crestline village
WATER DISTRICT

Memo

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

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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.

SCM™

Smart Customer Mobile

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.

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.

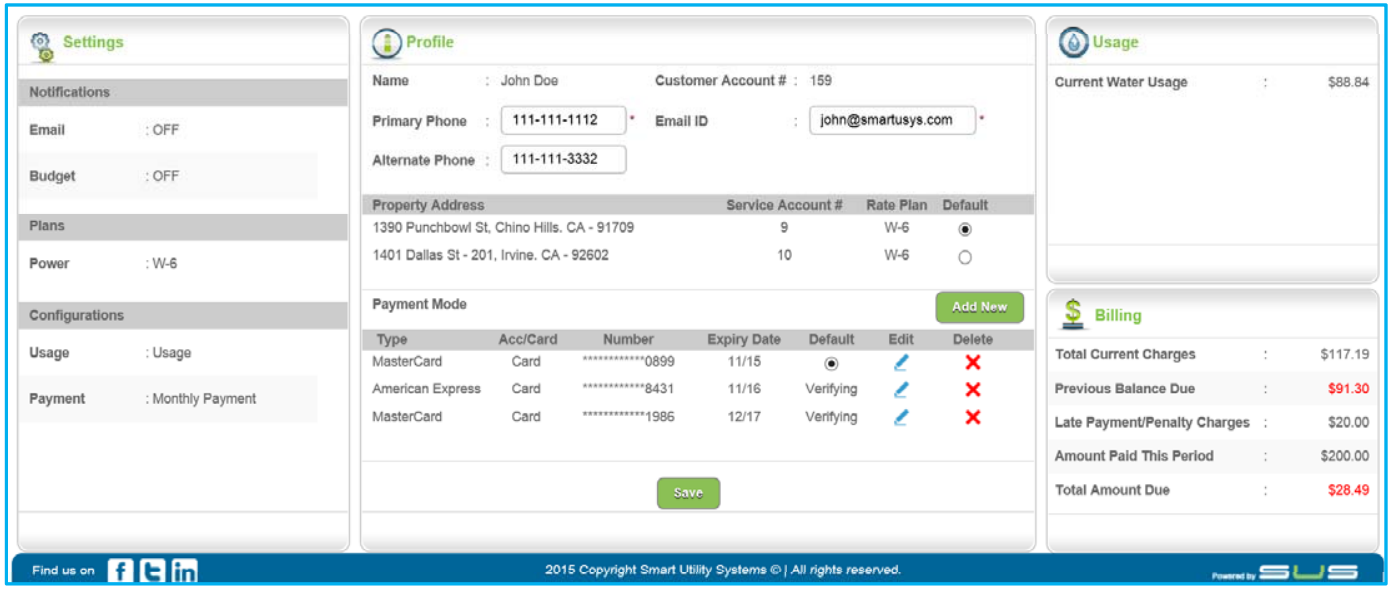
Services

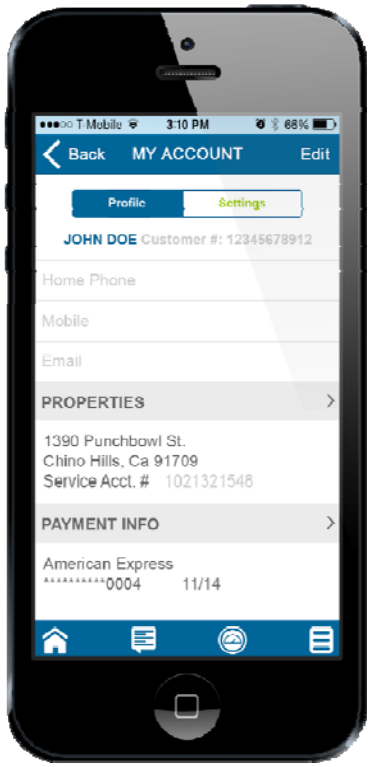
Ability to enter and log customer service requests, including turn on/off and other service related issues.

SUS
SMART UTILITY SYSTEMS

My Account Module

View and edit customer profile information and link to payment.





