

**Amendment to Exhibit D, AGR19-912 between the
Incorporated County of Los Alamos, New Mexico and
Sensus USA Inc.**

WHEREAS, the County entered into a licensing and software as a service agreement with Sensus USA Inc. ("Sensus"), as part of County Agreement AGR19-912 to provide advanced metering infrastructure ("AMI") licensed software as a service, communication spectrum, and technical support; and

WHEREAS, it was understood that the County would procure from Sensus, as part of the Ferguson AMI agreement, AGR19-912, a customer portal to allow County utility customers the ability to access their data recorded by the Sensus smart meters and smart points associated with their personal DPU accounts for the purpose of viewing their consumption of natural gas, water and electricity, setting up customized alerts, and providing an additional communication channel to Los Alamos County Department of Public Utilities ("Department" or "DPU") via an on-line internet based software as a service; and

WHEREAS, the County's Procurement Officer has determined that this software as a service is available only from Sensus and a sole source procurement is appropriate under the circumstances; and

WHEREAS, the Board of Public Utilities approved the amendment to AGR19-912 at its September 16, 2020 public meeting; and

WHEREAS, the County Council approved the amendment at its September 29, 2020 public meeting.

NOW WHEREFORE for the mutual promises herein made, the Parties hereby agree as follows:

Section 1. Amendment of Sensus Agreement. Exhibit D, to AGR19-912 is hereby amended to add an **Exhibit C** to the *Sensus Software as a Service/Spectrum and Technical Support Agreement*, as follows:

**Software as a Service/Spectrum and Technical Support Agreement
Exhibit C. Customer Portal**

A. **Purpose.** The purpose of this amendment is for the development, installation, and on-going maintenance of a customer interface and user portal ("Customer Portal") for County utility users.

B. **Customer Portal Functions and Features.** The Customer Portal shall include, at minimum, the following functionality and features to permit interested customers to view data generated as a result of their personal natural gas, water, and electrical use:

1. The Customer Portal shall link to the County's Sensus' Analytics platform to present a customer access to usage data associated with their DPU account number in near real-time and in 15 to 60-minute increments. Data will include consumption of gas, water and electricity in a clear easy-to-read dashboard. The minimum style, color and appearance shall be similar to that found in **Attachment A** and shall include, for the final product purchased.
2. The Customer Portal shall allow customers to have internet-based access to their individual consumption data through their customer DPU utility account(s) as found in and maintained by Sensus's Software as a Service as described in Agreement AGR19-912, Exhibit D.
3. The Customer Portal shall have a Secure Account Setup and Management function to utilize: 1) Password-protected access; 2) View multiple accounts on a single view; 3) Manage alerts and recipients; and 4) Multiple security layer setup options.
4. The Customer Portal shall, at minimum, include the following user meter details functions associated with each individual DPU utility account: 1) Meter number(s); 2) Address; 3) Historic usage; 4) Average usage; 5) Daily alert settings; 6) Billing cycle usage to date; 7) Billing cycle average usage; and 8) Billing cycle alert settings.
5. The Customer Portal shall be accessible via twenty-four hours per day 365 days per year by desktop or mobile internet-based devices using a secure two-way communication between Customer Portal and user device.
6. The Customer Portal shall allow the user DPU utility customer to view and export the user's current and historical usage trends and billing records on a 15-minute, hourly, daily, weekly, yearly, and billing-cycle basis records.
7. The Customer Portal shall include, at minimum, user-selected settings such as: 1) usage alerts by billing cycle or daily usage thresholds; 2) vacation alert, timed override for daily usage alert; 3) alert recipient – set recipients for each meter and alert type; 4) account maintenance functions including email, password, and account management; 5) alerts such as "leak detected" that can be viewed on the Customer Portal and ability to push to multiple text message recipients and email addresses.
8. The administrative ability for DPU staff to set custom views for backgrounds, County logos and email templates.
9. The Customer Portal shall also include customizable administrative utility features and alerts, allowing DPU staff to include, but not limited to, the ability to add custom content, such as conservation tips, consumption threshold alerts, or other incentive programs.
10. The Customer Portal shall integrate temperature and precipitation data to DPU customer information.
11. Service and support shall include multi-language communication.
12. Shall include a link to the County's on-line payment processor and DPU utility self-service account to view and manage utility bills.

C. County Administrative Features. Sensus shall provide to County full administrative controls for managing and accessing the Customer Portal. Sensus shall provide at minimum two (2) administrative accounts.

D. End User License Agreement. It is understood between the Parties that the County's utility customer, or end-user of the Customer Portal, shall be required to agree to an end-user license agreement ("EULA") as the agreement is solely between the DPU customer and Sensus. The EULA shall be the same EULA required by other Sensus product users.

E. Customer Portal Maintenance Terms and Conditions. Refer to **Attachment A** for the description of portal maintenance services provided by Sensus USA Inc. related to security management, back-up and disaster recovery management, data center site security, support hours and support procedures, response/resolution/problem escalation process, data interval by commodity, dashboard and portal/dashboard functionality.

F. Customization of Customer Portal Features. Within 60 days from the Customer Portal approval, the parties shall set out a mutually agreed upon timeline for customization of the County's Customer Portal. Sensus shall provide training to designated County staff in customization and administration of the Customer Portal.

G. Delivery Date. Sensus shall install and provide DPU customer user access to the Customer Portal so that it will be available along with Phase 1 installation, per original AGR19-912. Each DPU customer utility account will have the ability for one user logon to the associated Customer Portal account once the Sensus smart meters and smart points are activated into the DPU billing software system.

H. Maintenance Service Dates. Maintenance by Sensus on the Customer Service portal shall begin on the Effective Date of this agreement.

