



Memo

To: Board of Directors
From: Larrie Ann Davis
Date: March 13, 2015
Subject: Smart Utility Systems

Smart Utility Systems (SUS) is able to provide our customers with the ability to access their water account information anywhere and on any device (phone, tablet, and computer) twenty four hours a day. This will enable customers to look at their monthly statements, pay their bills securely on-line, make account changes such as address and telephone numbers, track consumption history and make better decisions about their water usage. We have included screen shots of their easy to navigate site.

SUS currently supports Southern California Edison's customer portal, as well as others, but is now looking to Crestline Village Water District to help them gain entry into the small water utility market. As a result we are benefited tremendously by receiving extremely low pricing for their services.

Attached is the original pricing proposal of \$10,000 for their services as well as their most current proposal of \$7,000. SUS has agreed to increase the maximum meter number to 6,000 allowing for future District growth. Maintenance fees after the first year will total roughly \$1,500.00 annually.

My Account



View and edit customer profile information and link to payment.

Billing



Ability to view current & historical bills, pay bill online, set budget goals and see ranking.

Usage



Graphs and charts illustrating consumption, historical comparisons and current rates.

SCM™ Smart Customer Mobile

Notifications



Provides two-way communications, push notifications on conservation programs and rebates and text alerts on excess usage.

Water Outages



Displays current and planned outages & provides ability for customers to report outages directly from their mobile devices.

Compare Spending



Allows utility customers the ability to determine and set usage goals and provides consumption comparisons.

Connect Me



Provides social network connectivity and the ability to send messages directly to utility.

Water Conservation



Ability to view & enroll in water conservation programs, view and apply for rebates, savings tips, etc.

Services



Ability to enter and log customer service requests, including turn on/off and other service related issues.



My Account



My Account Module

View and edit customer profile information and link to payment.



Settings

Notifications

Email : OFF

Budget : OFF

Plans

Power : W-6

Configurations

Usage : Usage

Payment : Monthly Payment

Profile

Name : John Doe Customer Account # : 159

Primary Phone : 111-111-1112 Email ID : john@smartusys.com

Alternate Phone : 111-111-3332

Property Address	Service Account #	Rate Plan	Default
1390 Punchbowl St, Chino Hills, CA - 91709	9	W-6	<input checked="" type="radio"/>
1401 Dallas St - 201, Irvine, CA - 92602	10	W-6	<input type="radio"/>

Payment Mode Add New

Type	Acc/Card	Number	Expiry Date	Default	Edit	Delete
MasterCard	Card	*****0899	11/15	<input checked="" type="radio"/>	Edit	X
American Express	Card	*****8431	11/16	Verifying	Edit	X
MasterCard	Card	*****4986	12/17	Verifying	Edit	X

[Save](#)

Usage

Current Water Usage : \$88.84

Billing

Total Current Charges : \$117.19

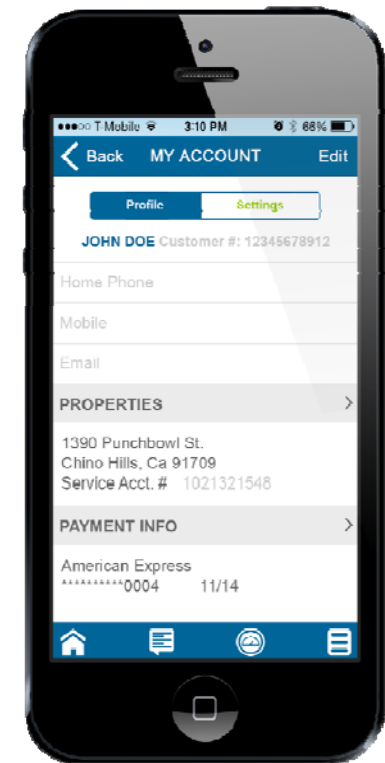
Previous Balance Due : **\$91.30**

Late Payment/Penalty Charges : \$20.00

Amount Paid This Period : \$200.00

Total Amount Due : **\$28.49**

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SUS Confidential



Billing Module

Ability to view current & historical bills, pay bill online, set budget goals and see ranking.



Water Bill Discounts

Receive monthly power bill discounts on qualified medical equipment.

