Smart Meter Replacement Project – Phase Summary

Phase 1: Planning & Feasibility <mark>*(Current Phase)*</mark>

- **Assess Current Infrastructure:** Take inventory of existing meters, identify shared service lines or multi-meter boxes, and flag locations with access challenges.

- **Analyze Costs vs. Benefits:** Evaluate ROI including labor savings, leak detection, customer service improvements, and potential scrap value of old meters.

- **Explore Funding Options:** Investigate grants and funding sources (state, federal infrastructure programs, vendor incentives).

- **Research Technology Options:** Compare AMI vs. AMR systems, and communication methods (cellular, RF, mesh). Consider equipment lifespan, maintenance needs, and data access.

Phase 2: Stakeholder Engagement

- **Internal Approval:** Present findings to City Council and obtain approval to proceed.

- **Community Outreach:** Host public info sessions, distribute educational materials, and explain customer benefits (real-time usage data, alerts, billing transparency).

Phase 3: Vendor Selection

- **Procurement Process:** Issue RFP or request bids.

- **Evaluate Proposals:** Focus on:

    - Compatibility with existing infrastructure

    - Data privacy and cybersecurity

    - Customer dashboard/portal features

    - Ongoing support, warranties, and battery life

    - Integration with billing systems

    - References and municipal experience

Phase 4: Installation & Deployment

- **Logistics Planning:**

    - Identify and plan for difficult meter locations (gated yards, dense landscaping)

    - Schedule installations right after billing cycles, possibly in phases by neighborhood

- **Resident Notifications:** Send out notices of upcoming meter swaps and any expected service interruptions.

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- **Installation Process:** Technicians will:

    o Read and log current meter

    o Turn off water, replace meter

    o Test transmission and troubleshoot

- **Meter Accountability:** Ensure all removed meters are returned to the City or credited appropriately.

Phase 5: Software & System Integration

- **System Setup:**

    o Establish access to the Meter Data Management System (MDMS)

    o Integrate with the City's billing system

- **Alert Configuration:**

    o Enable alerts for high usage, leaks, zero usage, or tampering

- **Data Security & Maintenance:**

    o Set protocols for data backup, access control, and future maintenance (e.g., battery replacements, antenna issues)

Additional Considerations

- **Separate Vendor Roles:** Evaluate whether installation and billing can be split between vendors (e.g., Inframark installs, another vendor handles billing/dashboard).

- **City Involvement:** Determine how much data access and control City Hall should retain; consider future transition to in-house management.

- **Budgeting for Complex Installations:** Allocate additional funds for locations requiring new service taps or significant upgrades.