I. Term. The term ("Term") of this agreement shall be for ten (10) years from the Effective Date of this Agreement.

J. Customer Portal Cost. The pricing for use and access to the Customer Portal shall be as set forth in **Attachment B**.

1. All One Time Fees and the Year 1 fees set forth on **Attachment B** shall be invoiced upon completion of the integration with Sensus Customer Portal. Invoices for the one-time costs shall be payable within thirty (30) days after invoice.
2. The date when payment is made for the Year 1 One Time Fees will signify the Portal is complete and placed into use by the County. This date will be used to determine the commencement date for year one support and for each successive year.
3. Fees for Year 2 and subsequent years will be billed annually and shall be payable within thirty (30) days of invoice based on the number of active Customer Portal accounts set up by DPU customers with the minimum of 1,500 Customer Portal accounts.
4. County shall have the right to terminate access to the Portal upon sixty (60) days prior written notice before the date on which the next year of access begins.

IN WITNESS WHEREOF, the parties have executed this Agreement on the date(s) set forth opposite the signatures of their authorized representatives to be effective for all purposes on the date first written above.

ATTEST

INCORPORATED COUNTY OF LOS ALAMOS

NAOMI D. MAESTAS
COUNTY CLERK

BY: _____
PHILO S. SHELTON III, P.E. **DATE**
UTILITIES MANAGER

Approved as to form:

J. ALVIN LEAPHART
COUNTY ATTORNEY

SENSUS USA, INC.
A DELAWARE CORPORATION
BY: _____

NAME: TIM HARRIGER **DATE**
VICE PRESIDENT OF SALES – NA WATER

Attachment A. Customer Portal Features and Maintenance

The Sensus Customer Portal shall have, at minimum, the following features and maintenance.

SENSUS CUSTOMER PORTAL FEATURES AND BENEFITS

Sensus Analytics is a cloud-based data analytics solution with meter data management functionality. The Sensus Analytics platform includes the Sensus Customer Portal as an optional software to be used by the Customer and their end user to communicate consumption information as well as system alerts to the end user. Customer Portal is one of the many applications in the analytics portfolio that helps utilities operate more efficiently. The cloud-based platform aggregates data from several sources into intuitive application that are easy to use and quick to implement. That means less specialized IT resources and lengthy training and more customer satisfaction, service reliability and better understanding of your operations. Customer Portal presents consumer usage data, be it water, gas or electric in a clear, easy to read dashboard. The Customer Portal serves as an additional communication channel for the utility to provide enhance customer service.

Data flows from the meter to the field SmartPoint which sends data to the Base station every four hours. The data is stored on servers in the Sensus Data Centers, one in Boise, ID and backed up in Raleigh, NC for security and redundancy. The data received by the server is parsed for use in Network Management Software and also to Sensus Analytics where it is used for creating Utility Bills and providing customer service. The database will contain hourly data for water and gas customers and 15 minute data for electric utility customers. That data will be made available for end customer use in the Sensus Customer Portal.

As the County currently has an existing agreement with Sensus, this would be an addition to the existing agreement and would be subject to the same terms of the agreement with the County as it relates to the software.

Security Management.

Sensus will:

- a. Monitor the physical and cyber security of the server and Application(s) 24x7 to ensure system is highly secure in accordance with NIST Security Standards.
- b. Perform active intrusion prevention and detection of the data center network and firewalls, and monitor logs and alerts.
- c. Conduct period penetration testing of the network and data center facilities.
- d. Conduct monthly vulnerability scanning by both internal staff and external vendors.
- e. Perform Anti-Virus and Malware patch management on all systems.
- f. Install updates to virus protection software and related files (including Virus signature files and similar files) on all servers from the update being generally available from the anti-virus software provider.
- g. Respond to any potential threat found on the system and work to eliminate Virus or Malware found.
- h. Sensus adheres to and submits certification to NERC/CIP Cyber Security standards.
- i. Sensus actively participates/monitors industry regulation/standards regarding security – NERC, FERC, NIST, OpenSG, etc. through the dedicated Sensus Security team.

- j. Provide secure web portal access (SSL) to the Application(s).

Backup and Disaster Recovery Management.

Sensus will:

- a. Perform daily backups of data providing one (1) year of history for auditing and restoration purposes.
- b. Back-up and store data (on tapes or other storage media as appropriate) off-site to provide protection against disasters and to meet file recovery needs.
- c. Conduct incremental and full back-ups to capture data, and changes to data, on the Application(s).
- d. Sensus will replicate the Application(s) environments to a geographically separated data center location to provide a full disaster recovery environment for the Application production system.
- e. Provide disaster recovery environment and perform fail-over to DR environment within forty-eight (48) hours of declared event.
- f. Generate a report following each and any disaster measuring performance against the disaster recovery plan and identification of problem areas and plans for resolution.
- g. Maintain a disaster recovery plan. In the event of a disaster, Sensus shall provide the services in accordance with the disaster recovery plan.
- h. In the case of a disaster and loss of access to or use of the Application, Sensus would use commercially reasonable efforts per the Recovery Time Objectives and Recovery Point Objectives specified herein to restore operations at the same location or at a backup location within forty-eight (48) hours.
- i. The Application shall have a Recovery Time Objective (RTO) of forty-eight (48) hours.
- j. The Recovery Point Objective (RPO) shall be a full recovery of the Application(s), with an RPO of one (1) hours, using no more than a twenty-four (24) hour old backup. All meter-related data shall be pushed from each Base Station/TGB restoring the database to real-time minus external interfaced systems from the day prior.
- k. Data from external interfaced systems shall be recreated within a forty-eight (48) hour period with the assistance of Customer personnel and staff, as needed.

