



# Advanced Metering Infrastructure

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Community Informational Meeting | November 16, 2021

# Meet the Team

*This presentation will be recorded and made available for future viewing at [ACWD.ORG/AMI](http://ACWD.ORG/AMI).*



**Girum  
Awoke**

Director of Engineering  
& Technology Services,  
ACWD



**Benjamin  
Egger**

Project Engineering  
Supervisor, ACWD



**Li-Teck  
Lau**

Project Engineer, ACWD



**Sharene  
Gonzales**

Public Affairs Supervisor  
ACWD



**Mark  
Gersscheid**

Project Manager, EMA, Inc.



**Jennifer  
Rittmann**

Project Manager,  
Badger Meter



**Don  
Shuler**

Project Manager of  
Installation,  
Professional Meters, Inc.

# Agenda

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## 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 by installing Advanced Metering Infrastructure (AMI), which allows water meters to be read remotely.

ACWD plans decades in advance to ensure that our water supply remains reliable, especially while California is experiencing drought. AMI is one action we are taking today to save water for tomorrow.

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 early next year!).**

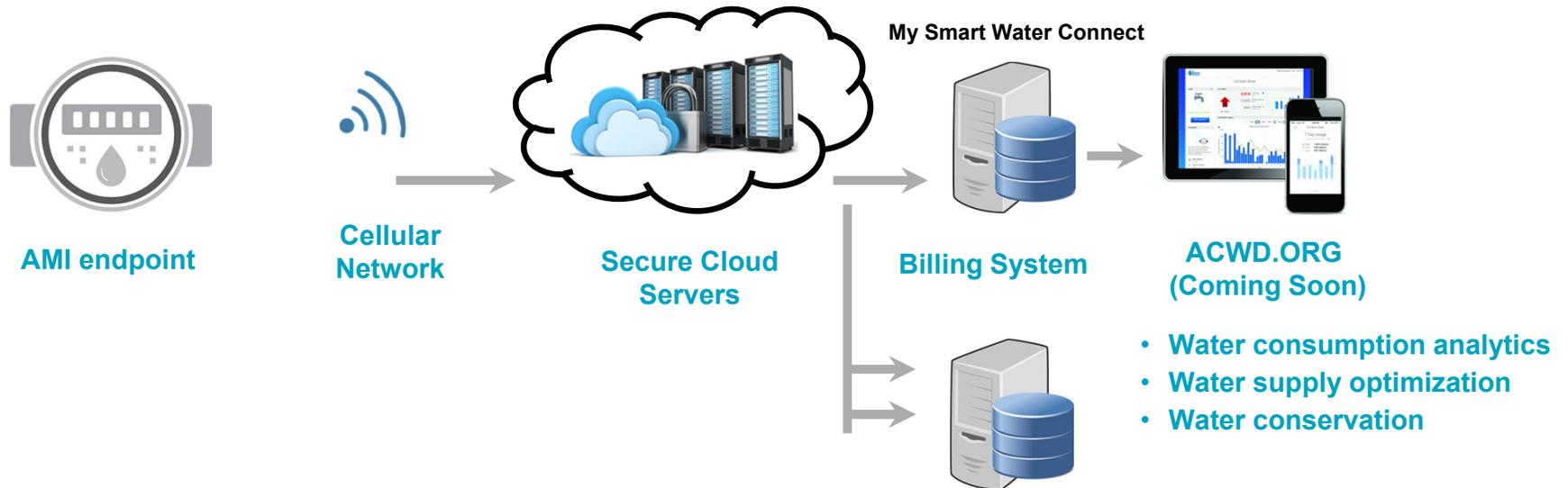
- Remote water meter readings
- Measure, collect, analyze water usage data
- Increased frequency of meter readings (15-minute increment readings updated daily)
- Allows you to monitor consumption in real time
- Leak alerts are coming

## **A leap forward in ACWD’s services to our customers.**



# How AMI Works

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.



# Why AMI?

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

Drought is here. AMI can help you monitor your water usage.