Utility Bill

Service Account #: 9
Property Address : 1390 Punchbowl St

Billing Period : 12/02/2014 to 01/01/2015

Water Bill	
Total Usage	89.48 HCF
Total Water Charges	\$117.19
Total Bill This Period \$117.19	
Previous Balance Due	\$91.30
Late Payment/Penalty Charges	\$20.00
Total Amount Due	\$228.49
Amount Paid This Period	\$200.00
Remaining Balance Due	\$28.49
Due Date	01/17/2015

[PAY BILL](#) [View Bill](#)

History (Billing / Payment)

Previous Bill: \$91.30

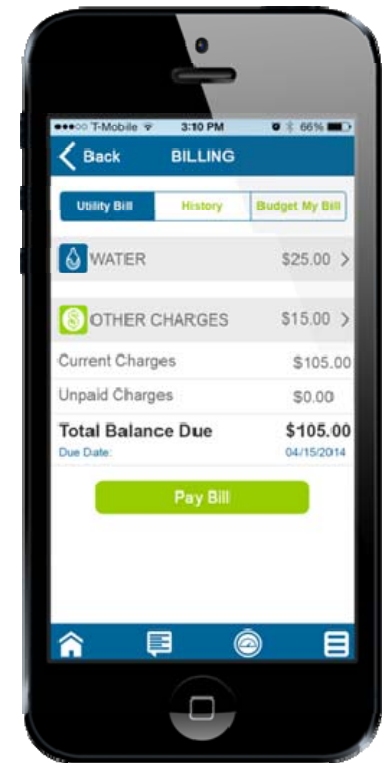
Billing

- Dispute My Bill
- Budget My Bill
- Payment Location(s)

Usage

Current Water Usage: \$82.73

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Usage Module

Graphs and charts illustrating consumption, historical comparisons and current rates.



SUPPORT

Water

Period: Dec 2013 to Nov 2014

Power Solar

Units Consumed (HCF)

Month	Units Consumed (HCF)
Dec	282.88
Jan	271.02
Feb	343.92
Mar	287.53
Apr	284.03
May	385.26
Jun	379.26
Jul	390.67
Aug	411.58
Sep	397.78
Oct	380.04
Nov	91.20

Export to Excel

HOURLY

DAILY

MONTHLY

Rates

Current Plan: Tier based

Tier	Rate (HCF)
Tier 1	~100
Tier 2	~200
Tier 3	~1500

Water

Current Usage : \$143.34

Projected Usage : \$614.31

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Compare Spending



Compare Spending Module

Allows utility customers the ability to determine and set usage goals and provides consumption comparisons.



Water

Current Usage : \$82.73

Projected Usage : \$197.28

Water Bill Discounts

Receive monthly power bill discounts on qualified medical equipment.

Water Dec

— Dec 2014 : 80.97 HCF — Dec 2013 : 185.96 HCF

Usage : 185.96

Compare Me Compare Zip Compare Utility Compare All

Summary

Your Usage:	\$ 82.73
Your Budget:	\$ 210.00
Your Projected Usage:	\$ 197.28

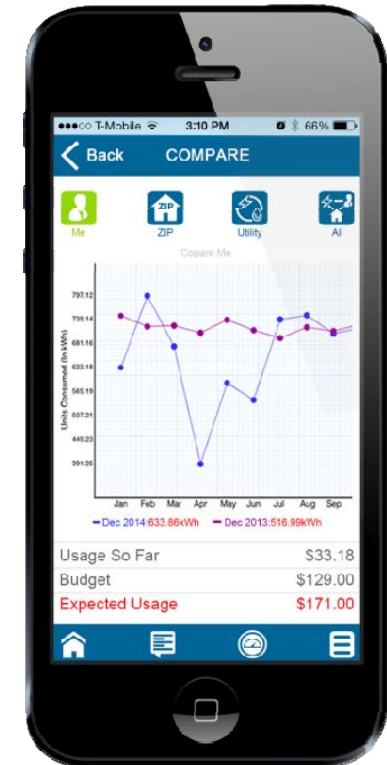
Rates

Current Plan : Tier based

Billing

Total Current Charges	\$117.19
Previous Balance Due	\$91.30
Late Payment/Penalty Charges	\$20.00
Amount Paid This Period	\$200.00
Total Amount Due	\$28.49

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Water Conservation



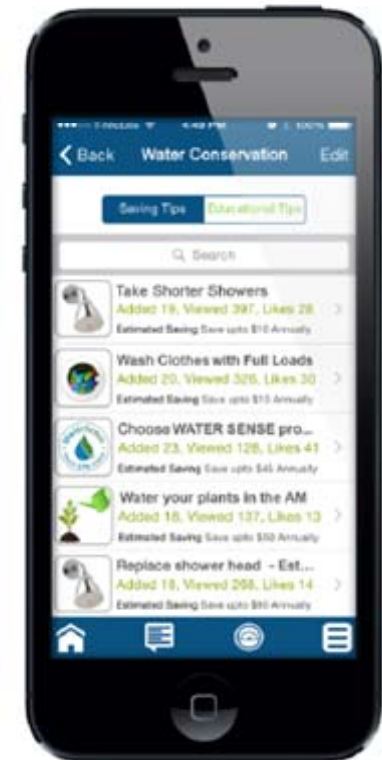
Conservation Module

Ability to view & enroll in water conservation programs, view and apply for rebates, savings tips, etc.



