



Engineering Services Committee Meeting

Meeting Date: 2/11/25

Utilities Purchase SmartWorks MDM – Sole Source

Department:

Utilities

Presenter:

Wes Byne, Director

Caption:

Approve Augusta Utilities Purchase of SmartWorks MDM for AMI Data Integration as a sole source procurement form Systems and Software in the amount of \$607,000.00

Background:

AUD is in the process of identifying and deploying Advanced Metering Infrastructure (AMI) solutions for water to enable more accurate billing and customer-focused infrastructure management. As we move forward with this system, a data management solution is needed to help ensure that we can best take advantage of the solutions and processes we implement. We currently use software from Systems and Software for our billing and customer portal solutions, their ability to tightly integrate within their own systems is a key driver of our recommendation for the SmartWorks software.

Analysis:

AUD is in the process of implementing an AMI solution to enable us to better manage the water system and to be more customer responsive. This will be accomplished by having access to much more data than previously available. We will receive information for, at a minimum, hourly usage across the entire water distribution network, including at each residence and business serviced by the water utility. However, with this amount of data comes additional challenges in managing data ingestion, analysis, and presentation in ways that allow for stakeholders to make well informed data-driven decisions. This challenge is normally addressed with the use of a Meter Data Management (MDM) system.

AUD has reviewed potential MDM solutions from a number of our current industry partners. Based on our research we have identified that the SmartWorks MDM solution from Systems and Software is our best option to integrate the diverse existing and future meter data streams for a number of reasons. We currently use software from Systems and Software for our utility billing and customer portal, enQuesta and Capricorn respectively. Our existing relationship means they are both familiar with our current systems and our processes. As well, they are best suited to handle complex integrations due to their inherent knowledge of the details of how each of their systems interoperates. Systems and Software also has extensive experience integrating with AMI solutions from all major vendors. This means that as we move forward with the process of identifying our future AMI provider they are well positioned to, and have proven experience with, implementing successful AMI data solutions.

Financial Impact:

The total cost to purchase software licenses, implement data integrations with our existing and proposed billing and AMI systems, professional services to properly setup the software, and training for AUD employees is \$607,000. As the proposed solution is a Software as a Service (SaaS) solution, there will be an annual cost for the software licensing and support. This annual cost is significantly less than the initial costs associated, starting \$77,716 in the first year, and will be accounted for in AUD's annual operating budget in the future.

Alternatives:

AUD does not implement an MDM solution and lacks the ability to have whole-of-network views of our water and billing systems and is unable to take full advantage of the benefits offered by AMI.

Recommendation:

Approve Augusta purchase of SmartWorks software.

Funds are available in the following accounts:

GL 516043410-5424320 / JL 82500010-5424320

REVIEWED AND APPROVED

N/A

BY: