Meter Changeout Process

Prepared for: City of Lawrenceville, GA

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WESCO AMI METER CHANGE-OUT SERVICES OVERVIEW

EXECUTIVE SUMMARY & WESCO METERING HISTORY

Wesco Metering Services has over 80 years of experience in the metering industry, including 25 years providing full turnkey AMR and AMI installation and integration solutions. Wesco has a group of 60+ associates solely trained for Automation and Metering Projects in the utility market. Our comprehensive metering capabilities, expertise and resources, coupled with the financial strength of WESCO allow us to simultaneously manage multiple AMR and AMI projects. We have a nationwide footprint with a strategic focus on the metering and automation market. Below is a visual representation of our experience and quantities of meters installed:
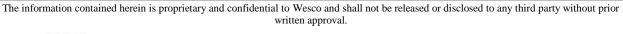
80+
Years Experience in Metering Business

3,000,000+
Meters Installed

25+
Years Experience in Turnkey Integrations

Largest Distributor to Electric Utilities

Experienced Technical Team

200+
Successful AMR/AMI Projects

Local, Regional & National Support

6 Dedicated Service Centers

Project Management

Wesco provides a dedicated Project Manager assigned to the project from beginning to end, who employs a Comprehensive, Focused, and Proactive project management methodology

Comprehensive

The Wesco project manager provides overall coordination with the customer, contractors, vendors, and all other parties required in the matter of project delivery and execution. The project manager provides support throughout the planning, build, and deployment phases, providing logistical continuity for the project duration. This includes the creation and maintenance of a master project schedule, addressing general questions and concerns, and providing overall program facilitation – From tracking initial deliveries of equipment to arranging training sessions and workshops, and everything in-between.

Focused

Wesco hosts recurring meetings as agreed to with the project team to coordinate activities between the parties, both remotely and on-site, to include status reporting of the overall project progress, addressing issues as they arise, and tracking outstanding action items.

Proactive:

The Wesco project management methodology is forward-looking, providing continuous evaluation of tasking over the horizon to ensure appropriate teams are aware and prepared for upcoming activities. The project manager will work with the team to create efficient paths of communication between the parties for all matters of the project, including prioritization and routing of communication requests for technical or programmatic inquiries to the appropriate personnel. The project manager's role is also to ensure each party is aware of current and future responsibilities, and associated timeframes per the project schedule, to facilitate timely project execution.

Wesco AMI Services Portal (WASP)

Our Wesco AMI Services Portal (WASP) is a highly customizable, proven system for managing large-scale change-out programs. The combination of technology, experienced installers, and top-notch project managers allows Wesco to provide customers with unmatched services that are performed quickly, safely, cost effectively, and in a high quality, value-added way.

The WASP was developed internally and continuously maintained by Wesco staff, not IT contractors. The WASP was created solely for the purpose of tracking and managing metering system change-out programs. The systems key attributes include a proven and successful track record of accurately tracking installation data and efficiently transferring that data to the customer billing system. Another key attribute of this system is its ability to schedule and track installations. Our project managers and field crews leverage this proprietary system to manage and track an AMI electric meter change-out program.

Our installation team will utilize Handheld Data Collectors (HDC) with bar code scanners. These handheld devices allow us to gather installation data efficiently and accurately. Once collected, this data can be formatted to allow for easy uploading to the utility's billing system. The WASP is a highly customizable, proven system for managing large-scale electric meter change-out projects. The WASP allows for the convenient tracking of all important details associated with a meter change-out program including:

- Customer Account Data (account number, address)
- Existing customer service information & customer contact records
- Installation details
- Work progress tracking (routes, incomplete lists, etc.)
- Installer
- Old and new meter readings

At the beginning of a change-out program, all relevant existing customer data is downloaded to the WASP. Data such as customer account number, name, address, phone number, and any known details associated with the existing service are downloaded to the system. The WASP
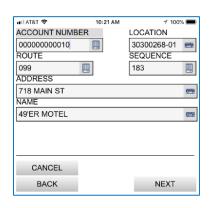
includes a series of data fields for purposes of capturing appropriate information associated with the installation program. The WASP database is customized to ensure capture of all relevant data in order to populate our customer's database(s) and/or GIS. Examples of field types can include collection of informational data could include meter tampering, photographs of meter, GPS coordinate, etc. All data collected can be transmitted in an electronic format that is compatible with the existing billing system.
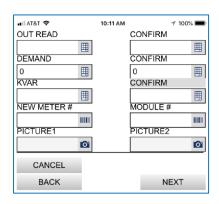
Custom Mobile App Preinstalled on HDC   *Custom Mobile App Account Entry*   *Custom Mobile App Meter Data Entry*

The combination of technology, accurate data collection, and <u>seasoned</u> project managers allows <u>Wesco</u> to provide customers with unmatched services that are performed quickly, safely, cost effectively, and in a high quality, value-added way.

Field Installation Reports

Each Wesco installation technician will be provided with a Handheld Data Collector (HDC) that will be specifically programmed to prompt the technician to input the data agreed to be collected for a given project.

The HDC is a multifunction device. It is capable of capturing barcode data from newly installed or existing equipment. Barcode scanning allows for quick and accurate input of serial number data from equipment. In the event a bar code is not available, the technician will key in the appropriate serial numbers. Whenever possible, pull down menus or look-up lists are used to minimize technician data entry errors for entries such as size/type of equipment installed or type/condition of the existing service.

The HDC syncs to the WASP server via cellular data. The data is synced real time and multiple HDC's can be used syncing to the same real-time database. Daily the data is compared to data already residing within the WASP and is either appended to the data set or, if a conflict is identified, the APS Project Manager would reconcile the discrepancy. Once this data is reconciled, it is then available for review by our customer. Typically install data files are reconciled and made available by the next business day.

Wesco AMI Services Portal (WASP) Dashboard

1. Breakdown of installs monthly, daily, and hourly

    a. Data in the WASP is up-to-the minute and constantly auto-populated with data from the HDC's in the field

2. Progress and trending reports

3. Failed attempts log

1. Search functionality using any meter detail and/or date range

   a. Can empower utility CSR's to respond to inquiries quickly and provide data

   b. Some customization is available to add additional fields (i.e. the meter seal barcode or whether service is Overhead of Underground)

2. Data repository with Excel download capabilities enabling the utility to sort and analyze data

   a. Data also auto-transferred to customer ERP nightly)

3. New and old meter images – Zoom feature allows for reviewing all meter details including the meter seal installation and serial numbers

4. Map log of install

5. Our custom mobile application automatically photographs the meter when it's positioned appropriately ensuring clear images are uploaded

PROCEDURES

Over many years of performing meter changeouts for utilities, Wesco has developed Standard Operating Procedures (SOP's) related to our exchange procedures. These SOP's are in place to ensure safety, quality, and proper documentation of our meter changeout services for each utility.

SOP for Residential single phase 120/240 volt services/accounts

1. Arrive and verify site location information staying on public roadways when possible.
2. Notify member \ customer of the meter exchange, proceed if no answer.
3. Conduct a visual inspection of meter site.
    a. Identify obstructions and hazards
    b. Visually inspect socket and meter prior to cutting the seal.
    c. Obstructions and hazards identified will be noted in the change out record based on utility guidelines and the meter exchange will continue.
    d. If any obstructions or hazards are identified that will prevent the meter exchange, then the meter will be skipped in WASP and the technician will continue to the next meter on the route. Hazards causing public safety concerns will result in a phone call to the utility contact.
4. Verify information on the service order matches the existing meter nameplate and meter socket.
5. Record meter readings and customer requested information.
6. Take picture of old meter while still in-service close-up with reading clearly visible.
7. Confirm appropriate PPE in place prior to opening the meter socket.
8. Cut seal on meter and remove cover or ring.
    a. Note if meter seal has been removed/cut.
9. Remove old meter.
10. Do a visual inspection of meter base and socket, wiring, and wiring to the meter recording or reporting any concerns.
11. Take a picture of the empty meter socket
12. Install new meter with correct form.
13. Replace the meter ring and/or cover and reseal meter.
14. Scan the utility meter number and AMI bar code on newly installed meter
15. Capture GPS coordinates
16. Confirm the meter is energized before leaving the site by verifying that the LCD screen on the meter displays.
17. Take picture of new meter while still in service with new meter seal visible

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2. Notify member \ customer of the meter exchange, proceed if no answer.

