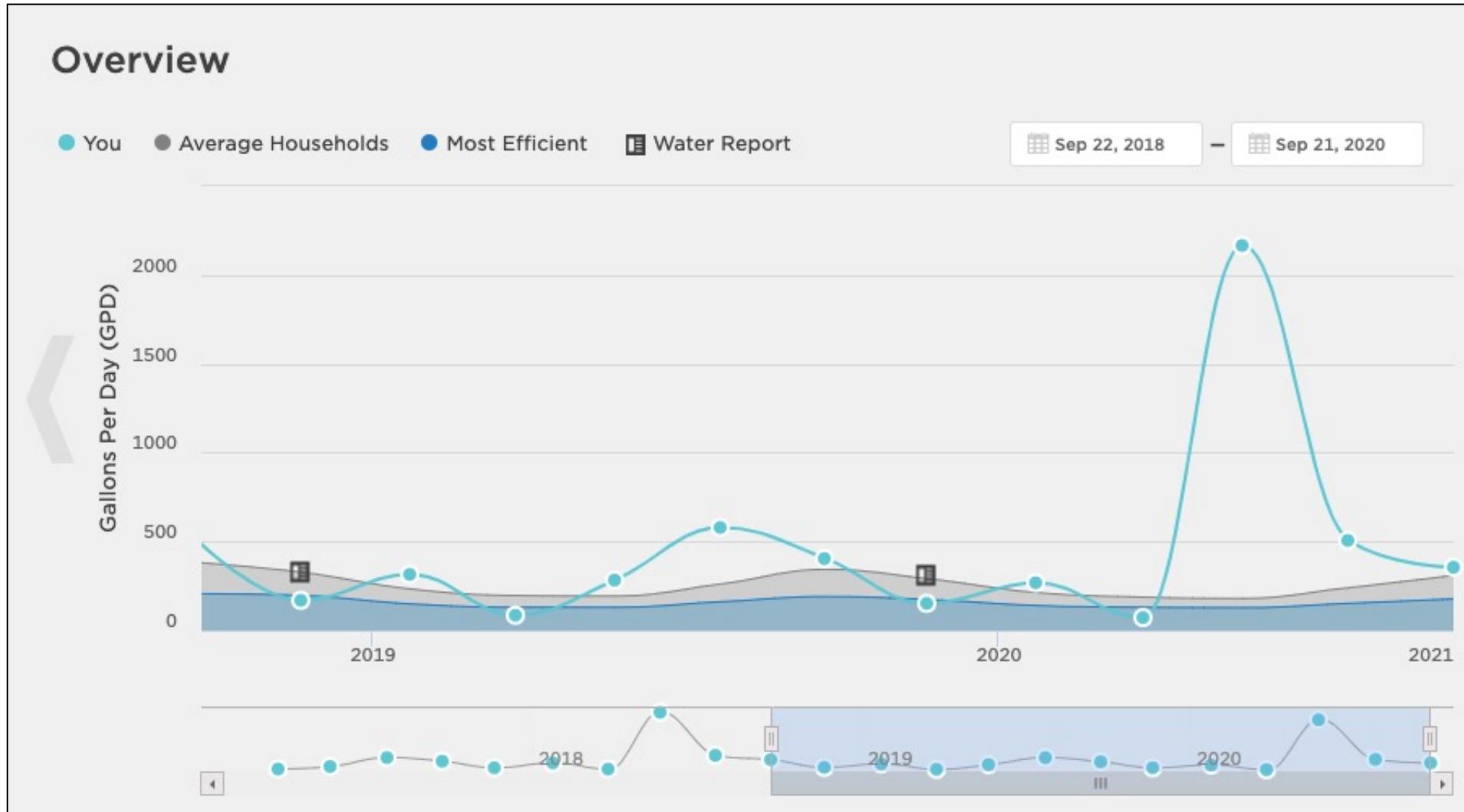
Group Messenger to send targeted, timely customer communications

Customer Benefits:

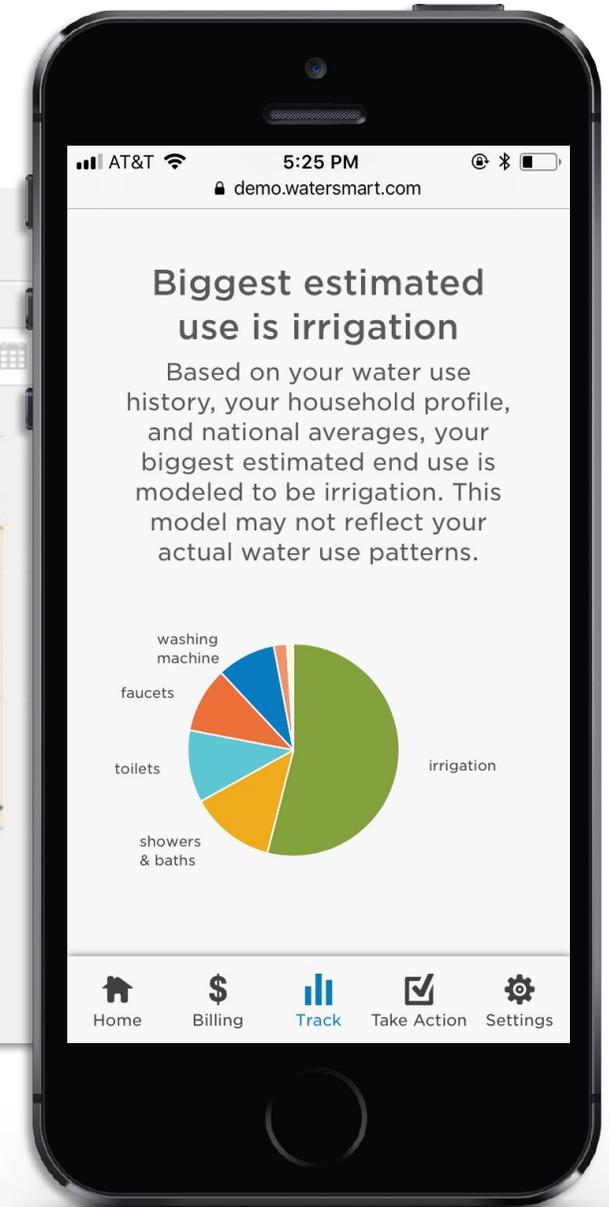
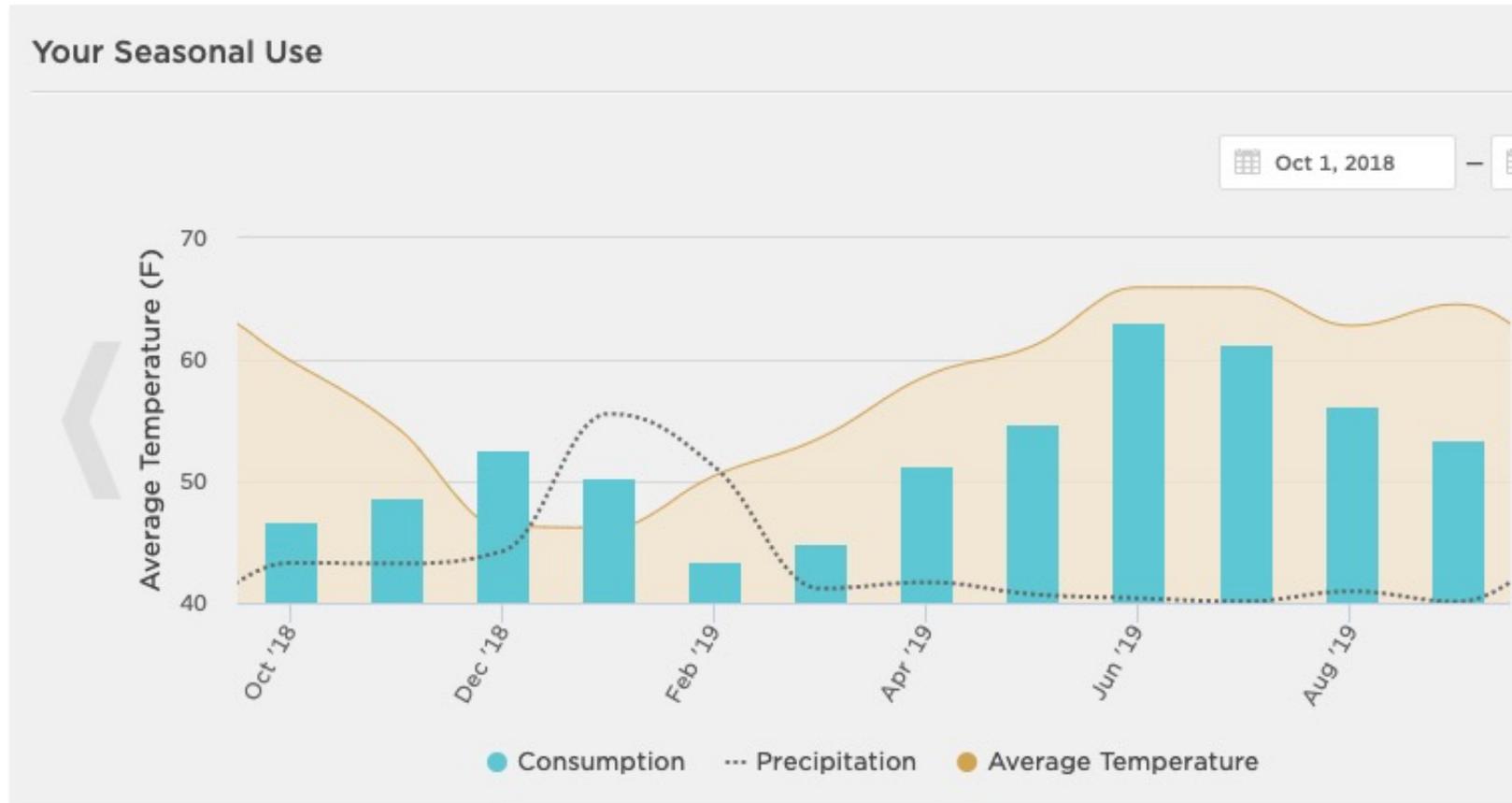
Access a user-friendly, intuitive customer experience



