



# WSSC WATER

DELIVERING THE ESSENTIAL

## Advanced Metering Infrastructure (AMI) Overview

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February 19, 2020

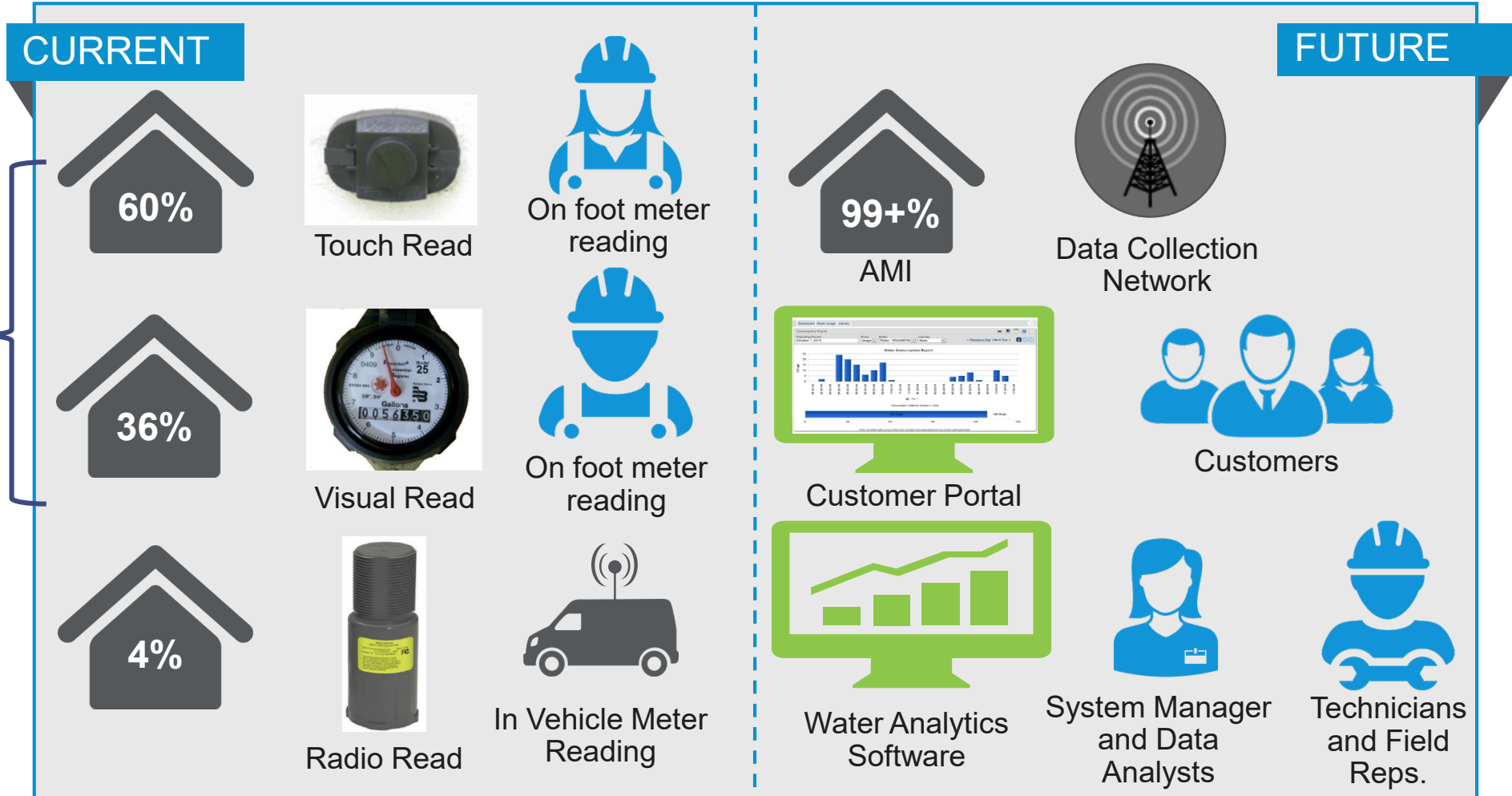
# Agenda

- Metering at WSSC Water
- Summary of AMI as a Capital Project
- Project Scope and Goals
- Benefits of AMI
- Project Milestones & Timeline
- Communications Activities to Date
- Customer Feedback to Date
- Radio Frequency Safety Study Results – Leeka Kheifets, Ph.D.
- Questions



# Metering at WSSC Water

96% of meters are currently read on foot



# AMI in the Capital Improvements Program

- The AMI project was first included in the FY 2013-2018 Capital Improvements Program (CIP), adopted by the Commissioners in June 2012
- The initial order of magnitude cost estimate for the AMI project was \$86.0 million, based upon the R.W. Beck Study
- The AMI project cost estimate has been increased each year by the recommended rate of inflation

## A- 109.00, Advanced Metering Infrastructure

### CIP Cost Estimate History (\$ in millions)

|                   | FY '13  | FY '14  | FY '15 -'17 | FY '18  | FY '19  | FY '20 | FY '21  |
|-------------------|---------|---------|-------------|---------|---------|--------|---------|
| Approved          | \$ 86.0 | \$ 89.5 | \$ 89.5     | \$ 92.1 | \$ 93.9 | \$96.8 | \$ 99.6 |
| Inflation Applied |         | 4.1%    | 0.0%        | 2.9%    | 2.0%    | 3.0%   | 2.9%    |

# AMI Spent to Date

| Fiscal Year | Amount    |
|-------------|-----------|
| FY '19      | \$687,509 |
| FY '20      | \$508,069 |



