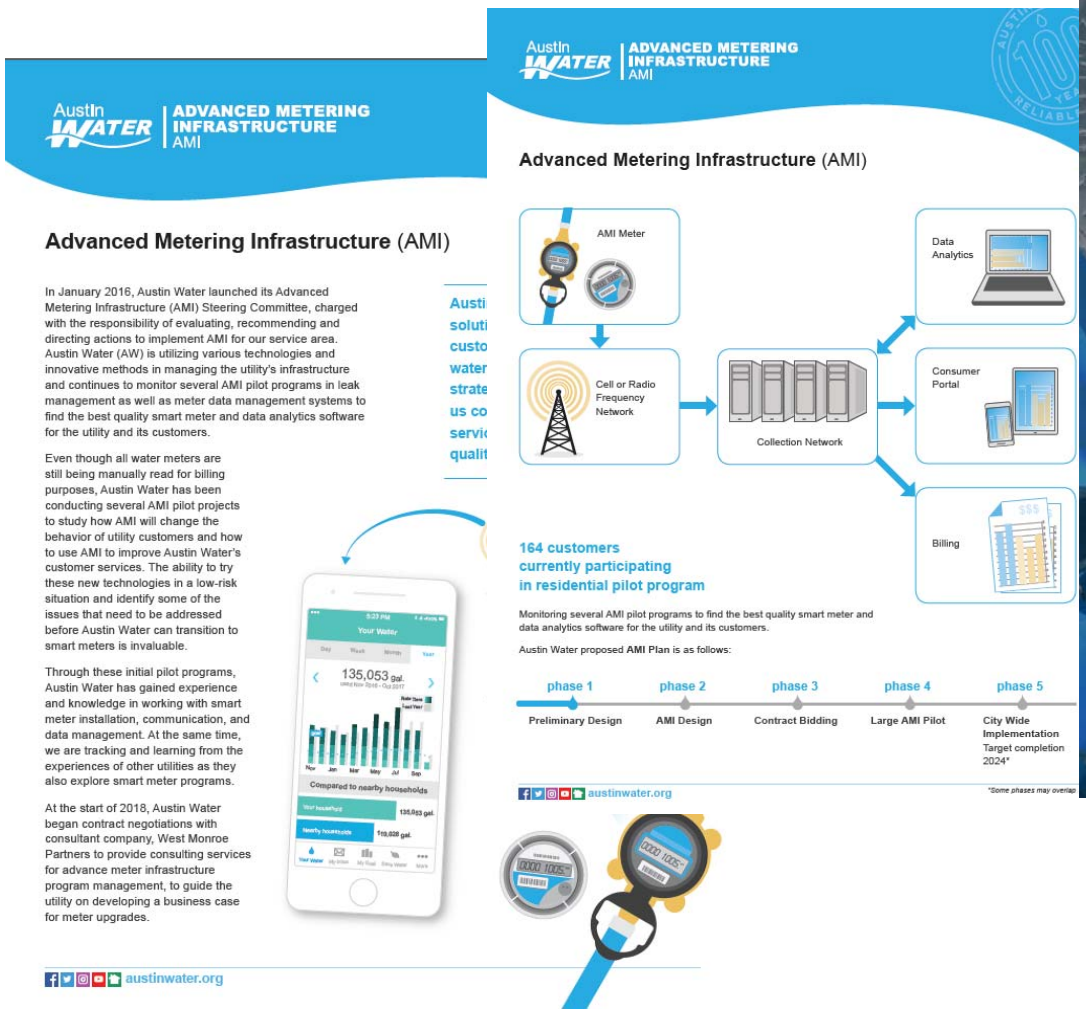
AMI Update to W&WW Commission

January 9, 2019

Background – Advanced Metering Infrastructure PRIMER

- Primer - Fundamental Documents
  http://www.austintexas.gov/AMI



Austin WATER | ADVANCED METERING INFRASTRUCTURE AMI

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.

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Advanced Metering Infrastructure (AMI)

164 customers currently participating in residential pilot program

Monitoring several AMI pilot programs to find the best quality smart meter and data analytics software for the utility and its customers.

