



**DATE:** April 15, 2026

**TO:** Darrel Pyle, City Manager  
Shannon Stevenson, Assistant City Manager

**FROM:** Nathan Madenwald, Utilities Engineer *NM*

**SUBJECT:** Approval of Change Order No 4.  
Contract K-2324-35 – Meter Infrastructure Program

office memorandum

**BACKGROUND:**

Contract K 2324-35 was approved by the Norman Utilities Authority with Thirkettle, dba Utiliuse, on April 9, 2024 for the Meter Infrastructure Program to upgrade all water meters and install communication infrastructure to provide automatic meter reading. Change Orders Nos. 1-3 were a net decrease for the contract in the amount \$57.19.

**DISCUSSION:**

Upon further discussion with the customer portal vendor and additional departments, E Source and staff have determined that migrating the users within the current customer portal to the new portal would provide the most seamless transition for the customer. The current contract included customers to create a new registration which would have impacted customer payments and potential services. The user migration is additional effort for the vendor and therefore a change order is warranted.

Additionally, the field work quantity for meter box replacements that was included in the project will most likely not be necessary based on the remaining number of meters to be installed. This change order also reduces the quantity by 219 replacements.

Staff recommends approval of Change Order No. 4 which decreases the contract by \$65.95 for a revised contract total of \$16,827,789.09.

Reviewed by: Chris Mattingly, Director of Utilities *CM*

4-15-26  
Date

*[Signature]*  
Signature

APPROVED  
 DISAPPROVED

BY:

Darrel Pyle, City Manager  
 Shannon Stevenson, Assistant City Manager

cc: Anthony Purinton, Assistant City Attorney *AP*  
Nari Madden, IT Manager Business Systems & Development *NM*

# Change Order #4 for Meter Infrastructure Program (MIP)



16914 Alamo Parkway, Bldg. 2, Selma, TX 78154  
Phone: (210) 967-6300 Fax: (210) 967-6305

Project Name: Meter Infrastructure Program (MIP) Change Order No.: 4  
Project No: K-2324-35 Change Order Date: 4/15/2026

<b>BETWEEN:</b>	
Contractor	Client
Utiliuse 16914 Alamo Parkway Building 2 Selma, TX 78154	Norman Utility Authority 225 N Webster Avenue Norman, OK 73069

<b>Project Completion:</b>	<input type="checkbox"/> The date of Substantial Completion shall be (Extended/Reduced) by ____ (XX) days with a new Substantial Completion Date of _____.
	<input type="checkbox"/> The Contract Completion Date will be (Extended/Reduced) by ____ (XX) days with a new Contract Completion Date of _____.
	<input checked="" type="checkbox"/> <b>No Change</b>

Ref #	Description	Unit Price (USD)	Current Contract Quantity	Proposed Incr/Decr	Revised Contract Total	Net Change (USD)
ADD – 139	AUS Customer Engagement Portal - Migration of User Data from Link Portal to Silver Blaze	\$20,750.00	0	1	\$20,750.00	\$20,750.00
Pricing Summary Line 114	Box Replacement (in Dirt, Gravel, Landscaping, Grass, Area with Tree Roots, or Similar): Water Meter Box Adjustment, Removal, or Replacement in Dirt, (5/8" - 1" Only)	\$95.05	3779	-219	\$338,378.00	\$(20,815.95)

Original "Utiliuse" Contract Sum:	\$ 16,827,912.23
Change Order #1	\$ 0.00
Change Order #2 (Increase/Decrease):	\$ (25.63)
Change Order #3 (Increase/Decrease):	\$ (31.56)
Change Order #4 (Increase/Decrease):	\$ (65.95)
<b>Total Revised Contract Sum:</b>	<b>\$ 16,827,789.09</b>

All parties hereby agree to accept the changes herein, including the previously established scope of work forms and attachments of the contract work to be performed by the Contractor. This Change Order shall be incorporated into and made part of the original Agreement. All predefined scope, general terms, and conditions from the original Agreement shall apply. No other terms and conditions, written or implied, shall govern this Change Order unless expressly agreed to by both parties in writing.

