WSSCWATER
DELIVERING THE ESSENTIAL

Turnkey Advanced Metering Infrastructure (AMI) Solution

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Program Manager

October 14, 2026

Housekeeping Items

- Please put phones on silent or vibrate mode.
- Any information provided today is not legally binding.
- Audience introductions and questions will be after the presentation.
- WSSC Water reserves the right to not answer questions asked and/or submitted.
- Presentations and sign-in sheets will be posted here: **https://www.wsscwater.com/work-us/procurement/early-engagement-vendor-sessions/past-contract-events-documentation**
- To receive up-to-date contracting information, visit the Procurement Office's website at **www.wsscwater.com/secondary-landing-page/procurement**



Law effective: October 1, 2026

House Bill 1230 gives WSSC Water new tools to expand business pathways and promote workforce engagement and local economic benefits.

Driving Economic Impact as an Anchor Institution

Bottom Line Up Front: We are seeking to expand business opportunities and support local business growth and workforce development through WSSC Water contracts.

01 Business pathways

Expands pathways for Maryland-based businesses, with preference for local small and local firms.

02 Veteran recognition

Recognizes veteran-owned and disabled veteran-owned firms that meet an eligible business category.

03 Workforce engagement

Authorizes local hiring, skills training and apprenticeship measures on designated contracts.

04 Economic impact

Authorizes reporting on workforce residency or local economic activity.

WSSC Water **at a Glance**

As a not-for-profit public utility, we serve our customers, not shareholders. Every dollar collected is reinvested into our infrastructure, technology and workforce to strengthen reliability, improve service and protect public health for generations to come. That commitment has helped us achieve **108 years without a single drinking water quality violation, ever.**

8th
Largest combined water and wastewater utility in the United States by population served

1.9M
Residents served

1,000 Sq. Mi.
Size of our service area

160M+ Gal.
Water produced daily at 2 filtration plants

65M+ Gal.
Wastewater treated daily at 6 facilities

500,000+
Laboratory tests performed every year

1,800+
Team H_2O members deliver on our mission

11,000+
Miles of pipe

60+
Water storage tanks

47,000+
Fire hydrants

$1.9B
FY 2027 Operating & Capital Budget

$9B
In infrastructure assets maintained on behalf of our customers

Agenda

1. Team Introductions
2. AMI Project Objectives
3. Contract Objectives
4. Contract Overview
5. Keys to Success
6. Contract Compliance
7. Supplier Portal and OpenGov Platforms
8. Questions

