



New Water Meter System



Introductions of Public Works Staff

- Jeff Chasteen, Public Works Superintendent
- David Flores, Public Works Maintenance Worker
- Marcus Day, Public Works Maintenance Worker

What are we doing?

- Replacing all water meters with state-of-the-art solid-state meters



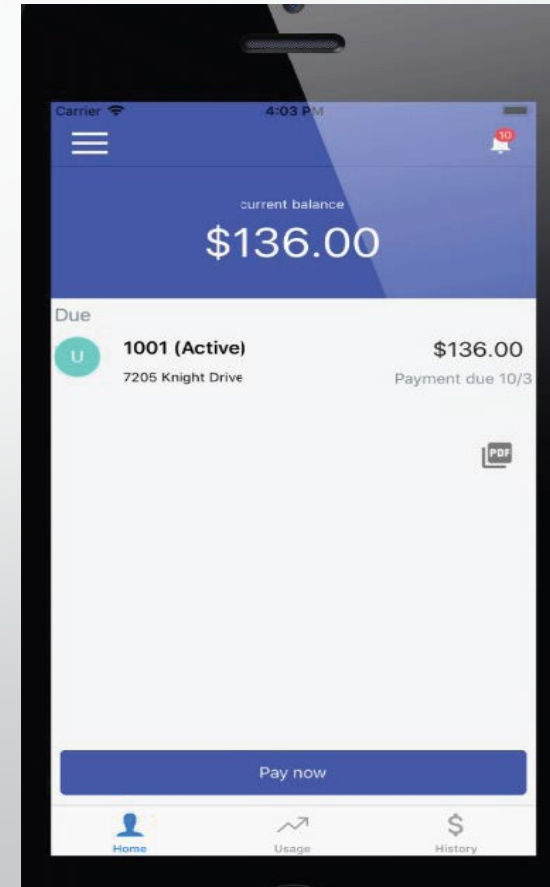
Why are we doing this?

- Correct excessive water loss
- Resolve numerous meter failures
- Reduce operational costs by eliminating the manual reading of meters
 - Saves two full days to one week each month of staff time
 - Should reduce the need to perform re-reading of meters
- Provide customers with real-time water use data

Citizen Benefits

- Daily data allows management of water use
 - Excessive irrigation
 - Plumbing leaks
 - Excessive domestic water use

Customer Portal



Customer Portal

Expand and Encourage Self-Service

- Utility customers can log in and see an estimate of their billing
- Comparison graphs are available to assist customers looking to conserve.
- Subscribers benefit from 24/7/365 access via phone, tablet, laptop, or desktop computer.

The screenshot displays a 'My Dashboard' interface with a search bar. Below the header, there are two main sections. The first section, 'Smart Cards', lists five categories: 'Active Accounts Without Usage (3)', 'Inactive Accounts With Usage (5)', 'Consumption Threshold Alerts (3)', 'Estimated Bill Alerts (3)', and 'Leak Alerts (3)'. The second section, 'Leak Notifications Not Sent (3)', contains a table with two rows of data. Each row includes columns for Account Number, Contact, Service Address, Meter #, Account Class, Category, Description, and Phone Number. The Account Number and Description columns are truncated. A share icon is visible at the end of each row.

Account Number	Contact	Service Address	Meter #	Account Class	Category	Description	Phone Number
B02-000001-000	Lise Adams	304 BELL ST ...	90000e	R	Severe	Averaged 14...	(800) 555-1212
B02-000001-000	Lise Adams	304 BELL ST ...	90000e	R	Severe	Averaged 14...	(800) 555-1212

Customer Portal

Consumption

DAVID & SUSAN FACILE Balance: [Make a Payment](#)
 012-1000-00
 5116 NASH DR.
 This account is active.

Account Detail | Transaction History | Address Info | Account Info | **Consumption History** | Avg Mon Payment

Weekly Usage | [Electric](#) | [Water](#) | [Manage](#)

Billing
 Jan 23 – Feb 21 (Day 22 of 29) **\$125.04** **\$142.22** **02/15**
 Current Billing Period Estimated Bill-To-Date Projected Final Bill Meter
 Projected Final Bill does not include past due balance, any associated late payment, or disconnect fees.

You used 243.6 kWh this week, which cost \$27.53 (\$12.13 more than last week's total)

Usage	Usage
This Week: 2/10 – 2/16	243.6 kWh
Last Week: 2/03-2/09	153.6 kWh

[Daily](#) | [Hourly](#)

< Feb 2019 Go [Usage](#)

Download Usage

Consumption

DAVID & SUSAN FACILE Balance: [Make a Payment](#)
 012-1000-00
 5116 NASH DR.
 This account is active.

Account Detail | Transaction History | Address Info | Account Info | **Consumption History** | Avg Mon Payment

Monthly Usage | [Electric](#) | [Water](#) | [Manage](#)

Billing
 Jan 23 – Feb 21 (Day 22 of 29) **\$125.04** **\$142.22** **02/20**
 Current Billing Period Estimated Bill-To-Date Projected Final Bill Meter
 Projected Final Bill does not include past due balance, any associated late payment, or disconnect fees.

