



CALIFORNIA
AMERICAN WATER

Monterey AMI Pilot

CWA Annual Conference

Monterey Plaza Hotel

November 12, 2015

Presentation by Rich Svindland, VP-Operation

Advanced Metering Infrastructure (AMI)

- **AMI has the potential to:**
 - Reduce operational costs involved with meter reading
 - Improve billing accuracy
 - Provide near real time reads
 - Notify Utility and Customers of potential leaks
 - Drive water conservation
- **Specifically in CA / Monterey AMI can help:**
 - Managing the emergency drought
 - Minimizing the potential for high bills.

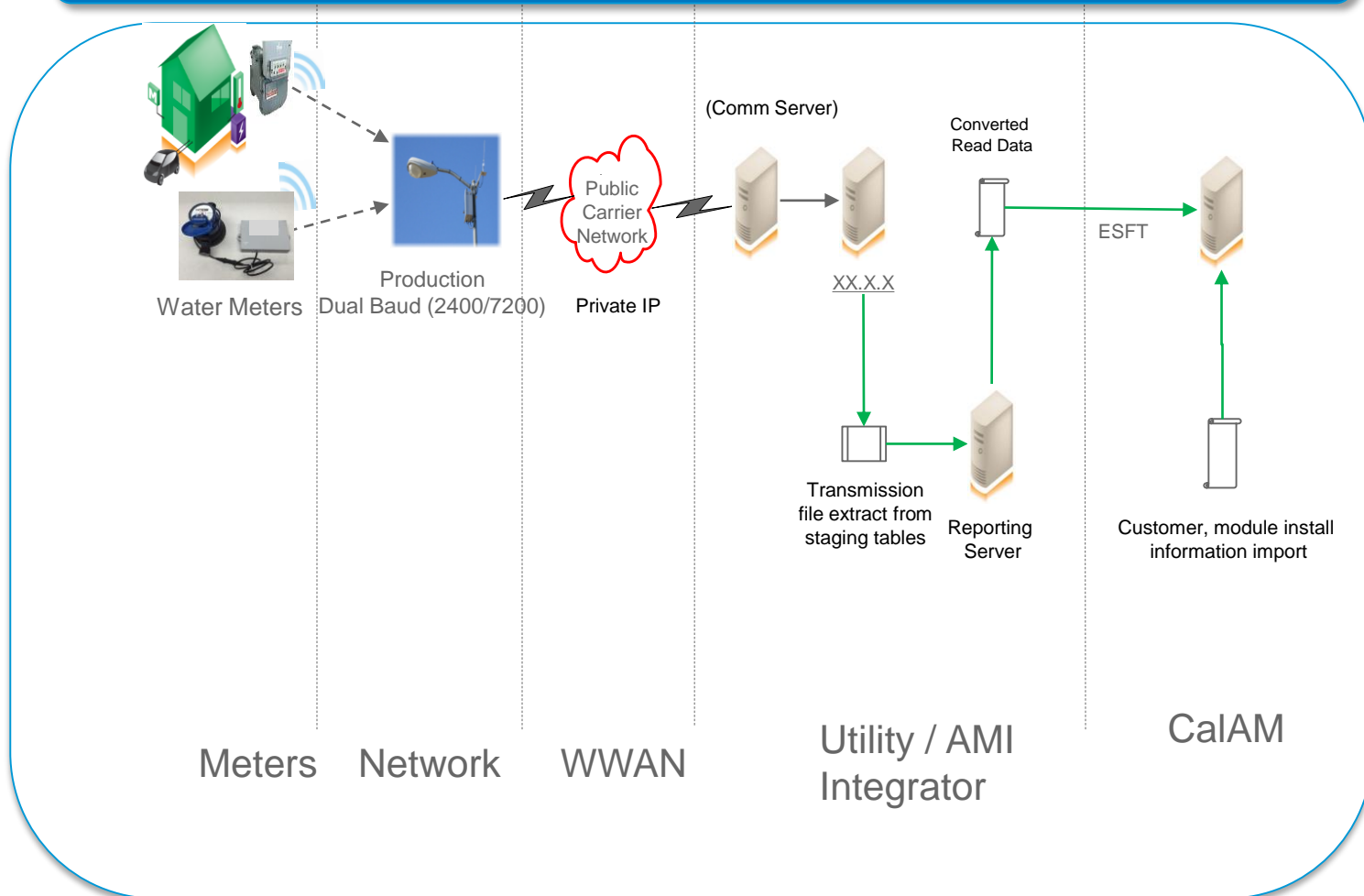
AMR Meter



AMI Meter



Pilot Program Network



Monterey AMI Pilot

- **Mid-2014 – engaged AMI software integrator and utility**
 - Targeted 200 customers (Res & CII) – Seaside and Huckleberry Hills Areas in Monterey
 - Targeted older meters (LOS) and high signal strength
 - Installed new meters – with connectors
 - Attached AMI transmitter to meters
 - Transmitter communicates with utility's DCU's
 - Data packaged by utility and transferred to AMI Integrator
 - AMI Integrator loads data into website for customer use
- **All Other Monterey LOS Scheduled Change outs**
 - Installing connectors to allow future radio read (AMR) or fixed based antenna transmitter (AMI)

What is Current Status?

- **Monterey Pilot (Active / Complete)**
 - 200 Customers
 - 120 customers with active transmissions; 80 customers (66%) set up in website portal