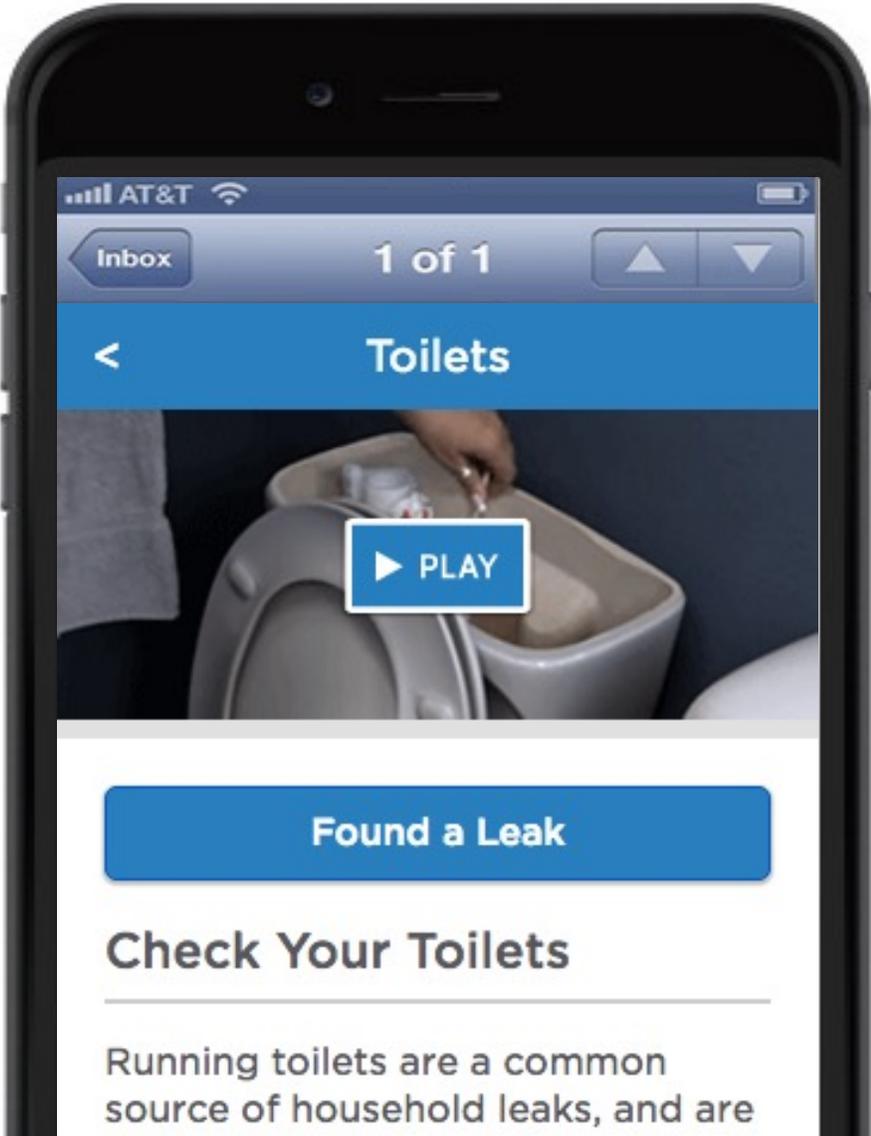
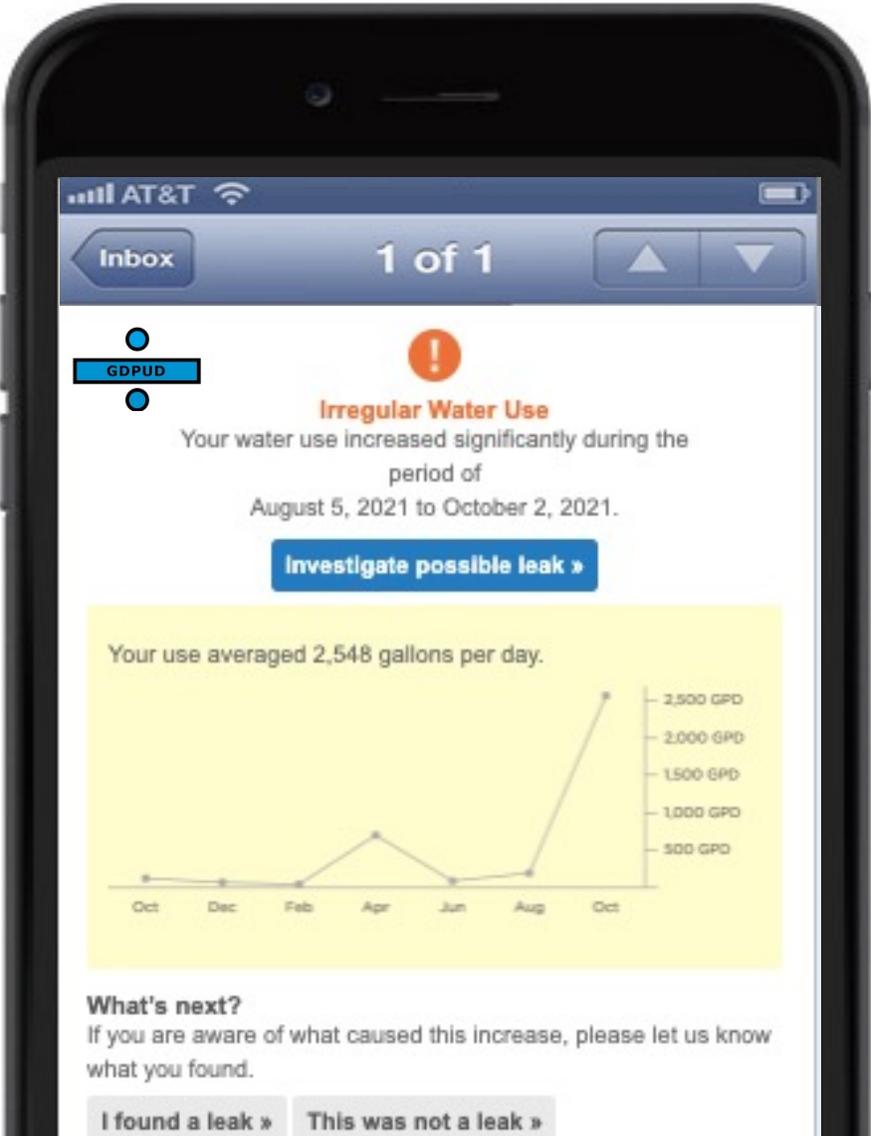
Monitor water use & history



