



Advanced Metering Infrastructure (AMI) Program Manager

Utility Services

Crystal Wheaden, Program Manager

May 18, 2026

Agenda

1. Team Introductions
2. Current Metering InContract Objectives
3. Contract Overview
4. Keys to Success
5. Contract Compliance
6. Supplier Portal and OpenGov Platforms
7. Questions

Strategic Plan for Our **Smart One Water** Future



Vision

In every home, in every business, we make everything possible by ensuring access to dependable and safe water for everyday life.

Smart One Water Mission

WSSC Water ensures all communities thrive by ethically delivering safe, reliable and sustainable water and wastewater services.

Promise

Continue the legacy of treasuring our water, customers and employees through dedicated service for current and future generations.

Values

Just. Accountable. Caring. Community Focused. Excellent. Trustworthy.

Strategic Priorities



**Workforce
Development**



**Culture
Shift**



**Affordability &
Financial
Viability**



**Sustainability &
Resiliency**



**Asset
Management &
Infrastructure
Reliability**



**Optimizing
Operations**



**Customer
Engagement &
Partnerships**



**Digital
Transformation**



Team Introductions

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Utility Services

- **Glen Diaz**, Director
- **Jason Hughes**, Deputy Director
- **Crystal Wheaden**, Program Manager
- **Chris Caro**, Deputy Program Manager
- **Glenn Parks**, Meter Services Division Manager

Information Technology

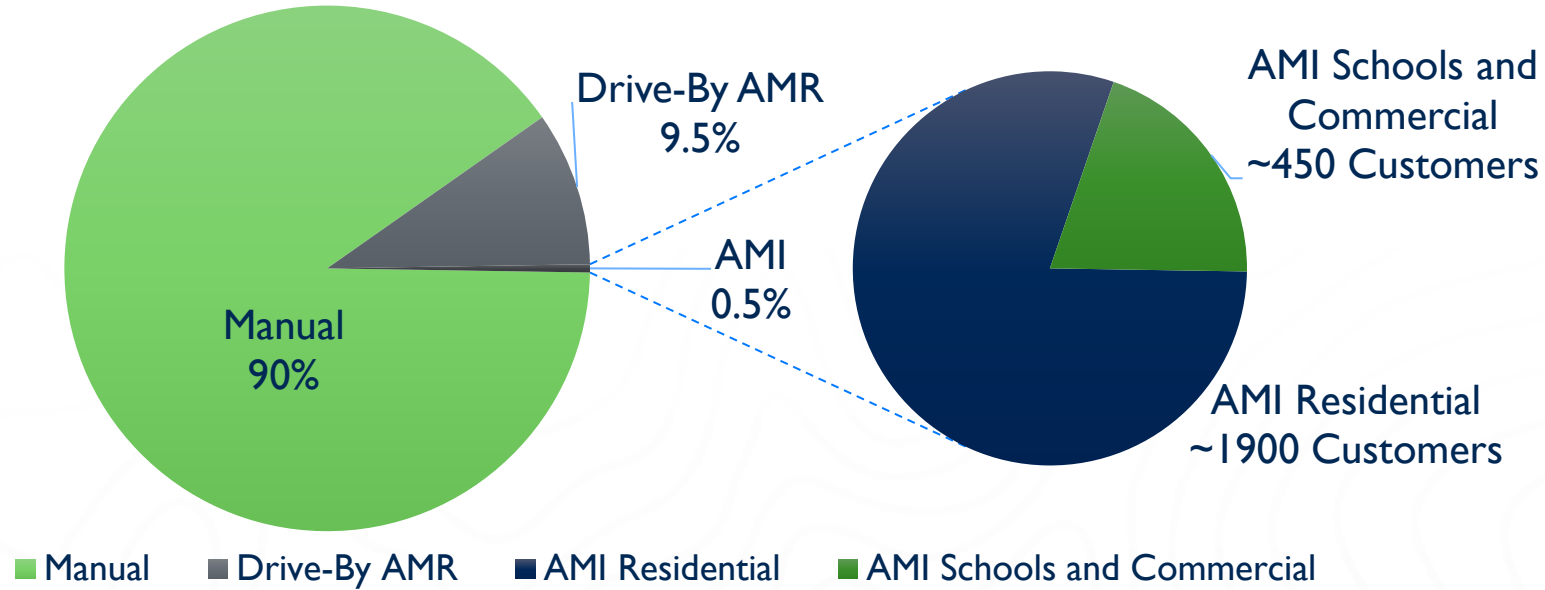
- **Sohail Moinuddin**, Division Manager, IT Customer Solutions



Current Metering Infrastructure

Current Metering Infrastructure

WSSC Water Meter Reading Methods for over 500,000 meters



- Hundreds of meter reading routes
- Quarterly & monthly billing cycles
- Aged population: 55% older than 15 years
- ~7400 commercial meters 2" & larger
- 67% inside meters, need appointment
- AMI Smart Meter Pilot launched March 2026
 - Over 40 lessons learned captured
 - Unable to contact 35% inside customers



