

RESOLUTION 2025-KK

A RESOLUTION OF THE TOWN OF EATONVILLE, WASHINGTON, ACCEPTING A PROPOSAL WITH WATERWORTH FOR CONTINUOUS UTILITY RATE MANAGEMENT SOFTWARE

WHEREAS, the Town of Eatonville (“Town”) has a desire to ensure sufficient revenue from utility user rates for long-term capital needs while protecting customer affordability; and

WHEREAS, Town staff received a proposal from Waterworth for continuous utility rate management software and feels that this software will be useful in budgeting revenue and expenses long term; and

WHEREAS, the Town has several large capital projects over the next few years and will need to acquire funding; and

WHEREAS, Waterworth is an easy-to-use cloud-based platform that uses data visualization to make analysis, planning and communication about funding key infrastructure easier for everyone to understand; and

WHEREAS, the Town wishes to utilize this software for the water, sewer and electric funds by selecting the annual subscription for these funds; now, therefore,

**THE TOWN COUNCIL OF THE TOWN OF EATONVILLE, WASHINGTON,
HEREBY RESOLVES AS FOLLOWS:**

THAT: The Town Council approves, and the Mayor is authorized to execute on behalf of the Town, the Proposal with Waterworth as outlined on page 12 of the document, attached hereto as Exhibit A.

PASSED by the Town Council of Town of Eatonville and attested by the Town Clerk in authentication of such passage this 25th day of August 2025.

David Baublits, Mayor

ATTEST:

Miranda Doll, Town Clerk

RESOLUTION 2024-KK



Continuous Utility Rate Management

Customized for: Eatonville, WA
Prepared by: Nick Fahey
Nickf@Waterworth.net
(206)677-9008

Date: 06/16/2025





OUR MISSION

Empowering financially sustainable
local government services and
winning back the public trust.



YOUR GOALS

Based on conversations with Eatonville's staff, we understand your key goals are:

Ensure sufficient revenue from utility rates for long-term capital needs while protecting customer affordability.

Related priorities:

- **Clearly identify long term capital plans**
- **Proactively renew and replace aging infrastructure**
- **Clearly demonstrate impacts to water and sewer rates**
- **Maintain robust reserve funds to mitigate contingencies on both operating and capital side**
- **Facilitate good communication between staff, elected officials and the public**
- **Ensure services remain affordable for the community**
- **Maintain a strategic financial plan that leverages the best mix of cash, debt and Federal or State funding**

Waterworth can help the Town of Eatonville achieve these goals and priorities through **Continuous Utility Rate Management.**

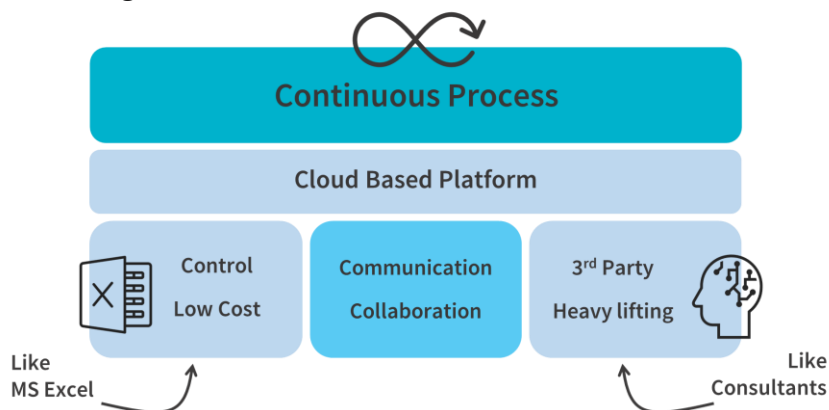
Continuous Utility Rate Management

What is it?

There are two methods of rates management commonly used today. When people want total control and low cost, they build in-house models with Microsoft Excel. We all love Excel - you can build what you want, it's flexible and practically free. It also has headaches. With Waterworth you have the control but without the headaches that come with maintaining an Excel spreadsheet. It's easy to use and very cost effective.

Other communities use rate consultants. They do an excellent job. They're experts and bring credibility to a council presentation. Similarly, the Waterworth team can step in as needed to do the heavy lifting and facilitate communications and action among staff and your elected officials.

Waterworth also addresses a critical gap by enabling easy Communication & Collaboration between individual departments, city administration and elected officials. With Waterworth, options can be carefully and efficiently reviewed, updated, reported on, compared with other scenarios. You can communicate difficult financial stories with ease so Council and the public can really buy in to the right decisions.



