



City of Broken Arrow
Minutes
Broken Arrow Municipal Authority

City Hall
220 S 1st Street
Broken Arrow OK
74012

Chairperson Debra Wimpee
Vice Chair Johnnie Parks
Trustee Lisa Ford
Trustee Justin Green
Trustee David Pickel

Tuesday, March 18, 2025

Council Chambers

1. Call to Order

The meeting was called to order at 7:43 p.m. by Chairperson Debra Wimpee.

2. Roll Call

Present: 4 - David Pickel, Lisa Ford, Johnnie Parks, Debra Wimpee

Absent: 1 - Justin Green

3. Consideration of Consent Agenda

- A. 25-33 **Approval of the Broken Arrow Municipal Authority Meeting Minutes of February 25, 2025**
- B. 25-34 **Approval of the Broken Arrow Municipal Authority Meeting Minutes of March 04, 2025**
- C. 25-340 **Award the most advantageous bids to J & J Bowers Lawn Care for the North Side areas and Prodigy Lawn & Landscape for the South Side areas. Designate Oklahoma Extreme Landscaping and Pressure Worx as alternate vendors to ensure service continuity as needed**
- D. 25-290 **Approval of and authorization to execute purchase of one (1) Wave Side Travis End Dump Trailer from Great Western Trailer for the Water Treatment & Wastewater Treatment Facility pursuant of Oklahoma State Contract# SW0198 and authorize execution of Fiscal Year 2025 budget transfer**
- E. 25-330 **Ratification of the Claims List Check Register Dated March 10, 2025**

MOTION: A motion was made by Lisa Ford, seconded by Johnnie Parks

Move to approve the Consent Agenda

The motion carried by the following vote:

Aye: 4 - David Pickel, Lisa Ford, Johnnie Parks, Debra Wimpee

4. Consideration of Items Removed from Consent Agenda - NONE

5. Public Hearings, Appeals, Presentations, Recognitions, Awards

- A. 25-354 **Presentation of new utility billing and customer portal software named VXSmart by VertronixOne and discussion of its implementation**

Utilities Director Timothy Robins introduced Item 25-354, the new VX Smart customer utility portal by Vertex One, an advanced online platform replacing the current payment system. This new system will provide customers with real-time access to water usage data,

bill payment options, leak detection alerts, and water consumption analytics. The initiative stems from a multi-year investment in upgrading AMR/AMI meters, with 42,000 smart meters now installed across the city, transmitting data via 28 gateways to the Neptune 360 system, reducing the need for manual meter readings.

The new VX Smart dashboard will allow customers to track water usage down to hourly intervals, compare consumption to average and efficient households, and receive leak detection alerts to help conserve water and save money. Customers will also have access to water conservation tools, troubleshooting resources, and estimated usage projections. Robbins emphasized the groundbreaking nature of this platform, making Broken Arrow the first city in Oklahoma to offer such detailed, real-time water monitoring. The official rollout is set for May 5, with a public awareness campaign to highlight its benefits.

Director of Communications Aaron McColloch provided an update on the VX Smart customer utility portal rollout, confirming the official launch date of May 5. Public outreach has already begun, with City Manager Michael Spurgeon discussing the initiative on KRMG. Additional efforts include Vice Mayor Parks addressing it on City Council Rewind, followed by a detailed community article the next day.

In late April, a full-scale awareness campaign will begin, featuring a FAQ section, website updates, and video tutorials to help customers navigate the new system. After the launch, continuous support and additional resources from VX Smart will be available. McCulloch, who personally benefited from the system by detecting a water leak, emphasized its significant advantages for residents, including real-time usage tracking and leak detection. He welcomed any questions about the communication strategy and public rollout efforts.

Council members expressed enthusiasm for the May 5 rollout of the VX Smart customer utility portal, emphasizing its benefits for monitoring water usage, detecting leaks, and managing utility costs. The timing is ideal as residents prepare for increased water use in the summer, such as pool filling and lawn watering. While the system is limited to City of Broken Arrow Water and does not cover rural water districts, it will provide valuable tools for those eligible, including real-time alerts for leaks and excessive water use.

Discussions highlighted the system's cost-saving potential, particularly in detecting small, unnoticed leaks, such as a toilet flapper malfunction, which could significantly increase a water bill. The portal's transparency was praised, as it allows users to track real-time consumption, potentially reducing social media complaints about billing issues.

The new platform will replace the current online payment system while maintaining existing payment options, including paper billing, in-person payments, and auto-pay transitions. Residents are encouraged to register on the portal to ensure their billing information transitions smoothly. The Broken Arrow app will also integrate the portal, allowing users to manage their utility accounts more conveniently.

Lighter moments in the discussion included a joke about spending a summer watering tomatoes without getting any and a humorous remark about monitoring household water usage at 2 a.m. The council concluded with excitement about the increased transparency and cost-saving benefits the portal will provide to residents.

6. General Authority Business - NONE

7. Remarks and Inquiries by Governing Body Members - NONE

8. Remarks and Updates by City Manager and Staff -NONE

9. Executive Session -NONE

10. Adjournment

The meeting was adjourned at approximately 7:57 p.m.

MOTION: A motion was made by Lisa Ford, seconded by Johnnie Parks
Move to adjourn

The motion carried by the following vote:

Aye: 4 - David Pickel, Lisa Ford, Johnnie Parks, Debra Wimpee

Chairperson

Secretary