

Greeley City Council

Worksession Presentation



City of
Greeley
Colorado



Agenda

1. Metering System Overview
2. Multi-Year Phased Replacement Plan
3. 2022 Replacement Plan Project
4. Lessons Learned and Project Adjustments
5. Customer Notice, Communication & Resources
6. Questions and Discussion

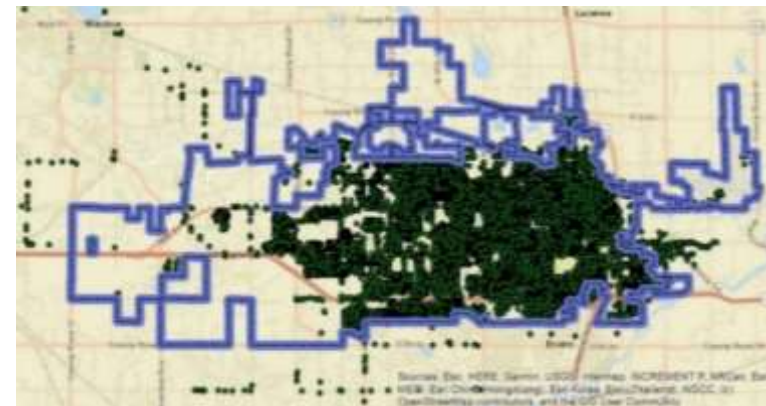


Greeley Water Meter System Background

~ 30,000 active meters on the city's potable water system

- Greeley's Meters are aging and no longer consistent with industry standards
- A growing percentage of the city's water meters are failing
 - End point communication device failure and battery failure
 - Failing meters prevent the city from obtaining meter reads
 - "No reads" generate additional customer service
 - Additional vehicle trips and staff hours
 - Estimates for reads that can not be obtained
- **City has replaced 1,420 failing no read failing meters since 2020**
- Old meter technology only provide date once per month

Existing Residential Water Meters



Multi Year Replacement Program

Phase 1 (2021): Replacing Greeley's aging meter infrastructure

- Meter routes with high incidents of meter communication failure
 - Battery life and end point communication failures
- UMS replaced 6,250 meters on defined routes
- BoR WaterSMART Grant for ~\$1.45M match against city cost

Phase 2 – 5 : 2022 – 2025 Work Plan Overview

Phased replacement plan

- Replacing at least 6,250 meters per year
 - Will also work the zero read meter fail list with city staff
 - Enhanced customer service and communication to support
- **Goal:** To replace all 29,500 residential analog meters by end 2025



Project Challenges in the Field

- Hidden or buried meters are at times difficult to locate
- Locating hidden meters often requires city assist and may impact landscapes



Meter Pit in Shrubs



Failing Water Meter



Phase 2 - Project Update

- Under contract with UMS (vendor) for next phase of 6,250 high priority meter replacements
 - Prioritizing routes with highest rates of communication failure
 - Refined quality control process with UMS and city staff
 - Enhanced communication tools and notice for customers
 - Back up staffing plan to better support utility billing
- Yr. 2 - (2022) water meter project timeline
 - Feb. '22 – May or June '22 (weather dependent)
- Ongoing work to address the “zero read” list
 - Addressing these limits future customer service needs



Addressing Lessons Learned

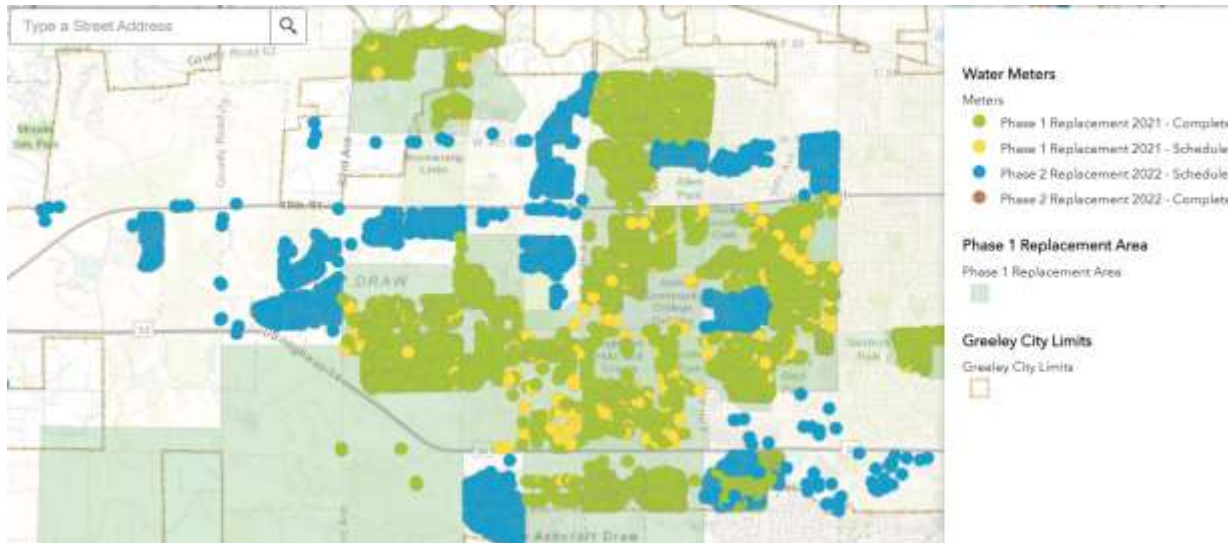
- **Summer irrigation season utility bills increase customer service call volume and the need for escalation resources**
 - Meter replacement installations should not overlap peak irrigation
 - Customer service back-up and Conservation Team escalations
- **Enhanced Customer Communications and Resources**
 - Direct Mail, Social Media, *Water Why (Youtube)*, Webinar
 - Interactive GIS mapping of meter replacement work plan
 - City staff working to replace “no read” and indoor meters outside UMS scope
- **City Quality Control Collaboration with Vendor**
 - City staff spot checks, and water use reports that flag issues
 - Weekly meetings with Utility Billing, UMS and project team