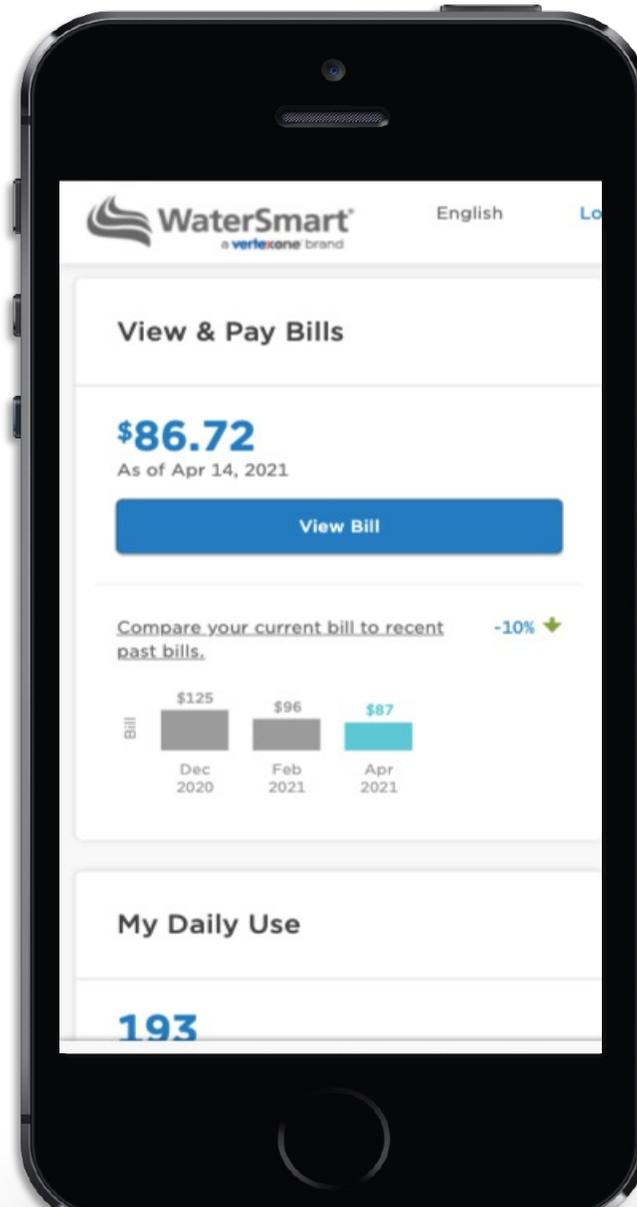
Access deep water-use insights



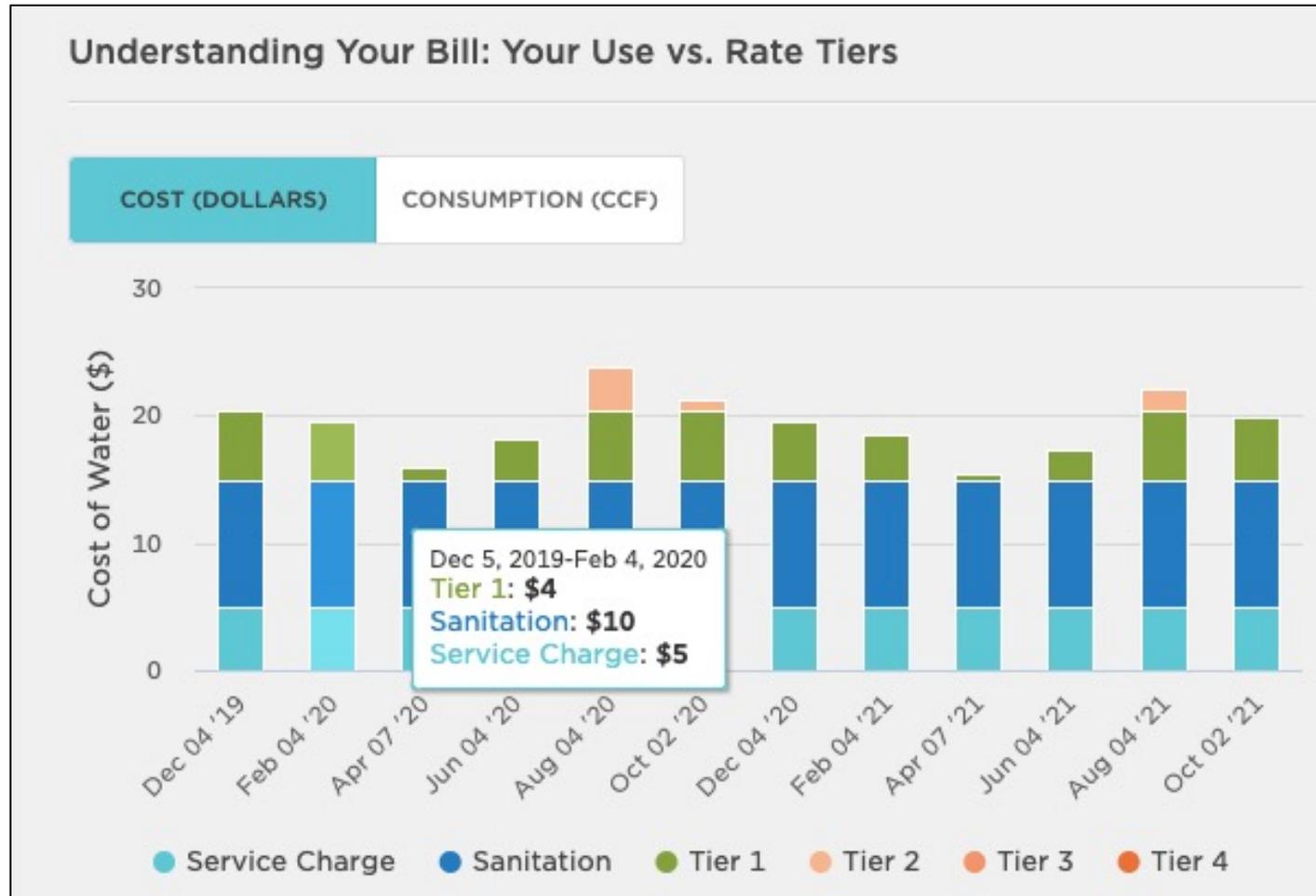
Receive leak alerts & self-resolve leaks



