



*Montezuma Valley Irrigation Company*

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**PROJECT:** CMS#51308 – Improved Water Use, Conservation,  
Management and Operations through the Implementation of Water Accounting Software

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**Final Report**

The following deliverable summarizes the activities by task as required by Exhibit A: Statement of Work for the above referenced project.

TruePoint Solutions Software Package

Task #1 – Contract Development

Task #1 is 100% complete. Montezuma Valley Irrigation Company's (MVIC) Board of Directors discussed the TruePoint software contract and water accounting package in monthly board meetings during February, March, June, August, and September 2012. The contract with and Service & Maintenance Agreement for TrueAIM, TrueBILL, and TrueCIP modules was accepted and approved at the September 11, 2012 board meeting to commence with the program and implementation. The MVIC General Manager during that time reported in the October 2012 board meeting that the contract had been signed and the first payment was sent to TruePoint.

Task #2 – Kickoff Meeting

Task #2 is 100% complete. In November 2012, TruePoint Solutions implementation representative, Brian Trainor, came to MVIC to evaluate the computer and server capabilities, evaluate and interview the office staff, and install the training module on the company server. Mr. Trainor briefly showed the office staff the main parts of the software system to become familiar with how the software worked.

Task #3 – System Analysis

Task #3 is 100% complete. During the kickoff meeting, this task was included. Timelines for implementation, planning for going live procedures, and recommendations for server needs were established.

#### Task #4 – Install and Configure Software and Data

Task #4 is 100% complete. TrueAIM and TrueBILL software were installed and tested in late December 2012. At the time, everything worked accordingly. A few days later it was determined that more memory was needed to be put on the server to handle the TruePoint program as well as run MVIC's other programs.

#### Task #5 – Training

Task #5 is 50% complete. During the install and configuration visit in late December 2012, Mr. Trainor provided little instruction in training. He assumed MVIC staff practiced enough on the training program that further training was not needed. Office staff asked questions regarding report capabilities, customization of screen view sections, and entering information in the system. Mr. Trainor replied he had to ask those questions to the TruePoint development team before he could proceed. His visit was 4 days total. No training manuals were provided, the TruePoint Online Resource Guide was not yet developed for TruePoint users so notes taken during MVIC office staff working on the training program were all the documentation that could be used at the time. No training from the TruePoint personnel for MVIC field staff took place during any phase of the project. In April 2013, the MVIC Office Manager contacted the TruePoint Help Desk for help in training the field staff. The TruePoint Customer Service Manager told MVIC that a member of TruePoint staff could come to the MVIC facility but there would be extra costs associated with the trip even though the original agreement stated field training was part of the contract. The MVIC Office Manager had to train herself in order to train the field staff on the TrueCanal/water delivery section of the program in the TrueAIM module. This involved training field staff on laptops and downloading/uploading daily field information to the MVIC server. The TruePoint Online Resource Guide became available in April 2013, but only provided minimal information for each section of the program. The TrueCIP module was not installed until March 2013. No training was provided by TruePoint Solutions and no manuals or documentation was available to MVIC for TrueCIP.

#### Task #6 – Go Live

Task #6 is 100% complete. During the install and configuration visit in late December 2012, MVIC went live with TrueAIM and TrueBILL. Shortly after going live, MVIC received notice that Mr. Trainor was no longer employed with TruePoint Solutions and that all questions be directed to the TruePoint Help Desk. TrueCIP portal went live in March 2013; however, the portal was hacked into from an outside source so the IT person representing MVIC had to reconfigure TrueCIP and MVIC's server protections. No other parts of the TruePoint or MVIC programs were affected by the intrusion. TruePoint software is accessed through Internet Explorer. All TruePoint customers should have extra security and firewalls on servers to accommodate secure information. MVIC did have extra security even though the portal was compromised.

For the next few months after going live, MVIC office and field staff encountered numerous problems with the software capabilities.

1. MVIC did not have any control over changing screen presentation, creating or modifying reports, and was not able to backup any information in preparation of server data loss. TruePoint Solutions required all customers to contact TruePoint for all controls, backups,

and report creating or modification. Customization of the program was not available because any changes to one TruePoint customer's program screens or operations immediately affects all other TruePoint customers. TruePoint told MVIC that backups were only accessible and performed by TruePoint.

2. MVIC staff attempted to adapt to TruePoint software, even with limitations from a private ditch company standpoint. TruePoint Solutions water accounting programs are developed primarily for water districts, not private ditch companies. Water districts bill on consumption and crop production, which TruePoint software is intended for. TruePoint does have some customers other than MVIC that are not districts; however, those companies have different needs that work with TruePoint. TruePoint Solutions would not customize any sections or pieces of the program to fit with MVIC needs.
3. MVIC office staff was contacting the TruePoint Help Desk via phone and email on a daily basis. These contacts were in regard to:
  - a. Reports: inability to create or modify reports from MVIC
  - b. Training: limited training from TruePoint personnel in person or via phone
  - c. Problems with water orders randomly disappearing from the program
  - d. Inability to change water order information on the customer portal by shareholders themselves or from the office side of the program. MVIC shareholder accounts could not be closed out due to water order history on the account even with all orders closed.
  - e. Field information from the laptops was not transferring correctly to the main program to record correct water deliveries. The report created to summarize water tracking was not providing accurate information for office use or for shareholders to refer to. When MVIC office staff talked to the TruePoint Help Desk supervisor in May 2013 to ask to change the report or what else can be done to make water tracking work, MVIC was told if the report doesn't work then don't use TruePoint because it won't track water otherwise.
  - f. Entering water orders and meter information were limited: Not more than one order could be entered or changed at a time, when meter information was entered the TrueCANAL system would not accept the information and throw the numbers off and water tracking information would be lost even after the office posted orders daily.
  - g. Display of information: to get all of the information MVIC office staff needed to help shareholders, up to 8 different screens were needed to be accessed when only one screen should have all of the information.
4. After MVIC was told in May 2013 if the report doesn't work don't use the program, communication from TruePoint stopped with the exception of calling MVIC to ask if an MVIC representative would attend the users conference in October 2013 or the initial TruePoint salesman calling to check in (even though he did not have any authority to help with MVIC problems).



## Task #7 – Project Perpetuation

Task #7 is 25% complete. Maintenance agreement was executed at the beginning of the project; the customer support part of the agreement was not maintained since the TruePoint Help Desk did not follow up with MVIC after May 2013.

The Board of Directors of MVIC decided in December 2013 to notify TruePoint Solutions of contract termination and any further billing or future obligations of either party.

In September 2013, after exhausting all options, the board approved and directed MVIC office staff to invest additional funds and pursue the original software option as intended in 2011 with RimRoc Computing. The program creation was started in October 2013. Currently, the program is up and running with final adjustments being made this month.

Although the TruePoint Solutions software program did not meet MVIC's needs as originally expected, MVIC has been able to obtain a customized program that does work specifically for MVIC's private ditch company. The intention and goals of MVIC board and staff remain the same as originally outlined in the grant request. MVIC now has the ability to efficiently meet the demands of delivering irrigation water to MVIC shareholders with accurate water accounting records.

Upon receipt of this final report deliverable, MVIC requests the final 5% of the grant funds be released as the project is complete.

If there are any questions or further information is needed, please let me know.

Michelle Butler



Office Manager  
Montezuma Valley Irrigation Company