Tip ID	Tip Name	Estimated Saving	Likes
1	Reduce energy for water heating	Save Up to \$50 Annually	12
2	Replace shower head - Estimated savings \$80/year	Save Up to \$80 Annually	14
3	Save Money with a new clothes washer-estimated \$30 per year	Save Up to \$30 Annually	0
4	Washing and Drying	Save Up to \$10 Annually	78

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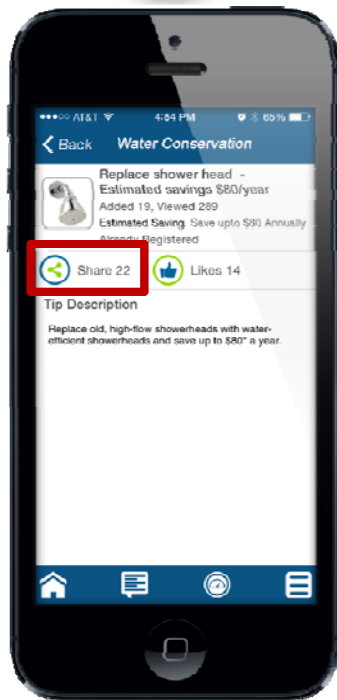




Conservation Module - Social Media



Ability to "Like" and "Share" Tips etc. from the Save Our Water Conservation Module

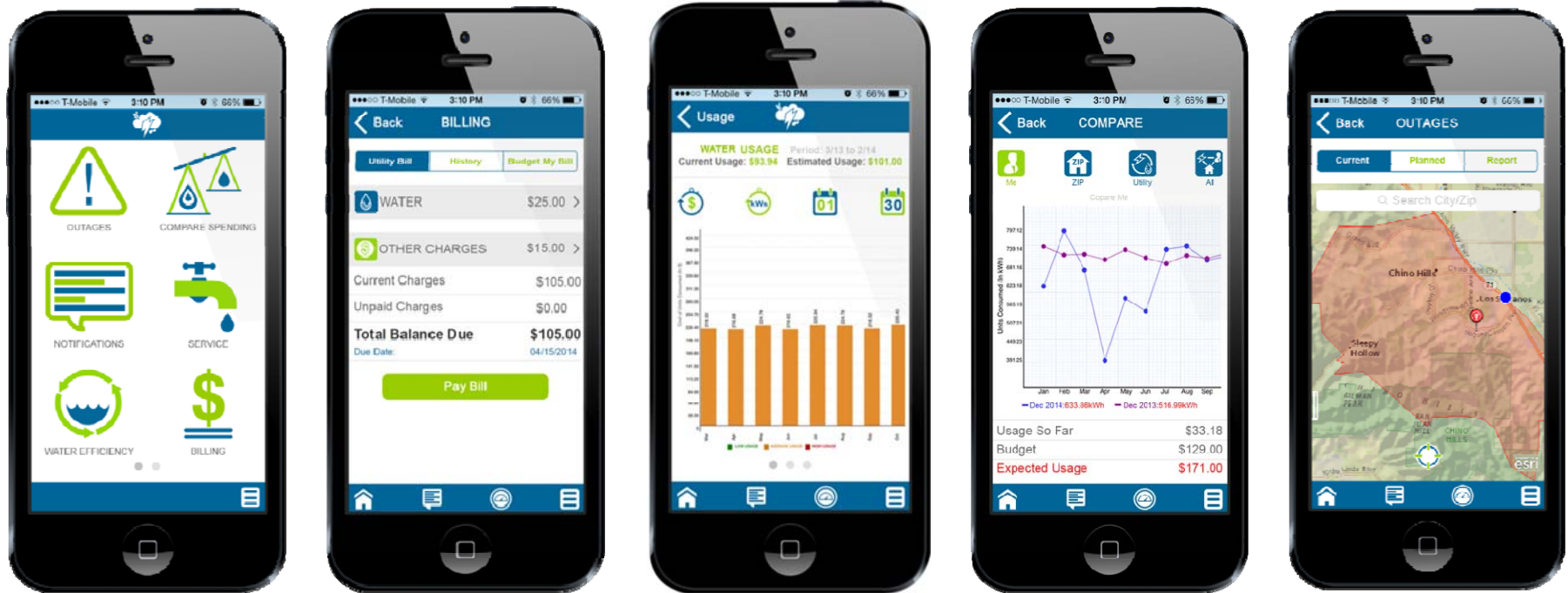


Help your trees survive the #drought... they provide a wide range of benefits at a low cost and with little effort! Continue to #WaterWisely and maintain your trees and landscape carefully throughout the fall season.
<http://www.saveourh2o.org/sites/default/files/field/images/article/Drought-tree.jpg>