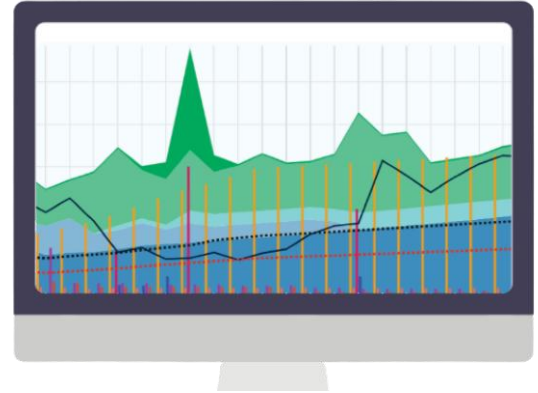
The thing our customers love the most is how we enable Continuous Rate Management. Rate studies are static in time. But variables keep changing - inflation is high, projects are getting repriced and reshuffled, interest rates fluctuate, sometimes you might get a grant, but you don't want to plan on it.

With Waterworth, you can stay in total control of all the moving parts while keeping everyone on the same page. This makes managing rates effortless and builds a synergistic relationship between city and elected officials.

KEY FEATURES

LONG-TERM FINANCIAL MODEL

Develop a full-cost recovery model to understand long-term revenue requirements. Integrate CIP, Master Plans, and future capital reinvestment budgeting along with debt service scenarios, cash reserve policies, and tie it all back to a rate schedule.



ASSET REPLACEMENT SCHEDULE

Leverage your GIS data to produce a long-term asset replacement schedule to understand the cost of sustainable ownership, and benchmark how much to invest annually in capital renewal to avoid emergencies and preserve intergenerational equity.

COST OF SERVICE ANALYSIS (Excluded)

Review historical demand patterns and work towards a true cost-of-service model for each customer category including wholesale customers. Explore cost reallocation scenarios to see how you can make rates more equitable.

RATE DESIGN (Excluded)

Onboard billing data, analyze your current rate structure, easily model new rate structure options and immediately visualize the billing impacts of various options – what the changes will mean for revenues and affordability for residents.

SCENARIO EXPLORATION

Perhaps one of the most powerful features is the ability to quickly create and manage scenarios, compare them visually using 3 comparative modes (difference, side-by-side, overlay) and combine scenarios from different service areas into one complete organization-wide model.

SAVE TIME AND AGGRAVATION

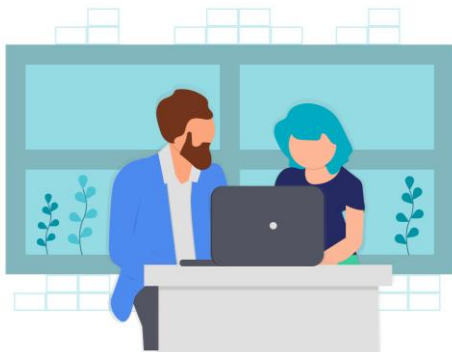
Take pride in telling a better financial story. This makes communicating tough, complex issues easier leading to more efficient conversations. In the end, smarter decisions are made more quickly and with very little effort. Everyone saves time and aggravation.



BENEFITS

LEVERAGE YOUR DATA TO DRIVE BETTER DECISIONS

Up-to-date data reflects the real-world circumstances of your community so you can have confidence that analysis and recommendations plot the best path forward in real-time. Waterworth is compatible with many other systems, so onboarding is relatively easy.



ENSURE LONG-TERM FINANCIAL SUSTAINABILITY

Plan for intergenerational equity by first determining long-term cost of sustainable ownership of infrastructure. Then become financially resilient and mitigate uncertainty about future events through better planning by developing and exploring scenarios.

LEVERAGE PROFESSIONAL SUPPORT THAT'S TAILORED TO YOU

Short-staffed? Think of us as a specialized part of your team. We're here to make sure you are asking the right questions and making progress towards community goals. Support is here, whenever and however you need it: we'll assist with data needs, analysis, scenario exploration, presentation, and succession.

We've got your back!



UNLIMITED SUPPORT & ADVISING

Included with all services. We're here for you by chat, email, phone or zoom as much or as little as needed to ensure you meet your goals.

- Unlimited 1:1 coaching with all included tools
- Expert advice with Financial Modeling, Cost of Service Analysis, Infrastructure Analysis and Rate Design
- Onboarding and refining of external financial model or Pro Forma into Waterworth's financial model
- Assistance with project management and organization to help meet deadlines and stay on track of priorities
- Training for effective communication with elected officials and between departments
- Assistance with analysis of complex datasets, and impact analysis of any scenarios or proposed changes
- Assistance with presenting models internally or to Boards/Councils
- Assistance with onboarding instructions for Assets, Population, Flows or Billing Data
- Training of new staff on Waterworth
- Facilitating succession transitions