Team Introductions

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Utilities Services



Crystal Wheaden
Program Manager



Glen Diaz
Director



Jason Hughes
Deputy Director



Glenn Parks
Division Manager
Meter Services

Team Introductions-



John Curry

Director
Customer Service



Sohail Moinuddhin

Division Manager
IT Customer Solutions



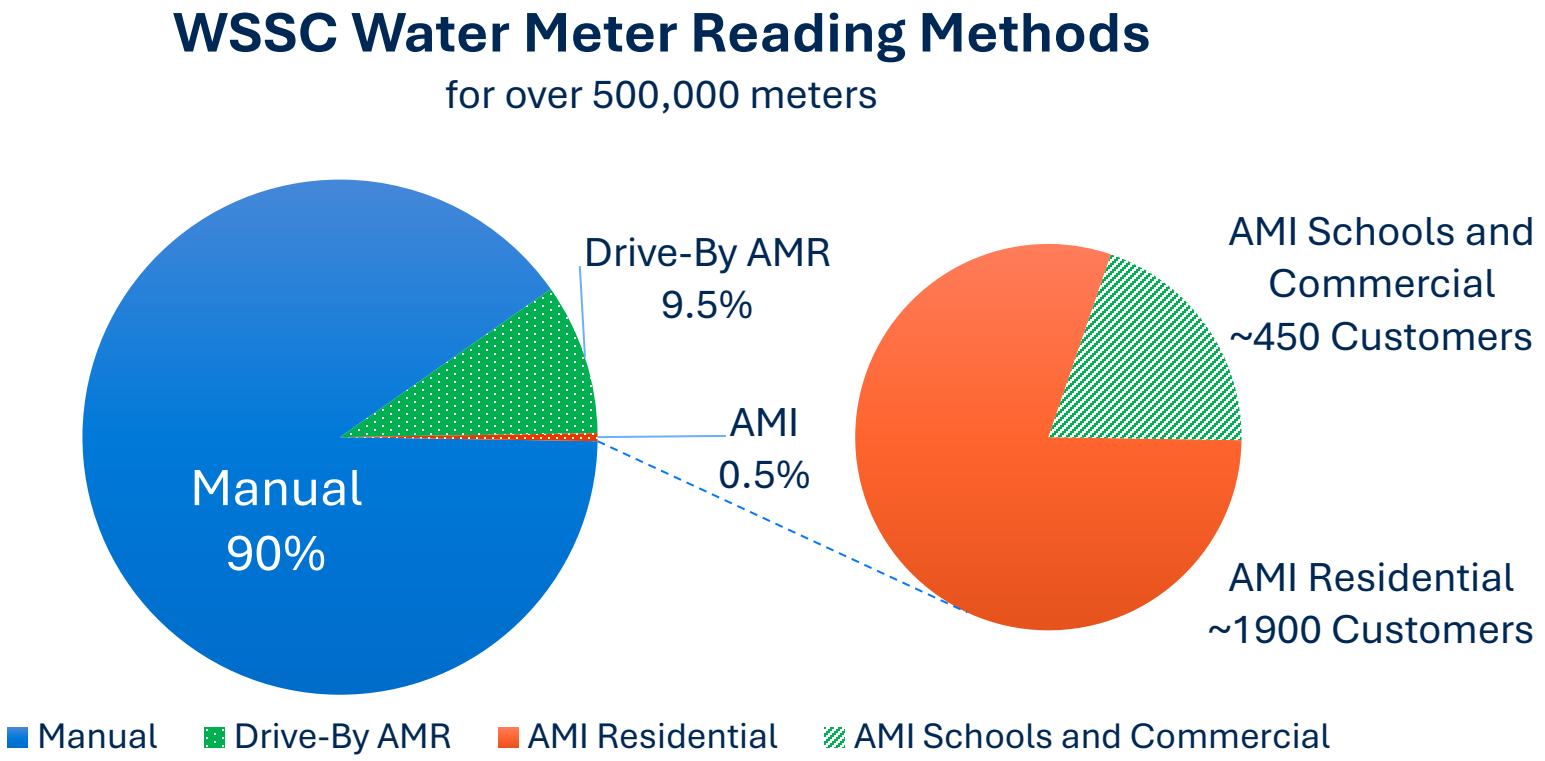
Tom Bohrer

Consultant Program Manager

AMI Project Objectives

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Current Metering Infrastructure



- 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
  - ~29,000 "Straight Inside" accounts require transmitter relocation

Project Objectives

WSSC Water's objectives for the AMI project overall



Improve Customer Service and Trust in WSSC Water

- Accurate monthly billing
- Empowered customers engaging with portal and alerts
- Prompt realization of AMI benefits

Increase Operational Efficiency

- Maximized AMI adoption across entire service area
- Customer service insights
- Reduced truck rolls
- Informed meter asset management

Enhance Distribution System Resilience

- Pipeline leak detection
- Pressure monitoring
- Water quality monitoring

Contract Objectives

- Deploy AMI on schedule, within budget, and at high quality
- Complete seamless system integration to support accurate monthly billing
- Maximize customer participation in AMI
- Minimize community disruption during construction
- Maximize portal engagement with useful, easy-to-navigate tool
- Deploy system enhancements to grow operational efficiency and distribution resilience

Contract Overview

- Supply of meters, transmitters, communication network, and all other system component materials
- Installation of communication network and AMI devices across entire service area; transmitter relocation for approx. 29,000 inside meters
- Head-end system, Mobile Work Order Management System, Customer portal software and any 3rd Party Integration with WSSC Water's billing system and bill-pay platform
- Call Center for inside appointment scheduling, customer issue resolution
- Project management, coordination, and reporting with program management team

Keys to Success

- Proven success of large-scale AMI solution deployment, particularly with inside meters
- Meter installation experience, especially inside homes
- Thorough deployment schedule and resource plan
- Detailed quality control plan for all system components
- Strong partnership with small and local businesses
- Innovative system enhancements

Materials RFQu Is Open Now

Request for Qualification for meters, transmitters, and non-metallic meter lids to support AMI future-state: https://www.wsscwater.com/AMI-Materials-RFQu

- Step 1: Complete materials qualification worksheet
- Step 2: Receive WSSC Water approval to delivery samples
- Step 3: Deliver samples to WSSC Water's Meter Shop

Responses accepted until 2pm on December 11, 2026

Contract Compliance

- Background Checks
- Reporting and Progress Logs
- Monthly Invoicing
- OSDI Participation Requirement

Supplier Portal and OpenGov Platforms

or Visit:

https://www.wsscwater.com/supplier

or Visit:

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



Early Engagement Vendor Session Inquiry Form

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



Early Engagement Vendor Session Post-Event Survey

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

Questions?

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