

# Background

- MWU Report “ Improving Water Efficiency and Customer Service” - April, 2009
  - Overview of AMI Technology
  - Benefits of AMI Technology
- RFP for Consultant Services - November 2009
- Contract with Clark Dietz, Inc. -April, 2010

# Process

- Management Plan
- Needs Assessment
- Business Case
- Request for Proposal (RFP)
- Vendor Selection
- Implementation

# Management Plan

- MWU 8 Member Management Team
- Questionnaire
- Developed realistic, attainable goals
- Challenges identified
  - More revenue needed
  - Infrastructure replacement
  - Water quality
  - Community growth

# AMI Project Goals

- Select and implement an Advanced Metering Infrastructure (AMI) System
  - Generates real time and accurate meter data
  - Detects leaks
  - Data availability for Billing and Customer Inquiries

# AMI Project Goals Continued

- Semi-annual to monthly billing
- Customer access to usage data
- Faster implementation of new rates
- Potential for conservation rate structure
- System implemented EOY 2012.

# AMI Project Benefits

- Improved Cash Flow
- Improved Customer Service
- Improved planning capabilities
- Improved conservation and water accountability

# Needs Assessment

- MWU 12 Member Design Team
- Questionnaire
- Flowcharted existing operations
- Identified future needs
  - More frequent reads
  - More management information
  - Customer interface with usage

# Needs Assessment-Key Findings

- 20 Year system life
- MWU Staff to be involved
- MWU Staff training required
- Maintain project schedule
- Meet conservation goals
- Want MWU to be an industry leader



# Challenges Identified

- Retraining of staff to handle new jobs to support process changes
- Communications internally and externally to help transition the changes for employees and customers
- Financing the project during a time of capital shortage
- Staffing during the conversion process

# System Alternatives

- Monthly Manual Reading
- AMI System with retrofit of existing meters
- AMI System with partial meter change out
- AMI System with full meter change out

# Next Steps

- Complete Business Case
- Vendor Request for Proposal (RFP)
- Evaluate Vendors
- Select Vendor(s)
- Negotiate contract
- Implementation