METHODOLOGY

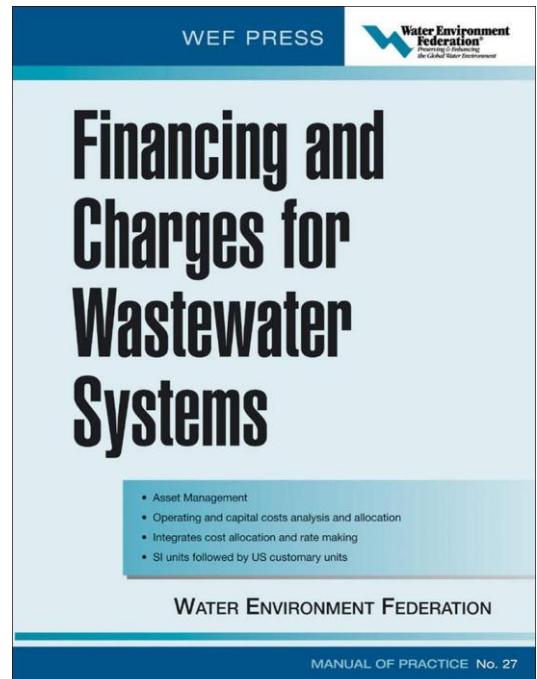
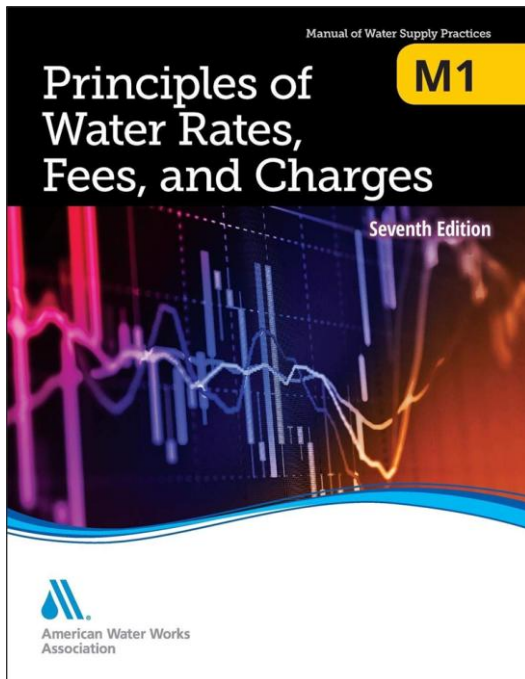
Waterworth is based on the fundamentals of rate design as outlined in AWWA M1 and WEF 27.

These manuals set the industry accepted standard practices in financial planning and rate making to establish cost-based rates, fees, and charges to recover the full costs associated with utilities.