View & pay bills



Understand water bills



Self-resolve a high bill

LEAK

IRRIGATION

RATES

LENGTH

MORE HELP



Your water rates recently changed

Even if your water use remains the same, your bill amount could change. New rates came into effect June 1 that reflect the current costs of supply and delivery. See all rate information at www.citywater.com/rates.

LEAK

IRRIGATION

RATES

LENGTH

MORE HELP

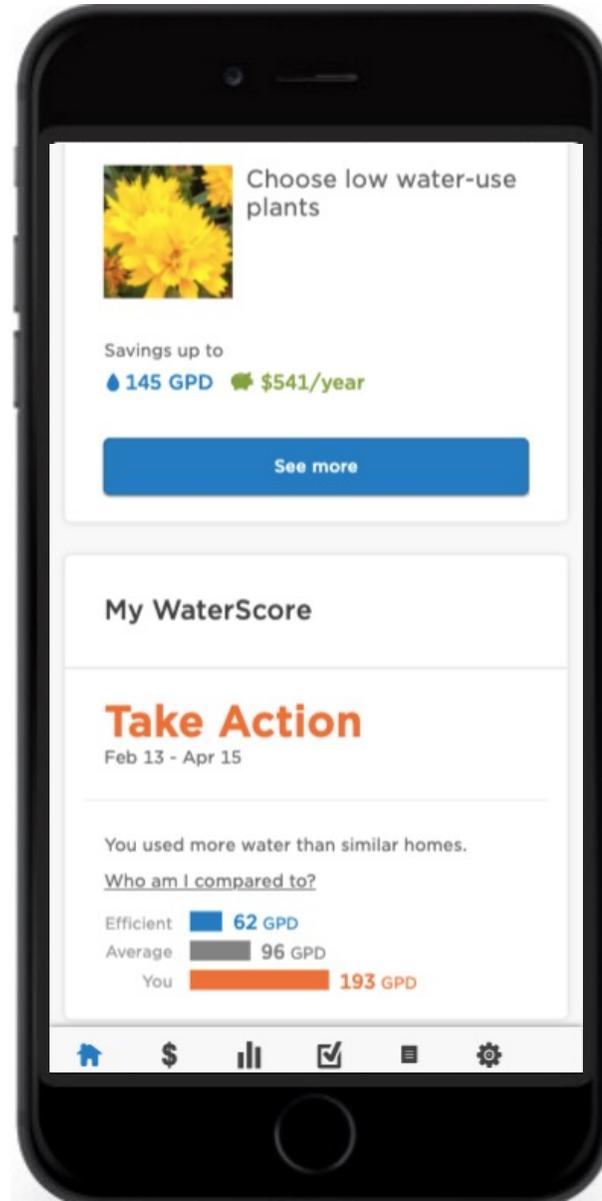


Your last bill was 7 days longer than the previous bill

The number of days in each billing period can vary from bill to bill. Your most recent bill was **7 days longer** than your previous bill, which means the billing period was **12% longer**.

Step 5: More Help

Save water & money



Utility Benefits:

Access a detailed customer support platform

The screenshot displays the WaterSmart Software interface, which includes a navigation sidebar, a top utility bar, and a main content area with alerts and analytics.

WaterSmart SOFTWARE

Search [] OR []
BROWSE THE INDEX

HOME
CUSTOMERS

Activity

THIS WEEK

- ✓ Checked for Leak Apr 16, 2019
- 🚫 Email Leak Alert Apr 15, 2019
- 🚫 Email Leak Alert Apr 14, 2019
- 🚫 Email Use Notification - 12.5x higher than normal Apr 13, 2019
- 💰 Payment received Apr 13, 2019

ANALYTICS **NEW**
ENGAGEMENT

WaterSmart Sales
City of WaterSmart

© 2019 WaterSmart Software

ADD NOTE | SEND EMAIL | OPEN PORTAL | DOWNLOAD DATA | PRINT | HELP

Alert Type	Started	Leak Rate	Volume	Alert	Status	Cause
Leak Alert Burst	Apr 15	170 GPH	2,394 Gal	Email Alert Sent April 15 at 170 GPH	No Response	
Use Notification 12.5x higher than normal	April 12	Exceeded		Alert April 13 Sent by Email		

Use History **BILLING** LEAKS

Oct 2, 2019 — Oct 1, 2021

CCF GALLONS PER DAY

- Average Households
- Most Efficient
- Water Report

Gallons Per Day (GPD)

