

Meter Upgrade Project

Project Update

Board of Public Utilities

Study Session

April 20, 2017



OUR FUTURE IN EVERY DRÖP



Our mission:

Protecting public health
by sustaining water
resources, infrastructure
and the environment



Why Upgrade Meters?

- Aging Meters with Various Reading Methods
- Water Savings
- Leak Detection
- Enhanced Customer Service
- CIP Planning and Design
- Greenhouse Gas Reductions



Advanced Metering Infrastructure

Technology and Data Flow



Board Oversight

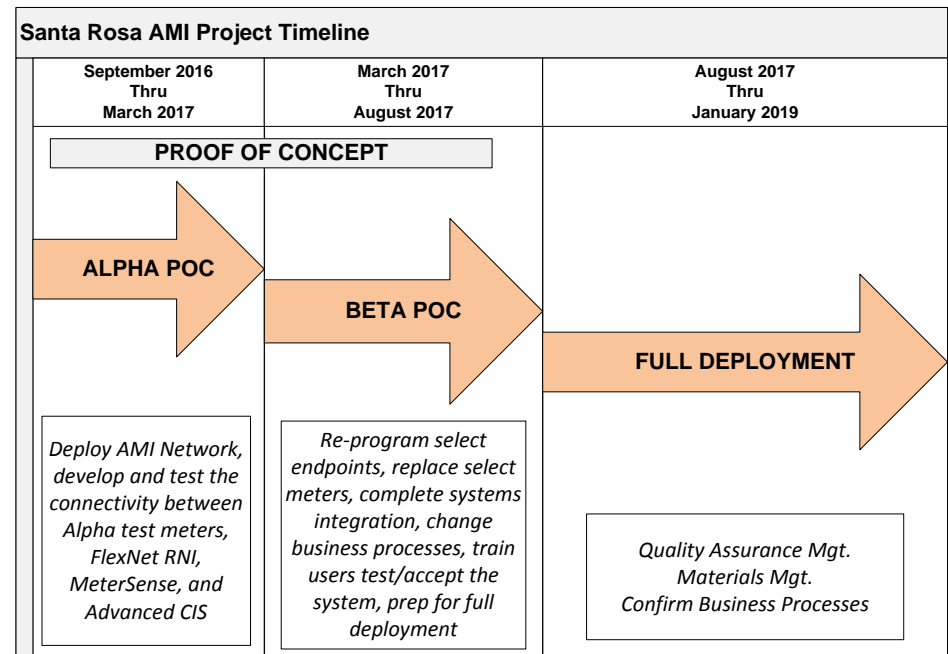
- Multiple Study Sessions
- Public Hearing
- One-on-One Meetings
- Budget Subcommittee Review
- Board Member Dowd on Selection Committee

Approval Process

- July 2013 - Feasibility study accepted
- December 2013 – Approval to proceed
- June 2016 – Contract negotiations complete
- July 2016 – Contract approval and adoption of Mitigated Negative Declaration

Project Planning

- Project kick off
- Detailed project plan completed
- Testing plans completed
- Training plans completed
- Outreach plan completed



Communications & Outreach

Currently in development:

- advanced notification postcards
- webpage
- FAQ's
- brochure
- internal education materials

Additional engagement opportunities:

- events
- newsletters
- social media
- news releases
- updates

System Software

- Sensus – backhaul system (RNI)
- MeterSense – meter data management (MDMS)
- Advanced Utility Systems (CIS) – billing software
- Hansen – asset management



