



To: Mayor and Council
From: Jay Brunvand
Date: November 6, 2024
Agenda Item: Resolution 59 – Series 2024
Resolution 60 – Series 2024

REQUEST:

Staff is recommending Council to approve Resolutions 59 and 60 – Series 2024 as presented.

INTRODUCTION:

These Resolutions set up a town wide billing structure and adopt agreements to provide electronic meter reading services and then to set up a billing structure for that data and to provide specific detailed information to our engineering advisors.

ANALYSIS:

Minturn currently contracts with ERWSD to read our meters remotely and then bill our customers for their monthly water, volumetric, debt service uses and trash service in addition to ERWSD sewer fees. This agreement will allow Minturn to read our own meters and submit that data for billing. Although this will not be fully handled in-house, we will still utilize outside sources for both, Minturn will own the data and infrastructure. In so owning, we will be able to cost effectively manage the customer accounts in-house. On a per call basis, town staff will be able to view, discuss, and manage the monthly data with the customer. Currently this is done through proprietary software owned by ERWSD and they also bill us for the services provided.

For many years the ERWSD contract has been a benefit to the town. Over the years the cost has increased, and the service levels and the integrity of the data and customer service seems to have decreased. With this new system as proposed, the town will not be a customer of ERWSD, rather we will manage the data, interact with that data and the customer concerns, and manage the data on a daily basis.

Currently the town is not able to offer or address daily high use customer concerns, this new process will allow the town to monitor use with multiple data points daily, as well as a more specific water use of our entire system.

COMMUNITY INPUT:

Staff deals with customers every day. They call me, give me the details, I contact ERWSD, recontact the customer for a resolution. Often this process is a back-and-forth process and very time consuming; leading to expressed complaints and miss understandings.

BUDGET / STAFF IMPACT:

Resolution 59-2024:

Spectrum Manager Lease Agreement/Sensus costs result in an annual operation and analytics fee of \$13,000 and a one-time setup fee of \$24,988. The setup fee includes the install, integration, and programming fees for the radio read tower that will be installed on the #2 water tank. Currently, this is included in the ERWSD monthly fee.

Resolution 60-2024:

The town pays a monthly service fee of \$3,413, this fee increases annually. By way of example, the fee was \$1,060 in 2021 and has more than tripled in three years. We were informed this year that, if we wanted the full services that we can offer with this new system, it would run over \$90,000 annually. To boot, they are currently not even able to offer the expanded services without much more town commitment.

The new process covered by these two agreements will cost:

Monthly billing services \$2,388 (one-time total system setup cost of \$2,750)

Monthly meter reading services \$1,000 (one-time total system setup cost of \$25,000)

There will be other associated costs as we get rolling but this should prove to be a significant savings overall.

ERWSD estimated annual costs: \$90,000

Total estimated start up costs with new system: \$68,406

2nd year estimated annual costs: \$40,656

STRATEGIC PLAN ALIGNMENT:

In accordance with Strategy #4 the Town will advance decisions/projects/initiatives that expand future opportunity and viability for Minturn.

RECOMMENDED ACTION OR PROPOSED MOTION:

Motion to approve Resolution 59 – Series 2024

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Attachments:

- Resolution 59 – Series 2024
- Resolution 60 – Series 2024
- referenced agreement and other data