



# Folsom City Council Staff Report

<b>MEETING DATE:</b>	7/9/2024
<b>AGENDA SECTION:</b>	Consent Calendar
<b>SUBJECT:</b>	Resolution No. 11221 - A Resolution Authorizing the City Manager to Execute a Renewal of the Service Agreement with Dropcountr, Inc. for Use of the Dropcountr Base Platform, Dropcountr Business and the HOME+ Irrigation Module for Two Years
<b>FROM:</b>	Environmental and Water Resources Department

**RECOMMENDATION / CITY COUNCIL ACTION**

The Environmental and Water Resources Department recommends the City Council pass and adopt Resolution No. 11221 - A Resolution Authorizing the City Manager to Execute a Renewal of the Service Agreement with Dropcountr, Inc. for Use of the Dropcountr Base Platform, Dropcountr Business and the HOME+ Irrigation Module for Two Years.

**BACKGROUND / ISSUE**

In April 2014, the City executed Agreement No. 173-21 14-075 to begin working with Dropcountr, Inc. to provide a digital platform to City of Folsom residents to support water management initiatives. The software allows users access to their water use data, provides notification of leaks, supports rebate programs and assists the City in its efforts in water conservation education. In June 2018, the City executed Agreement No. 173-21 18-030, extending the original service agreement for an additional three years through June 2021. In June 2020, the agreement was amended to include Dropcountr BUSINESS, a commercially friendly feature set, to support Folsom’s non-residential water customers.

In June 2021, through Resolution No. 10652, the City Council authorized execution of a one-year agreement with DropCountr, Inc. for use of the continued use of the platform plus the addition of the HOME+ Irrigation module to help monitor water use associated with irrigation.

In December 2022, through Resolution No. 10953, the City Council authorized renewal of the service agreement through June 2024.

More than 4,600 City of Folsom water customers are registered to use the Dropcountr platform and they have achieved an average 7% reduction in water use. The participation rate continues to increase as the City grows and State regulations for water use associated with drought mitigation and increased water use efficiency continue to be enforced.

Digital systems that support water management are part of a growing market, and new smart water applications offering more flexibility and different features are being developed. The Environmental and Water Resources Department wishes to continue providing the valuable services of the Dropcountr platform to Folsom water customers, but also wants the flexibility to take advantage of new technology in the future. The Department therefore recommends renewing the service agreement with Dropcountr, Inc. for two years.

### **POLICY / RULE**

In accordance with Chapter 2.36 of the Folsom Municipal Code, supplies, equipment, services, and construction with a value of \$73,209 or greater shall be awarded by City Council.

### **ANALYSIS**

The Dropcountr platform provides customers with convenient access to their specific water use data, either via an app or on the web. Dropcountr users are no longer limited to viewing monthly water usage on bills, but instead can view their daily and hourly use data. Information provided by Dropcountr enables customers to better understand data, monitor consumption and take action to save water and reduce their monthly bills. In addition to rebate information and water saving tips, users can receive notifications of sporadic or continuous flow leaks, enabling much faster leak identification and resolution. This product supports the customer service role of the Water Conservation division in its endeavors to assist customers conserve water.

The current service agreement with Dropcountr, Inc. expired on June 30, 2024. To continue providing service to the City of Folsom, Dropcountr, Inc. requires that a subscription agreement is signed. The proposed service agreement will support ongoing initiatives of the City of Folsom, Environmental and Water Resources Department during a period of increasing need for water management due to drought conditions and on-going State regulation. Two payments of \$66,000, one for Fiscal Year 2024-2025 and one for Fiscal Year 2025-2026) will ensure Folsom citizens have access to water use data, with enhanced features, for the remainder of this fiscal year.

### **FINANCIAL IMPACT**

Renewal of the current service agreement with Dropcountr, Inc. costs \$66,000 per year for the next two years, for a total of \$132,000. Sufficient funds have been budgeted in the Water

Operating Fund (Fund 520) for FY 2024-25 and will be included in the FY 2025-26 budget process.

**ENVIRONMENTAL REVIEW**

The customer information system is not considered a project and therefore, is exempt from environmental review under the California Environmental Quality Act as noted in Chapter 2.5 - Definitions, Section 21065 - Project.

**ATTACHMENT**

Resolution 11221 - A Resolution Authorizing the City Manager to Execute a Renewal of the Service Agreement with Dropcountr, Inc. for Use of the Dropcountr Base Platform, Dropcountr Business and the HOME+ Irrigation Module for Two Years.

Submitted,

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Marcus Yasutake, Director  
ENVIRONMENTAL AND WATER RESOURCES DEPARTMENT

**RESOLUTION NO. 11221**

**A RESOLUTION AUTHORIZING THE CITY MANAGER TO EXECUTE A RENEWAL OF THE SERVICE AGREEMENT WITH DROPCOUNTR, INC. FOR USE OF THE DROPCOUNTR BASE PLATFORM, DROPCOUNTR BUSINESS AND THE HOME+ IRRIGATION MODULE FOR TWO YEARS**

**WHEREAS**, the Environmental and Water Resources Department currently utilizes Dropcountr software to support water conservation initiatives; and

**WHEREAS**, the current service agreement expired at the end of June 2024; and

**WHEREAS**, current drought conditions mean that there are ongoing State regulations associated with drought mitigation and increased water use efficiency; and

**WHEREAS**, the Environmental and Water Resources Department wishes to continue providing the Dropcountr platform to Folsom water customers at a two year cost of \$132,000; and

**WHEREAS**, sufficient funds are budgeted and available in the Water Operating Fund (Fund 520) in FY 2024-25 and will be included during the FY2025-26 budget process; and

**WHEREAS**, the agreement will be in a form acceptable to the City Attorney:

**NOW, THEREFORE, BE IT RESOLVED** that the City Council of the City of Folsom authorizes the City Manager to execute a renewal of the Service Agreement with Dropcountr, Inc. for Use of the Dropcountr Base Platform, Dropcountr Business and the HOME+ Irrigation Module for Two Years.

**PASSED AND ADOPTED** this 9<sup>th</sup> day of July 2024, by the following roll-call vote:

**AYES:** Councilmember(s):  
**NOES:** Councilmember(s):  
**ABSENT:** Councilmember(s):  
**ABSTAIN:** Councilmember(s):

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Michael D. Kozlowski, MAYOR

ATTEST:

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Christa Freemantle, CITY CLERK