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

phase 1	phase 2	phase 3	phase 4	phase 5
Preliminary Design	AMI Design	Contract Bidding	Large AMI Pilot	City Wide Implementation Target completion 2024*

*Some phases may overlap

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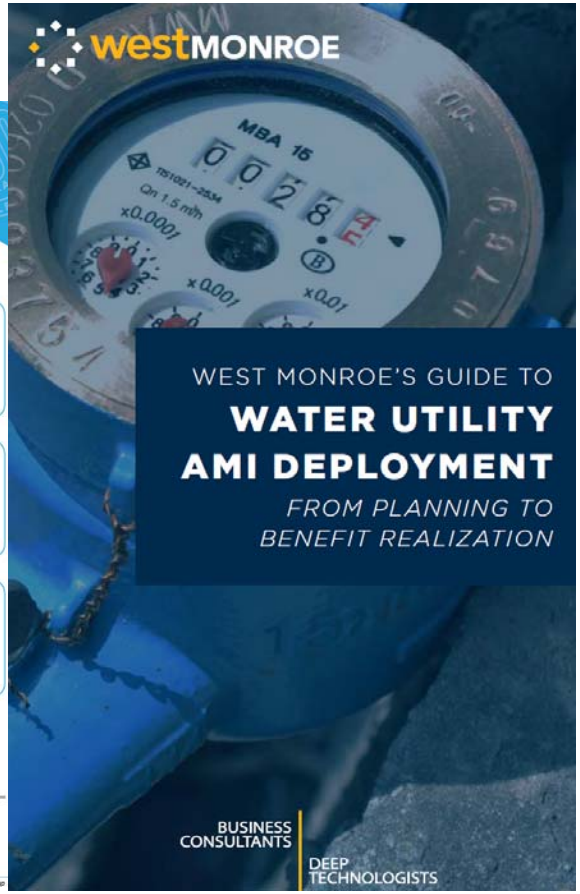
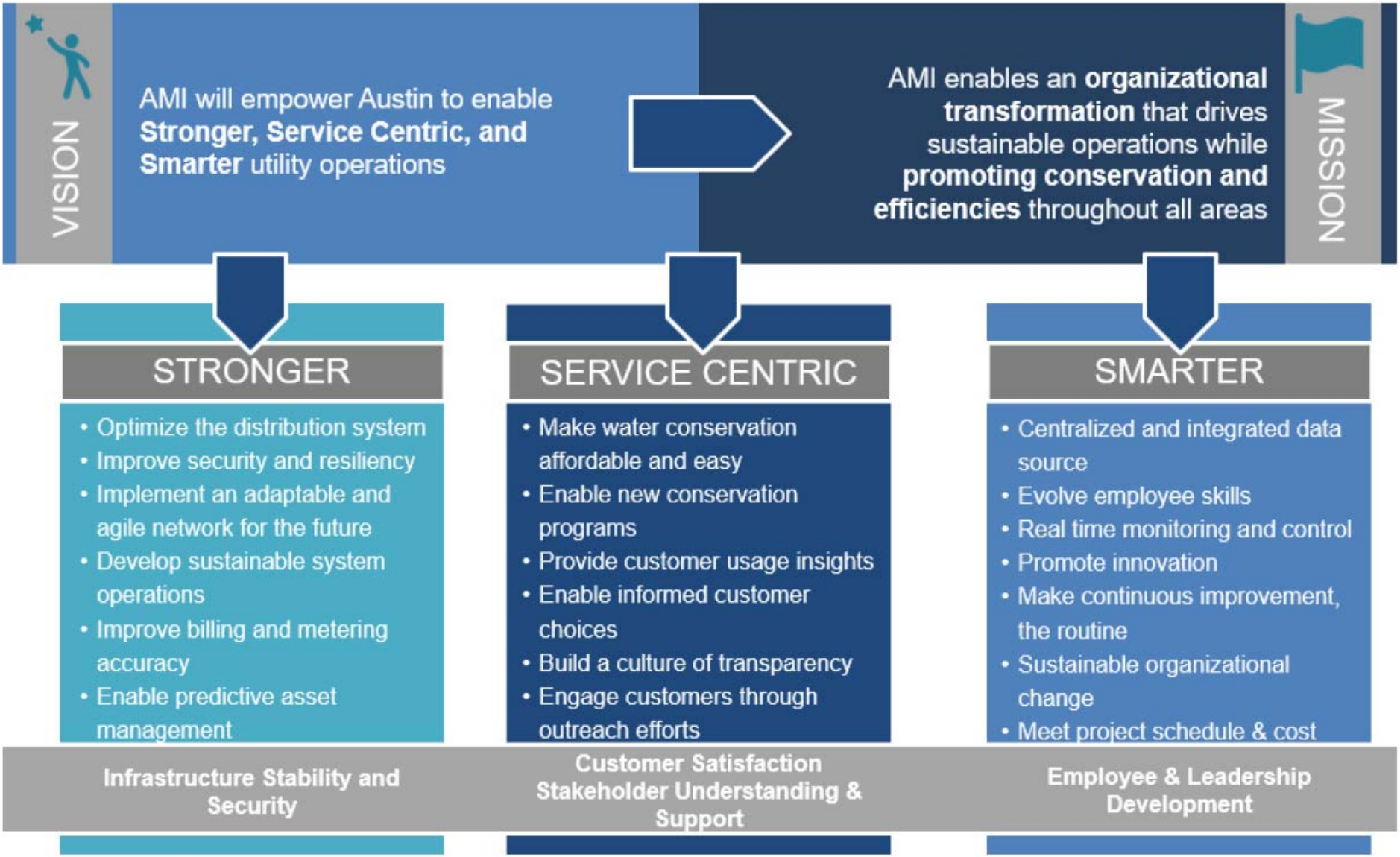
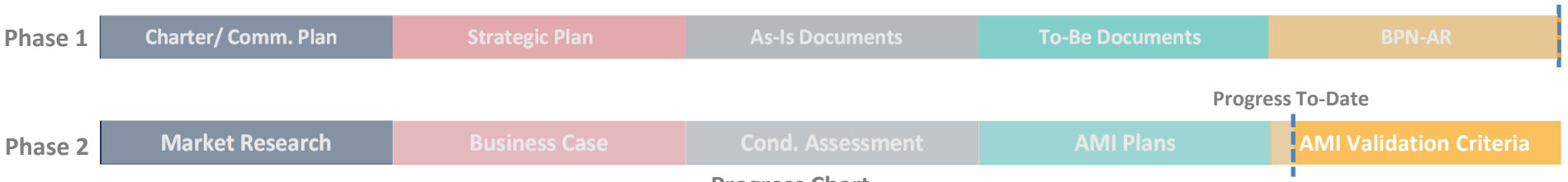