Billing Module

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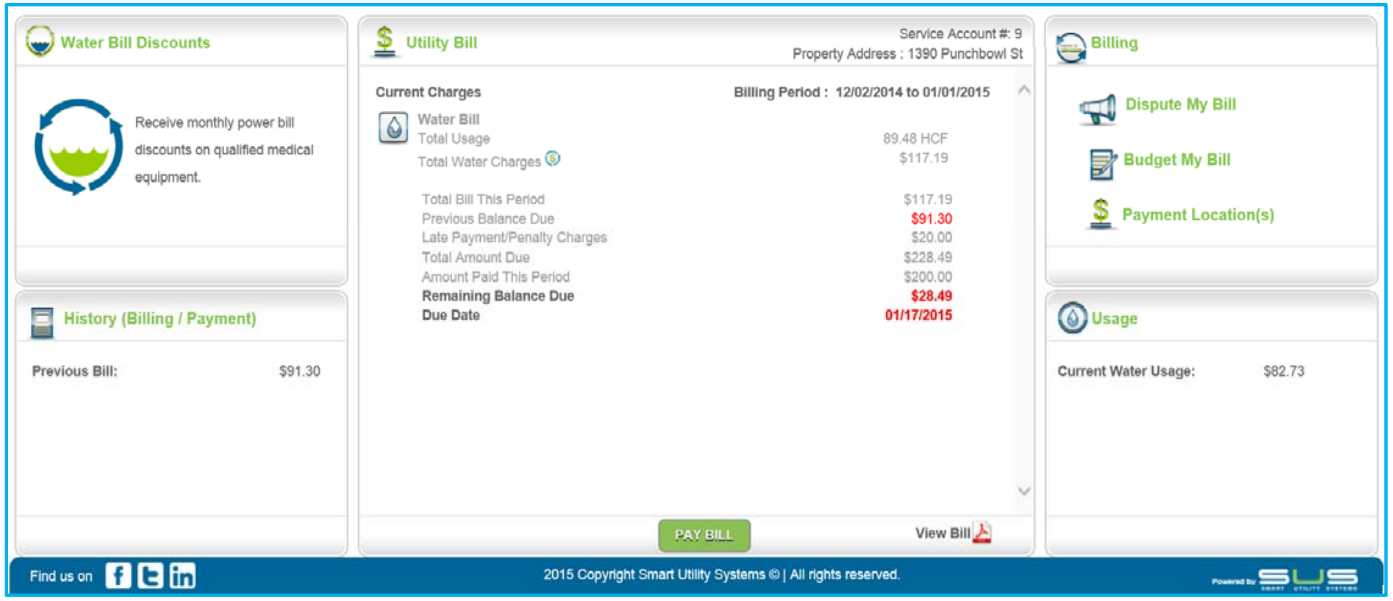
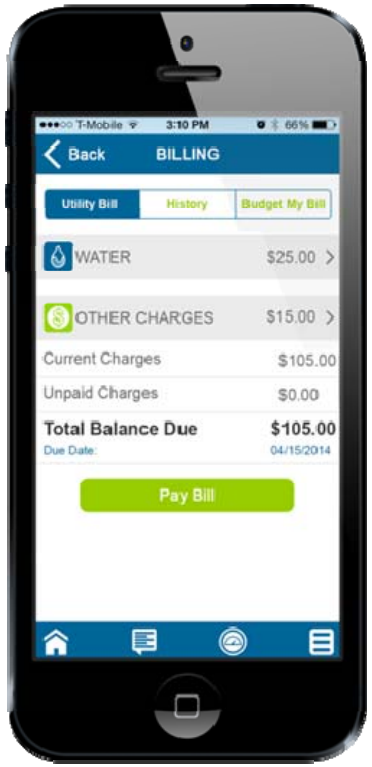
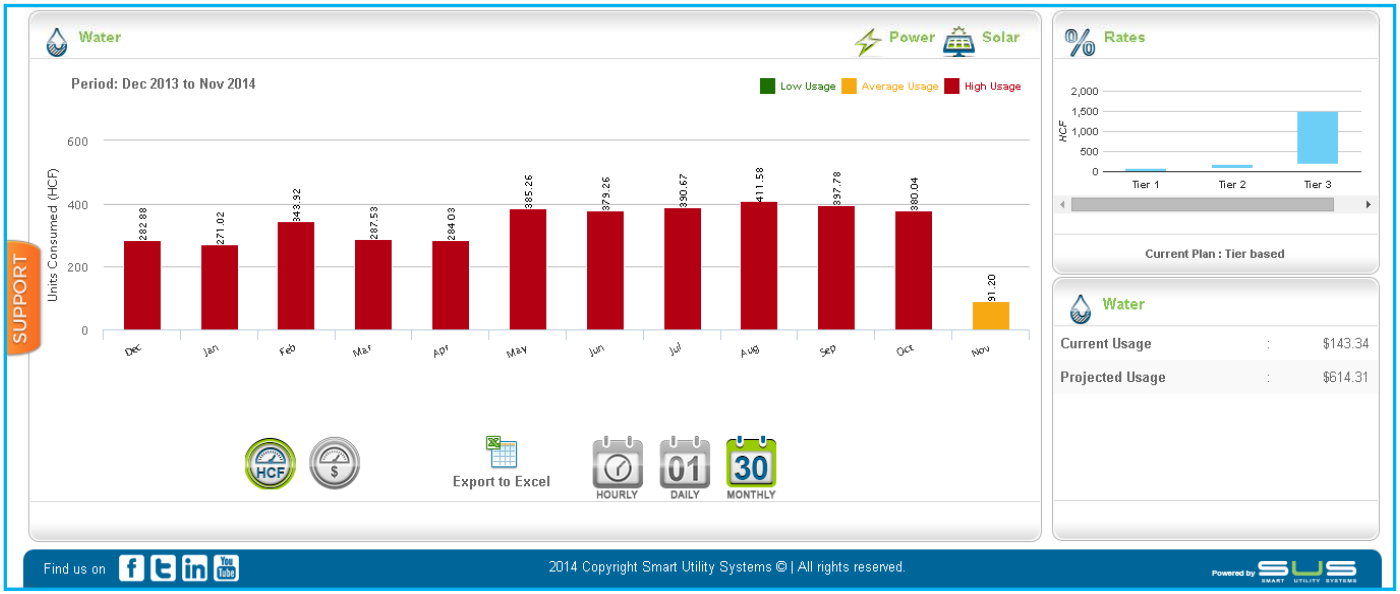