Contract Objectives

AMI Program Objectives

- Improved customer experience and operational efficiency with timely conversion to full AMI solution and monthly billing
- Prioritized transition of residential customers with high bill and affordability concerns
- Sustainable organizational change with buy-in of stakeholders across WSSC Water
- Maximized return on investment from AMI implementation

Contract Objectives

- Deliver the AMI solution on schedule, within budget, and at high quality
- Facilitate organizational readiness and change management
- Ensure seamless continuity of operations throughout deployment
- Increase customer education and participation in AMI
- Identify areas for cost savings and maximizing return on investment



Contract Overview

Contract Overview

WSSC Water seeks an AMI Program Manager to provide end-to-end oversight of turnkey AMI solution deployment.

- Tentatively a five-year installation period

1. Turnkey AMI Solution Procurement Advisory Services

- Develop Turnkey AMI Solution Scope of Work
- Advise over Deployment Vendor selection and contract negotiation

Contract Overview

2. AMI Program Management

- Develop Full Deployment Project Plan
- Provide ongoing reporting and coordination
- Ensure seamless continuity of operations throughout deployment
- Optimize meter reading routes across multiple reading methods
- Oversee monthly billing readiness and bill cycle conversion
- Facilitate organizational readiness and change management
- Identify areas to save costs and maximize return on investment

Contract Overview

3. AMI Deployment Oversight

- Review and advise on acceptance of Deployment Vendor's deliverables
- Provide field inspection and data quality review behind the Deployment Vendor's installation team

4. Customer Engagement

- Customer contact information update
- AMI project marketing, customer education, community meetings
- Call Center support for notifications of irregular usage
- Customer experience surveys



Keys to Success

Keys to Success – Proposing Team

- Highly experienced Key Personnel across program areas:
 - AMI implementation planning and execution for large utilities
 - Customer engagement
 - Meter and AMI device installation inspection, especially for inside meters
- Dedicated Program Management team
- Strong project cost and schedule controls
- Thorough QA/QC process for deliverables
- Familiarity with WSSC Water service area
- Alignment with Strategic Priorities and JACCET values
- Innovation mindset

Measurements of Project Success

- Achieved organizational readiness for AMI full deployment
- Seamless continuity of operations during deployment
 - Meter reading route optimization across multiple reading methods
 - Monthly billing conversion phasing
 - Business process updates to support continuity and transition
- High customer participation in AMI, water usage portal adoption
- Improved customer affordability metrics
 - Reduction in estimated bills, delinquent accounts, and high bill complaints
 - Captured success stories of speedy on-property leak identification

Measurements of Project Success

- Actualized operational transition
 - Meter reading team members empowered to take on new roles
 - Accurate monthly billing for all customers
 - Customer Service providing full AMI customer support post-deployment
 - Business process updates to support future-state, opt-out program
- Improved operations metrics
 - Reduction in read-related field activities
 - Water distribution system management
- Documented lessons learned and key decisions



Contract Compliance

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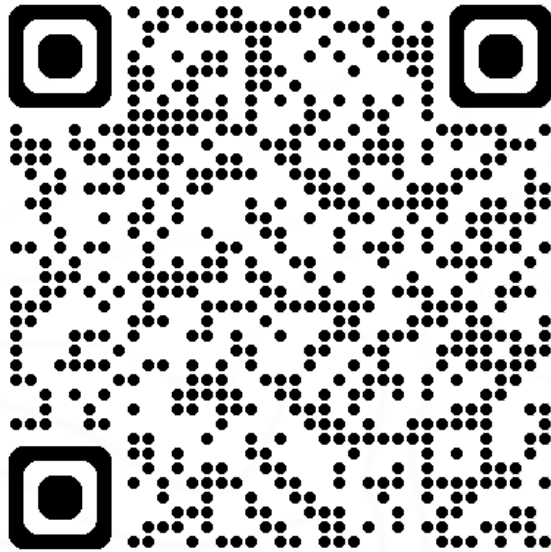
- Background Checks
- WSSC Water Network Access, Licensing Fees
- Monthly Invoicing
- OSDI Participation Goal
- Certification requirements listed in the solicitation



Supplier Portal and OpenGov Platforms

Supplier Portal and OpenGov Platforms

Scan to register with the Supplier Portal



or **Visit:**

<https://www.wsscwater.com/supplier>



Scan to register with OpenGov



or **Visit:**

<https://procurement.opengov.com/portal/wsscwater>



Questions?

Early Engagement Vendor Session Inquiry Form



<https://forms.office.com/g/c3xHCEqjgG>

For past event's presentations and sign in sheets, visit
www.wsscwater.com/work-us/procurement/outreach-events



Early Engagement Vendor Session Post-Event Survey



<https://forms.office.com/g/57Ws7Ur0Xf>

