



CITY OF NORMAN, OK STAFF REPORT

MEETING DATE: 10/27/2026

REQUESTER: Nathan Madenwald, P.E., Utilities Engineer

PRESENTER: Nathan Madenwald, P.E., Utilities Engineer

ITEM TITLE: CONSIDERATION OF APPROVAL, REJECTION, AMENDMENT, AND/OR POSTPONEMENT OF CHANGE ORDER SIX TO CONTRACT K-2324-35: BY AND BETWEEN THE NORMAN UTILITIES AUTHORITY AND THIRKETTLE CORPORATION DBA UTILIUSE, DECREASING THE CONTRACT BY \$537,998.19 FOR A REVISED CONTRACT AMOUNT OF \$16,289,786.42 FOR THE MASTER SERVICES AGREEMENT FOR THE ADVANCED WATER METER INFRASTRUCTURE PROJECT, FINAL ACCEPTANCE OF THE PROJECT, AND FINAL PAYMENT IN THE AMOUNT OF \$394,130.99. (CITYWIDE)

BACKGROUND:

The City of Norman water system includes approximately 43,000 water meters that measure water usage for water and sewer billing purposes. The majority of the meters were manually read by meter readers and less than five percent of meters were read using automated meter reading. As the number of meters have increased, staffing levels were not proportionally increased to account for the increased numbers. Insufficient staffing levels can result in missed reads or inaccurate reads that impact customer service and billing revenues. Additionally, the majority of the water meters in Norman had aged past their expected useful life and warranted replacement.

The current state of the water industry is such that Advanced Metering Infrastructure (AMI) has become more commonplace and is being implemented by more utilities. With AMI, meters are now being read remotely using radio infrastructure on water towers multiple times per day. With this new system, the following benefits are being realized:

1. Meter reads occur regularly ensuring more accurate billing;
2. Improved customer service since usage data is more available to the customer and leak or usage alerts can be configured to notify the customer more timely;
3. Aged meters were replaced with new, more accurate meters; and
4. Staff are no longer required to read each meter manually and can be used for other work efforts.

On June 8, 2021, the Norman Utilities Authority (NUA) approved Contract K-2021-75 with E Source. This contract included work to complete the Assessment Phase of the project and confirm that the NUA had a positive business case to implement Advanced Water Meter Infrastructure. This information was presented to the NUA/City Council on September 28, 2021. Amendment No. 1 to the contract was approved on October 26, 2021, to provide consulting services through the procurement phase of the project. Amendment No. 2 to the contract was approved on December 13, 2022, to provide consulting services through the implementation phase of the project

Request for Proposal RFP-2223-13 was issued on August 26 and September 1, 2022, to prospective vendors. Five proposals were received in accordance with RFP-2223-13 and were reviewed by a City evaluation team. Three proposers were short-listed for the project and were interviewed on November 15-17, 2022. Thirkettle Corporation, dba Utiliuse, (Utiliuse) was unanimously selected as the best vendor. Contract K-2324-35 was approved on April 9, 2024.

A grant from the United States Bureau of Reclamation (USBOR) was received by the NUA on February 14, 2023, in the amount of \$2,000,000. With this funding, additional purchasing limitations were required and these were referenced within RFP-2223-13. Specifically, Build America Buy America (BABA) was required which created challenges for the industry since no vendors can meet the requirements (including the five proposers on this project). As such, contracting was delayed until a waiver was issued allowing the use of materials not meeting BABA requirements. This waiver was issued on February 15, 2024, and was applicable to all water metering projects with USBOR funding.

Additionally, a loan from the Oklahoma Water Resources Board under Clean Water State Revolving Fund was obtained on November 4, 2022. The total funding received was \$15,000,000 for use on the Advanced Water Metering Project.

DISCUSSION:

The Advanced Water Metering Project or Meter Infrastructure Program (MIP) was kicked off in June 2024. During the course of the project, several modifications to the scope of the project were necessary for successful completion of the project. Change Order Nos. 1-5 were approved as follows:

1. Change Order No. 1 – Approved on December 6, 2024, and was a net zero change order. This change order included additional units for meter programming for staff, GPS locating of meter installs, deletion of call center services, and deletion of separate storage for project materials.
2. Change Order No. 2 – Approved on July 3, 2025, and decreased the contract amount by \$25.63. This change order modified meter amounts and type for meters 3-inch and larger, increased quantities for retrofits, added to new items for modified meter lids and couplings for service line repairs, and reduced the setter installation quantity.
3. Change Order No. 3 – Approved on December 16, 2025, and decreased the contract amount by \$31.56. This change order added additional single and dual radio endpoints to the project, Spanish language modifications for the customer portal, additional special job hours for large meter installation, and decrease quantities for meter setter installation and box replacements.

4. Change Order No. 4 – Approved on April 15, 2026, and decreased the contract by \$65.95. This change order added the migration of customers currently signed up in the City portal to the new Silverblaze customer portal thereby maintaining continuity of customer service and payments and decreased meter box replacements.
5. Change Order No. 5 – Approved on July 2, 2026, and decreased the contract by \$4.50. This change order authorized the purchase of additional quantities of meters for the project and decreased meter box replacements.

The proposed Change Order No. 6 modifies existing pay item quantities to match field or project conditions. In addition, the change order reflects a transfer of ownership of the forklift purchased by the contractor for the project to the NUA, which is being transferred in lieu of the contractor completing minor cosmetic repairs within the Line Maintenance Facility that occurred during the contractor's use of the facility. This change order is a decrease in the contract of \$537,998.19 for a revised overall contract amount of \$16,289,786.42. The final claim has been received with \$394,130.99 due to the contractor.

RECOMMENDATION 1:

Staff recommends approval of Change Order No. 6 Contract K-2324-35 with Thirkettle Corporation dba Utiliuse for the Master Services Agreement decreasing the contract by \$537,998.19 for a revised overall contract amount of \$16,289,786.42 for the Advanced Water Metering Infrastructure project (Project WA0351/WB0351).

RECOMMENDATION 2:

Staff recommends acceptance of the project and payment of the final claim in the amount of \$394,130.99.