Data Center Site-Security

Although Sensus may modify such security arrangements without consent or notice to Customer, Customer acknowledges the following are the current arrangements regarding physical access to and support of the primary hardware components of the Managed Systems:

- a. The computer room(s) in which the hardware is installed is accessible only to authorized individuals.
- b. Power infrastructure includes one or more uninterruptible power supply (UPS) devices and diesel generators or other alternative power for back-up electrical power.
- c. Air-conditioning facilities (for humidity and temperature controls) are provided in or for such computer room(s) and can be monitored and adjusted for humidity and temperature settings and control. Such air systems are supported by redundant, back-up and/or switch-over environmental units.
- d. Such electrical and A/C systems are monitored on an ongoing basis and personnel

- are available to respond to system emergencies (if any) in real time.
- e. Dry pipe pre-action fire detection and suppression systems are provided.
- f. Data circuits are available via multiple providers and diverse paths, giving access redundancy.

Support Hours and Support Procedures

1. Standard Support Hours: Toll-free telephone support (1-800-638-3748 option #2) is available Monday thru Friday from 8:00AM EST to 8:00PM EST. After-hours, holiday and weekend support for Severity 1 and Severity 2 issues is available by calling 1-800-638-3748, option #8.
2. Customer identifies an issue or potential problem and calls Technical Services at 1-800-638-3748 Option #2. The Customer Service Associate or Technical Support Engineer will submit a Support ticket.
3. The Customer Service Associate or Technical Support Engineer will identify the caller name and utility by the assigned software serial number, city, and state in which the call originated. The nature of the problem and severity levels will be agreed upon by both parties (either at the time the issue is entered or prior to upgrading or downgrading an existing issue) using the severity definitions below as a guideline. The severity level is then captured into a support ticket for creation and resolution processing. Any time during the processing of this ticket, if the severity level is changed by Sensus, the customer will be updated.

Severity Levels Description:

Sev1 Customer's production system is down. The system is unusable resulting in total disruption of work. No workaround is available and requires immediate attention.

Example: Network mass outage, all reading collection devices inoperable, inoperable head end software (e.g., RNI Software, Sensus MDM).

Sev2 Major system feature/function failure. Operations are severely restricted; there is a major disruption of work, no acceptable work-around is available, and failure requires immediate attention.

Examples: Network equipment failure (e.g., FlexNet Echo, FlexNet Remote, Base Station transceiver, or VGB); inoperable reading devices (e.g., AR5500, VXU, VGB, or CommandLink); head end software application has important functionality not working and cannot create export file for billing system operations.

Sev3 The system is usable and the issue doesn't affect critical overall operation.

Example: Minor network equipment failure (e.g., Echo/Remote false alarms or Base Station transceiver false alarms); head end software application operable but reports are not running properly, modification of view or some non-critical function of the software is not running.

Sev4 Minor system issues, questions, new features, or enhancement requests to be corrected in future versions.

Examples: Minor system issues, general questions, and "How-To" questions.

4. The Customer Service Associate or Technical Support Engineer identifies whether or not the customer is on support. If the customer is not on support, the customer is advised of the

service options as well as any applicable charges that may be billed.

5. Calls are placed in a queue from which they are accessible to Technical Support Engineers on a first-come-first-serve basis. A first level Customer Service Associate may assist the customer, depending on the difficulty of the call and the representative's technical knowledge. Technical Support Engineers (Tier 1 support) typically respond/resolve the majority of calls based on their product knowledge and experience. A call history for the particular account is researched to note any existing pattern or if the call is a new report. This research provides the representative a basis and understanding of the account as well as any associated problems and/or resolutions that have been communicated.
 - a. Technical Services confirms that there is an issue or problem that needs further analysis to determine its cause. The following information must be collected: a detailed description of the issue's symptoms, details on the software/hardware product and version, a description of the environment in which the issue arises, and a list of any corrective action already taken.
 - b. Technical Services will check the internal database and product defect tracking system, to see if reports of a similar problem exist, and if any working solutions were provided. If an existing resolution is found that will address the reported issue, it shall be communicated to the customer. Once it is confirmed that the issue has been resolved, the ticket is closed.
 - c. If there is no known defect or support that defines the behavior, Technical Services will work with the customer to reproduce the issue. If the issue can be reproduced, either at the customer site or within support center test lab, Technical Services will escalate the ticket for further investigation / resolution.

If the issue involves units that are considered to be defective with no known reason, the representative will open a Special Investigation RMA through the Support system. If it is determined that a sample is required for further analysis, the customer will be provided with instructions that detail where to send the product sample(s) for a root cause analysis. Once it is determined that the issue cannot be resolved by Tier 1 resources, the ticket will be escalated to Tier 2 support for confirmation/workarounds to resolve immediate issue. Technical Services will immediately contact the customer to advise of the escalation. The response and escalation times are listed in **Table 1**. At this time, screen shots, log files, configuration files, and database backups will be created and attached to the ticket.

Response and Resolution Targets.

Sensus Technical Support will make every reasonable effort to meet the following response and resolution targets:

Table 1

Severity	Standard Target Response	Standard Target Resolution	Resolution (one or more of the following)
1	30 Minutes	Immediately assign trained and qualified Services Staff to correct the error on an expedited basis. Provide ongoing	• Satisfactory workaround is provided. • Program patch is provided. • Fix incorporated into future release. • Fix or workaround incorporated

		communication on the status of a correction.	into the Support Knowledge Base.
2	4 hours	Assign trained and qualified Services Staff to correct the error. Provide communication as updates occur.	• Satisfactory workaround is provided. • Program patch is provided. • Fix incorporated into future release. • Fix or workaround incorporated into the Support Knowledge Base.
3	1 Business Day	90 business days	• Answer to question is provided. • Satisfactory workaround is provided. • Fix or workaround incorporated into the Support Knowledge Base. • Fix incorporated into future release.
4	2 Business Days	12 months	• Answer to question is provided. • Fix or workaround incorporated into the Support Knowledge Base.

