

ORANGE WATER AND SEWER AUTHORITY

AGUA VISTA, OWASA'S METERING INITIATIVE

June 2018

PURPOSE: To provide information about OWASA's Advance Metering Infrastructure Initiative, Agua Vista

What is Advanced Metering Infrastructure (AMI)?

An AMI system collects meter readings remotely via radio transmissions, eliminating the need to drive or walk through the community to collect this information monthly.

As a result of their efficiency, AMI systems can collect and relay water use data more frequently (daily) at a finer level of detail (hourly water use). AMI systems also eliminate the potential for human error when reading meters.

Key benefits to customers

- OWASA staff will have access to information that empowers them to proactively let customers know when their water-use patterns indicate a potential leak at the customer's premises.
- Customers will have access to their water use data online, providing much greater insight into how water is used. This will help our customers conserve water and save money.
- An AMI system will significantly reduce our vehicle use and associated greenhouse gas emissions for our meter reading program.

Impact on customers' bills

Keeping our essential services affordable is one of OWASA's most important goals. Investing in an AMI system will not, by itself, lead to a rate increase for OWASA customers. The investment in AMI will be offset by avoiding planned investments in our current, less efficient water meter technology and by savings from operational efficiency improvements.

CURRENT STATUS:

On May 11, 2017 the OWASA Board of Directors approved the contract for implementing the AMI system. OWASA selected Mueller Systems of Cleveland, NC as the vendor for the AMI system. The total expected cost to implement the system is \$5.4 million and will take about two years to complete. We have been approved to receive a low-interest State Revolving Fund loan to finance the project.

Installation of the network equipment (data collectors and repeaters) began in the summer of 2017. Sixteen collectors and 46 repeaters are proposed to provide coverage to all of OWASA's service area. Data collectors consist of a 2-3-foot-long antenna, conduit and a control cabinet (about the size of a briefcase). Repeaters are small radio transmitters about the size of a brick typically attached to street signs.

Meter upgrades for customers began in late-2017 and is expected to take about 18 months to complete.

In late 2018, the customer web portal will be available. Customers will be able to access their consumption data via this portal. In the meantime, OWASA Customer Service is utilizing the system to proactively notify customers whose meters have been upgraded of potential water leaks.

FOR MORE INFORMATION:

Todd Taylor, P.E., General Manager of Operations

ttaylor@owasa.org or 919-537-4216

<http://www.owasa.org/metering-initiative>