



Engineering Services Committee

Meeting Date: 6/9/2026

AUD Metering Upgrade Program - Informational

Department:

Utilities

Presenter:

Wes Byne, Director

Caption:

Informational Update – AUD Metering Upgrade Program

Background:

AUD is in the process of modernizing our water metering equipment and infrastructure. This is a 5-year project to replace all water meters in our system with modern ultrasonic water meters, our meter reading equipment with cellular reading transmitters, update the software to take advantage of these upgrades, and also accomplish other goals that make sense to align with this project.

Analysis:

This modernization project has several components, some related directly to equipment upgrades and others related to overall system information that make sense to align with the project. First, we are installing Itron cellular endpoints on every water meter. This will allow us to obtain near-real time information on water usage across all of Augusta, as well as automate the process of obtaining monthly reads from every meter in our service area. This will enable us to improve efficiency and reduce costs associated with meter reading.

Next, we are upgrading all meters in Augusta to Neptune Mach 10 meters, these are modern ultrasonic water meters with accuracy to the 100th of a gallon. We have an aging meter population with an average age of over 25 years resulting in AUD underbilling customers for their water usage; as meters age they slow down resulting in readings that are lower than the actual usage.

As we are completing this upgrade process, we are also accomplishing two other projects that are important to our water system. We are taking the opportunity to update the GPS location of every water meter, this will ensure that we have very accurate information for the location of every customer water meter which will in turn allow us to provide better and more timely service to our customers in the event we need to turn off water in case of a customer's emergency leak or other maintenance or repair work is needed. We are also taking the opportunity to complete a 100% physical inspection of all water service and customer water lines to identify the material and composition of these lines. This inventory will not only be useful for us in identifying future issues but will help us ensure compliance with current and future government requirements in the LCRI space.

This upgrade project will be occurring over the next 5 years, with potential opportunities to increase the pace of installation and upgrade as we remove manually read water meters from service and free up resources to move quicker. This will allow us to not only improve our customer service and infrastructure knowledge but will reduce operational costs associated with meter reading and allow AUD to gain other efficiencies through the deployment of software upgrades.

Financial Impact: N/A

Alternatives: N/A

Recommendation: N/A

Funds are available in the following accounts: N/A

REVIEWED AND APPROVED BY: N/A