AW AMI Strategy

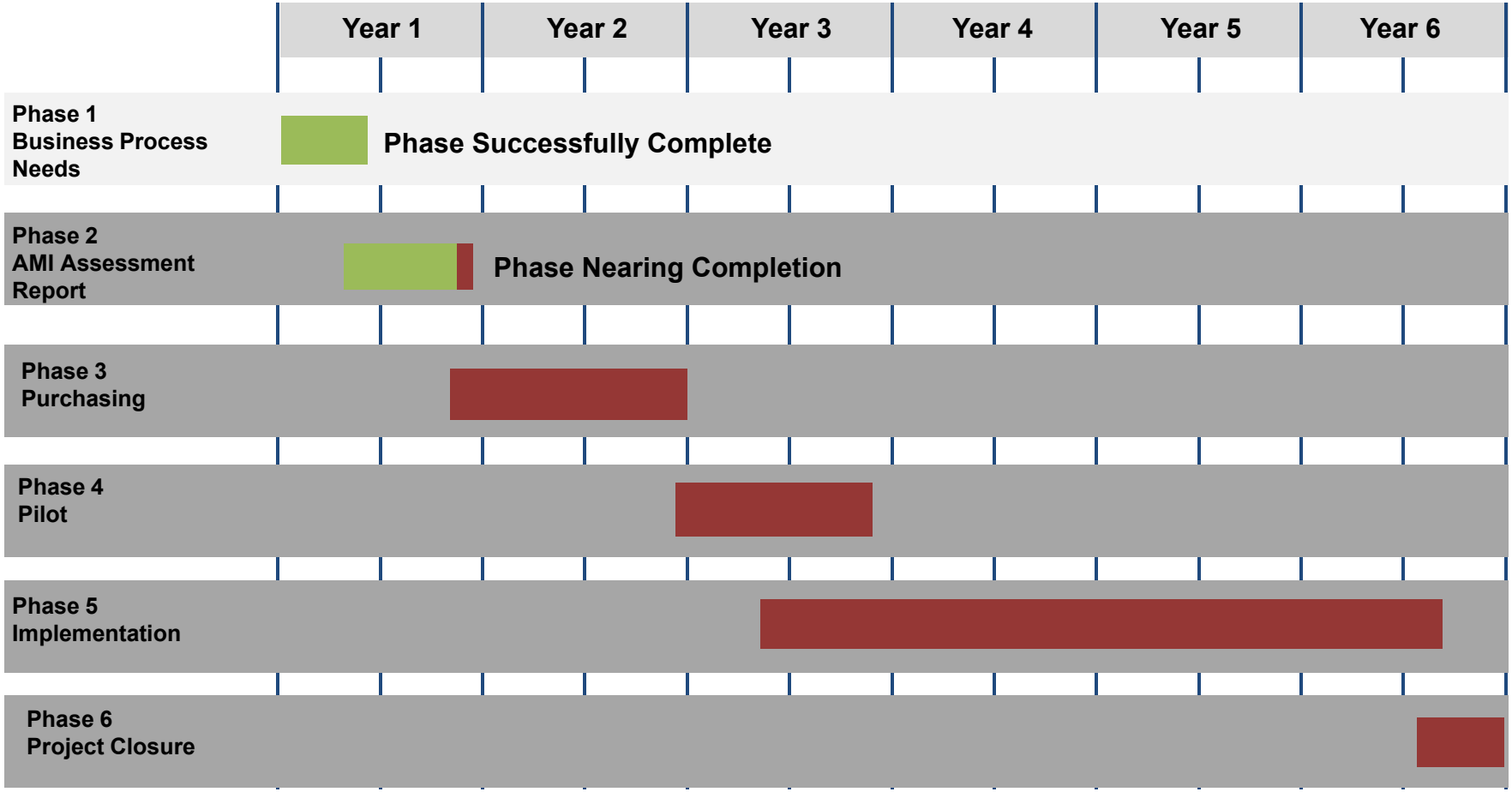
The Vision, Mission, and three pillars of the AW AMI Strategy ("Stronger", "Service Centric", and "Smarter") and their alignment to key AW goals and initiatives.



Overall Program Progress



Progress Chart



AMI-AR Sources

The AMI Assessment Report (AMI-AR) is drawing upon many inputs collected throughout the first two phases of the project via a series of interviews, meetings and workshops.

30+ AW and AE Interviews

- Individual
- Group
- Data Collection
- BCA Validation

27 Workshops

- As-Is Process Workshops
- To-Be Process Workshops
- Champions Innovation Forums
- Communications Workshops

28 Progress Meetings

- Weekly Steering Committee Check-ins
- Extended Steering Committee Meetings
- Quarterly Executive Team Meetings

16 Research Sessions

- Vendor Interviews
- Vendor Follow-ups
- “Buddy City” Meetings

Phase 1 Deliverables

- Project Charter
- Communication Plan
- Strategic Plan
- AS-IS Workshop Output
- TO-BE Workshop Output
- Business Process Needs Assessment Report

Phase 2 Deliverables

- Customer Portal Summary
- AMI Business Case
- AMI Roadmaps
- AMI Validation Criteria Matrix
- Public Outreach Plan
- AMI Implementation Schedule
- Field Condition Assessment Report
- AMI Assessment Report (AMI-AR)