3k
2k
1k
0k

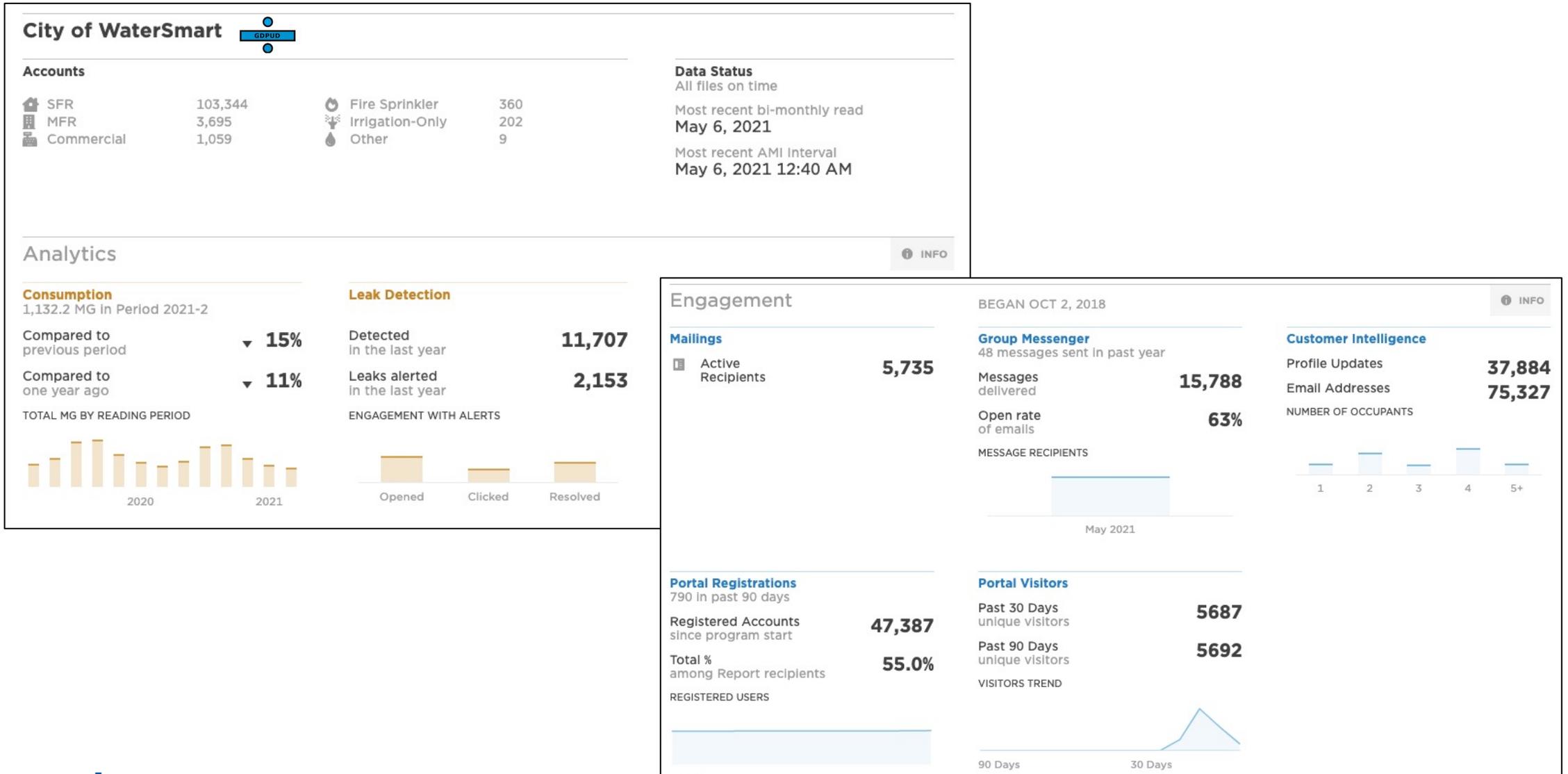
2020 2021

2018 2019 2020 2021

Total 3,538 Gallons
Possible Leak 2,229 Gallons
Timed Irrigation 0 Gallons

8

Access deep analytics to measure performance



Send unlimited proactive communications

Lists | HELP | SAVE & CLOSE

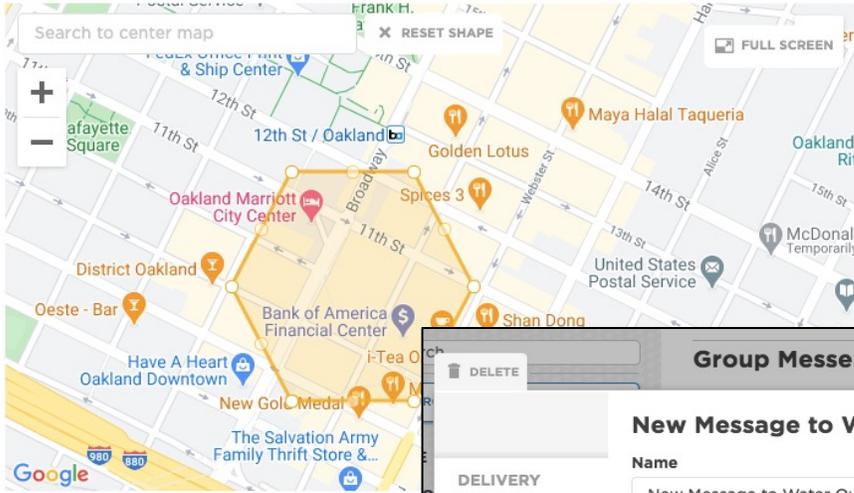
Water Outage Notice

Saved Feb 9, 2021 by WaterSmart Sales

CHOOSE A METHOD

- Copy/Paste**
Copy a column from Excel or a plain text list
- Map**
Draw a polygon
- Search**
Add individual accounts from your Utility Dashboard
- GIS**
Upload a GIS file

Drag the entire polygon or individual points. Add points by dragging the midpoint of a segment.



