

Advanced Metering Infrastructure (AMI)

In January 2016, Austin Water launched its Advanced Metering Infrastructure (AMI) Steering Committee, charged with the responsibility of evaluating, recommending and directing actions to implement AMI for our service area. Austin Water (AW) is utilizing various technologies and innovative methods in managing the utility's infrastructure and continues to monitor several AMI pilot programs in leak management as well as meter data management systems to find the best quality smart meter and data analytics software for the utility and its customers.

Even though all water meters are still being manually read for billing purposes, Austin Water has been conducting several AMI pilot projects to study how AMI will change the behavior of utility customers and how to use AMI to improve Austin Water's customer services. The ability to try these new technologies in a low-risk situation and identify some of the issues that need to be addressed before Austin Water can transition to smart meters is invaluable.

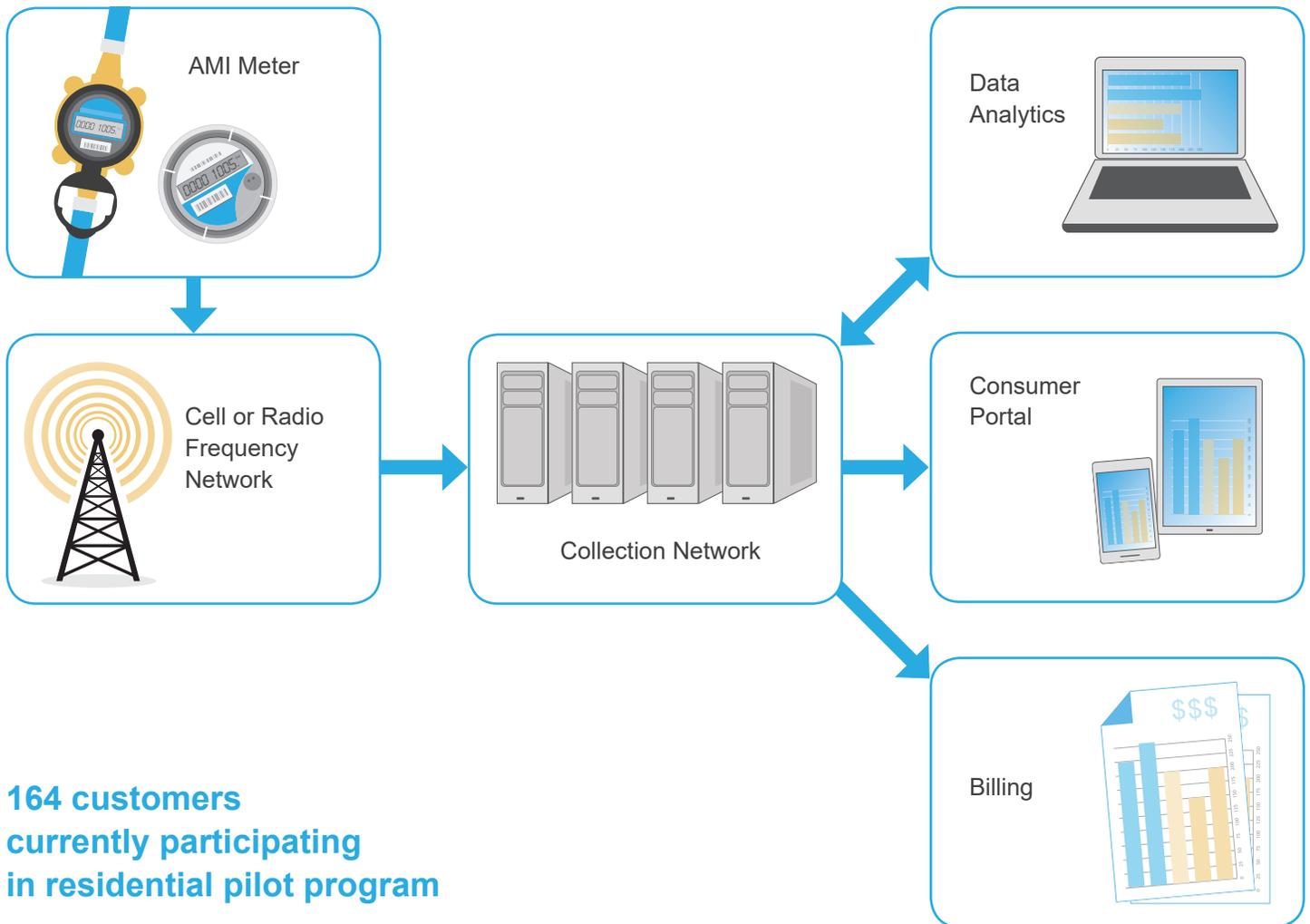
Through these initial pilot programs, Austin Water has gained experience and knowledge in working with smart meter installation, communication, and data management. At the same time, we are tracking and learning from the experiences of other utilities as they also explore smart meter programs.

At the start of 2018, Austin Water began contract negotiations with consultant company, West Monroe Partners to provide consulting services for advance meter infrastructure program management, to guide the utility on developing a business case for meter upgrades.

Austin Water seeks innovative solutions to better serve our customers and protect our water supply. There are several strategic initiatives that will help us continue to provide superior service and ensure a reliable, high quality water supply for the future.



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164 customers
currently participating
in residential pilot program

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Austin Water proposed **AMI Plan** is as follows:

