

Memorandum

TO: City Council Workshop
FROM: Tom Wesolowski , Public Works Director
DATE: February 18, 2025
SUBJECT: Terminate WaterSmart water conservation software services
ITEM NUMBER: 1.a
SECTION: GENERAL BUSINESS

REQUESTED MOTION

INTRODUCTION

The city has an agreement with WaterSmart Services (WaterSmart) to provide water conservation software services through July 26, 2027. Due to interface issues between the WaterSmart software and the city's finance and permitting software (BS&A), residents are not able to access updated water use information and staff is recommending the city terminate the agreement with WaterSmart.

DISCUSSION

The city has been using WaterSmart's software platform since 2016 which allows Shoreview water customers the ability to view their water consumption data via an individual water use portal, compare their historical and current use, get tips for conservation, and check for leaks. The contract was renewed in 2022 and extended service until July 26, 2027.

In October of 2023 the city switched to a cloud based version of BS&A and due to an interface issue water use data from BS&A cannot be transferred to the WaterSmart platform. BS&A and WaterSmart were aware of the issue and the city was told that BS&A was working with WaterSmart on a solution but that has not occurred. Staff has continued to reach out to BS&A and WaterSmart and there does not appear to be a solution to the issue that will occur in the near future. Water customers are able to access the WaterSmart portal and can look at historical usage but are not able to see current usage or get hints that they may have a leak. Currently there are 2,681 water customers that are signed up to use the WaterSmart portal out of 8,770 possible customers and the annual cost for the platform is approximately \$19,000.

Based on the number of customers signed up to use WaterSmart and amount of times we have been contacted by water customers with questions about when current water data will be available, it is apparent that access to water use information is important to our water customers and we have been looking for a solution. One option that was identified is an online portal offered by the company that supplies the city water meters and is called Eye On Water. City water customers can sign up for access using their account number and have access to current and historical usage and leak notifications as shown in the attached information. City staff viewed a demonstration of the portal and the graphic interface is easy to navigate, configure and understand. City staff current use a version of the portal to access water use

information and the portal for water customers is available at no additional cost to the city. The Eye On Water portal is used by water customers in other cities in the metro and throughout the state of Minnesota.

If it determined the city should transition to Eye On Water, the current agreement with WaterSmart can be terminated with a 30-day written notice and a message can be sent to current WaterSmart users with information on how to sign up to Eye On Water. Additional information on how to sign up to Eye On Water would also be included in the next Shoreviews edition.

RECOMMENDATION

Given there does not appear to be a solution to the interface issue between BS&A and WaterSmart in the near future and there is a viable option to provide similar information to the city's water customers, it is recommended the city terminate the current agreement with WaterSmart and transition to Eye On Water.

ATTACHMENTS

[Eye On Water](#)