

Memorandum

REPORT TO: City Commission

FROM: Jessica Ahlstrom, Water Conservation Program Manager
Shawn Kohtz, Utilities Director

SUBJECT: Authorize the City Manager to Sign a Software as a Service Agreement with Dropcountr, Inc. for Water Utility Software and Web-Based Customer Water Use Portal

MEETING DATE: October 7, 2025

AGENDA ITEM TYPE: Agreement - Vendor/Contract

RECOMMENDATION: Authorize the City Manager to Sign a Software as a Service Agreement with Dropcountr, Inc. for Water Utility Software and Web-Based Customer Water Use Portal.

STRATEGIC PLAN: 6.1 Clean Water Supplies: Ensure adequate supplies of clean water for today and tomorrow.

BACKGROUND: A core objective of the City's water conservation program is to educate and empower residents to use water efficiently. A key component to using water efficiently is understanding how it is being used in the first place. For example, nearly 50% of residential water use in Bozeman goes into lawns and landscapes. Irrigation systems can waste water through underground leaks unseen from the surface, and irrigation events occurring more frequently than necessary to maintain a healthy landscape. Even indoors, a silent toilet leak can waste over 50 gallons per hour. Identifying these sources of water waste can be difficult without access to water use data.

To address this, in April 2018, the City entered into a Software as a Service Agreement with Dropcountr, Inc. to provide a customer-facing water use portal and water utility tool to track water use. The customer-facing water use portal provides water customers with the ability to: track their water use at the monthly/daily/hourly timescale, see disaggregated indoor and outdoor use, compare use to similar Bozeman households and utility-set water use goals, see which rate tiers their use falls within (single family customers), and receive leak alerts.

Over 3,800 water customers have signed up for the Dropcountr water use portal to date. In September 2025, a satisfied Dropcountr user left an appreciative voicemail for City staff; "Yesterday, we received a notice from you through Dropcountr. It said we had a potential leak of 72 gallons per day at one of our rentals. I texted our renters, and they went out and found that

the hose bib was slightly open and dripping, and they fixed it. They would not have known about that, and neither would I without Dropcountr, so I just wanted to say thank you very much.”

The water utility tool provides City staff with geospatially represented end-use data and information to inform water conservation program efforts. This includes filtering customer accounts for numerous attributes such as; account type, consumption, parcel size, percent-irrigated area, etc. This also allows staff to search for high users or those with continuous usage and proactively notify customers.

The attached Software as a Service Agreement allows the City to continue to provide the Dropcountr customer water use portal to its customers and receive the benefits of the water utility tool.

UNRESOLVED ISSUES: None.

ALTERNATIVES: As suggested by the Commission.

FISCAL EFFECTS: Total project costs are not to exceed \$21,421.26 per year (or \$1.4175 per meter per year) and will be paid for out of the approved water conservation operating budget.

Attachments:

[SAAS Agreement_Dropcountr_2025.pdf](#)

[Exhibit A_Scope of Services_Dropcountr_2025.pdf](#)

[Exhibit B_Cloud Services](#)

[Questionnaire_Dropcountr_2025.pdf](#)

Report compiled on: September 25, 2025