Advanced Metering Infrastructure

Community Information Meeting | March 10, 2021
Meet the Team

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This presentation will be recorded and made available for future viewing at ACWD.ORG/AMI.
Agenda

Advanced Metering Infrastructure (AMI) Explained

• Why AMI?
• How will it benefit you?
• When is it happening and how will you know?
• How will the installation impact you?

Q&A
Understanding Your Water Usage Today

Today, you receive a water bill every 60 days based upon manual water meter reads, which is the only way you know how much water you are using.

The information you receive about your water consumption is limited and infrequent, making it difficult to spot leaks and manage your water usage.

Bottom line: Not helpful for water conservation, which is one of the main reasons why we’re upgrading our system.
Community Commitment to Conservation

More than three-quarters (76%) of our residential customers have made behavior changes in the past 5 years to better conserve water.

ACWD offers conservation programs to support customers’ efforts, but what residential customers have requested the most is a way to monitor their water usage — and now we’re providing one.
Welcome to Your Smart Water Connection

ACWD is investing in the future of our community with AMI so we can read your water meters remotely and frequently, making your water usage information readily accessible and put to work for you.

Our goal is to enhance customer service, water-use efficiency, and operational efficiency.
AMI Is Your Smart Water Connection

AMI allows water meters to be read remotely so you can:

• Reduce surprise water bills
• Detect potential leaks early
• View up-to-date water usage

Your water meter readings will now be automated, including access to your water data (new online portal – “My Smart Water Connect” – coming later this year!).

• Remote water meter readings
• Measure, collect, analyze water usage data
• Increased frequency of meter readings (15-minute increment readings updated daily)
• Allows you to monitor consumption in real time
• Leak alerts are coming

A leap forward in ACWD’s services to our customers.
AMI technology employs a device that utilizes the cellular network, just like your mobile phone. This technology allows meters to be read remotely and securely, providing daily access to water consumption data. Hundreds of utility districts across North America and many in the Bay Area have adopted AMI technology for their meter infrastructure needs.

**Definitions**
- **NaaS** = Network as a Service
- **SaaS** = Software as a Service
- **CIS** = Customer Information System (existing)

- **AMI NaaS** (cellular data)
- **AMI SaaS** (servers)
- **CIS** (billing system)

**My Smart Water Connect**

- Utility Meter Data Analytics
- Water conservation and supply optimization
Why AMI?

Together, through the use of this smart technology, we can achieve greater water conservation and improve water supply reliability for our community.

Droughts are a way of life in California, so AMI can help you monitor your water usage.

ACWD plans decades in advance for a reliable water supply. This upgrade is part of our continued focus on water efficiency and long-range water supply planning.
Why AMI?

Convenient Access to Your ACWD Water Service Account
• Detect potential leaks early
• Easy-to-use online portal and mobile app, “My Smart Water Connect” (coming later this year to ACWD.ORG)
• View up-to-date water usage at any time throughout the billing cycle at ACWD.ORG
• Find out when your upgrade will take place

Conservation
• Encourage efficient water use
• Understand your water use on a daily basis
• View water efficiency tips via new customer portal
• Find out about ACWD’s water conservation programs and apply for them through the new online customer portal
• Reduce our carbon footprint with fewer trucks on the road since water meters will be read remotely instead of manually
Why AMI?

- Fewer Leaks
- More Conservation Opportunities
- Ease & Convenience
- ACWD Operational Efficiencies
The Business Case for AMI

$40M COMMUNITY INVESTMENT

148% RETURN ON INVESTMENT

20 YEARS

NOW
Installation

10 YEARS
Payback

20 YEARS
Benefits (148%)

The program pays for itself.
When and Where Does Installation Start?

NewPark Mall Area

Warm Springs Area
When & Where Does Installation Start?

Starting at the end of March 2021, we will begin upgrading or replacing water meters at approximately 3,300 homes and businesses designated on the map on the previous slide and communication from the ACWD team (more on slide 18).

- Demonstrate proper operation of all systems
- Test of ACWD’s new business processes
- Limited deployment of the AMI system to start

Installation complete for 86,000+ homes and businesses by the end of 2023.
Who’s Doing the Work?

We’ve partnered with Badger Meter and Professional Meters, Inc. (PMI) to upgrade or replace your water meter.

- Look for our team (small crews of 2-3)
- Recognizable, neon green ACWD/PMI uniforms (T-shirts, vests)
- Installers will carry a badge and letter to authenticate their work on the project
- Arrive via ACWD/PMI mini vans

CDC, state, and local guidelines will be followed.

- Daily health screenings
- Maintaining social distancing
- Wearing proper personal protective equipment, including face masks, to prevent the spread of COVID-19
Look for Our Installation Team
What You Should Know About Installations

Please clear a path to and around the water meter box.

- For easy access and fast upgrades
- This includes any overgrown landscaping near your water meter box

Water will be temporarily turned off for AMI device installation.

- No more than 1 hour unless otherwise communicated

If you have tenants associated with your billing address, please notify them.

Installer Hotline: (844) 280-6521
You May Also See a Quality Control Technician

We’ve partnered with Utility Partners of America (UPA) to inspect our installation and ensure it meets our standards.

• You may see one of our quality control technicians during or after the installation.
• They will check your water meter to make sure it has been upgraded properly.
• Quality Control technician will carry a badge and letter to authenticate their work on the project and arrive via ACWD/UPA pick up truck.

CDC, state, and local guidelines will be followed.

• Daily health screenings
• Maintaining social distancing
• Wearing proper personal protective equipment, including face masks, to prevent the spread of COVID-19
How Will You Know It’s Happening?

We’ll Notify You

Check Your Mail
• Customers who will be the first to receive the AMI technology should have already received a letter from us about it.
• If not, you’ll get a letter when your time comes.

Check Your Door
• You’ll receive a notice on your door about 5 days before the work begins.
• You’ll get another notice on your door if we are unable to access your meter and need your assistance.
• Once the work is complete, we’ll put another notice on your door to let you know.
Tell Us What You Think

Your feedback matters! Once your water meter is upgraded or replaced, please take our short survey about the installation process.

• Your responses will help make our community better by aiding us to ensure all future installations go as smoothly as possible.

• You can access it by holding your phone or tablet’s camera over the QR code here or visiting ACWD.ORG/AMI.

• You will receive a notice on your door once the installation is complete with this QR code to easily access the survey.

WWW.ACWD.ORG/AMI @AlamedaCountyWD #SmartWaterConnect
Follow the Progress

Follow our installation journey on Facebook, Twitter, and Instagram (@AlamedaCountyWD) along with Nextdoor as we provide real-time updates, tagged with #SmartWaterConnect.

Want a presentation? Let us know at ACWD.ORG/AMI using the contact us form.
See You Soon!

Together we can achieve greater water conservation and improve water supply reliability for our community.

We’re looking forward to beginning the installation process at the end of the month and starting to deliver these benefits to our community:

• Reducing surprise water bills
• Detecting potential leaks early
• Viewing up-to-date water usage
Thank You!
Visit ACWD.ORG/AMI to learn more.
Any Questions or Comments?