Problem Escalation Process

If the normal support process does not produce the desired results, or if the severity has changed, the issue may be escalated as follows to a higher level of authority.

- a. Severity 1 issues are escalated by Sales or Technical Services to a Supervisor if not resolved within 2 hours; to the Manager level if not resolved within 4 hours; to the Director level if not resolved within the same business day; and to the VP level if not resolved within 24 hours.
- b. A customer may escalate an issue by calling 1-800-638-3748, Option 2. Please specify the Support ticket number and the reason why the issue is being escalated.
- c. In the event that a customer is not satisfied with the level of support or continual problem with their products, they may escalate a given Support ticket to Manager of Technical Services (1-800-638-3748, Option 2).

DATA INTERVAL BY COMMODITY

Los Alamos County has requested that usage data be presented in the following data interval values for each of the three commodities, water, gas and electric in the specified units of measure.

- Electric Data: 15-minute data intervals with the units in Kw/hr
- Water Data: 1-hour data intervals with the units in Gallons
- Gas Data: 1-hour data intervals with the units in Cubic Feet

Portal Functionality and Dashboard – Los Alamos County

Data from the County Utility Billing/Customer Service Software, Munis, is imported into the Sensus Analytics Software on a nightly basis. The process of determining the required information is based on the Integration Guide. All fields were identified as necessary by the County staff and that information is mapped out in the Administrative Application within Sensus Analytics based on feedback from the county, Munis and Sensus Integration staff.

Once the information is defined and the data is flowing into the database, the County would then prepare communication to their end customers notifying them that the Customer Portal is now available to them. The notification would contain the URL for the end customer to register as a Portal Customer. Below are the steps required for customer registration as well as some of the information that would be available to customers.

When registering as a new user, the customer will enter their account number, service address, cell number and create a secure password that meets the Sensus password requirements. Once the account is created, the customer logs in and is taken to the Dashboard to view their account information.

Features of the Portal include:

- Intuitive, easy-to-use interface
- Mobile device friendly
- Secure
- Current usage display
- Usage history and trends
- Multiple Meter usage
- Customer created alert thresholds based on usage and time
- Customizable to include utility branding standards
- Push Utility created notifications
- Alert notifications via email or text
- Multi-lingual interface
- Around the clock access
- Viewable on desktop or mobile devices
- Links available for on-line bill pay
- Corresponding temperature and rainfall data

Benefits:

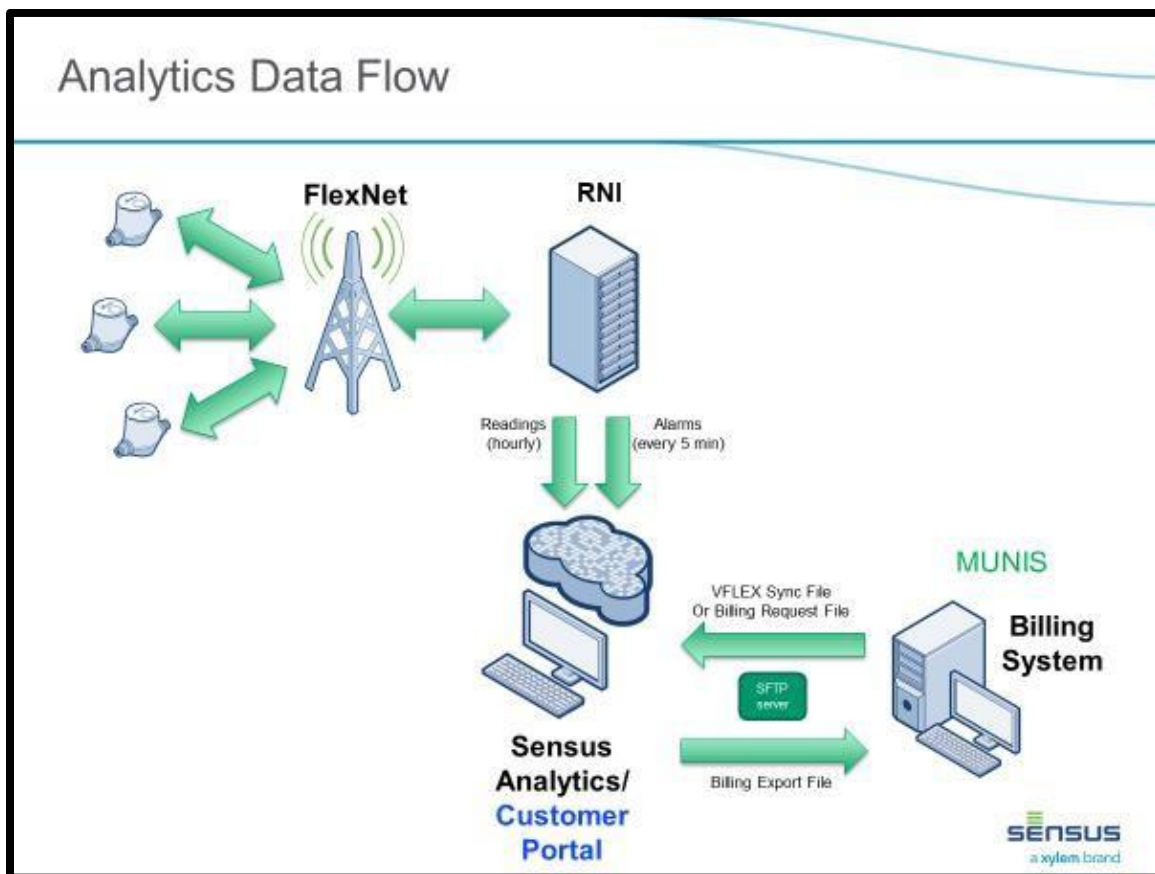
- Reduces calls and inquires for the customer service staff
- Help customers help themselves
- Reduce energy and water waste
- Reduces high bill complaints
- Push notification and alerts systematically
- Offer tips for conservation and savings
- Communication with customers in their preferred language.

