
Infrastructure & Development Committee

DEPARTMENT: Finance

FROM: Brandi Rendon, Customer Service Manager

MEETING: August 19, 2026

SUBJECT:

Receive a report, hold a discussion, and provide recommendations to the city council on Advanced Metering Infrastructure. (*Staff Contact: Brandi Rendon, Customer Service Manager*)

STRATEGIC PRIORITY AND GOAL(S):

Strategic Priority	Strategic Goal
 High Performing City Organization Providing Exceptional, People Focused Services	1.2 Continue to improve the efficiency and productivity of operations 1.3 Deliver high-quality service and communications to external and internal customers

SUMMARY:

The City Manager's Office has established an inter-departmental committee of staff focused on developing a recommendation regarding the development of an Advanced Meter Infrastructure (AMI) Program. This effort is focused on addressing the condition, accuracy, and reliability of the City's existing meter infrastructure while progressing toward the City's long-term AMI goal.

While AMI remains the long-term objective, the committee has identified that the most immediate and significant need is the replacement of aging and underperforming meters, many of which have reached or exceeded their expected service life. These conditions impact system accuracy, operational efficiency, and revenue visibility. Addressing these core infrastructure issues first provides the City with the strongest foundation for future AMI capabilities.

Today, the City's water usage data is collected through a manual, route-based process supported by a mix of aging meter infrastructure. Each service location is equipped with a meter and register. To collect usage data, staff are required to physically drive routes throughout the city, using laptops to collect meter data. Once collected, the data must be uploaded into meter software, downloaded, and then transferred into a separate system for billing and analysis.

Completing a full citywide read takes approximately eight business days and is divided into four routes each month. Due to inconsistencies such as missing reads or irregular usage, staff generate approximately 200 or more recheck work orders monthly, requiring additional field visits to perform hands-on validation of the data.

As part of the program evaluation, the city engaged Ameresco as an external vendor partner to conduct field surveys, meter testing, and system analysis. Ameresco staff worked directly onsite with City personnel to validate existing conditions and provide technical insight into system performance. This work confirmed that a significant portion of the City's meter infrastructure is beyond its expected service life and that current processes rely heavily on manual effort with limited system visibility. Field validation also confirmed that not all water usage is currently being captured, meaning portions of usage and associated revenue are not fully visible within existing processes.

Over the past 19 years, the city has experienced 65% growth, increasing from approximately 10,000 to over 16,500 service locations without a commensurate growth in staffing. As system demand has increased, staff have prioritized customer support, work orders, and reactive maintenance activities to maintain service levels. As a result, the number of planned meter replacements completed annually has been reduced. Improving meter accuracy through replacement ensures that all water usage is properly measured and billed, strengthening overall revenue capture.

RECOMMENDATION:

N/A

PRIOR ACTION/INPUT (Council, Boards, Citizens):

N/A

REFERENCE:

N/A

FISCAL IMPACT: N/A

Proposed Expenditure/Revenue:
Account Number(s):
Fund:
Account Description:
Procurement Method:

STAFF CONTACT:

Brandi Rendon

Customer Service Manager
brendon@burlesontx.com