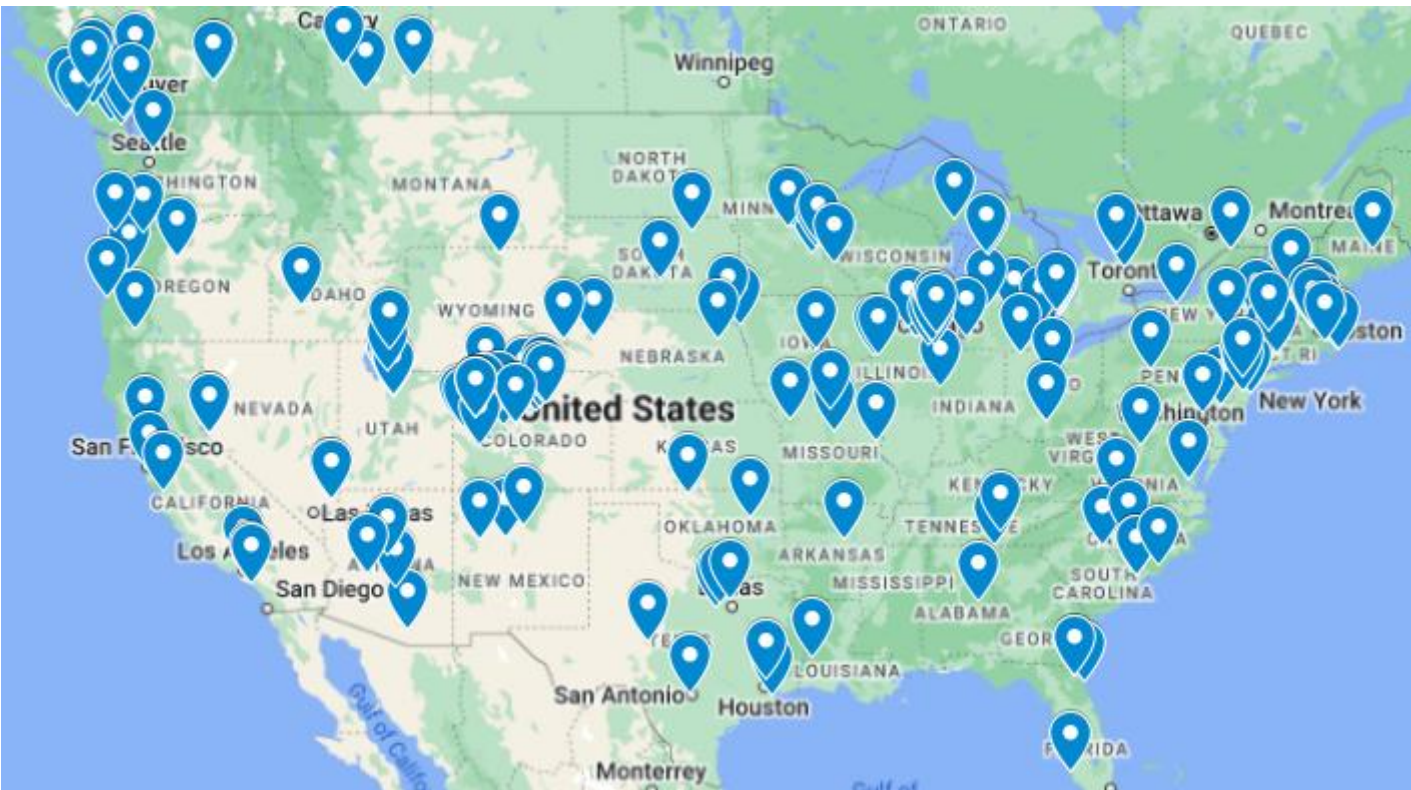
**American Water Works
Association**

Dedicated to the World's Most Important Resource®



WHO ELSE DOES THIS?

Waterworth is trusted by over 300 municipalities across North America.



CLIENT TESTIMONIALS

“We informed our Board that inflation has severely impacted the costs of our capital projects and it became clear that without a \$7,000,000 bond, we would be in trouble.

It is amazing how much easier this process is now that we have Waterworth. Whenever we have discussions with our Board we use Waterworth to review and explore options. Because we do this frequently, the board is familiar with the model and so they trust in Waterworth. The discussion regarding the need to obtain the \$7,000,000 bond lasted less than 10 minutes.”

Wes Smith, CFO
Virgin Valley Water District, Nevada



“What’s great about Waterworth is that I don’t have to wait for a consultant and compile all kinds of information.

I can go into my model and get a snapshot of what I’m looking at... it’s the convenience of being able to get the information I need quickly and whenever I want.”



Yvonne Acuña, Assistant Finance Director
City of Leon Valley Texas

John Mastandona, Director of Finance
Village of Western Springs, Illinois



"That's how we have found Waterworth to be valuable: showing our elected officials the scenarios of if we don't do anything, if we do something, and having those changes side by side."

“We’ve been trying to do this on our own for 10 years, to have something so turnkey was just an absolute blessing.”



Lisa Vollbrecht, Public Utilities Director
City of St. Cloud, Minnesota

ANNUAL SUBSCRIPTION

Features	Description	Annual Price
<ul style="list-style-type: none"> Long Term Financial Model Asset Features Scenario Exploration 	<ul style="list-style-type: none"> Software Access to Water Service Area Unlimited Support and Advising for Water 	\$3,838
<ul style="list-style-type: none"> Long Term Financial Model Asset Features Scenario Exploration 	<ul style="list-style-type: none"> Software Access to Sewer Service Area Unlimited Support and Advising for Sewer 	\$3,750
<ul style="list-style-type: none"> Long Term Financial Model Asset Features Scenario Exploration 	<ul style="list-style-type: none"> Software Access to Electric Service Area Unlimited Support and Advising for Electric 	\$4,725
<ul style="list-style-type: none"> Long Term Financial Model Asset Features Scenario Exploration 	<ul style="list-style-type: none"> Software Access to Stormwater Service Area Unlimited Support and Advising for Stormwater 	\$3,706

Total (USD): \$16,019
Discount (30%): -\$4,806
Final Price (USD): \$11,213

Included:

- Implementation
- Unlimited User Licenses
- Unlimited Support and Advising
- Training
- Workshop Facilitation
- Presentation
- Assistance with: Data Onboarding, Data Analysis, Scenario Exploration



Subscription effective date is on the day of the Getting Started Meeting when user sign-in accounts are created. Renewal invoices will be sent 60 days before the anniversary of the effective date. **Prices set to increase by 5% per year.**

ANNUAL SUBSCRIPTION

Features	Description	Annual Price
<ul style="list-style-type: none"> Long Term Financial Model Asset Replacement Schedule Scenario Exploration 	<ul style="list-style-type: none"> Software Access to Water Service Area Unlimited Support and Advising for Water 	\$3,838
<ul style="list-style-type: none"> Long Term Financial Model Asset Replacement Schedule Scenario Exploration 	<ul style="list-style-type: none"> Software Access to Sewer Service Area Unlimited Support and Advising for Sewer 	\$3,750
<ul style="list-style-type: none"> Long Term Financial Model Asset Replacement Schedule Scenario Exploration 	<ul style="list-style-type: none"> Software Access to Electric Service Area Unlimited Support and Advising for Electric 	\$4,725

Total (USD): **\$12,313**
Discount (20%): **-\$2,463**
Final Price (USD): **\$9,850**

Included:

- Implementation
- Unlimited User Licenses
- Unlimited Support and Advising
- Training
- Workshop Facilitation
- Presentation
- Assistance with: Data Onboarding, Data Analysis, Scenario Exploration