 - 80 customers in various stages (scheduled for completion in next 5 weeks)
 - Not linked to Customer Billing
- **Monterey Pilot (Planned)**
 - Enhanced Customer Portal
 - Mobile App

Website Portal – Input

HOME
SETTINGS

[Our Privacy Policy](#)
[CONTACT US](#)

Account Settings

First Name <input style="width: 90%;" type="text"/>	Last Name <input style="width: 90%;" type="text"/>
Email Address <input style="width: 90%;" type="text"/>	Phone Number <input style="width: 90%;" type="text"/>
<input checked="" type="checkbox"/> Send me email alerts when my account may exceed the monthly threshold, i	<input checked="" type="checkbox"/> Send me text message alerts when my account may exceed the monthly threshold,

Security Settings

New Password <input style="width: 90%;" type="password"/>	Security Question <input style="width: 90%;" type="text"/>
Retype New Password <input style="width: 90%;" type="password"/>	Answer <input style="width: 90%;" type="text"/>
Change Password	Change Security Question

Usage Profile

Type of Account RESIDENTIAL	Monthly Threshold (Gallons) <input style="width: 80%;" type="text" value="5000"/>
Number of Occupants 5	<input type="range"/> <small>This usage would be ideal for small 1 - 2 bedroom apartments, condos, and homes.</small>
<small>If you need to adjust the number of full time occupants in your home for billing purposes, please contact us at 888-237-1333. Thank you.</small>	
Irrigation System <input type="checkbox"/>	

