

Smart Meter Customer Feedback

Utility Advisory Committee

March 3, 2016

Meliss Maxfield

**Drinking Water Program & Planning
Supervisor**



Automated Meter Reading Project

- Request for proposal – Itron
- Meter replacement and retrofitting
- Software
- Hardware
- Private Verizon cellular network



AMR Components



AMR Benefits

- Efficiency of staff time and resources:
 - Fewer truck roll-outs
 - Reduction in fuel costs and emissions
 - Quicker notification of potential leaks
 - Notification of meter tampering
- Employee safety
- Water Conservation





Customer Portal

Iron Ethan Winer Account: Ethan Winer - 32004218 Meter: 2638 Dusk Dr - Water

Goals [Goal settings ...](#)

Goal this week: 251 Gallons
Usage as of 03/12/2014: 0 Gallons

0 %

Daily 30 day average: 88 Gallons [More info...](#) [Daily alerts...](#)

Date	Gallons
Mar 10	45
Mar 11	35
Mar 12	70
Mar 13	60
Mar 14	50
Mar 15	65
Mar 16	75
Mar 17	85
Mar 18	200
Mar 19	175
Mar 20	180
Mar 21	150
Mar 22	195
Mar 23	175
Mar 24	155
Mar 25	165
Mar 26	165
Mar 27	215
Mar 28	165
Mar 29	150
Mar 30	50
Mar 31	30
Apr 01	0
Apr 02	0
Apr 03	0
Apr 04	0
Apr 05	0
Apr 06	0
Apr 07	0
Apr 08	0

Comparison

45,423
40,000
30,000
20,000
10,000
0

Yearly comparison (Gallons)

Year	Gallons
2014	10,000
2013	45,423

Weekly 13 week average: 805 Gallons [More info...](#)

Date	Gallons
Jan 12	950
Jan 19	1,200
Jan 26	850
Feb 02	1,150
Feb 09	500
Feb 16	700
Feb 23	1,150
Mar 02	1,150
Mar 09	350
Mar 16	1,050
Mar 23	1,150
Mar 30	50
Apr 06	0



Analytics





Analytics



Itron Analytics Revenue Protection

START DATE | **January 1, 2013** END DATE | **January 31, 2013**



TOOLS ?

Service Points

Service Point	Rate Class	# Events	Days	Volume
32004349	Residential	3	5.00	-12.00
32004358	Residential	3	5.00	-12.00
32004755	Residential	3	5.00	-12.00
32004760	Residential	3	5.00	-12.00
32004777	Residential	3	5.00	-12.00
32004782	Residential	3	5.00	-12.00
32004334	Residential	2	17.00	1,587.00
32028210	Residential	2	3.00	-90.00
32004785	Commercial	1	3.00	173.00
32004787	Residential	1	3.00	173.00

Location

32004358 - 8958 January Pl, San Diego, CA



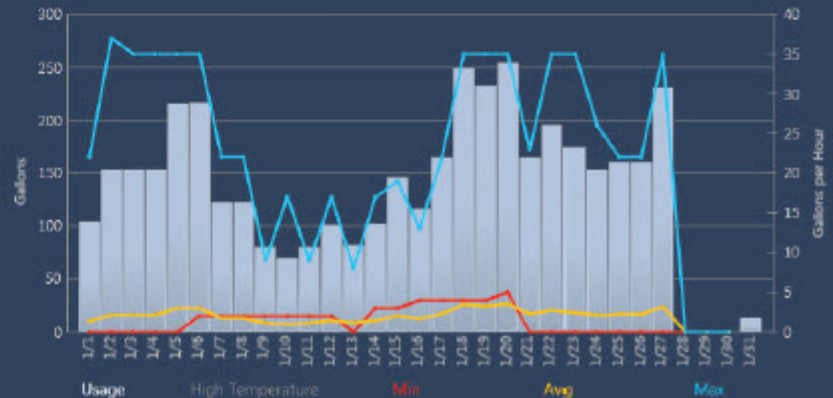
Events: 32004358

Restrict Events

Type	Start	End	Days	Volume
No Usage on Active	1/28/13 12:00 AM	1/31/13 12:00 AM	3.00	0.00
Reverse Flow	1/31/13 12:00 AM	***	1.00	-12.00
Cut Wire Tamper	1/31/13 12:00 AM	***	1.00	0.00

Readings: 32004358

< Reset > Hourly Drill In Daily





Project Costs

- Software - \$77,000
- Annual fees - \$24,000:
 - \$510/month Customer portal software
 - \$1,550/month Analytics software



Account information

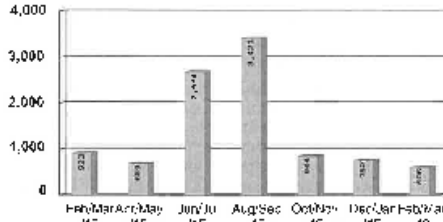
Account number 102276-14249
 Service address
 Due date 03-20-16
 Current billing date 03-03-16
 Previous billing date 01-08-16
 Billing cycle 12-53



Water usage

Graph displays your metered water consumption in cubic feet. 1 cubic foot (cf) = 7.48 gallons.

Your water use -



Your average water use for this billing period was 9.62 cubic feet a day; one year ago it was 14.42 cubic feet a day.

Meter Number	Previous Reading (cf)	Current Reading (cf)	Usage (cf)
40233364	15,764	16,370	606

Service Charge

Drinking Water	
Ready to serve	\$24.82
Usage	\$10.51
Total Drinking Water	\$35.13
Wastewater	
City Wastewater	\$22.58
City Wastewater (volume)	\$0.34
LOTT treatment	\$65.61
Total Wastewater	\$88.53
Waste Resources	
55 gal w/recycle (1-8 to 3-1)	\$29.98
Total Waste Resources	\$29.98
Waste Resources	
95 gallon organics	\$17.00
Total Waste Resources	\$17.00
Storm and Surface Water	
Flat rate	\$22.22
Total Storm and Surface Water	\$22.22

State refuse tax	\$1.06
Total current charges	\$201.92
Last bill amount	\$221.28
Previous payment rec'd 01-25-16	-\$221.28
Total adjustments	0.00
Balance forward: due immediately	\$0.00
Total amount due:	\$201.92

Your rates include applicable state taxes.

Timely topics

Tiered Sewer Rates for Single-Family Customers Save Drinking Water and Pay Less for Sewer. Customers can now receive a discount of up to \$15 off their bi-monthly bill by using less drinking water. Use less than 2 cubic feet (30 gallons) per day to qualify. olympia.gov/tiered-rates

Payment coupon

Account number 102276-14249
 Name
 Service address
 Service billing date 03-03-16
 Current charges due date 03-23-16
Total amount due \$201.92
 Amount enclosed \$ _____

- Do NOT write or staple notes to bill
- Payment options and glossary on back
- Questions? Call 360.753.8340, M-F 8-5



Questions?