# Why AMI?

## Coming Soon: 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 early next year to ACWD.ORG)
- View up-to-date water usage at any time throughout the billing cycle at ACWD.ORG

## Conservation

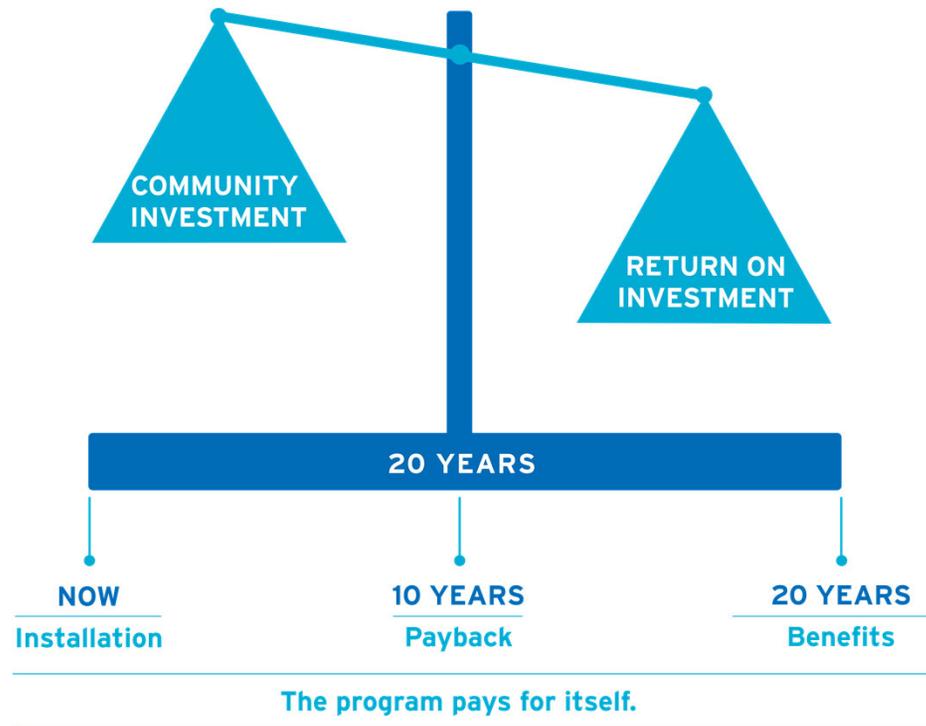
- Encourage efficient water use
- Understand your water use on a daily basis
- Fewer trucks on the road since water meters will be read remotely instead of manually



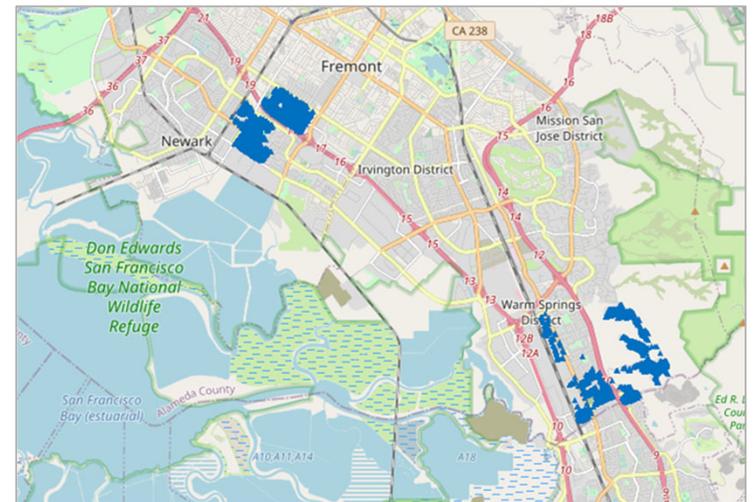
# Why AMI?



# The Business Case for AMI



Installation has begun, key learnings have been applied, and the remaining upgrades will take place starting November 2021, in Fremont, Newark, and Union City. The areas shown in blue on the map have received AMI.



**MAR**  
**2021**



**DEC**  
**2023**

# When & Where Does Installation Start?

**ACWD has successfully installed water meters at approximately 3,300 homes and businesses since March 2021, and now, AMI technology will be rolled out to 86,000+ homes and businesses through December 2023.**



# Who's Doing the Work?

**We've partnered with Badger Meter and Professional Meters, Inc. (PMI) to perform these upgrades.**

- 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

## **COVID-19 Safety Guidelines**

- The installers are following all federal, state, and county guidelines as well as local regulations.