Usage Module

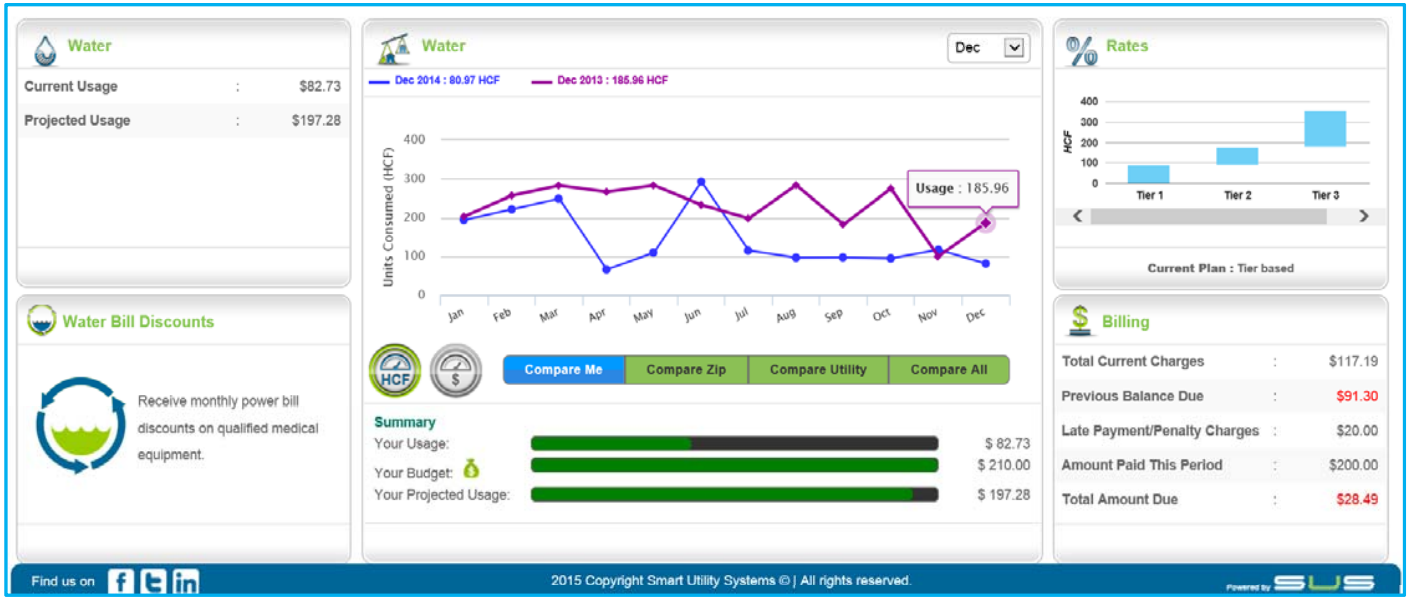
Graphs and charts illustrating consumption, historical comparisons and current rates.