# Change Order #4 for Meter Infrastructure Program (MIP)



16914 Alamo Parkway, Bldg. 2, Selma, TX 78154  
Phone: (210) 967-6300 Fax: (210) 967-6305

SUBMITTED BY  
CONTRACTOR:

Chris Newville, Manager - Utiliuse

Date: 04/15/26

APPROVED AS FOR FORM  
AND LEGALITY:

City Attorney

Date: 4/15/26

ACCEPTED BY NORMAN  
UTILITIES AUTHORITY:

City Manager

Date: 4-15-26






# CO4 - Silver Blaze Data Migration

Final Audit Report

2026-04-15

Created:	2026-04-15
By:	Chris Newville (chris.newville@aqua-metric.com)
Status:	Signed
Transaction ID:	CBJCHBCAABAAT7t3PDKROt25bx26iF75Wxl9Qi5edGNR

## "CO4 - Silver Blaze Data Migration" History

-  Document created by Chris Newville (chris.newville@aqua-metric.com)  
2026-04-15 - 2:00:13 PM GMT- IP address: 72.131.208.142
-  Document emailed to Chris Newville (chris.newville@utiliuse.com) for signature  
2026-04-15 - 2:00:18 PM GMT
-  Email viewed by Chris Newville (chris.newville@utiliuse.com)  
2026-04-15 - 2:01:02 PM GMT- IP address: 3.89.148.194
-  Document e-signed by Chris Newville (chris.newville@utiliuse.com)  
Signature Date: 2026-04-15 - 2:02:12 PM GMT - Time Source: server- IP address: 72.131.208.142
-  Agreement completed.  
2026-04-15 - 2:02:12 PM GMT



## Utiliuse (City of Norman)

### Change Order 3 for Migration of User Data from Link Portal to Silver Blaze

**Date Issued:** March 26th, 2026  
**Original SOW:** AT106156  
**Change Order ID:** CO2  
**Description:** CO2 for Migration of User Data from Link Portal to Silver Blaze  
**Prepared By:** Tanuja Kancherla

## Summary

Utiliuse (City of Norman) and Advanced Utility Systems (Advanced) entered into a Statement of Work Agreement (SOW) on 17<sup>th</sup> May 2024 for the SmartWorks and Silver Blaze Integrations as per the Harris – SmartWorks and AUS\_AquaMetric Reseller Agreement. Norman’s customers are currently enrolled in Auto Pay functionality through Paymentus using the existing Infinity.Link portal. A primary objective of the user data migration is to preserve existing Auto Pay enrollments during the transition to the Silver Blaze portal, ensuring uninterrupted payment processing and avoiding customer reenrollment. For this reason, Norman would like to migrate the User Data from the City of Norman’s existing Infinity. Link portal to the Silver Blaze portal.

## Additional Scope

The services to be provided under this Change Order is as follows:

AUS and Silver Blaze will work together to implement the requested functionality will be as follows:

### Data Provisioning

- AUS will provide sample user data .csv files for Silver Blaze testing
  - AUS on behalf of City of Norman will be responsible for providing existing user data in the Silver Blaze-required file format for migration.

### Data Validation

- Silver Blaze will review and analyze the data to identify duplicate, invalid, or missing records.
- Any user records that cannot be merged will be documented and shared with AUS and the City of Norman for review and resolution.

### Test Conversion

- Silver Blaze will perform test conversions using the USRMST and USRDTL tables to validate migration logic and outcomes.

### Data Import

- User records will be imported into staging tables within the Silver Blaze database prior to final migration

## Assumptions

- Paymentus has confirmed that when the Silver Blaze production portal integrates with the Paymentus Production environment, all existing customer wallet and Auto Pay enrollment information will remain available, provided the user ID remains unchanged from the existing Infinity.Link portal
- As users are being imported from an external portal, additional configuration and testing effort may be required to correctly establish user groups and permissions within Silver Blaze based on account type and access requirements.

- To meet SilverBlaze security standards, all migrated users will be required to reset their password upon first login
- City of Norman review and approval will be required for any unresolved user records or migration exceptions
- This Change Request is limited to portal user data migration only.

**Conditions**

All conditions stated in the original SOW continue to apply to this Change Order. This Change Order is valid for 30 days from the date this Change Order is issued.

**Authorization**

Signature indicates the parties have read, understood, and agreed to all the contents of this quote

Authorized by Utiliuse		Authorized by Advanced Utility Systems	
Name		Name	
Title		Title	
Signature	Date	Signature	Date