AMI Assessment Report (AMI-AR) Structure and Purpose

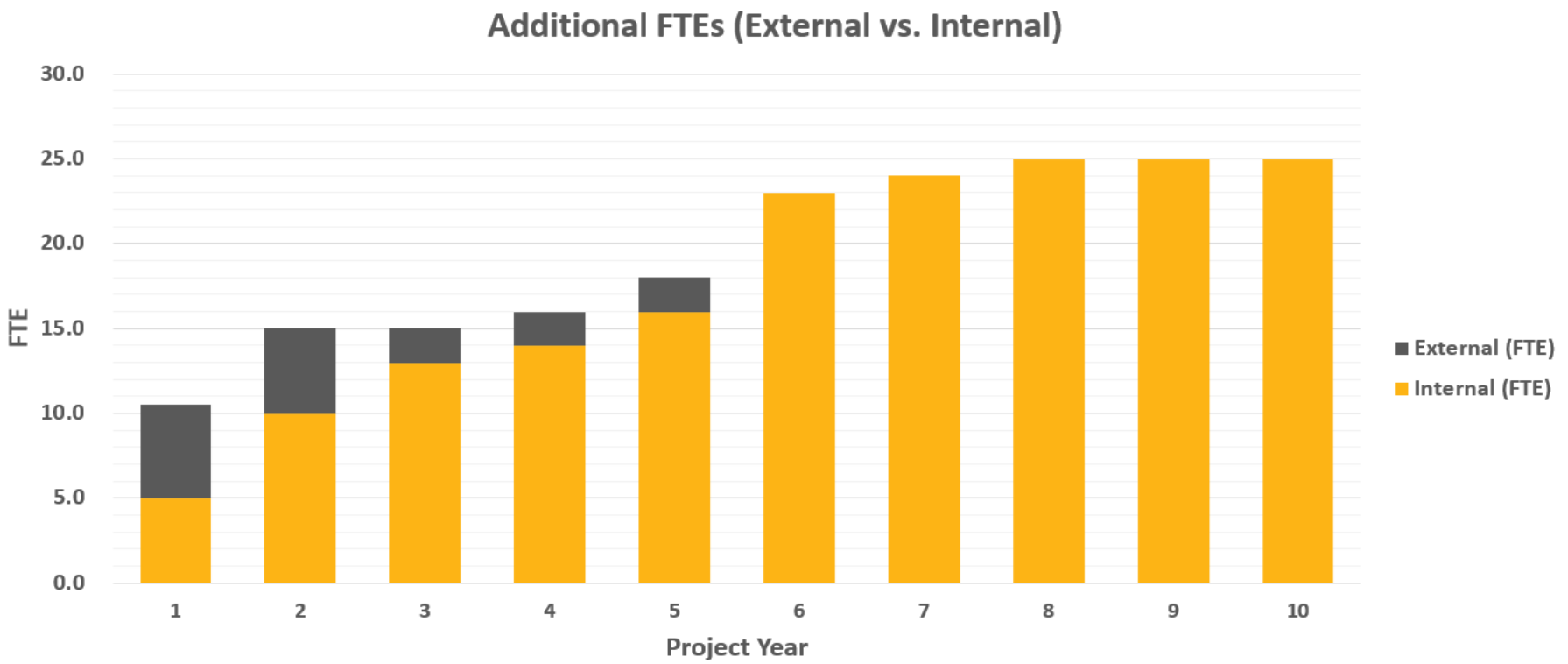
The AMI-AR is meant to be a synthesis of the work that has been completed during the first two phases of the project, while also providing actionable recommendations for the path forward.

Executive Summary	• Purpose • Report Sources • Key Recommendations
Current State-Future State Assessment	• AMI Program Overview • Industry Trends • Transformation Model • Business Case
Organizational Transformation Assessment	• People • Process • Technology • Performance • Ordinance/Policy • Communications