3. Conduct a visual inspection of meter site.

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    f. Visually inspect socket and meter prior to cutting the seal.

    g. Obstructions and hazards identified will be noted in the change out record based on utility guidelines and the meter exchange will continue.

    h. If any obstructions or hazards are identified that will prevent the meter exchange, then the meter will be skipped in WASP and the technician will continue to the next meter on the route. Hazards causing public safety concerns will result in a phone call to the utility contact.

4. Verify information on the service order matches the existing meter nameplate and meter socket.

5. Record meter readings and customer requested information.

6. Take picture of old meter while still in-service close-up with reading clearly visible.

7. Confirm appropriate PPE in place prior to opening the meter socket.

8. Cut seal on meter and remove cover or ring.

    a. Note if meter seal has been removed/cut.

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17. Take picture of new meter while still in service with new meter seal visible

1. Coordinate meter change with Utility Operations Crews to be on site in case of needed repairs or to open up transformer bank.
2. Arrive at the location.
    a. Do not drive across private property, stay on the roadways.
3. Contact customer and make aware of your intentions.
4. Conduct a visual inspection of installation.
    a. If the installation does not appear to be up to current standards, **Do Not Proceed**.
    b. Note the meter number and continue to the next location.
    c. Provide information to project manager by end of the work day.
5. Verify meter number with meter numbers in hand held.
6. Verify information for service order (i.e. meter number. form number, voltage etc.)
7. Record Data (i.e. kWh reading, kW reading etc.)
8. Take picture of old meter while still in service close-up with reading clearly visible.
9. Confirm appropriate PPE is in place.
10. Remove seal on meter and test switch.
    a. Note if meter seal has been removed.
11. Do a visual inspection of test switch, wiring, and wiring to the meter
12. Inspect wiring in the C.T.
13. Open test switch (keep meter circuit metering as long as possible)
14. Remove old meter
15. Install new meter
16. Replace the meter ring and/or cover and reseal
17. Close test switch
18. Scan radio bar code on meter
19. Scan meter number bar code
20. Capture GPS coordinates
21. Take picture of new meter while still in service with new meter seal visible

PRICING

Item No.	Est. Qty	Description	Unit	Unit Price	Ext. Price
1	10,000	Single Phase Meter Install 240V & Below – Full Deployment	EA	$18.20	$182,000.00
2	1,000	Three Phase Self-Contained, Transformer Rated, & Single Phase 480V Meter Install	EA	$60.50	$60,500.00
3	1	Software Setup & Mobilization	EA	Charged in Phase 1	
				Total Project	**$242,500.00**

- The pricing listed above is based on these assumptions, pricing is subject to change in the event of changes in the items listed below:
    - Prevailing wage is assumed as not being a requirement on this project.
    - 70% of the meters listed above will be installed by Wesco technicians.
    - Meter deliveries will not impact performance of the project.
    - Unless otherwise noted, all pricing listed is for meters installed during 2024.
        - 2025 installs are subject to a 5% increase.
    - Wesco will not have a call center; options are available upon request.
- Meter deployment will be completed on a mutually agreed scheduled between Wesco and the contracting utility.
- Meter form definitions for SOW and pricing.
    - Single Phase Forms: 1S, 2S, 2SE, 12S Network (120/208), 12SE Network (120/208), 3S, and 4S.
        - A-base adapters are not included, only 3S and 4S adapters can be installed.
    - Three Phase Self-Contained: Single Phase 480V, 2K, 12S, 12SE, 14S, 15S, 16S, 17S, 12K, 15K, and 16K.
        - A-base adapters are not included and cannot be installed.
        - K-Base adapters are not included but can be installed.
    - Three Phase Transformer-Rated: 5S (45S), 6S (36S & 46S), 8S, 9S, and 10S.
        - A-base adapters are not included but can be installed.
        - 7S meters cannot be changed out or converted by Wesco technicians.