

Memorandum

To: GLWA Board Operations & Resources Committee

From: Madison Merzlyakov, Management Professional
GLWA Member Outreach

CC: Suzanne Coffey, GLWA Chief Planning Officer

Date: January 3, 2020

RE: AURA Smart Water Technology Platform
Amendment to Contract No. 1900949, Aquasight, LLC

The purpose of this memo is to describe how we are increasing value to our member communities by expanding a product we are currently using which assists member communities with water quality analytics. We are currently taking advantage of an opt-in model of an application named AURA where communities that wish to subscribe to the platform are responsible for the cost of the subscription. Given the initial success and value added to the communities utilizing the application, we are moving to a full-service model which will allow all GLWA member communities to utilize the tool as a part of the services we provide.

The AURA application allows for communities to have predictive and proactive drinking water quality data available and to have daily updates on sampling results, historical and seasonal trends. The application also identifies areas that may need attention and keeps track of a community's flushing program by providing "dead end" and "stagnant main" views. The tool assists with lead service line management by allowing communities to build their inventory of lead service lines and keep track of which lines have been replaced. The application integrates with community hydraulic models to view updates to their system when and where they may occur.

GLWA entered into an agreement with Aquasight in 2018 anticipating a grant opportunity to pay for the service. At the time, GLWA was working with another Aquasight tool called Apollo at the Water Resource Recovery Facility (currently still in use). Presently, the subscription cost is \$0.125 per resident per year. There are currently ten communities that have opted into the service. Aquasight currently bills GLWA for the service provided for the ten communities, and GLWA bills the individual communities.

By moving to a full-service model, the cost of the platform decreases from \$0.125 to \$0.10 per resident, per year. GLWA will pay the cost for the service for all member communities at the discounted rate. The initial contract for the smart water platform was structured to be billed as communities opted in and had a not-to-exceed total of \$750,000.00 for three years. The full-service model to which we are moving will be structured as a flat fee of \$378,567 per year for the next two years. This flat fee will cover all GLWA member communities. We are processing an amendment to the current contract of \$100,000 with no additional duration to move to the full-service model. This will bring the total of the contract with Aquasight for the AURA platform to \$850,000, keeping its original duration of three years. This expense is fully covered in the Planning Services Area budget.

Member communities will also have the opportunity via a small annual fee to take advantage of two additional features of the Aquasight product. These two features are 1) Water Loss and Smart Meter Analytics and 2) Asset Management and Capital Planning Tool.

By offering the full-service model to our member communities, GLWA is providing communities a simple pathway to utilize best practices and assist members with their water quality concerns.

The GLWA Member Outreach Team has spoken with the communities that are currently subscribed and they have expressed their appreciation for the tool and its usefulness. Members using the platform have shared their experiences below.

“AURA is a platform where knowledge and intelligence of utility operations, hydraulics, quality, assets, GIS, models and customers can be grown over time, thus making it easier to pass on the experience from the retirement generation to the next generation.”

“A valve was left closed during main break repair leading to a dead-end situation resulting in lower than acceptable chlorine levels which was visible on the AURA dashboard.”

“By merging input flows and smart meter data, AURA’s water loss analytics and % NRW was used to justify a \$2M meter upgrade plan.”

“Anomaly detection will help with improved customer service by notifying if some accounts have shown unusual consumption patterns compared to rest of the population.”

“Ability to see hydraulic anomalies in distribution system (high flows and low-pressure drops is a proxy for main break), is beneficial to ensure residents are getting the pressures they want.”

Although no Board of Directors action is required for this amendment, we wanted to advise the Board of this enhancement to our service offerings and that we will be rolling out the full-service model of this innovative and value-added platform to all members shortly.

Once this amendment is executed, communities that are using AURA via the current opt-in contract will be reimbursed costs for any remaining paid term of their contract.