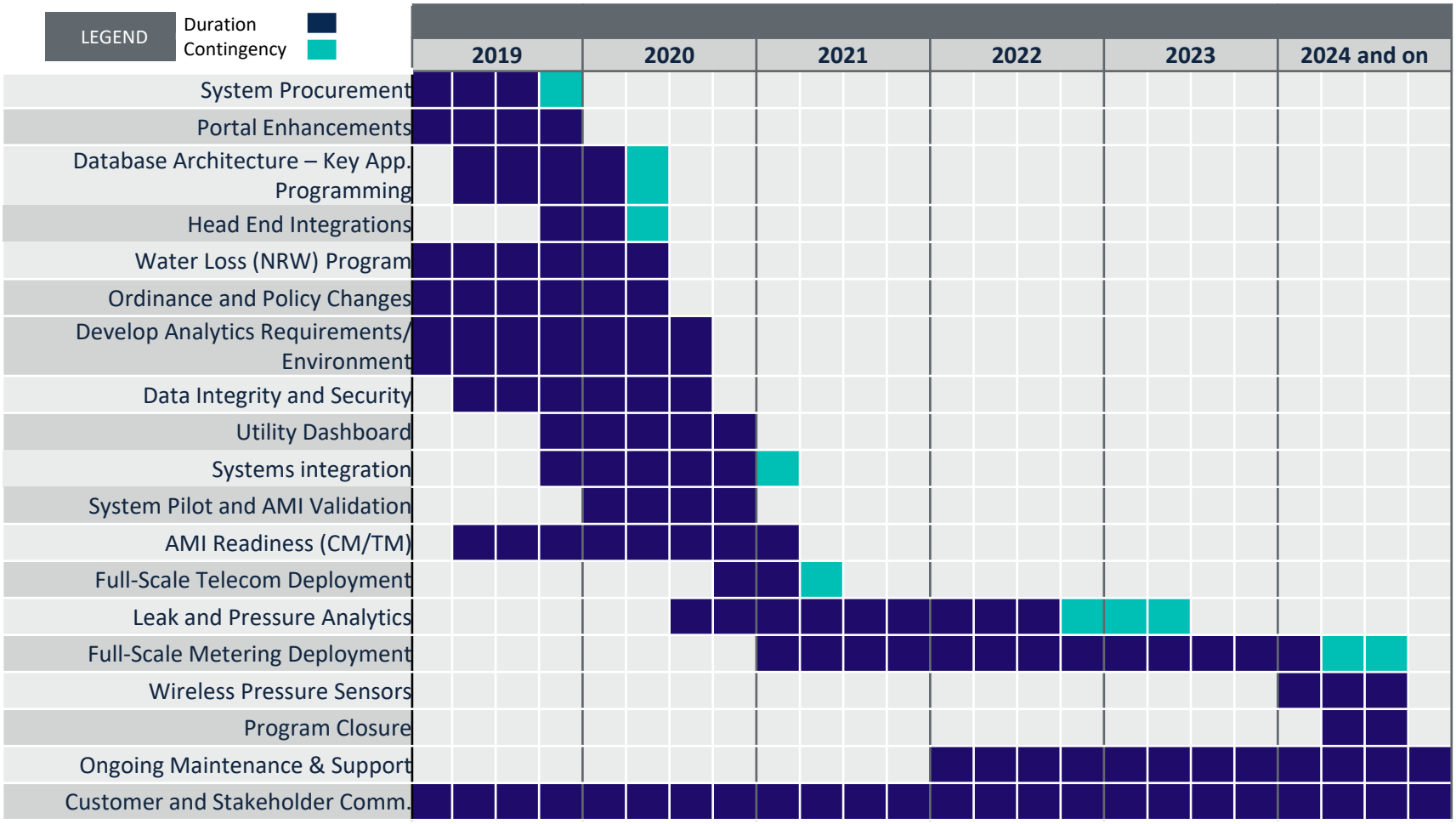
Phase 3 Deliverables

AMI-AR – Business Case Assessment FTE Requirements

As a part of the business case analysis, the number of required FTEs was determined and scheduled in accordance with rollout and implementation of the overall AMI project



Implementation and Support Timeline



Key Project Challenges

Systems Integration	Communication	Purchasing	Change Management
Integrating IT systems across both AW and AE (such as CC&B)	Internal and external communications to minimize opt out and get customer buy-in	Adhering to the tight purchasing guidelines to meet project schedule and cost	Preparing employees for the new AMI world through effective training and change agents

Key activities on the horizon

1. **Begin Phase 3** — Write the RFP and construct procurement timeline. Begin permitting planning and scheduling
2. **Comm. Plans** — Initiate communication plans and continue to develop next phases of the AMI communication campaigns
3. **Purchasing** — Leverage dedicated procurement resources at the City and AW for RFP support prior to its distribution in late Q1 2019
4. **Integration Needs** — Continue to proactively determine next steps, and prepare current AW systems for integrations required by AMI
5. **Change Management** — Look for opportunities for early implementation of activities that support the user stories and roadmap initiatives

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