ADVANCED
UTILITY SYSTEMS
A WHOLLY-OWNED SUBSIDIARY OF **HARRIS**

SMARTWORKS
COMPASS
METERSENSE

Integrations

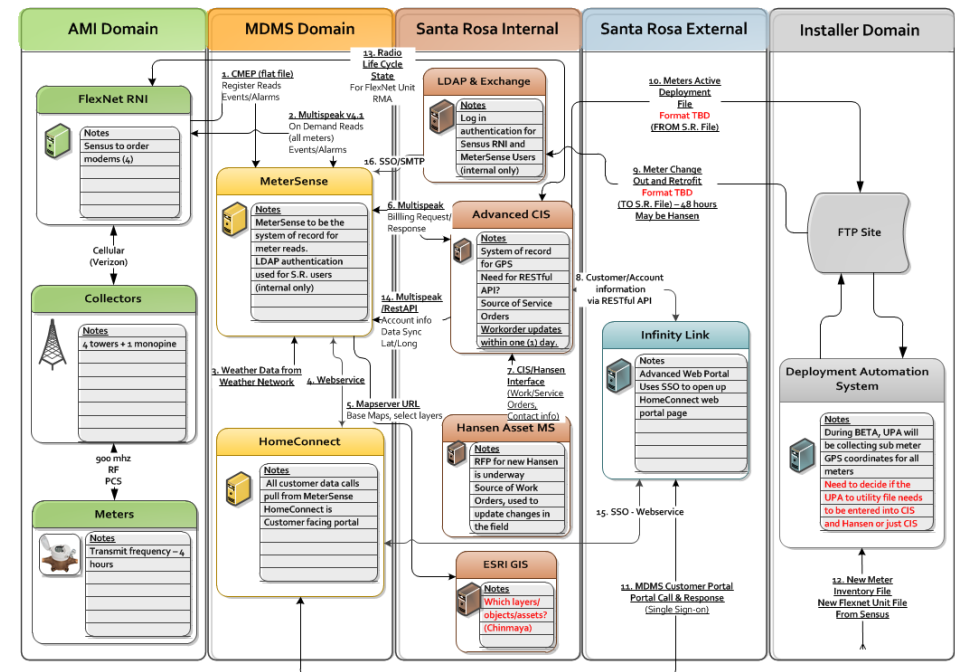
Sensus and MeterSense

- Data transfers
- equipment
- reads
- notifications

MeterSense and CIS

- Account / Meter information
- Embedded reports and functionality
 - account report
 - on demand reads
 - access to full system

Santa Rosa Data Flow & Integration Diagram



AccountView

Previous Active Next

Customer

History 3 1

Account

Add Copy Mass Add

New Services

Refresh Search

Records

Contact Letter Note S/O Action Arrangement Task

Create

Open Previous Next Close

Filter

Customer:
Account:

Balance: \$0.00
Deposit: \$0.00
Last Bill: \$584.62 Due 9/28/2016
Plan: None
Next:

ACTIVE
Owner
Meter- Remote: 131898 - FlexAMI ; 131906 - FlexAMI ;
Cycle 01 / AMI Book 1100

Commercial
Moved in 10/8/2009
No Collection Activity
Credit is: C

Pending Service Orders:
2nd:
Past Due \$0.00
eMail:

Customer

Service Address

Customer/Account

Services

Addresses

Transaction History

Reading History

Bills

Comments

Move In/Out

Deposits

Meter Reading

Equipment

Collections

Tasks

Letters

Notes

Attachments

Service Orders

Assistance/Contribution

ABP

Direct Install

MDM

Details Features

Total Non-Comm Meters

51841 meters have not communicated for the last 3 days

1 of 1 (1)

SMARTWORKS
COMPASS
METERSENSE

+ KEZ@SantaRosa | Logout
SmartWorks Compass_42_20170408_0156

- Previously Viewed Meters

<< 71764152 >>

71764152

Quick Links...

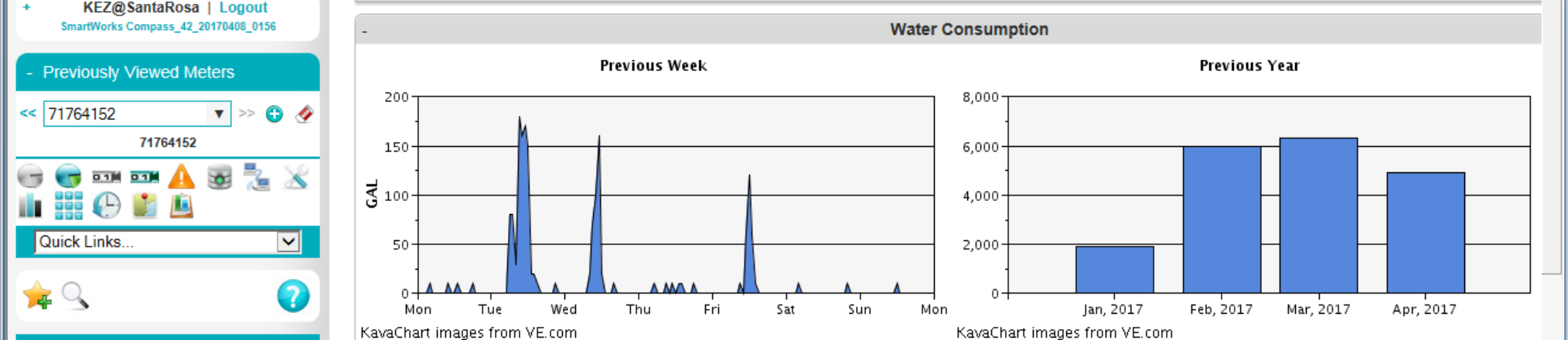
Reports
Actions
Setup
System Configuration
Meter Data
Rules Engine
Utilities
Water Conservation