Compare Spending

Compare Spending Module

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



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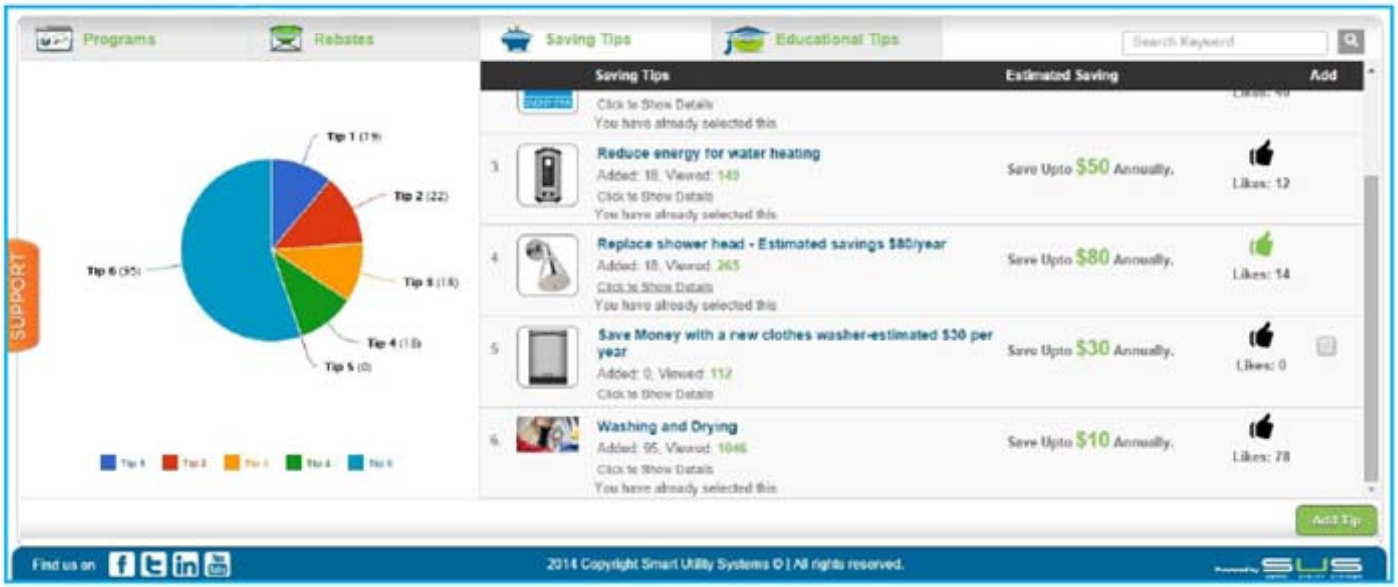
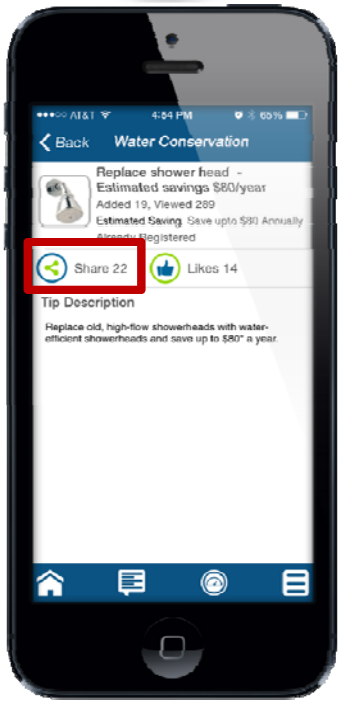
Conservation Module

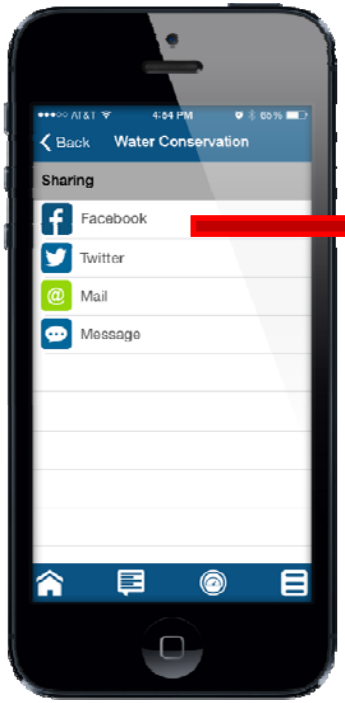
Ability to view & enroll in water conservation programs, view and apply for rebates, savings tips, etc.



