

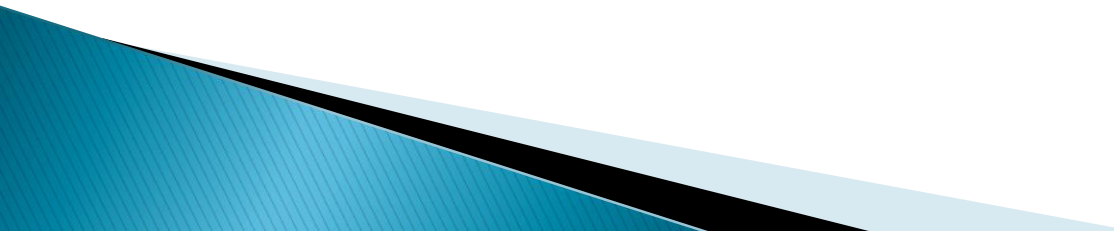
City of Corpus Christi

Automated Meter Reading Project August 2012 update

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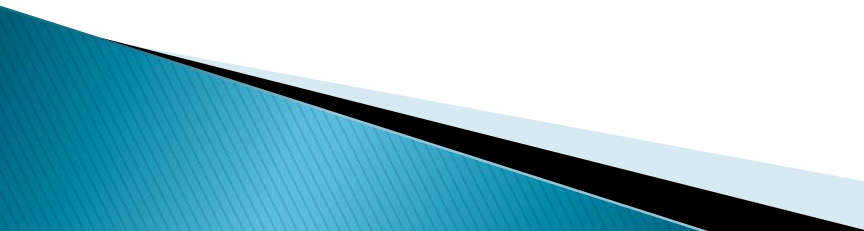
- ▶ Automated Meter Reading (AMR) Program Objectives/Benefits
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Objectives


- ▶ Mitigate workers compensation claims
 - Average annual number of claims has dropped 62% from 34 claims per year prior to AMR to 13 claims per year post AMR with 5 claims shown for FY 2012 through January of 2012.
 - Average annual dollars paid out for claims has dropped 12% from \$46,060 per year to \$40,568 per year post AMR with \$4,531 shown for 2012 through January of 2012 .

 - ▶ Reduce risk associated with physical meter reading.

 - ▶ Leverage technology to enhance customer service.

 - ▶ Reduce costs associated with meter reading
 - Annual salary savings of \$446,671 realized to date (15 FTEs).
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Benefits

- ▶ New Meters – Replaced aged meter infrastructure provides for accurate readings of water/gas consumed
 - ▶ Leverage Wi-Fi – Ability to leverage Wi-Fi system for other City uses – field personnel ability to record data entry in the field, security and observation cameras for PD, public access to internet at Airport and the Convention Center.
 - ▶ Technology – Provides technology that can be used for researching real time customer usage, monitoring closed accounts and identifying illegal consumption and theft.
 - ▶ Data Analysis – Captures data that can be used to identify patterns and trends for better management of water distribution system.
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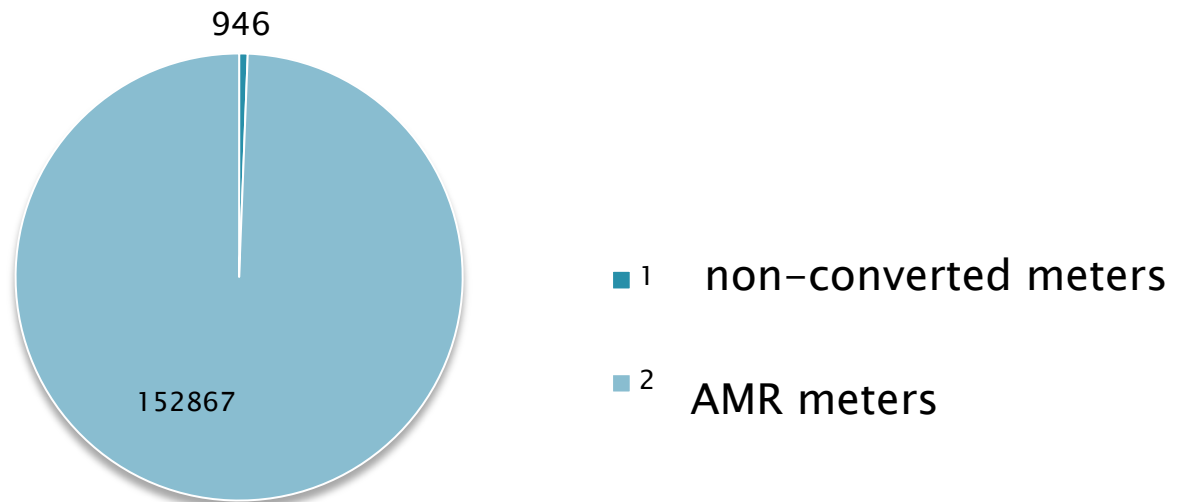
Meter Conversions

- ▶ **Planned**

- 147,554 meters were planned to be converted over a 5 year period (FY 2006 through FY 2010)

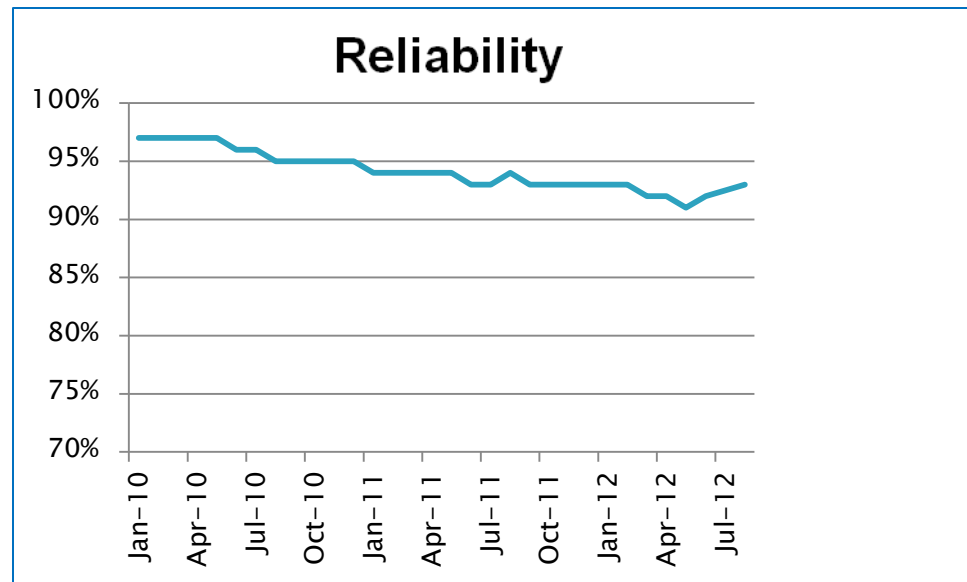
- ▶ **Actual**

- July 2012 – 152,867 of 153,813 meters in system have been converted to date.



Reliability – percent of AMR meters transferring system reads for billing purposes

- ▶ January 2010
 - 97% reliability – acceptable/manageable
- ▶ 2 ½ Year Trend



- ▶ August 2012
 - 93% reliability – problematic, but improving

CIP Expenditures

- ▶ Project Budget – Years 1 through 5
 - \$30,942,071 – includes meters, registers, meter pits, composite lids, valves, fittings, meter transmitting units, data collection units, system software, system installation and project management services.

- ▶ Actual Expenditures – Years 1 through 5
 - \$30,816,231

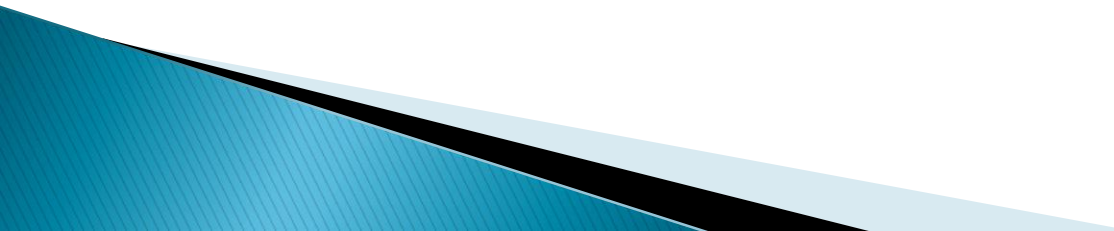
Reduction of Staff

- ▶ Planned – 29 of 45 (27 field personnel and 2 customer service representatives) FTEs located in the Utility Field Operations Budget were planned to be eliminated by July 31, 2012.
- ▶ Today – 15 of 45 FTE's eliminated, August 2012.
- ▶ Proposed – 25 of 45, eliminated by July 31, 2013, with no further reductions planned.

Return on Investment

- ▶ Planned as of Last update, February 2009 – \$2,848,244 positive ROI over 20 year life.
- ▶ Today – August, 2012– (\$2,441,946) negative ROI.
- ▶ Proposed – -\$954,948 positive ROI over 20 year life

Management Plan

- ▶ Consolidation of UFO staff into Water and Gas Department Operations
 - ▶ Revamping of processes to gain efficiencies
 - ▶ Dedicated employees to address maintenance issues
 - ▶ Smart Meter Manager assigned to program with monitoring and strategy responsibilities
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Next Steps

- ▶ Continue to convert remaining meters
 - 946 meters remain to be converted – Water and Gas Departments are completing these conversions. Utility Field Operation staff are reporting to the Utility Departments and working on these issues as well.

 - ▶ System Maintenance
 - Continue trouble shooting of meter transmitting unit (MTU) communication errors/wiring errors (no reads), vandalism – Water and Gas Departments have assumed this role as part of their day-to-day maintenance operations and have stopped the decline in reliability.

 - ▶ Annual Meter Audit
 - Physical read of meter/review of conditions at meter – Core group of field personnel under the administration of the Water and Gas Departments will obtain an annual physical meter read of each meter for quality control/quality assurance purposes.

 - ▶ Evaluate AMR System
 - Keep abreast of available upgrades and enhancements that will keep us on the leading edge of technology

 - ▶ Evaluation of Staffing Requirements
 - Continue to leverage technology for possible further reductions in staff.
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