

Olivehurst Public Utility District



Agenda Item Staff Report

Meeting Date: 08/20/26

Item description/summary:

Consider Approving for Aquatrax to be OPUDs customer portal provider.

Olivehurst Public Utility District (OPUD) for the past year and a half, been looking for competent customer portal providers and reached out to an extensive number of providers in order to gauge interest, review their portfolio, be run through demo secession, and go through Question & Answer process. OPUD was able to narrow down their search to two (2) firms we felt best suited our needs, Kubra/DropCountr and Aquatrax. Both provide unique services and are capable of providing OPUDs needs. This past month OPUD contacted all references for both firms based on similar size utility providers and those with the same meter/Advanced Meter Infrastructure (AMI) as OPUD in order to compare apples to apples. Based on feedback and meeting discussions with managers, Aquatrax is recommended for following reasons:

- 1.) Exceptional Customer Service and in timely manner
- 2.) Cheaper Alternative
- 3.) Advanced Water Reports that can directly get utilized for State reporting while continually growing to meet Utility Providers' needs as State Regulations get implemented

Fiscal Analysis:

Upfront Cost:

Cost of first 3 years of Customer Portal via existing Grant = \$70kish

Total AMI SYSTEM yearly cost (includes Sensus analytics and Customer Portal) = roughly \$55k with 3% yearly increase.

Employee Feedback

Great awareness for customers of water use and for staff on identifying leaks and reducing water losses and saving customer money.

Sample Motion:

Move forward with OPUD getting an agreement with Aquatrax, pending legal review

Prepared by: Swarnjit Boyal, Public Work Manager

EXHIBIT A – COST PROPOSALS

PROJECT Customer Portal and Water Analytics Platform				
OPUD				
Implementation Items	Quantity	One Time	Unit Cost	Total \$ (New Client)
Implementation of customer and utility AquaTrax Portal for approximately 9,200 meters •Customer data model & synchronization •Utility Portal •Customer Portal •Communications provisioning •System Integration with OPUD backend system sensus AMI/MDM)	1	One Time	\$ 13,500.00	\$ 13,500.00
Total Implementation				
Total Annual Support and Maintenance	Quantity	Months	Unit Cost	Total \$ (New Client)
Annual Support, Maintenance (New Client)	9,200	12	\$ 0.10	\$ 11,040.00
Third party Microsoft Cloud Hosting Fees/year (Annual)	1	12	\$ 1,800.00	\$ 1,800.00
Total year 1 Annual Recurring				\$ 12,840.00
Total year 2 Annual Recurring 3% inflation				\$ 13,225.20
Total year 3 Annual Recurring 3% inflation				\$ 13,621.96



Sales Quote

July 8, 2026

Aqua-Metric Sales Company

Mike Bortoletto - Solutions Specialist

1060 National Drive #5. Sacramento, CA 95843

Phone: (916)933-9554 | Cell: (916)-824-4552

Quote for: Olivehurst PUD

Attention: Karin Helvey

Address: 1970 9th Ave

City, State, ZIP: Olivehurst, CA 95961

Phone: 530-743-8573

Email: khelvey@opud.org

Quantity	Description	Unit Price	Line Total
0	Olivehurst PUD Customer Portal - Dropcountr - KUBRA		
0			
1	Dropcountr Base Solution Implementation One-Time Fee	\$8,000.00	\$8,000.00
1	Base Annual Subscription - HOME, BUSINESS, CLEAR + LEAK & Support & Main	\$26,500.00	\$26,500.00
1	Integration- CMEP Sensus One-Time-Fee	\$6,500.00	\$6,500.00
0	Optional INSIGHT Irrigation Algorithm* Add On	\$3,800.00	
0			
0	Year 2 Annual Fee Dropcountr	\$27,000.00	
0	Annual Maintenance AMSC VAR Year 2	\$2,500.00	
0	Year 3 Annual Fee Dropcountr	\$27,000.00	
0	Annual Maintenance AMSC VAR Year 3 +3%	\$2,578.00	
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This quote for the product and services named above is subject to the following terms:

1. All quotes are subject to the Aqua-Metric Terms of Sale.
2. Quote is valid for thirty days.
3. Freight allowed on single orders exceeding \$80,000.00.
4. Net Thirty Days to Pay
5. Returned product may be subject to a 25% restocking fee.
6. Sales Tax and/or Freight charges are approximated and may vary on final invoice.

Subtotal	\$41,000.00
Shipping & Handling	
Sales Tax	
Total	\$41,000.00