



CITY OF NOVI CITY COUNCIL
FEBRUARY 9, 2026

SUBJECT: Approval of an annual contract with KUBRA for use of their water utility customer portal, Dropcountr, in the amount of \$26,231 per year. The contract term is three years.

SUBMITTING DEPARTMENT: Department of Public Works, Water and Sewer Division

KEY HIGHLIGHTS:

- The City's AMI system provided the opportunity to implement a water utility customer portal.
- The Dropcountr customer portal has been used by staff and customers over the past three years.

FINANCIAL IMPACT

	FY 2026/27 Proposed
EXPENDITURE REQUIRED	\$ 26,231 annually (estimated)
BUDGET	
Water & Sewer Fund 592-536.00-850.009	\$ 28,500 annually
APPROPRIATION REQUIRED	\$ 0
FUND BALANCE IMPACT	\$ 0

BACKGROUND INFORMATION:

Over the past few years, the Water and Sewer Division has been converting the water meter reading system to an Advanced Metering Infrastructure (AMI) involving the installation of a network of antennas and a meter replacement program to upgrade meters to be compatible with the AMI network (refer to attached 2018 memo). The AMI system allows for the collection of water usage remotely, and instantaneously when necessary, resulting in a significantly more efficient process compared to the previously used "drive-by" method.

With the AMI infrastructure in place, Dropcountr, a water utility customer portal, was implemented in 2023, which gives water customers access to information and features related to their account, such as water usage patterns, usage threshold notifications, leak alerts, and much more. This type of customer portal can provide a considerable amount of information to customers and should be able to answer many common questions customers have without the need to contact customer service. City staff will have the ability to easily send notifications to specific customers regarding outage updates, etc.

Based on the use of Dropcountr over the past three years, it is recommended that the contract is renewed for an additional three-year period. The annual fee will be \$24,010 (based on \$1.73 per account for the 13,879 existing water accounts) plus \$2,221 for Irrigation Insight module (\$0.16 per account), for a total of \$26,231 per year for the three-year contract.

RECOMMENDED ACTION: Approval of an annual contract with KUBRA for use of their water utility customer portal, Dropcountr, in the amount of \$26,231 per year. The contract term is three years.