\$1,195,578 has been expended on the AMI project through December 31, 2019

# AMI Project Scope and Goals

## Project Scope

Select a vendor to deliver a complete AMI solution, and to serve as the single point of responsibility for:

- Water meter replacements
- Installation of AMI on 99+% of meters
- Distribution system leak detection and advanced sensors
- Integrate AMI with relevant enterprise information systems, including Oracle Customer-to-Meter (C2M)
- Implement new and improved customer portal functions

## Project Goals

- Improve customer experience:
  - usage information
  - leak notifications
  - monthly billing
- Improve billing accuracy
  - reduce estimated bills
- Free up meter reading resources for other uses
- Reduce non-revenue water
- Reduce carbon footprint

# Benefits of AMI



Enhances Customer Experience



Expands Innovation and Modernization Efforts



Improves Accuracy of Meter Reading and Billing

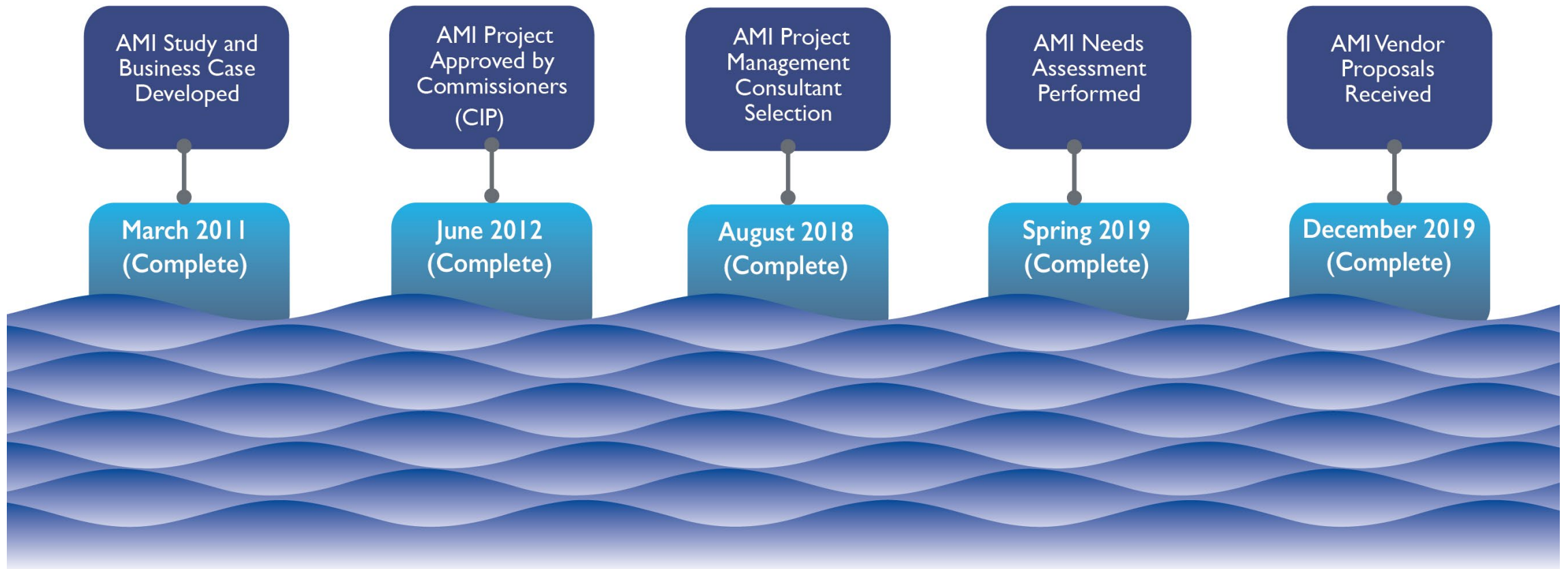


Increases Operational Control



Provides Environmental Benefits

# Project Milestones & Timeline



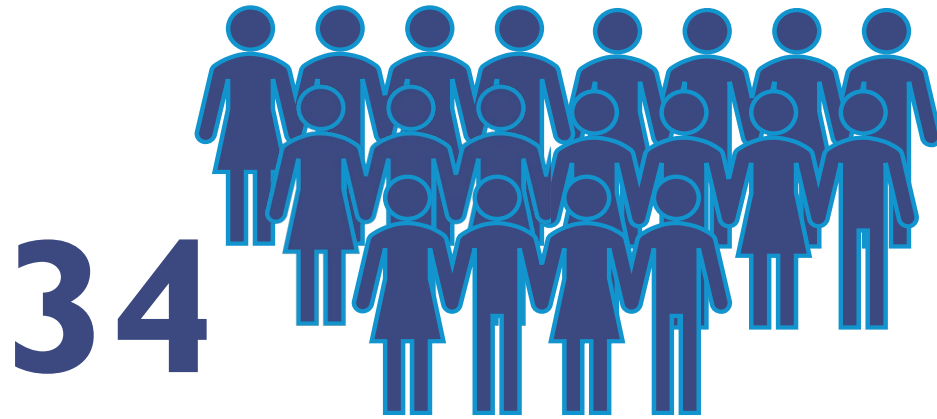


# Communications Activities to Date

- Developed comprehensive communications plan
- Held employee stakeholder workshop
- Included AMI information at Open Houses
- Created webpage: [wsscwater.com/AMI](http://wsscwater.com/AMI)
- GM/CEO briefed Prince George's County House and Senate Delegations
- Created templates and a process for responding to customer emails



# AMI Feedback to Date



Customers



Emails Received



Majority of Concerns = Radio Frequency (RF) exposure

# Next Steps