Subscription effective date is on the day of the Getting Started Meeting when user sign-in accounts are created. Renewal invoices will be sent 60 days before the anniversary of the effective date. **Prices set to increase by 5% per year.**

3-Year Subscription

Features	Description	Annual Price	Cumulative Price
Financial Model	Software Access to Water, Sewer, Electric, and Storm Unlimited Support and Advising 36 -Month Subscription – upfront payment to receive discount	\$11,213	\$33,639
Asset Features			
Scenario Exploration			

-10% Discount	- \$3,364
(-5% inflation)	(- \$1,710)
Total Savings	\$5,074
Total USD	\$30,275

Included:

- Implementation
- Unlimited User Licenses
- Unlimited Support and Advising
- Training
- Workshop Facilitation
- Presentation
- Assistance with: Data Onboarding, Data Analysis, Scenario Exploration



Note: The Subscriber may terminate the Subscription at any time. Upon termination, Muniworth will reimburse the Subscriber pro-rata for the remaining unused years of the Subscription, calculated at a rate of 75% of the remaining balance of the Subscription Fee for the unused years.

Subscription effective date is on the day of the Getting Started Meeting when user sign-in accounts are created. Renewal invoices will be sent 60 days before subscription end date. **Prices set to increase by 5% per year.**

MUNI WORTH

Waterworth's sister solution, [Muniworth](#) brings the same analytical and financial planning power to all of your publicly funded services.



Muniworth is an easy-to-use cloud-based analytics platform that uses data visualization to make analysis, planning and communication about funding key infrastructure easier for everyone to understand and talk about.

Along with experienced advising and professional support, Muniworth makes your job easier.

- Easily communicate city-wide capital needs
- Develop a comprehensive financial plan
- View aggregated analysis across departments and entire organization
- Visualize data consistently
- Ensure sufficient funding for all services

Service areas include: Streets, Facilities, Fleet, Parking, Landfill, Solid Waste, Recycling, Public Safety, Fire, Airport, Marina, and many more, in additional to General Fund.



Anthony Theodorou, Engineer
KLJ Engineering



"We're figuring out how to overlap these things, to see when water and sewer projects are coming up... and how they'll line up with our road projects. In Muniworth, you can jump in and out of those different utilities."



Unique Value Proposition Document

Waterworth is a unique and specialized solution with no comparable alternative. No customer has ever had to procure Waterworth through an RFP process.

Sole Source Qualifying Factors

1. Unique & Proprietary Technology
2. Highly Specialized Purpose-Built
3. Compatibility with Existing Systems
4. Quick Implementation & Training
5. Professional Advice & Coaching

Based on the Sole Source Requirements outlined by the National Association of State Procurement Officials (NASPO), the Single/Sole Source Procurement our clients have referenced when subscribing to Waterworth.

Unique Value Proposition Document available upon request:



- Template memo to council/board that you can edit
- Detailed documentation describing what is unique and specialized about Waterworth to assist in varying procurement approaches



Unique Value Proposition Document

Waterworth was founded in direct response to the nation's estimated trillion-dollar infrastructure deficit, a clear indication that traditional solutions have failed to meet urgent and evolving needs. Waterworth's mission is *Empowering Local Govt in Delivering Sustainable Services and winning back the Public Trust*. Achieving this requires a devoted attention to Financial Sustainability, Intergenerational Equity and Affordability Today. Governments working with the Waterworth solution are achieving this by developing key strategic insights into their utility's financial trajectory, having highly efficient conversations about infrastructure investments, leading to smarter decisions made more quickly, and all the while saving a lot of everyone's precious time – and it's inexpensive.

The Waterworth solution encompasses a framework termed *Continuous Rates Management* which has three parts:

1. A comprehensive cloud-based platform that handles difficult data-driven modelling computations and enables interactive real-time scenario exploration to optimize collaboration.
2. Support & advisory services for handling difficult data onboarding, guiding modelling, planning and storytelling strategy, and a proactive motion to keep models up to date in the face of many moving parts.
3. Collaborative engagement within a community of local governments with similar issues to be able to share ideas and strategies on a common platform.

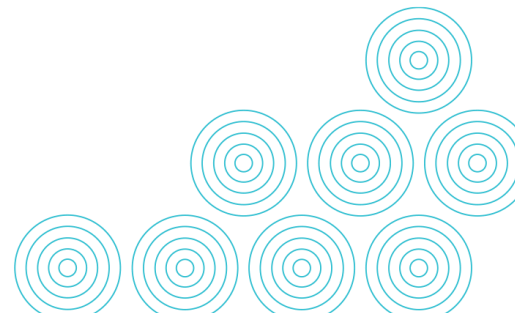
The National Association of State Procurement Officials (NASPO) has identified common justification themes for sole source procurement, with the following five components aligning with the justifications outlined in NASPO's Sole Source Procurement Redesign 2024 and various state procurement regulations. While procurement methods may vary, this document utilizes these themes due to their broad applicability and ability to clearly articulate Waterworth's unique offerings.