Location Summary for 3039

Change Location

Location No. 3039
Address SANTA ROSA, CA
Location Class CO
Billing Info Cycle 01/1104

Active Services W
Active Meters 71764152 (W) Installed on: 2017-01-25 (ON)
Previous Meters X_3039 (W) Removed on: 2017-01-25



Alpha Testing

39 Meters converted

- various uses and sizes

Being read by backup base station at UFO

- successfully transferring two way data

Reads being used for billing

Testing alerts and notifications

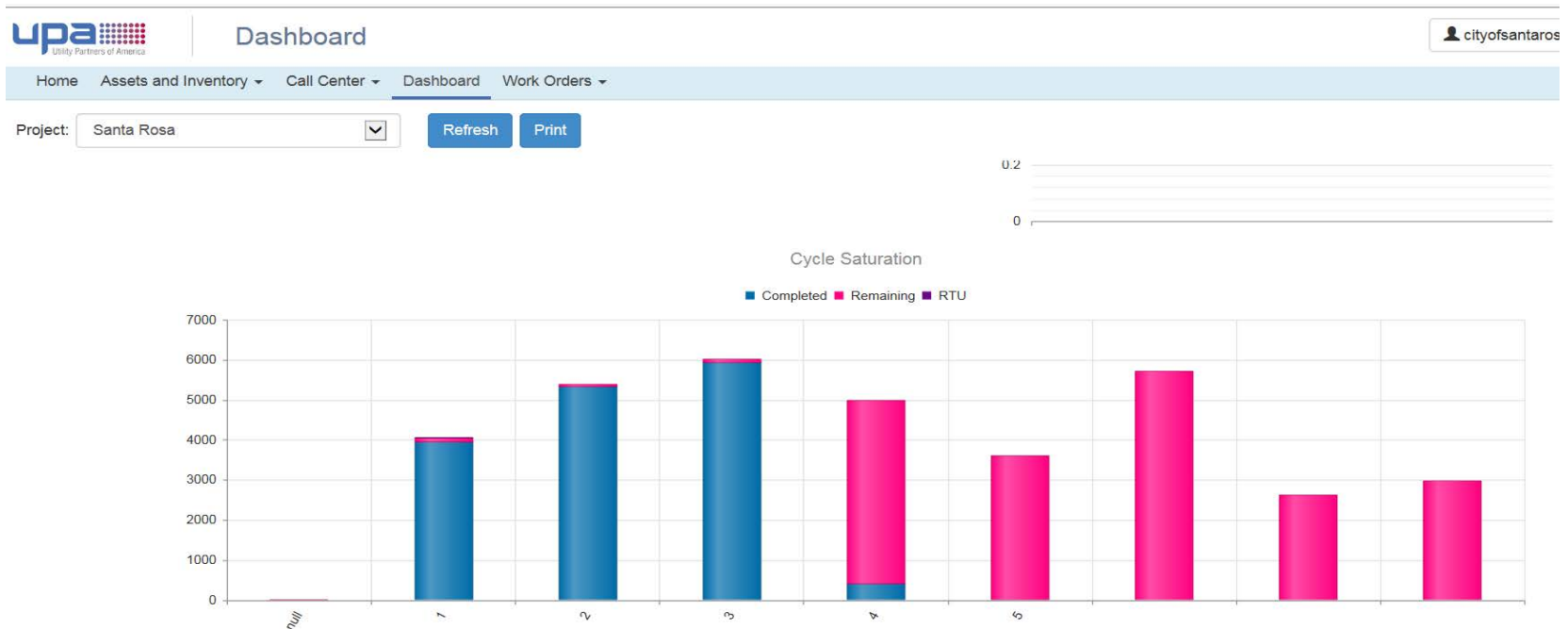
- meters on test bench

Testing all associated software

Preliminary training

Installation Software

- Utility Partners of America (UPA)
- Work Order Management System (WOMS)



Additional Resource

- Work order process
 - assets added to Hansen automatically
 - work orders manually added to Hansen
 - up to 200 daily
 - interface to CIS (billing software)
 - clean up work to complete accurate billing
- Add limited term customer service rep to process work
- Cost covered by current contingency for project

Next Steps

- Reprogramming 750 +/- meters for Beta
- Full system integration testing
 - from read to bill
 - two way alerts and notifications
- Antenna installation
- Training
- Full deployment – end of 2017
- BPU May 4, 2017
 - consideration of limited term CSR



Questions?



OUR FUTURE IN EVERY DRÖP

PROJECT CONTACT: Kimberly Zunino

CALL: 707.543.3960

EMAIL: KZunino@srcity.org

VISIT: srcity.org/meterupgrade



OUR FUTURE IN EVERY DRÖP