# Look for Our Installation Team



WWW.ACWD.ORG/AMI @AlamedaCountyWD #SmartWaterConnect

# What You Should Know About Installations

## Clear a Path

- Please trim any overgrown landscaping near your water meter box to provide easy installer access.
- Please keep a clear path to and around the meter box, so the installers can easily access and upgrade the meter within a reasonable amount of time.

## Temporary Water Stoppage

- Water at your residence will be temporarily turned off — for no more than one hour unless otherwise communicated — for the installation of the AMI device.
- If you have a water-dependent device (e.g., recirculation pump), you will need to turn it off before your upgrade to avoid possible damage.

**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.

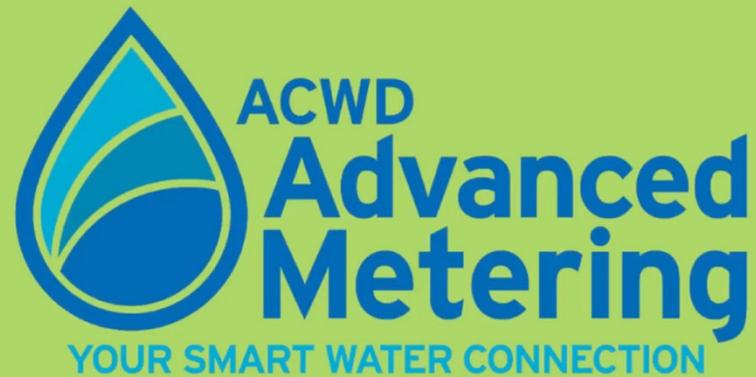
- You may see one of our quality control technicians during or after the installation.
- They will check your water meter to make sure it has been upgraded properly.
- Quality Control technician will carry a badge and letter to authenticate their work on the project and arrive via ACWD/UPA pick up truck.

## COVID-19 Safety Guidelines

- The quality control technicians are following all federal, state, and county guidelines as well as local regulations.



# The Installation Process



# How Will You Know It's Happening?

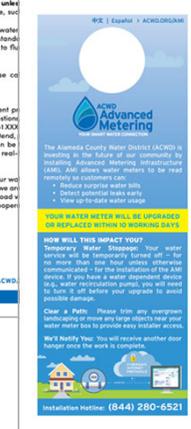
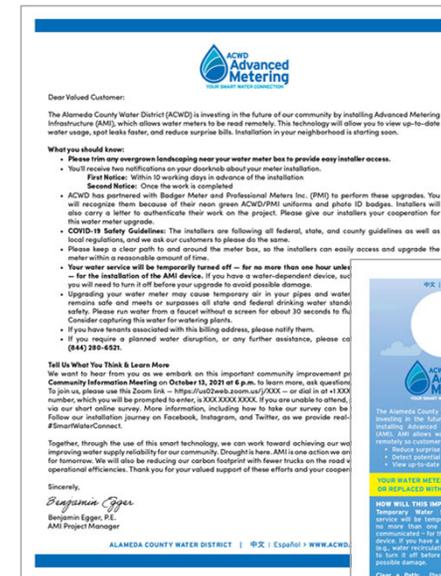
## We'll Notify You

### Check Your Mail

Customers will receive a letter and email a few weeks in advance of your upgrade.

### Check Your Door

Customers will receive a door hanger within 10 working days in advance of the work taking place and again once the work is completed.



# 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 will receive a notice on your door once the installation is complete with this QR code to easily access the survey.
- You can access it by holding your phone or tablet's camera over the QR code here or visiting **[ACWD.ORG/AMI](http://ACWD.ORG/AMI)**.



# 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](http://ACWD.ORG/AMI) using the contact us form.

# See You Soon!

Together, through the use of this smart technology, we can work toward achieving our water conservation goals and improving water supply reliability for our community. Drought is here. AMI is one action we are taking today to save water for tomorrow. We will also be reducing our carbon footprint with fewer trucks on the road while saving money through operational efficiencies.

We're looking forward to continuing 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](http://ACWD.ORG/AMI) to learn more.



# Any Questions or Comments?