

APPENDIX A

SCOPE OF SERVICES

1. SCOPE OF WORK

VXsmart will be providing the city with continued access and support to the platform, a purpose-built customer engagement and self-service platform designed specifically for utilities. The scope of services includes:

- Scope of Goods and Services
- System Integration: Seamless connectivity with the City's existing CIS and billing systems, ensuring real-time data exchange and operational consistency.
- Resident-Facing Benefits:
- Self-service access for billing and account management
- Proactive communications such as leak alerts, high-bill notices, outage notifications, and planned maintenance updates
- Personalized usage insights to encourage conservation and cost savings
- Operational Continuity: Avoidance of costly disruptions by maintaining the existing, proven VXsmart solution already deployed successfully.
- Future-Ready Capabilities: Positioning the City for advanced metering integration, demand-response programs, and enhanced analytics to support long-term modernization.