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<b>TO:</b>	<b>CHAIR AND MEMBERS CIVIC WORKS COMMITTEE MEETING ON JULY 20, 2015</b>
<b>FROM:</b>	<b>JOHN M. BRAAM MANAGING DIRECTOR, ENVIRONMENTAL &amp; ENGINEERING SERVICES AND CITY ENGINEER</b>
<b>SUBJECT:</b>	<b>SINGLE SOURCE PROCUREMENT - CUSTOMER ENGAGEMENT UPGRADE TO MyLondonHydro WEB PORTAL</b>

<b>RECOMMENDATION</b>
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That, on the recommendation of the Managing Director, Environmental & Engineering Services & City Engineer, the following actions **BE TAKEN** with respect to the hiring of London Hydro to undertake customer engagement improvements to the MyLondonHydro web portal:

- (a) London Hydro **BE CONTRACTED** to carry out web portal improvements estimated at \$150,000 (exclusive of HST), based on their proposal on file, in accordance with Section 14.4 Single Source of the City of London’s Procurement of Goods and Services Policy;
- (b) the financing for the work identified in (a), above, **BE APPROVED** in accordance with the “Sources of Financing Report” attached hereto as Appendix A;
- (c) the Civic Administration **BE AUTHORIZED** to undertake all the administrative acts that are necessary in connection with this work;
- (d) the approvals given herein **BE CONDITIONAL** upon the Corporation entering into a formal contract with London Hydro for the project; and
- (e) the Mayor and City Clerk **BE AUTHORIZED** to execute any contract or other document, if required, to give effect to these recommendations.

<b>PREVIOUS REPORTS PERTINENT TO THIS MATTER</b>
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- [Water and Wastewater Customer Service Review - Customer Reward Program, April 8 2015, Civic Works Committee, Agenda Item #7](#)
- [Water Efficiency Program Update - Proposed Water By-law Revisions, April 8, 2015, Civic Works Committee, Agenda #11](#)
- [Update to Water Efficiency Program, July 19, 2010, Environment and Transportation Committee, Agenda Item #14](#)

<b>BACKGROUND</b>
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**Purpose**

This report is intended to authorize funding for London Hydro web portal improvements to enhance the customer experience when viewing their water account information.

**Discussion**

Upgrades to the London Hydro web portal were introduced in the above noted report to this committee on April 8, 2015.

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London Hydro upgraded their website in 2013 to include “my account” features which would be informative and educational for electricity and water customers. At the time of development, London Hydro was not able to accommodate all improvements that were suggested by City staff because of timing constraints. As the portal has matured and more customers are accessing the service, the City of London has decided that it is now timely to enhance and expand the features and functionalities available for water customers using the MyLondonHydro web portal.

Some of the proposed enhancements are listed below:

- ✓ Water Usage Charts
- ✓ Bill Breakdown with further explanation of usage and infrastructure charges
- ✓ Alerts and Messages – usage alerts, too many estimated bills, watering restrictions
- ✓ Community Benchmarking – how does my consumption compare to my neighbourhood
- ✓ Educational Campaign Graphics e.g. Check Your Toilet
- ✓ Bill Usage Comparison - month to month and year to year
- ✓ Offline Calculator to estimate their monthly bill based on tier consumption

The project has been contracted to London Hydro as a “single source procurement” since they are the only organization which can modify their website. London Hydro undertook a competitive proposal call to solicit contractors to undertake the website modifications. London Hydro will be responsible for managing the third party contractor, coordinating the City’s technical input into the design, undertaking technical testing of the new installation and including the City staff in the final acceptance testing for functionality, appearance and content. City staff are looking forward to completing this expanded and improved customer engagement tool with London Hydro.

This project was highlighted as a deliverable in the 2015 Water Business Plan with funding from the capital account EW 3772-15 Water Efficiency Program.

**Acknowledgements**

This report was prepared with assistance from Matt Feldberg, Manager Development Finance.

<b>PREPARED BY:</b>	<b>SUBMITTED BY:</b>
<b>ROLAND WELKER, P.ENG. DIVISION MANAGER, WATER ENGINEERING</b>	<b>JOHN LUCAS, P.ENG. DIRECTOR, WATER AND WASTEWATER</b>
<b>RECOMMENDED BY:</b>	
<b>JOHN BRAAM, P.ENG. MANAGING DIRECTOR, ENVIRONMENTAL &amp; ENGINEERING SERVICES &amp; CITY ENGINEER</b>	

March 20, 2015  
 Attachments: Appendix ‘A’ – Sources of Financing

Cc: Paul Kilbourne, London Hydro