The five components are as follows:

1. Unique & Proprietary Technology – Exclusive intellectual property, patented innovations, or proprietary solutions that are unavailable from other vendors.
2. Highly-Specialized Purpose-Built – Tailored products or services designed to meet a specific, mission-critical need that cannot be met by off-the-shelf alternatives.
3. Compatibility with Existing Systems – Essential integration with current infrastructure, software, or operational workflows, minimizing transition costs and risks.
4. Quick Implementation & Training – The ability to rapidly deploy and onboard users, ensuring minimal disruption to operations.
5. Professional Advice & Coaching – Expert guidance, industry-specific insights, and ongoing advisory services that enhance the value of the solution.

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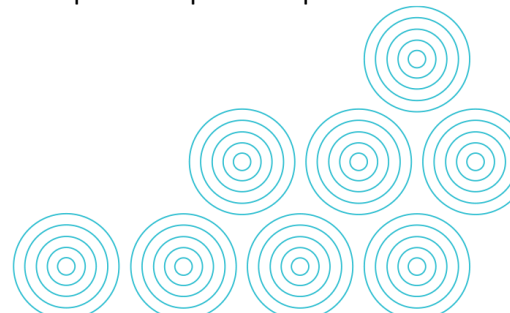




1. Unique & Proprietary Technology

The Waterworth Platform is an integrated, multi-tenant cloud-based SaaS with a federated modular aggregation architecture designed specifically for *Continuous Rate Management*.

1. **Integrated:** the four pillars of continuous rate management (asset replacement schedule, long-term financial forecast, cost of service analysis, rate design) are not standalone components but rather fully integrated together into one workflow, each adding value to the others without integrity issues.
2. **Multi-tenancy:** improves scalability, makes it easy to update and evolve, improves the efficiency of resources used, and makes it possible to enable comparison of Key Performance Indicators with other similar communities.
3. **Aggregation Framework:** The architecture creating multiple models in a government context, separately and independently from each other but also allowing for consolidation of those models.
4. **Distribution Framework:** for cross-fund projects, clients can distribute cost, grants, borrowing and paygo cash in any combination from any number of services areas towards the project.
5. **Federated Architecture:** independent entities can run independent models, while also sharing some or all aspects of their models with higher-order organizations such as associations, joint action agencies, or state-level government.
6. **Government User Focus:** Waterworth users are extremely busy, prioritizing quick results. The App uses a UX design philosophy of *extreme usability* over *aesthetics*. This philosophy is reflected in the core product workflow, visualization design, and progressive model evolution and reasoning.
7. **Story-like Visualization:** The software is not as an end unto itself, but more a carefully crafted set of story elements to support better conversations between city staff and in presenting to elected officials. This story-telling imperative incorporates techniques like layering and juxtaposition.
8. **3D Scenario Exploration:** is not just about changing assumptions, this also involves comparing with other scenarios, and supporting and managing deltas. Scenario comparison is supported in 3 dimensions: side by side, overlay and difference comparisons which together provide a holistic perspective, critical for both trouble-shooting and storytelling.
9. **Scenario Management:** Continuous Rate Management, unique to Waterworth, demands the ongoing rapid evolution of model scenarios with engineering implications on identification, inheritance, adaptation, rollbacks and versioning with the real challenge being to abstract away the underlying technical complexity with an intuitive user experience that is extremely simple.
10. **Advanced Financial Modelling:** the heart of the Waterworth engine is battle-tested math implemented to facilitate dynamic analysis with drill-downs, zoom-outs and extrapolation. The core model has been developed with a pure functional implementation that allows continuous development and incorporation of advanced math functionality with zero side effects.
11. **Model Integrity:** To maximize integrity, Waterworth employs rigorous pre-compute and post-compute protocols, model introspection and built-in integrity self-tests (BIST).





12. **Specialized functionality:** This is an ever-increasing set of features delivering rate design, comprehensive cost of service analysis, and affordability. This necessitates discrete class management, advanced data ingestion, domain-specialized input validation, data separation, and functional synthesis.
13. **Collaboration Fabric:** Governments across America have notional similarities in structure and personnel job titles. Yet, these translate into diverse real contexts based on tenure, skill sets, working relationships and priorities. To manage this, Waterworth uses amorphous organizational modelling, and flexible role mapping to make user collaboration simple and intuitive.
14. **Latency Optimization:** America is a vast country with geographically distributed municipalities. To achieve our proven minimal latency and maximal responsiveness, Waterworth has evolved a cloud-based architecture serving an adaptive rich client requiring significant proprietary innovations in fractionalization of data sets, data streaming, adaptive caching, cache coherence management, with advanced locality of reference optimization.
15. **Multi-dimensional Data Matrices:** Billing data sets can be quite large and typically have many relevant parameters: facility, function, billing type, customer class, time-of-day, metered consumption, meter size, billing equivalents, equivalent domestic units, or some other multipliers. Multi-dimensional data matrices processed in functional pipelines allow for compression, organization, optimized search and computation without any loss of data fidelity.

