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**AGENDA ITEM**

DATE: September 17, 2025  
MEETING DATE: October 7, 2025  
SUBJECT: Customer Portal Upgrade and AMI App  
PRESENTED FOR: Decision:  Information:   
PRESENTER(S): Kendall Hodge, Director, Utility Operations  
John Dawson, CIO, TAC

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**History/Facts and Issues:**

This purchase request is for an upgraded Utility Customer Portal and AMI App from i3 Verticals in the amount of \$558,580.00. This purchase provides an upgrade to our online customer payment web portal and the development costs for a mobile app. The purchase provides for additional features and functionality, cloud hosting, technical support, and software upgrades. The cost to develop and implement the new customer portal is \$373,935.00. The cost to develop and implement the mobile app is \$124,645.00. The Year 1 SaaS costs will be prorated at a cost of \$60,000.00.

**Options/Pros and Cons:**

Pros:

- Developing an app and upgrading the customer portal will increase the ways our customers can interact with and manage their services.
- Upgrades benefit our Administrative Services and Utility Operations teams by making information more readily available through these system upgrades, driving down call volume and in-office visits for questions, concerns, and changes.
- Moving to this purchasing model allows for continuous upgrades without having to make additional capital investments for new features.

Cons:

- Disparate systems require integrations and add additional points of failure as it relates to system availability, functionality, and security.
- We will continue to incur the annual maintenance cost as an operating expense.

**Recommended Action:**

Approval.

**Fiscal Impact/Funding Source:**

Utility AMI Project