- Easy to set up and maintain
- Self service with security 24 hours a day

Training is provided by Sensus Professional Services Division. The training provided is Web Based and can be recorded for use in the future or for training new employees.

The System Administrator for Los Alamos County has the ability to make changes to the Customer Portal, such as changing the logo, adding background images, etc. The Portal is customizable and the county has control of the site.

The following are visuals of portal dashboard and examples of various applications within the portal which are representative of the Los Alamos County Customer Portal.



Portal Dashboard

The screenshot shows the Portal Dashboard for a user named DONOVAN, VERONICA. The dashboard includes a left navigation bar, a top navigation bar, and several data widgets. Annotations highlight key features:

- Launch Utility webpage (new browser window):** Points to the utility logo in the top left.
- Top navigation bar:**
 - Support link
 - Pay Bill link
 - Language selector
 - Sign out link
- Left navigation bar:**
 - Dashboard
 - Usage Details
 - Meters
 - Settings
- Customer selector and Meter selector:** Points to the dropdown menus for Customer (22640090201) and Meter (89829099).

The dashboard displays the following information:

- Usage in Current Billing Cycle:** A green bar chart showing usage over time.
- Billing Cycle Threshold:** A gauge showing "On Target" usage at 12:01 pm.
- Alerts:** A list of alerts including "Daily Usage Warning" and "Billing Cycle Usage".
- Meter #89829099:** Shows 3,265 Gallons used this billing cycle.
- Meter #89829099:** Shows 93% consumed.
- Meter #89829099:** Shows 3 Alerts in the past 60 days.
- Notifications:** No notifications found.

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Portal URL and Home Page

- SA Portal URL: <https://my-lacnm.sensus-analytics.com>

The screenshot shows the Customer Portal sign-in page. It includes a logo, a sign-in form, and a sign-in button.

Customer Portal

Please Sign in

Need Help? Call us at 541-563-3529 or email us at bhargrove@erwd.org

Email Address

Password

☐ Show password

Sign in

Forgot password? Need to set up an account?

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Portal Dashboard

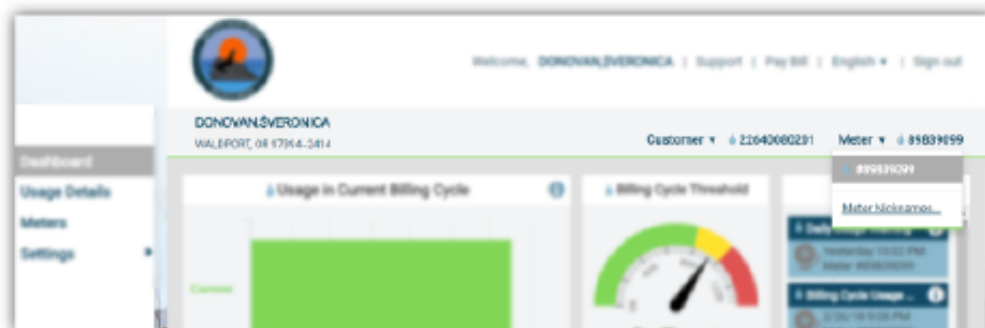
- Top Menu Navigation:
 - Pay Bill will navigate to the Utility Bill Pay site
 - Switch supported language
 - Sign out
 - Click logo to return to dashboard



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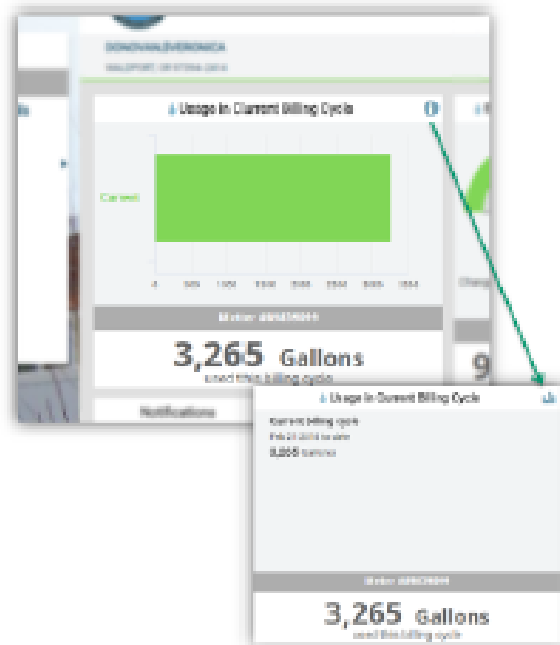
Portal Dashboard

- Multi-Select accounts and meters
 - View Meter Nickname when clicking the Meter dropdown



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Portal Dashboard



- Current Usage
 - Based on Last Billed Date
- Shows in the UOM you read in. Users can change in Settings > Units.

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Portal Dashboard

- Recent Alerts widget
 - Displays usage alerts triggered by user settings in reverse chronological order
 - Click for more info
 - Can see recipients and close or dismiss the alert



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Portal Dashboard

- Billing Cycle Threshold widget
 - Displays cycle usage progression
 - Based on billing cycle usage threshold set by user.



The image shows three variations of the 'Billing Cycle Threshold' widget. Each widget has a title, a gauge, a status message, a timestamp, a link to 'Change Alerts', a meter ID, and a consumption percentage.

Widget Status	Gauge Color	Consumption %	Meter ID
Not configured	Water drop icon	-	000000000
On Target	Green	93%	000000000
Reduce Usage	Red	333%	000000000

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Portal Dashboard

- Notifications widget
 - View broadcast messages from the Utility
 - Prerequisite: Utility created the messages and enabled them for viewing on the Portal (via Portal Admin UI > Messages).*



The image shows a 'Notifications' widget with a list of messages and a count at the bottom.

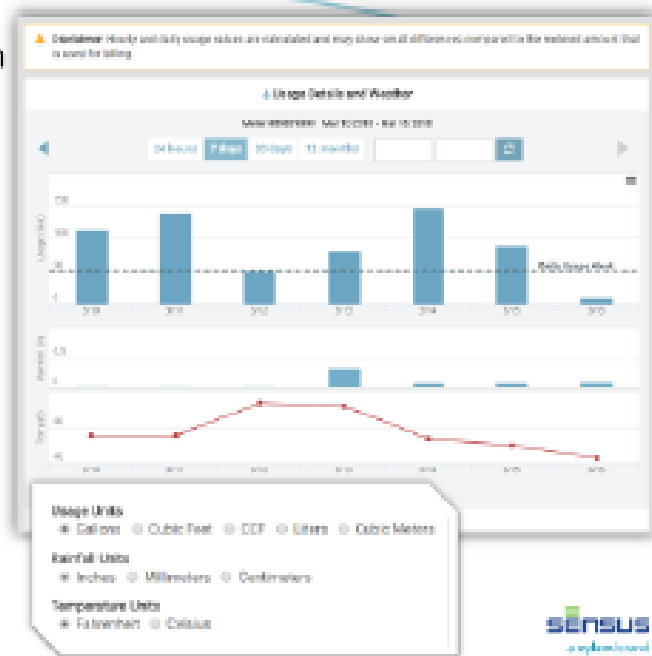
Notification
Posted Today Look on Main St. Please avoid.

1 Notification

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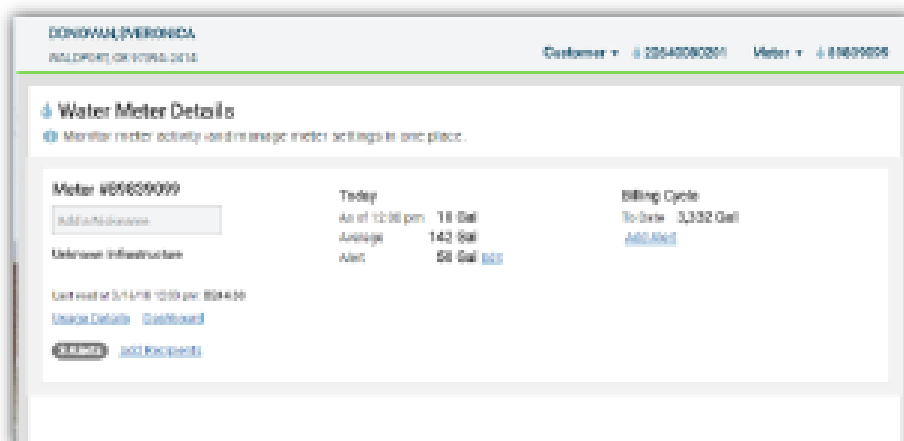
Usage Details

- Usage consumption viewable by time intervals (hourly, 7 days, 30 days, 12 months)
- Weather data displayed – Rainfall and Temperature (To change UOM: Settings > Units)
- Daily usage alert graphically displayed
- Disclaimer can be modified



Meter Details

- User can view meter details (i.e. daily usage), monitor meter activity and manage meter settings.
- User can manage alerts and manage alert recipients.



Usage Alerts

- Ability for user to set personal notifications for usage alerts
 - Billing Cycle Usage Alert
 - Daily Usage
 - Vacation



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Alert Recipients

Required: Utility created the usage alerts and enabled them for viewing by the customers on the Portal (via Portal Admin UI > Alerts).

- Customer can manage (add/edit/delete) alert recipients for available usage alerts.
- Customer can enter the alert recipient's name, email and phone number for text messages.
- Customer can select from the list of available usage alerts.

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Settings: User Settings

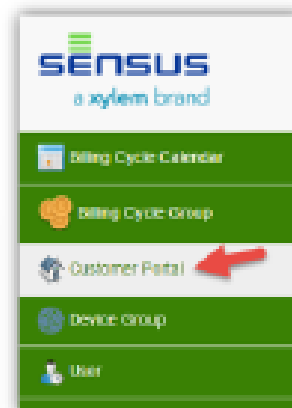
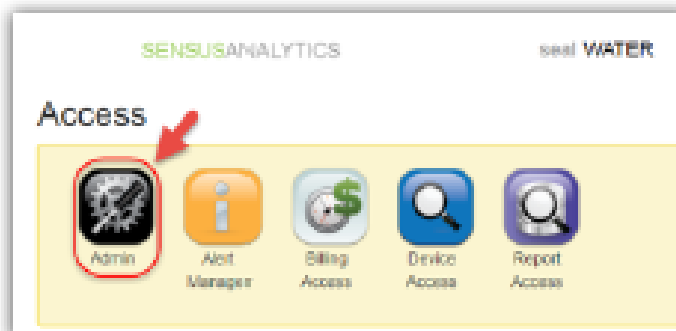
- Customer can manage their user settings (i.e. contact information, change password and manage accounts).
- Email address and Cell Phone are those provided during the New User Setup process.