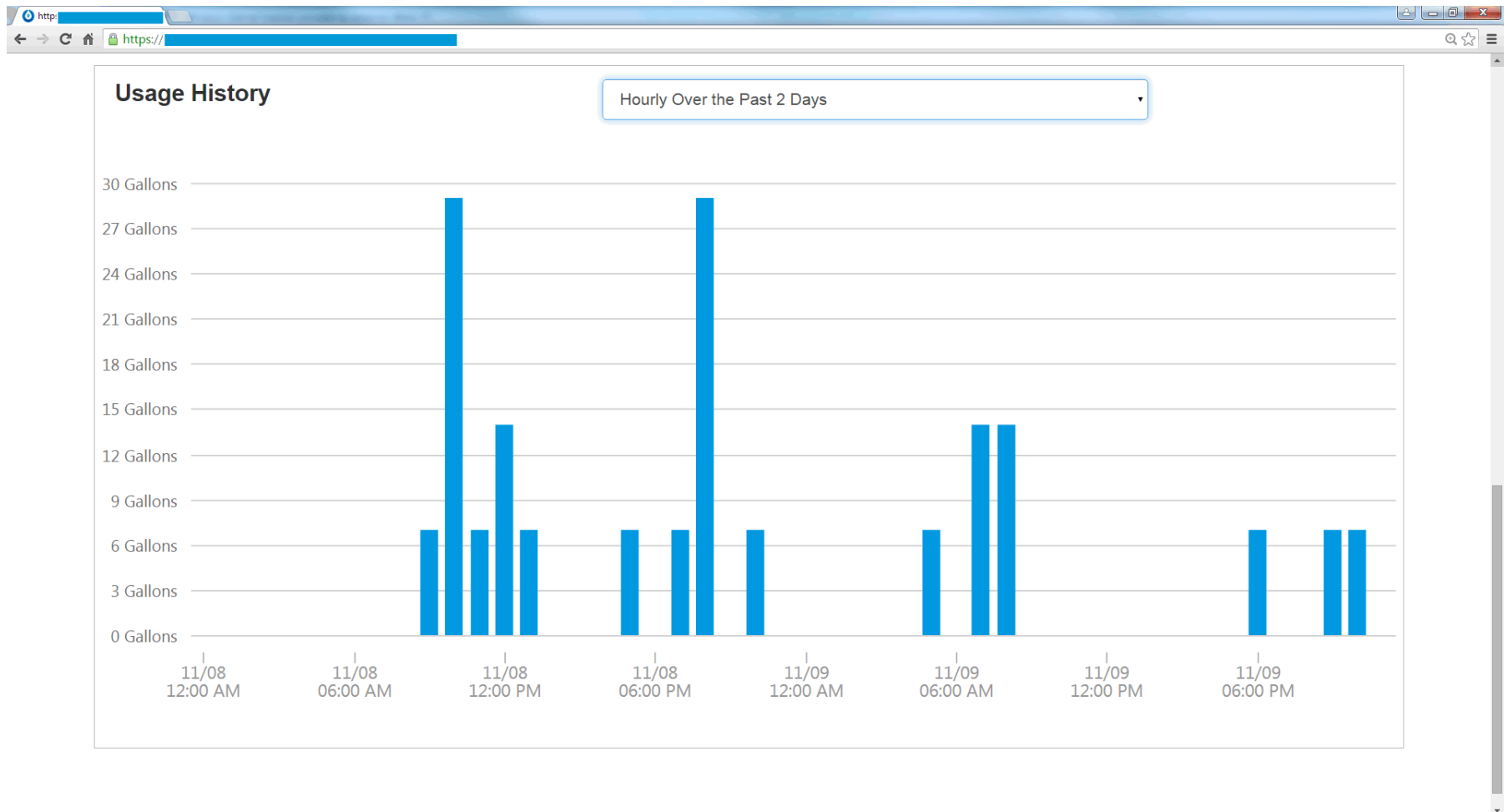
Display Settings

Show my usage in Gallons

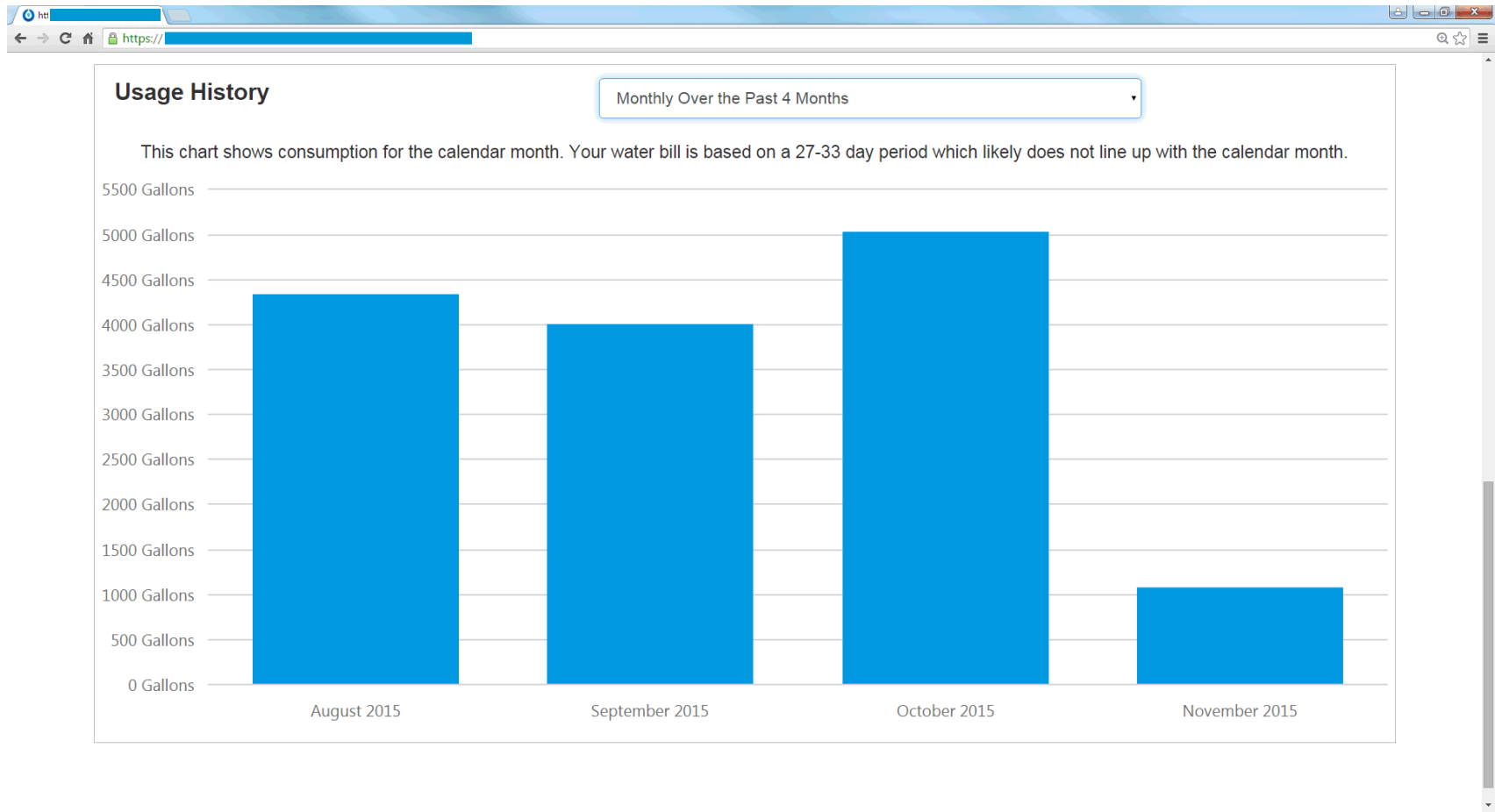
Save

7

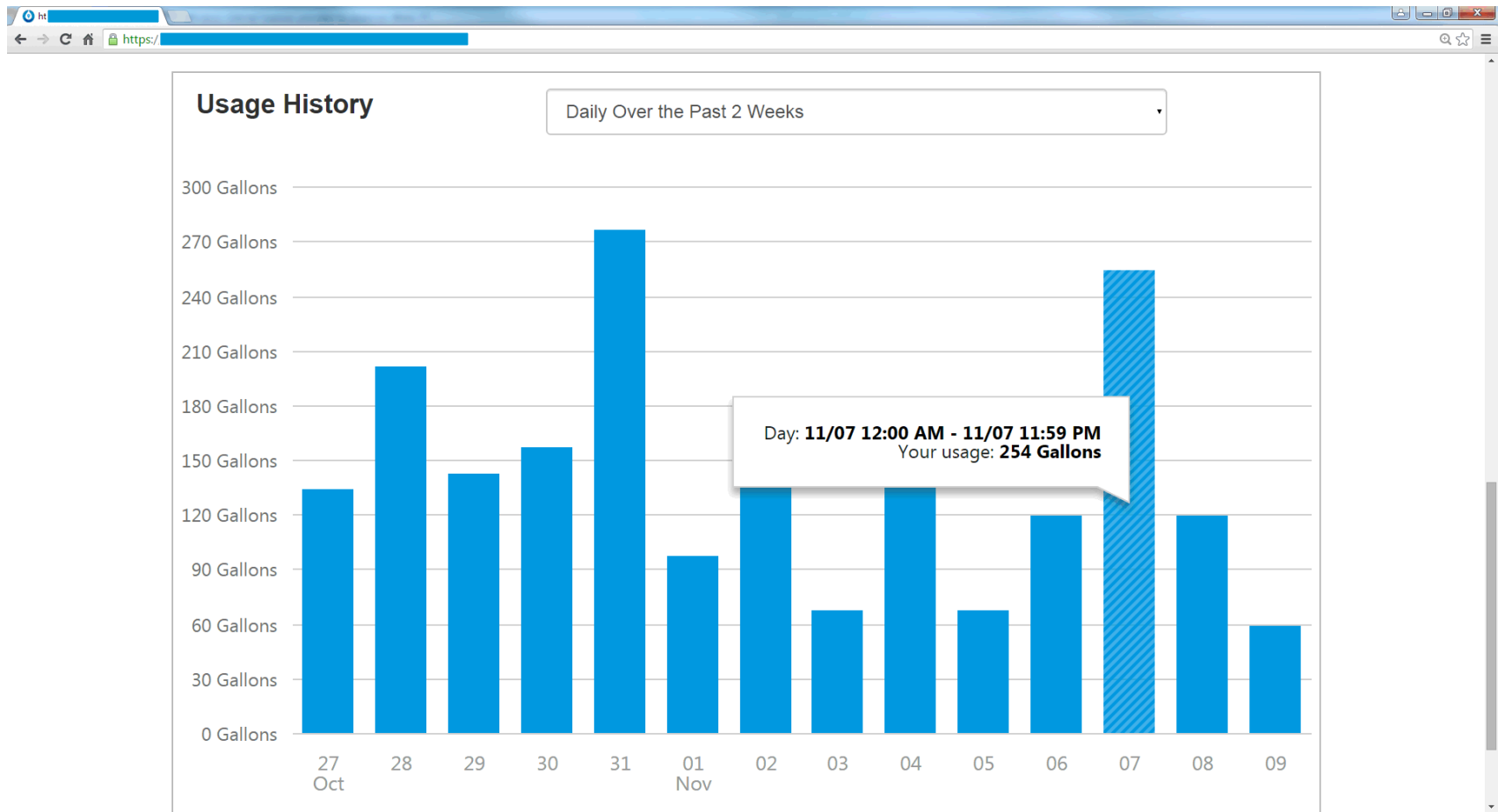
Website Portal – Hourly Data



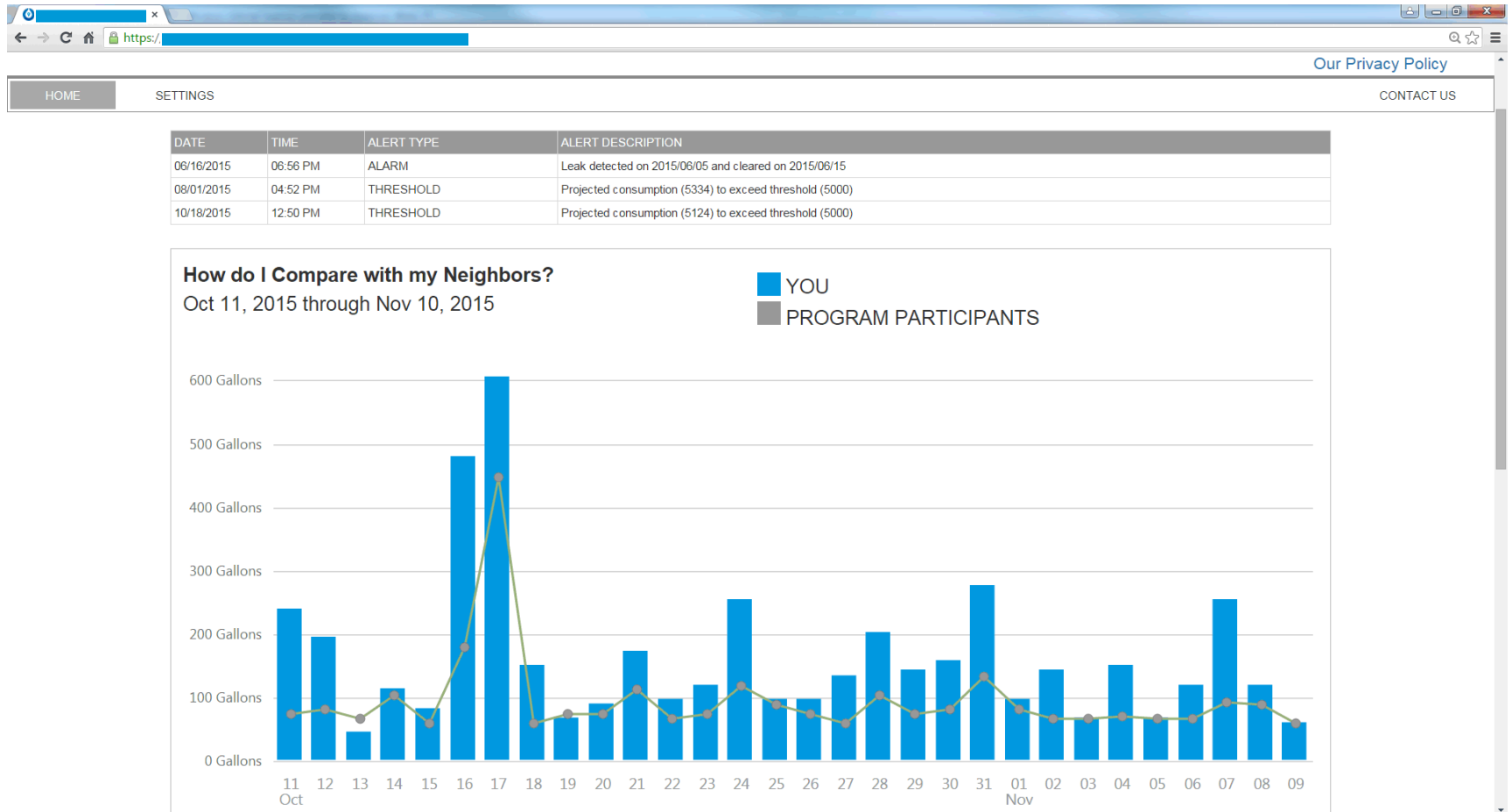
Website Portal – Monthly Usage



Website Portal – Daily Usage



Website Portal - Comparison



Website Alerts

From: [noreply@\[redacted\].com](mailto:noreply@[redacted].com)
Date: August 1, 2015 at 4:52:30 PM PDT
To: [redacted]
Subject: Threshold ALERT!



The projection for this month's consumption exceeds the threshold you have set in your profile.

The present values for Aug, 2015 in Gal. are:

Consumption: 172
Daily Average: 172
Projected: 5334
Threshold: 5000

Please check your profile for further details.

Potential Next Steps in Program

- **Link to billing system to provide additional information to customers such as:**
 - The ability to issue alerts when customers are trending towards the next tiered usage level
 - The ability to issue alerts to customers when they are trending towards a cost threshold
 - The ability to use reads for billing purposes