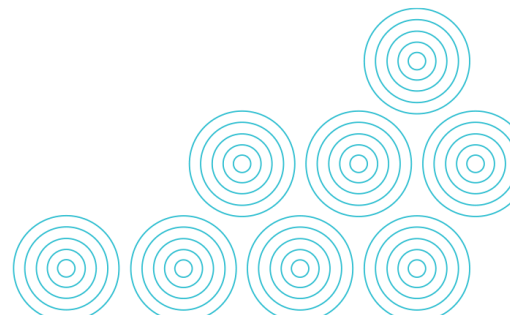
Every one of the deep technical aspects outlined above represents original innovation and novel user archotyping, use-case development, interface design, data pipelines, data science techniques, algorithm design and deployment patterns.

The breakthrough intellectual property benefits for customers come from extremely tight integration of all of these discrete innovations into a cohesive user experience. Taken as a whole, the resulting application at this time is a highly polished, purpose-built, tightly integrated technology without any competitive peer whether as a standalone specialized software, model developed in a general-purpose tool or delivered as a human-mediated service.

2. Highly Specialized Purpose Built

Waterworth was built specifically for utility rates management and includes specialized features. The following attributes set Waterworth apart from other vendors of more generalized software.

1. **M1 Compliance:** The American Water Works Association (AWWA) has released many editions of its M1 Manual – The Principles of Water Rates, Fees and Charges. Waterworth complies with the methods and techniques detailed in M1 and integrates together into one model revenue requirements, cost of services analysis and rate design.
2. **Billing Data Onboarding Templates:** Multiple years of billing data can be onboarded directly into Waterworth for analysis and rate design using a template.





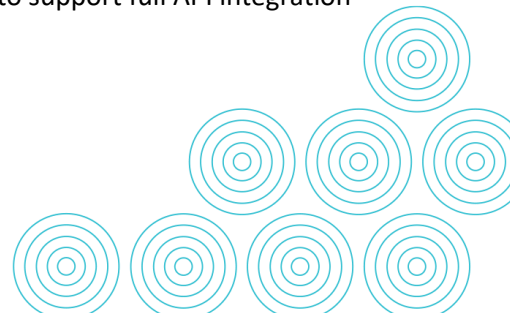
3. **Billing Data Reconciliation:** Waterworth then allows for extremely accurate integrity analysis and billing reconciliation. Typically finding actionable anomalies within current billing practices and ensuring designing of rates going forward is calculated from a sound understanding of account data.
4. **Billing Distribution:** There's a billing distribution tool with scale and zoom to drill deeply into usage (whether on #bills, consumption, fixed or variable revenues)
5. **Model Base Use Decline:** Water demand is decreasing on a per capita basis due to the natural uptake of water efficient devices and appliances.
6. **Customizable cost-of-service model:** There are many different approaches to utility cost-of-service analysis. Waterworth lets Clients customize an approach that aligns with their intentions or preferences.
7. **Develop rate cards in minutes:** Our powerful rate designer can model any type of rate structure.
8. **Automatic rate scheduler:** Automatically connects financial forecast to a schedule of rates that can extend to 5 – 20 years.
9. **Billing impact analysis:** Water BIA tools shows impacts on aggregate or detailed account-by-account basis to show how a proposed rate structure will impact different customers.
10. **Rates driven Revenues:** connect a rate card (which is linked to real billing data) to the financial model and control revenues by adjusting rates. This feature auto-calibrates to eliminate discrepancies between billing data and reported actual revenues.
11. **Mid-year rate increases:** Rates are not always updated at the start of a fiscal year. Waterworth can adjust the forecast calculations if a rate increase is adopted mid-year.
12. **Water affordability:** Waterworth helps not only understand whether there may be a cost burden to certain customers but can recalibrate rates to shift the cost burden to higher users.
13. **Cash Policies:** Set a collection of cash reserve policies to ensure the financial model ends up balanced and financially secure going into the future across various cost types.
14. **Debt Service Coverage Ratio:** lenders and credit raters often look at this ratio to determine credit worthiness and to set credit rating.
15. **Capital Reinvestment Target:** The Capital Reinvestment Target is generated from the asset replacement schedule and represents an annual multi-sourced future reinvestment budget for maintaining sustainability. This target overlays on the financial model to illustrate how actual and projected spending compares with the Capital Reinvestment Target.
16. **Cross Service Area Scenarios:** Model several funds independent of each other, then recombine those models into one rolled-up summary for the organization. And project-based capital planning across multiple service areas makes it easy to distribute the costs of a project across different departments or funds.

3. Compatibility with Existing Systems

Waterworth is data compatible with many accounting, billing and asset management software systems. This means that data can be exported from other financial reporting or forecasting systems into a format that is readily ingestible by Waterworth. Current development efforts are underway to support full API integration

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with many other software platforms. The Client Success Team are trained and specialized in being able to onboard data manually that falls outside of the App's current native onboarding capabilities.