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Accessing the Customer Portal Admin Panel

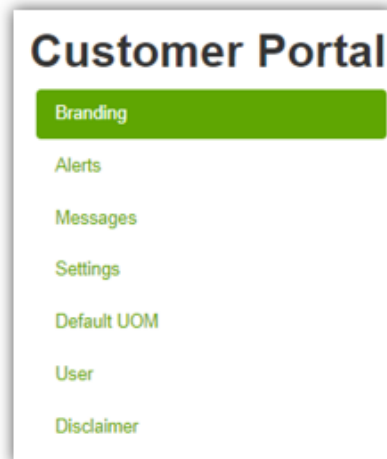
- Navigate to Sensus Analytics:
<https://lacnm.sensus-analytics.com>
- Click Admin application
- Click Customer Portal menu item



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Customer Portal Admin Panel

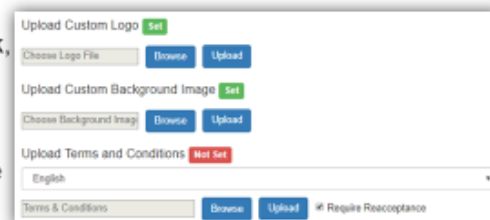
- Branding
 - Background Image
 - Logo
 - Terms & Conditions
- Alerts
- Messages
- Settings
- Default UOM
- User
- Disclaimer



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CP Admin: Branding and Terms & Conditions

- Custom Logo
 - SA can support a variety of sizes, but the logo will be resized by the browser if it exceeds the maximum size of 250x100. It is recommended to keep the logo file within these proportion.
 - Also, make sure the logo transparencies are optimized for the background color (white or black, depending on theme).
- Custom Background Image
 - As large as possible, ideally 1900x1200 but at the minimum 1200x800 AND under 400K
- Terms and Conditions
 - Upload requires a simple text (.txt) file
 - Select supported language
 - 'Require Reacceptance' will prompt existing users to accept new terms if Utility has updated them



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CP Admin: Alerts

- Utilities can enable canned alerts and create custom alerts to be viewable on the Customer Portal by the consumers.
- Delivery methods: Email, Text, Portal

The screenshot shows the 'CP Admin: Alerts' interface. On the left, there is a table with columns 'Commodity' and 'Type'. The table lists four alerts for 'WATER': 'Daily Usage Warning', 'Billing Usage Warning', 'Vacation Usage Warning', and 'Leak Detected'. Each row has edit and delete icons. A 'Create' button is at the top left, and a 'show 10' dropdown is at the top right. Overlaid on the table is a 'Create Alert' modal. The modal has fields for 'Commodity' (set to 'WATER') and 'Type' (set to 'Consumption High Flow'). Below these are 'Delivery Methods' (Email, Text, Portal) and an 'Opt Out By Customer' checkbox. A 'Language Custom Alert' section contains an 'Add' button and fields for 'Language', 'Subject Line', 'Message', and 'SMS (Max 160 characters)'. At the bottom right of the modal are 'Save' and 'Close' buttons. The Sensus logo is in the bottom right corner.

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CP Admin: Messages

- Utilities can setup custom messages.
- These messages will be viewable on the Customer Portal > Notifications
- Utilities can also send email and/or text messages to consumers.

The screenshot shows the 'CP Admin: Messages' interface. On the left, there is a table with columns 'Message', 'Effective Date', 'Expiration Date', and 'Priority'. The table lists four messages: 'Leak on Main street', 'Test Notification - expires on 10/31', 'The main office will be closed this Friday in observance of Mickey Mouse's birthday.', and 'The water main in the 1400 block of main street will be upgraded the first 2 weeks of May'. Each row has edit, delete, and status icons. A 'Create Message' modal is overlaid on the table. The modal has a 'Message' text area, an 'SMS Message (160 Characters)' text area, a 'Subject Line' text field, and 'Effective Date' and 'Expiration Date' date pickers. Below these are 'Delivery Methods' (Email, Text) and a 'Language' dropdown. At the bottom right of the modal are 'Save' and 'Close' buttons. The Sensus logo is in the bottom right corner.

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CP Admin: Settings

- Utility can setup account information.
- The URLs and Phone Number entered will be used to configure the Consumer Portal UI pages (i.e. New User Setup, Sign In, Forgot Password).

URL Links/Email/Phone

Utility's URL
http://www.srwd.org

Bill Pay URL
http://www.xpressbillpay.com

Utility's Support URL
http://www.srwd.org

Support Email
bhargrove@srwd.org

Support Phone Number
541-563-3529

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CP Admin: Settings

- Utility can change password validation rules.
- Select password length, restrictions in the checkboxes, what counts as a special character, and any words NOT allowed to be in a password.
- Recommend either not changing, or changing only before going live.

User Password Validation Rules

Minimum Password Length
8

☒ Must contain at least one Lower Case ☒ Must contain at least one Upper Case
☒ Must contain Numeric Character ☒ Must contain Special Characters

Add Special Character

Special Character	Action
-	☒
!	☒
@	☒
\$	☒
%	☒
&	☒
*	☒
+	☒
~	☒
^	☒
~	☒

Previous **1** Next

Add Special Word

Special Word Not Allowed	Action
Admin	☒
Sensus	☒
Special	☒
User	☒

Previous **1** Next

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CP Admin: Disclaimer

- Utility has the ability to edit the Portal disclaimer messages

Type	Locale	Message		
Billing Disclaimer	en_US	This is the text message of the disclaimer...		
Billing Disclaimer	es_MX	Este es el mensaje de texto del limite de responsabilidad.....Special char test: ñl dirección teléfono válido		
Portal Exit Disclaimer	en_US	You are now leaving the Customer Portal site, would you like to continue?		
Portal Exit Disclaimer	es_MX	Usted está dejando el Portal del Cliente, quisiera Continuar?		
Usage Disclaimer	en_US	Disclaimer: Hourly and daily usage values are estimates and may show small discrepancies compared to usage you are billed for.		
Usage Disclaimer	es_MX	Limite de responsabilidad: Los valores de uso horario y diario son estimaciones y pueden mostrar pequeñas discrepancias en comparación con el uso que se le factura.		