Information for Customers

Customer Access to Meter Replacement Schedule


- Interactive GIS mapping with updated info on routes scheduled for replacement.



- <https://gis.greeleygov.com/portal/apps/webappviewer/index.html?id=6ff743a7ffa049608f069391e75958b7>

Coming to your neighborhood soon!

Advanced Water Meters



Quick Answers

- You do not have to be home during installation.
- Water service will be disrupted for 15-30 minutes while your meter is replaced.
- This is at no cost to you.
- New meters will help you manage your water usage better.
- Quick and easy leak detection.
- Create your account at greeley.watersmart.com.

Questions?
Call (970) 350-9811

Dear resident,

Your water meter is scheduled to be replaced in the coming month. The city of Greeley will replace your old and/or failing water meter with the help of its contractor, Utility Metering Solutions.

Our crews will attempt to contact you prior to this occurrence, but you do not have to be home. If you are home, your water will be off for 15-30 minutes while your meter is replaced. If you are not home, your residence will still experience this shut-off and crews will leave a door hanger at your front door.

Here's what it means to you:

More accurate water billing, more control over water use, and fewer trucks rolling through the neighborhoods to collect readings. These new water meters are in direct connection with the city and report water usage in real time. Gone are the days of finding out a month too late that the sprinkler system sprouted a leak.

You can monitor your water at home, while you're away, even set leak alerts.

Customers who get new meters should connect to WaterSmart to manage their systems. Customers will be able to do this via the existing WaterSmart platform online at <https://greeley.watersmart.com>.

greeleygov.com/advanced-water-metering

Advanced Notice Door Hanger

Meter Replacement Advanced Notice Customer Direct Communications

Notice to customers with an indoor meter

Ready for your new water meter?
¿Está listo para recibir su nuevo medidor de agua?

When you sign up for Greeley.WaterSmart.com, you will be able to:

- Track your daily water use
- Learn easy ways to save water indoors/outdoors.
- Catch water leaks early before they become costly
- Set leak alarms and personalized high-use alerts

To get started on WaterSmart, provide your:

- Greeley Water account number
- your address and
- your email address

Al registrarse en Greeley.WaterSmart.com, usted podrá:

- Obtener lecturas diarias sobre su consumo de agua
- Aprender maneras fáciles de ahorrar agua dentro y fuera de su casa
- Descubrir a tiempo las fugas de agua antes de que estas se conviertan en un alto costo
- Programar alarmas de fugas y alertas de alto consumo de agua personalizadas

Para iniciar con WaterSmart, proporcione lo siguiente:

- Número de cuenta del agua de Greeley
- Su domicilio
- Su correo electrónico

greeleygov.com/smartmeters



1001 11th Ave. St #200
Greeley, CO 80631
(970) 350-9811

Please call (970) 350-9320 to make arrangements for a time to replace your indoor meter at no cost to you. It only takes 10-15 minutes to complete.

Por favor llame al (970) 350-9320 para fijar una fecha para actualizar o reemplazar el medidor que esta dentro de su casa. Este servicio no le costará nada, y se lleva aproximadamente de 10 a 15 minutos.

GREELEY RESIDENT
800 22ND AVE
GREELEY CO 80631



PRSR STD
U.S. Postage
PAID
Greeley, CO
Permit #393

Sent to routes scheduled for replacement within 45 days

Ready for your new water meter?
¿Está listo para recibir su nuevo medidor de agua?

The City of Greeley is installing new water meters to replace aging infrastructure and give residents better management over their monthly water bills.

La Ciudad de Greeley estará instalando medidores de agua nuevos para reemplazar la infraestructura envejecida y brindar a los residentes una facturación de agua mensual más precisa.

When you get your new water meter, you can expect:

- To be **empowered** to adjust your water habits to your budget.
- To **control** your household water use based on real-time data.
- Improve your **sustainability** by reducing water leaks.

Al recibir su medidor de agua nuevo, usted podrá:

- Tener la **facultad** de ajustar sus hábitos sobre el consumo de agua a su presupuesto.
- **Controlar** el consumo de agua de su hogar en base a la información de las lecturas en tiempo real.
- Mejorar la **sustentabilidad** al reducir fugas de agua.

greeleygov.com/smartmeters



WaterSmart Tools for Customer Viewing and Managing Water Use



Questions?

Web Resources:

<https://www.greeleygov.com/smartmeters>

Customer Support Contact Information:

Phone: 970.350.9811

Email: Conserve@Greeleygov.com



CUSTOMER
SUPPORT