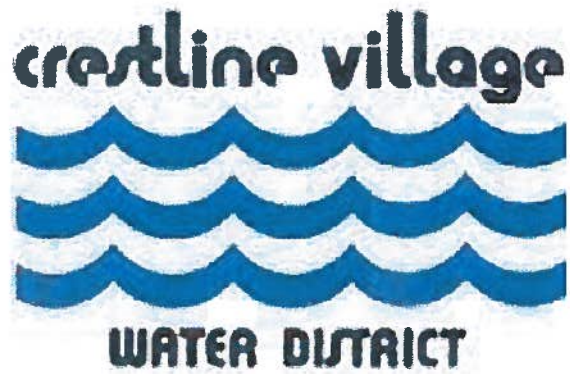
SCM™ A Single Sign-On for Your Utility Customers

Smart Customer Mobile



SUS Confidential

Pricing Summary



Michael Moon, Sales Executive
Michael.Moon@Smartusys.com
909.287.3704

Proposed Solution

Crestline Village Water District seeks to engage and increase member satisfaction by offering their members the convenience and self-service to access their data anytime, anywhere and on any device (phone, tablet, and computer) while keeping things simple and user friendly. This will enable homeowners and businesses the convenience to pay their utility bills securely online and make better informed decisions about their usage behavior. Furthermore, through this SCM™ and SCP™ platform, Crestline Village WD members will be provided with an additional information related to outage updates, conservation messaging, comparison usage and billing history. The key to this Crestline Village WD initiative is the strategic alignment to transform customer engagement and put Crestline Village WD at a competitive advantage within the utility market. In order to enable this program, Crestline Village WD will conduct a deployment of the SUS SCM™ - Smart Customer Mobile solution and SCP™ - Smart Customer Portal.

Module Details

Notifications



Provides two-way communications, push notifications on conservation programs and rebates and text alerts on excess usage.

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Compare Spending



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1. Detail Pricing

	Crestline Village WD PRICING	STANDARD PRICING
SCM Modules	< 50,000 Customers	< 100,000 Customers
	Discounted - Annual License	Standard - Annual License
Outage	\$10,000	\$ 25,000
My Account		\$ 15,000
Notifications		\$ 20,000
Connect Me		\$ 25,000
Usage		\$ 15,000
Billing		\$ 15,000
Service		\$ 25,000
Compare Spending		\$ 15,000
Conservation		\$ 15,000
Administration Portal		
	\$ -	\$ -
	\$ -	\$ -
	\$ -	\$ -
Grand Total for SCM Licenses	\$10,000	\$ 170,000
Max Meters	5,000	
Implementation fees	\$0	
Annual Maint. (After 1st Year):	22% (\$2,200 yr.)	
Hosting Option Available		

Notes:

The above Outage Package outlined in **BLUE** does not need to be taken as an "all or none". Silicon Valley is not required to implement every module included in the Outage Package and can choose to phase in functionality as they see fit.

1. Detail Pricing

	Crestline Village WD PRICING	STANDARD PRICING
SCM Modules	< 50,000 Customers	< 100,000 Customers
	Discounted - Annual License	Standard - Annual License
My Account	\$7,000	\$ 25,000
Compare Spending		\$ 15,000
Notifications		\$ 20,000
Connect Me		\$ 25,000
Usage		\$ 15,000
Billing		\$ 15,000
Service		\$ 25,000
		\$ 15,000
		\$ 15,000
Administration Portal		
	\$ -	\$ -
	\$ -	\$ -
	\$ -	\$ -
Grand Total for SCM Licenses	\$7,000	\$ 170,000
Max Meters	5,000	
Implementation fees	\$0	
Annual Maint. (After 1st Year):	22% (\$1,540 yr.)	
Hosting Option Available		

Notes:

The above Outage Package outlined in **BLUE** does not need to be taken as an "all or none". Silicon Valley is not required to implement every module included in the Outage Package and can choose to phase in functionality as they see fit.