Conservation Module - Social Media

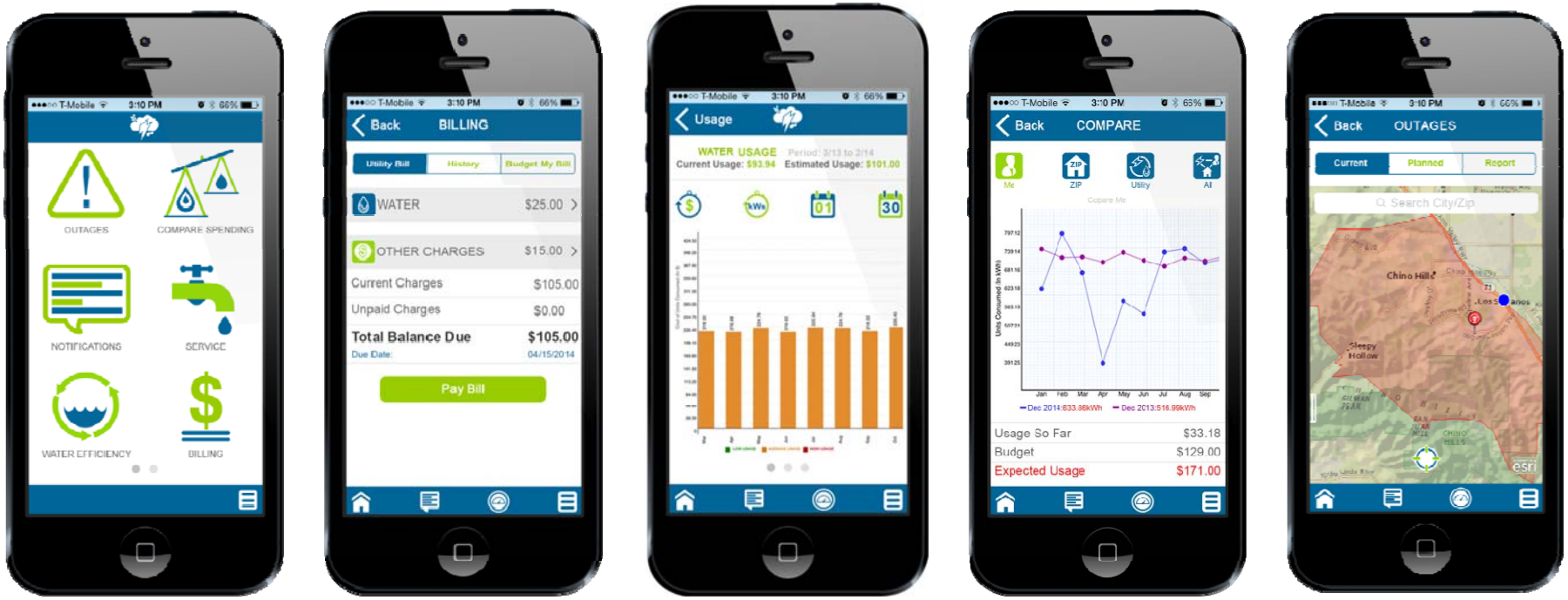
Ability to “Like” and “Share” Tips etc. from the Save Our Water Conservation Module





SCM™ A Single Sign-On for Your Utility Customers

Smart Customer Mobile



Pricing Summary

crestline village
WATER DISTRICT

SUS
SMART UTILITY SYSTEMS

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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 on-line 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.

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Module Details

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.

Services

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1. Detail Pricing

SCM Modules	Crestline Village WD PRICING < 50,000 Customers Discounted - Annual License	STANDARD PRICING < 100,000 Customers 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.

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1. Detail Pricing

SCM Modules	Crestline Village WD PRICING < 50,000 Customers Discounted - Annual License	STANDARD PRICING < 100,000 Customers 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.

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