GL Multiplexed with user input

1. Enables onboarding of General Ledger data straight from the accounting system, formatted in a "rolled-up" way that reduces clutter and provides Clients with strategic insights.
2. This actual data is multiplexed with non-GL data in a seamless way. Thus, GL driven line items can co-exist with user-inputted and projected/calculated data.
3. Soon Waterworth will have the ability to onboard GL on monthly basis and do End-of-Year Forecasting which is an improvement over typical account system variance analysis because the forecast considers the historical patterns of line items.

4. Quick Implementation & Training

Waterworth's product and service offering is built to minimize the time necessary from Clients to build and maintain financial models and reports relative to any alternative available. Waterworth is an industry leader in its user-friendly training, unlimited support and advising, while also allowing Clients to be self-sufficient if desired for full control over all inputs into the App.

Waterworth can be implemented in a matter of days to provide valuable insights to Clients' long-term financial trajectory and facilitate near immediate course correcting scenarios. Some Clients have built realistic financial models and proposed funding solutions in as little as 48 hours.

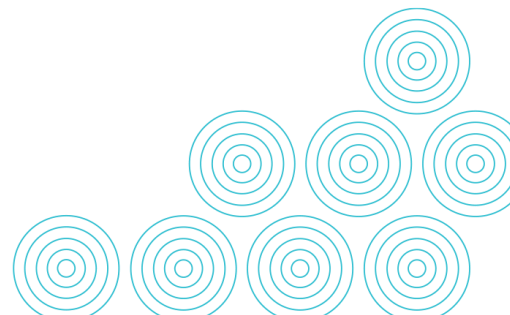
The dedicated Client Success Team is measured on their ability to deliver results quickly; and the underlying software is built to be as intuitive and quick to learn as possible, while maximizing results delivered.

Friendly and Intuitive User Experience

Waterworth is designed to look and feel like Excel to take advantage of Excel's familiarity for operations such as:

- entering, deleting numbers in cells,
- navigating around using tab and cursor keys,
- cut-copy-pasting single or blocks of numbers around, including to and from an actual Excel workbook,
- undo, redo
- a status bar that shows sum, average, trend
- cell notes
- and more...

The User Experience is constrained to not allow changes to be made to the underlying math. Brittleness in other software's formulas, circular references and other such errors resulted directly in the architecture of Waterworth. This security of formulas allows for more consistent results, more reliable and faster collaboration between stakeholders involved in developing and reviewing the workings conducted within Waterworth.





Easy Collaboration

- As a cloud-based and multi-tenant platform, Waterworth is accessible anywhere via browser and internet. This facilitates sharing with others and makes collaboration easy. Each user can protect their own scenarios, while also sharing them with others.
- If a Client chooses to collaborate with another organization, a neighbouring city for example, as users of this platform, they not only will both be immediately familiar with each other's models, because of the federated architecture, they'd be able to create a combined project, eg. sharing the costs of a new treatment plant.
- Powerful visual scenario comparison tools including side-by-side, difference, and overlay modes, enable efficient team, committee, board, and council conversations.
- **Shareable Links:** This allows Clients to share slices of their model with others who are not users on the platform: a vendor, engineering firms, council members, and members of the public. This can be done in read-only mode, or non-persistent edit mode which means the person with whom the link was shared can't overwrite the underlying model. This is useful for collaborating but allows curation and controlled adoption of others' results.

Iterative Progress Once Calibrated

A combination of the Client Success Team and Continuous Revenue Management framework, the time necessary to keep a model up-to-date and providing strategic insights lessens as more information is fed into the model. Meaning that Clients can spend less time building and maintaining models, save time presenting decision makers concise insights while allowing data-driven, strategic decisions to be made in a timely manner.

5. Professional Advice and Coaching

The Waterworth Client Success Team is comprised of several financial forecasting specialists with a deep understanding of the Waterworth App, how to guide Clients towards building and calibrating financial models aimed at financial sustainability, as well as design utility rates in accordance with best practices such as the AWWA's M1.

The Client Success Team also assists, advises and coaches Clients on how to use the App as a conversation piece within and between internal and external stakeholders alike. Time will be taken periodically to fully understand the strategic goals of the Client and Waterworth's Team will provide resources, guidance, actionable plans and logistical assistance in the achieving of these goals.

Waterworth effectively communicates complex (at times contentious) financial concepts to a variety of stakeholders and has a track record of being able to clearly articulate (with the visual aids of the App) what the trade-offs are between the strategic decisions available to stakeholders such as City Staff, Elected Officials, Grant Approvers, the Public, among others. The Client Success Team is trained to facilitate conversations to maximize cohesion of understanding of multiple complex topics among a variety of stakeholders. As well as providing guidance to Clients as to how they can do the same leveraging the App as a conversation piece.

