



## CITY COMMISSION STAFF REPORT

**DEPARTMENT:** Finance/Utility Billing

**DATE:** December 9, 2025

**SUBJECT:** Motion to approve VXsmart Platform Services and Integration for AMI System.

### **CITY MANAGER RECOMMENDATION:**

The City Manager recommends approving the continued use of the VXsmart customer engagement and utility billing interface, including platform integration and related software services, to support the implementation of AMI meters and improve self-service options for customers.

### **BACKGROUND OF ITEM:**

The implementation of VXsmart offers the city a smooth, efficient way to enhance customer engagement and modernize utilities. Already in use and connected with the utility's CIS and billing systems, VXsmart provides secure, dependable, and user-friendly digital services for residents while adhering to strict security and compliance standards. Maintaining and reestablishing this service with the new AMI meters and software will ensure operational consistency, prevent costly disruptions, and position the City to expand future capabilities such as advanced metering, demand response programs, and improved analytics, all while supporting long-term strategic goals and resident satisfaction.

### **STRATEGIC PLAN:**

#### **Purpose:**

Maintain VXsmart to guarantee smooth engagement, consistent operations, and alignment with the City's modernization plan.

#### **Key Priorities:**

- **Operational Continuity:** Preserve existing integrations with CIS and billing systems.
- **Customer Experience:** Expand self-service tools, proactive communication, and personalized usage insights.
- **Security & Compliance:** Uphold strict standards to protect customer data and meet regulatory requirements.
- **Future Readiness:** Position VXsmart for advanced metering, demand-response programs, and enhanced analytics.

**Implementation Roadmap**

- **Short-Term (0-3 months):** Continue operations, refresh staff training, launch resident awareness campaign.
- **Medium-Term (1-3 years):** Expand communication features, integrate analytics, and gather resident feedback.
- **Long-Term (3-5 years):** Advance metering integration, demand-response programs, and smart city scalability.

**Performance Metrics:**

Customer adoption rates, reduced call center inquiries, system reliability, and compliance audit results.

**FISCAL IMPACT:**

The annual cost is \$28,080 (FY26 will be prorated based on the implementation date). Software costs \$12,500.

<u>General Ledger Acct. Number</u>	<u>Budgeted Amount</u>	<u>Requested Amount</u>	<u>Remaining Amount</u>
SAAS Customer Service Port Mobilization Including Platform Integration & MyMeter Mobile APP	\$12,500.00	\$12,500.00	\$0
SAAS Customer Portal Sub 5 Year Term. (Annual amount)	\$28,080.00	\$28,080	\$0
Amount due over the next 4 years. (Annual cost of \$28,080.00)	\$112,320.00	\$112,320.00	\$0

**ALTERNATIVES:**

Look for different software and develop integration with the existing systems.

**ATTACHMENTS:**

1. VertexOne Proposal
2. VertexOne Summary
3. Non-competitive Purchase Request Form