Group Messenger | HELP | SAVE & CLOSE

New Message to Water Outage Alert

DELIVERY METHOD
New Message to Water Outage Alert

COMPOSE MESSAGE

SELECT AUDIENCE

CONFIRM RECIPIENTS

REVIEW & SEND

METHOD

- Email**
Send reminders and announcements to customer inboxes.
- Text Message**
Send urgent information to customers' mobile phones.
- Voice**
Call customers with a text-to-speech recording.
- Print: Letter**
Generate a PDF and .csv list that you can use for a mail merge.
- Print: Door hanger**
Generate a PDF and .csv list that you can use for a mail merge.

[→ SAVE & CONTINUE](#)

Drive water efficiency

WaterSmart SOFTWARE

MESSAGE DOWNLOAD X CLOSE

Top Consumers by Period 100 results

TABLE MAP BILLED CONSUMPTION DAILY CONSUMPTION

The accounts that consume the most water by CCF in the selected billing period. Suspect data (meter reads that are so low or high that th... MORE

SEARCH ACCOUNT: [] x VIEW TOP: 100 READING PERIOD: 2021-2 METER CLASS: All x UPDATE

INCLUDE: Suspect Data Inactive Accounts

ACCOUNT	READ DATE	GPD	GPCD	CCF
Hextexon Services 674 Madonna St 217029540302	Apr 15, 2021	240,706	N/A	19,307
HAJ Hoa 3022 Alphonso Ave 512920745005	Apr 11, 2021	138,542	N/A	11,112
Scotware Inc 423 Tobie St 819229279406	Apr 22, 2021	105,517	N/A	8,604
Npoint Group 6170 Etsuko Blvd 316738093003	Apr 1, 2021	79,957	N/A	6,093
Ariana Irrigation 9995 Dorthea Ave 919480482206	Apr 1, 2021	77,070	N/A	5,873

New Email Message

New Message to Top Consumers by Period

Name

New Message to Top Consumers by Period

Select a delivery method.

@ **Email**
Send reminders and announcements to customer inboxes.

📱 **Text Message**
Send information to customers' mobile phones.

📞 **Voice**
Call customers with a text-to-speech recording.

Urgent Notice or Service Alert

This high-priority message will be sent immediately, overriding any applicable 'quiet hour' restrictions.

Note, customers may have opted-out of this type of communication or chosen to receive it only via specific delivery method.

WaterSmart Program includes:

- Industry-leading analytics
- Proven self-service solutions
- Remote training & support
- Unlimited email/text/voice alerts
- Unlimited utility staff access
- Software hosting, backup, & recovery
- Data security



Year 1 Program Investment

Description	Units/ Cost	Cost
Setup Fee	1	\$12,000 one-time
Remote Training	1	\$0
Annual Subscription Fee	1	\$10,000 in Year 1
TOTAL COST FOR YEAR 1		\$22,000

Recommended 3-Year Program

Description	Cost
Year 1 Program	\$22,000
Year 2 Program	\$10,300*
Year 3 Program	\$10,609*
TOTAL COST FOR 60 MONTHS	\$42,909

*Includes 3% annual price escalator



WaterSmart[®]
a **vertexone**[™] brand

Thank you!

Alex Brown, Account Executive- CA
alexander.brown@vertexone.net | 650.483.6412

**REPORT TO THE BOARD OF DIRECTORS
BOARD MEETING OF OCTOBER 12, 2021
AGENDA ITEM NO. 9E**



AGENDA SECTION: NEW BUSINESS

**SUBJECT: CONSIDER CONTINUING TELECONFERENCE MEETINGS
DURING THE PERIOD NOVEMBER 1-30, 2021**

PREPARED BY: Gloria Omania, Interim Board Clerk

APPROVED BY: Adam Coyan, General Manager

BACKGROUND

On June 11, 2021, the Governor issued Executive Order N-08-21, which provided for the expiration of portions of several COVID-19 related executive orders, with provisions expiring either on June 30, 2021, or September 30, 2021. The Governor's Executive Order N-29-20, issued March 17, 2020, suspended several provisions of the Brown Act regarding open meetings to allow government boards to hold teleconference meetings. The suspension of these provisions will expire on September 30, 2021, according to Executive Order N-08-21.

Assembly Bill 361 (Rivas), signed into law on September 16, 2021, includes a provision authorizing the governing boards of local agencies to continue to meet by teleconferencing during a declared state of emergency during which the local health officials continue to impose COVID-related safety measures.

DISCUSSION

AB 361 went into effect on October 1, 2021. During the Special Board Meeting of September 30, 2021, the Board adopted Resolution 2021-45 allowing the Board to meet via Zoom teleconference for the period October 1 – 31, 2021. The Board must take action to allow the District to meet via Zoom teleconference for the November meetings under the emergency provisions.

FISCAL IMPACT

There is no fiscal impact.

CEQA ASSESSMENT

This is not a CEQA project.

RECOMMENDED ACTION

It is recommended that the Board of Directors adopt Resolution 2021-45 authorizing the District to continue meeting by teleconference during the period October 1 to October 31, 2021.

ALTERNATIVES

Decline to adopt the Resolution and provide an alternative.

ATTACHMENT

(1) Resolution 2021-XX Authorizing Teleconference Meetings 11/1-11/30-2021

RESOLUTION NO. 2021-50
OF THE BOARD OF DIRECTORS OF THE
GEORGETOWN DIVIDE PUBLIC UTILITY DISTRICT
PROCLAIMING A LOCAL EMERGENCY PERSISTS, RE-RATIFYING THE
PROCLAMATION OF A STATE OF EMERGENCY BY GOVERNOR NEWSOM ON
MARCH 4, 2020, AND RE-AUTHORIZING REMOTE TELECONFERENCE MEETINGS
OF THE LEGISLATIVE BODIES OF THE GEORGETOWN DIVIDE SPECIAL UTILITY
DISTRICT FOR THE PERIOD NOVEMBER 1, 2021 TO NOVEMBER 30, 2021
PURSUANT TO BROWN ACT PROVISIONS

WHEREAS, the Georgetown Divide Special Utility District (“District”) is committed to preserving and nurturing public access and participation in meetings of the Board of Directors; and

WHEREAS, all meetings of District’s legislative bodies are open and public, as required by the Ralph M. Brown Act (Cal. Gov. Code 54950 – 54963), so that any member of the public may attend, participate, and watch the District’s legislative bodies conduct their business; and

WHEREAS, the Brown Act, Government Code section 54953(e), makes provision for remote teleconferencing participation in meetings by members of a legislative body, without compliance with the requirements of Government Code section 54953(b)(3), subject to the existence of certain conditions; and

WHEREAS, a required condition is that a state of emergency is declared by the Governor pursuant to Government Code section 8625, proclaiming the existence of conditions of disaster or of extreme peril to the safety of persons and property within the state caused by conditions as described in Government Code section 8558; and

WHEREAS, it is further required that state or local officials have imposed or recommended measures to promote social distancing, and

WHEREAS, the Board of Directors previously adopted a Resolution 2021-45 on September 30, 2021, finding that the requisite conditions exist for the legislative bodies of the Georgetown Divide Public Utility District to conduct remote teleconference meetings without compliance with Paragraph (3) of Subdivision (b) of Section 54953; and

WHEREAS, as a condition of extending the use of the provisions found in Section 54953(e), the Board of Directors must reconsider the circumstances of the state of emergency that exists in the District, and the Board of Directors has done so; and

WHEREAS emergency conditions persist in the District, specifically, a State of Emergency has been proclaimed by the Governor due to the COVID-19 Pandemic; and

WHEREAS, the District also has a COVID-19 policy recommending social distancing measures; and

WHEREAS, as a consequence of the California State of Emergency caused by the COVID-19 Pandemic emergency persisting, the Board of Directors does hereby find that the legislative bodies of the District shall continue to conduct their meetings without compliance

with Paragraph (3) of Subdivision (b) of Government Code Section 54953, as authorized by Subdivision (e) of Section 54953, and that such legislative bodies shall continue to comply with the requirements to provide the public with access to the meetings as prescribed in Paragraph (2) of Subdivision (e) of Section 54953; and

WHEREAS, the Georgetown Divide Public Utility District will hold its meetings via Zoom teleconference and make the access available to the public via video or phone.

NOW, THEREFORE, THE BOARD OF DIRECTORS OF GEORGETOWN DIVIDE SPECIAL UTILITY DISTRICT DOES HEREBY RESOLVE AS FOLLOWS:

Section 1. Recitals. The Recitals set forth above are true and correct and are incorporated into this Resolution by this reference.

Section 2. Re-ratification of Governor's Proclamation of a State of Emergency. The Board hereby ratifies the Governor of the State of California's Proclamation of State of Emergency, effective as of its issuance date of date of March 4th, 2020.

Section 3. Remote Teleconference Meetings. The General Manager and legislative bodies and committees of the District are hereby authorized and directed to take all actions necessary to carry out the intent and purpose of this Resolution including conducting open and public meetings in accordance with Government Code Section 54953(e) and other applicable provisions of the Brown Act.

Section 4. Effective Date of Resolution. This Resolution shall take effect immediately upon its adoption and shall be effective until November 30, 2021, or such time the Board of Directors adopts a subsequent resolution in accordance with Government Code Section 54953(e)(3) to extend the time during which the legislative bodies and committees of District may continue to teleconference without compliance with Paragraph (3) of Subdivision (b) of Section 54953.

PASSED AND ADOPTED by the Board of Directors of Georgetown Divide Public Utility District on this twelfth day of October 2021, by the following vote:

AYES:

NOES:

ABSENT: None

ABSTAIN: None

Michael Saunders, President, Board of Directors
GEORGETOWN DIVIDE PUBLIC UTILITY DISTRICT

Attest:

Adam Coyan, Clerk and Ex officio
Secretary, Board of Directors
GEORGETOWN DIVIDE PUBLIC UTILITY DISTRICT

CERTIFICATION

I hereby certify that the foregoing is a full, true, and correct copy of Resolution 2021-50 duly and regularly adopted by the Board of Directors of the Georgetown Divide Public Utility District, County of El Dorado, State of California, on this 12th day of October 2021.

Adam Coyan, Clerk and Ex officio
Secretary, Board of Directors
GEORGETOWN DIVIDE PUBLIC UTILITY DISTRICT

DRAFT