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Questions About Privacy

- Accounts are set up by the user and requires a unique combination of information to see meter data
 - The account # and the service address are required
 - The activation link assures the correct email has been typed in
 - The Account # and Meter # are tied to the email address
- When someone moves out
 - The account number goes inactive
 - This user can still see the data up until the date the account # goes inactive
- When someone moves in
 - The property now has a different meter/account number association that does not match the above so data will not be displayed to the old email account login
 - The new user has a different account # so that user cannot see to previous users data
- A report can be run to remove any accounts not accessed in an amount of time deemed appropriate by staff



Attachment B. County of Los Alamos Customer Portal Pricing

The following are the one-time and per year Customer Portal costs.

QUANTITY	DESCRIPTION	WEIGHT	UNIT PRICE	TOTAL PRICE
One Time Fees				
1	Training (AMI FlexNet Core Training)	.0	1,430.00	1,430.00
1	Customer Portal Setup Fee	.0	7,142.86	7,142.86
1	Customer Portal Customer Information System	.0	11,714.29	11,714.29
1	Customer Portal Training	.0	2,571.43	2,571.43
Year 1				
1	Customer Portal Core - Annual Minimum User Fee (1,500 accts)	.0	7,142.86	7,142.86
1	Customer Portal Text Messages Unlimited	.0	257.14	257.14
	Customer Portal Core - Annual Overage user Fee	.0	3.00	
Year 2				
1	Customer Portal Core - Annual Minimum User Fee (1,500 accts)	.0	7,363.79	7,363.79
1	Customer Portal Text Messages Unlimited	.0	264.29	264.29
1	Customer Portal Core - Annual Overage user Fee	.0	3.53	3.53
Year 3				
1	Customer Portal Core - Annual Minimum User Fee (1,500 accts)	.0	7,591.51	7,591.51
1	Customer Portal Text Messages Unlimited	.0	272.86	272.86
1	Customer Portal Core - Annual	.0	3.64	3.64

	Overage user Fee			
			Year 4	
1	Customer Portal Core - Annual Minimum User Fee (1,500 accts)	.0	7,826.30	7,826.30
1	Customer Portal Text Messages Unlimited	.0	281.43	281.43
1	Customer Portal Core - Annual Overage user Fee	.0	3.76	3.76
			Year 5	
1	Customer Portal Core - Annual Minimum User Fee (1,500 accts)	.0	8,068.36	8,068.36
1	Customer Portal Text Messages Unlimited	.0	298.57	298.57
1	Customer Portal Core - Annual Overage user Fee	.0	3.87	3.87
			Year 6	
1	Customer Portal Core - Annual Minimum User Fee (1,500 accts)	.0	8,317.90	8,317.90
1	Customer Portal Text Messages Unlimited	.0	257.14	257.14
	Customer Portal Core - Annual Overage user Fee	.0	3.49	
			Year 7	
1	Customer Portal Core - Annual Minimum User Fee (1,500 accts)	.0	8,576.59	8,576.59
1	Customer Portal Text Messages Unlimited	.0	317.31	317.31
1	Customer Portal Core - Annual Overage user Fee	.0	4.11	4.11

Year 8

1	Customer Portal Core - Annual Minimum User Fee (1,500 accts)	.0	8,841.84	8,841.84
1	Customer Portal Text Messages Unlimited	.0	327.13	327.13
1	Customer Portal Core - Annual Overage user Fee	.0	4.24	4.24
Year 9				
1	Customer Portal Core - Annual Minimum User Fee (1,500 accts)	.0	9,115.30	9,115.30
1	Customer Portal Text Messages Unlimited	.0	337.24	337.24
1	Customer Portal Core - Annual Overage user Fee	.0	4.37	4.37
Year 10				
1	Customer Portal Core - Annual Minimum User Fee (1,500 accts)	.0	9,397.21	9,397.21
1	Customer Portal Text Messages Unlimited	.0	347.67	347.67
1	Customer Portal Core - Annual Overage user Fee	.0	4.50	4.50

Definition of Core and Overage User Fees:

1. Customer Portal Core - Annual Minimum User Fee – The fixed price fee for up to 1500 customer portal accounts.
2. Customer Portal Core - Annual Overage user Fee – The unit cost fee for each user above 1500. The overage fee will be established by the number of active customer accounts on January 1 of each year. Overage fees, if applicable, will be billed once per year in January.

Section 2. All other terms and conditions in the Sensus agreement remain effective.

Section 3. All other terms and condition in the Ferguson, Inc. agreement remain effective.

IN WITNESS WHEREOF, the parties have executed this Agreement on the date(s) set forth opposite the signatures of their authorized representatives to be effective for all purposes on the date first written above.

ATTEST

INCORPORATED COUNTY OF LOS ALAMOS

NAOMI D. MAESTAS
COUNTY CLERK

BY: _____
PHILO S. SHELTON III, P.E. **DATE**
UTILITIES MANAGER

Approved as to form:

J. ALVIN LEAPHART
COUNTY ATTORNEY

FERGUSON, INC.
A VIRGINIA CORPORATION

BY: _____
NAME: TODD MITCHELL **DATE**
BUSINESS DEVELOPMENT MANAGER FOR
FERGUSON METER AND AUTOMATION