Consumption for ELECTRIC

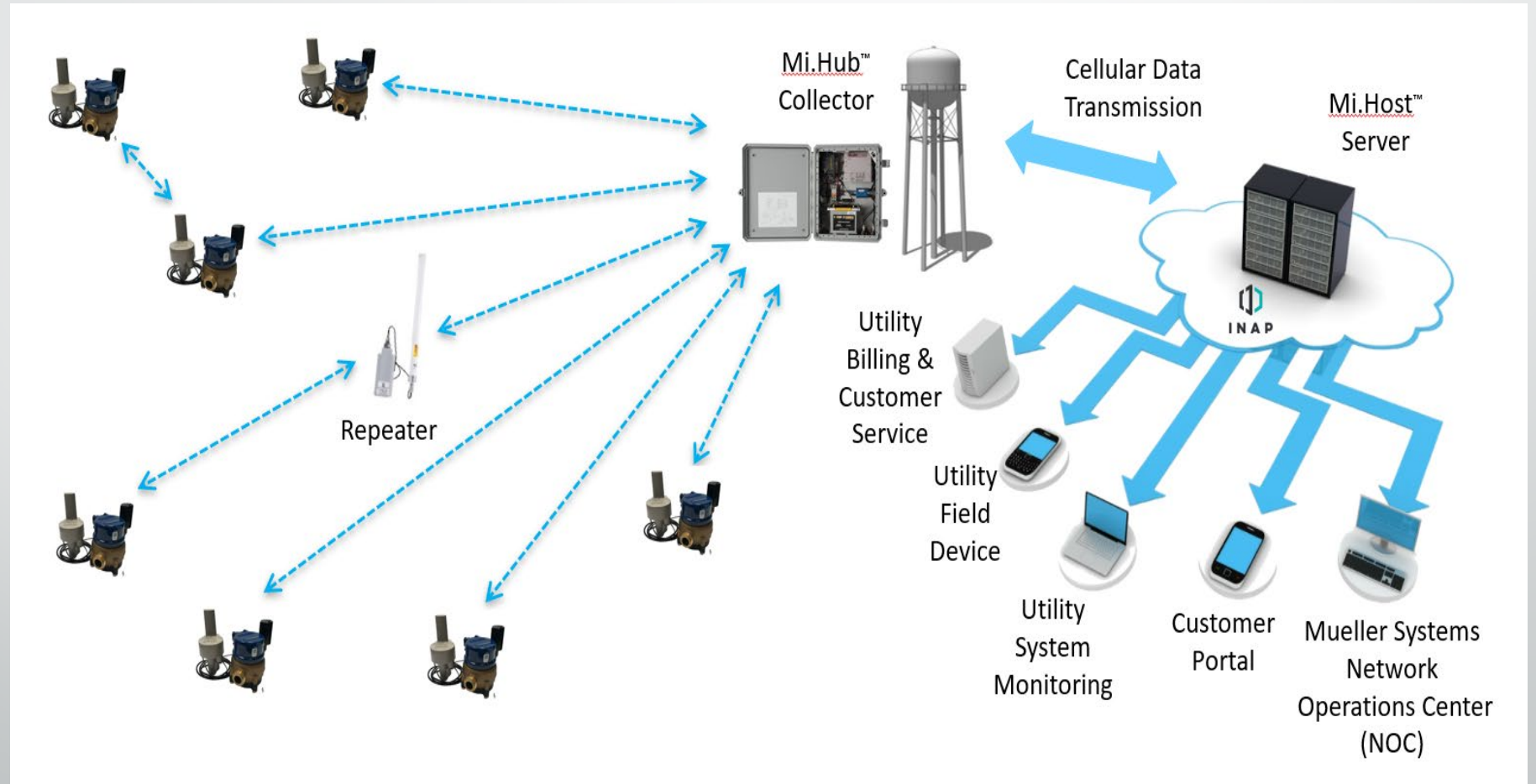
	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Mar 2017 to Feb 2018	410	430	488	501	504	456	450	332	322	-
Mar 2018 to Feb 2019	401	388	403	487	510	490	477	301	248	-

Download

What to expect

- Installation will take place over the course of a few months beginning in April
 - Weekly installation schedules will be posted on city website and social media
 - Door hangers, including information on the customer portal, will be distributed after meters are installed
 - Once installed, watch water use over that next month since old meters may not have captured accurate water usage

Mueller's Mi.Net System Architecture



AMI: Mi.Node Endpoint

- Logs and stores up to 511 days of hourly data
- True 2-way communications to allow for command and control functionality
 - On demand read
 - Remote disconnect capabilities
 - Upgrade firmware over the air
- Long-range LoRa chipset for reliability and highest read success rates
- Utilizes through-the-lid mounts for either metal or plastic/composite lids





Questions