

Norman City Council Study Session



Meter Infrastructure Program (MIP)

August 13, 2024

Agenda

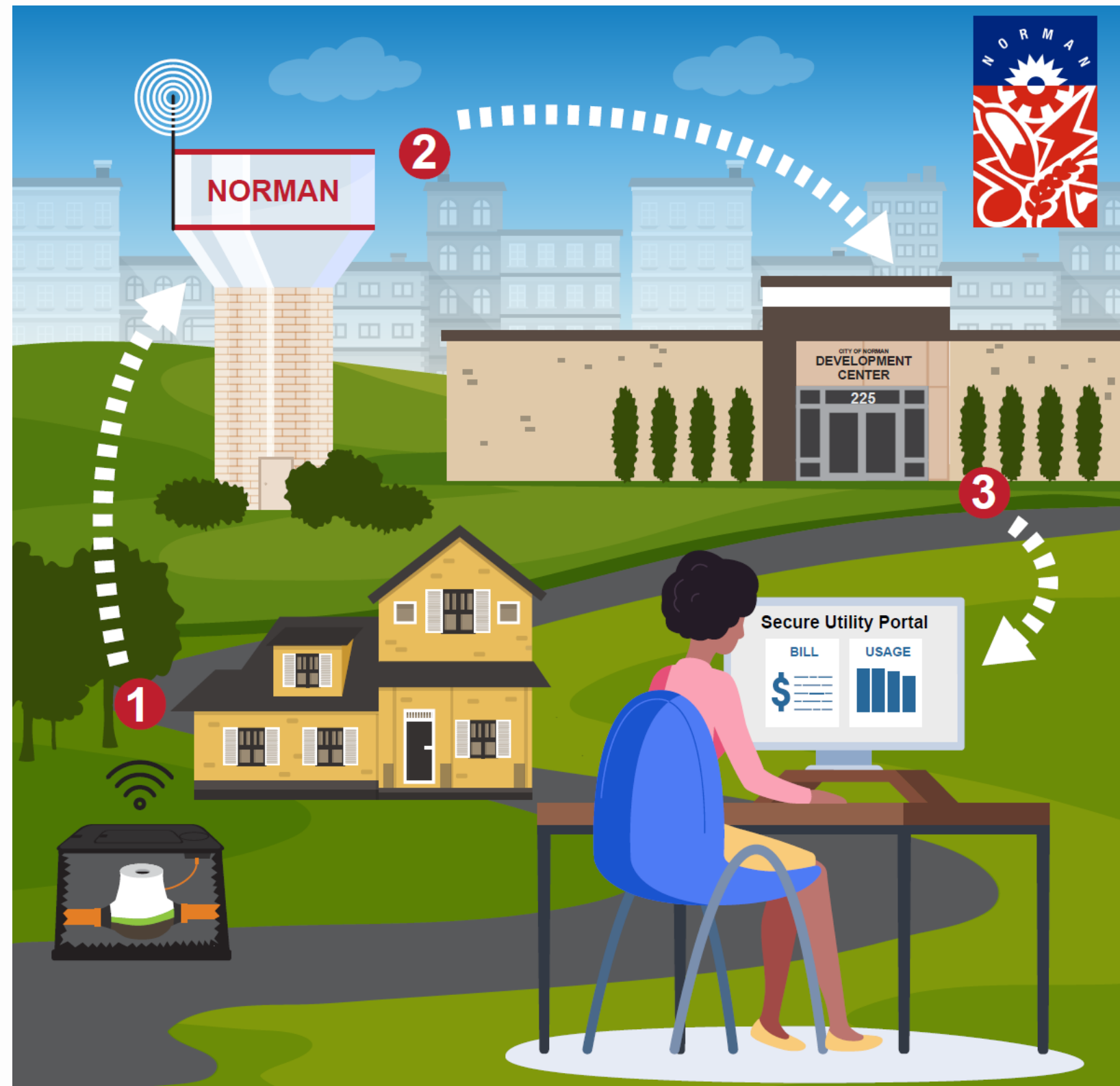
- ▶ Introductions
- ▶ Project overview
- ▶ Project accomplishments and schedule review
- ▶ What to expect
- ▶ Demo

Norman Project Team

Chris Mattingly	Utilities Director
Nathan Madenwald	Project Manager
Scott Aynes	Line Maintenance Manager
Michael Price	Water Line Maintenance Supervisor
Luke Cutsinger	Water Line Maintenance
Brad Jones	Meter Services Supervisor
Melissa Godwin	Line Maintenance Admin - Meter Inventory
Shelley Couser	Customer Services Supervisor
Kailyn Carver	Customer Services
Kari Madden	IT - Systems/Software Lead
Robert Gruver	IT - Infrastructure/Security Lead
Jamie Teel	IT - EAM/Service Link
Stacey Baker	IT - CIS/
Michelle Matthews	GIS Analyst
Tiffany Vrska	Chief Communications Officer

Introducing Norman MIP

Over the next couple years, we will be replacing old meters with advanced water meters that wirelessly transmit readings to our utility office.





Why MIP?

- Meters Beyond Useful Life
- Lack of Accurate Water Use Data
- Increased Operational Efficiency
- Enhance Customer Experience
- Environmental Sustainability



Why Now?

- Grant Funding
- Water Industry Standard
- Best Practices Established
- Internal Experts
- Seasoned Consultants and Vendors
- ~~Other utility commodities have made the transition since the early 2000~~



Access to online tools



Improved Utilities response time and notifications



Timely leak detection



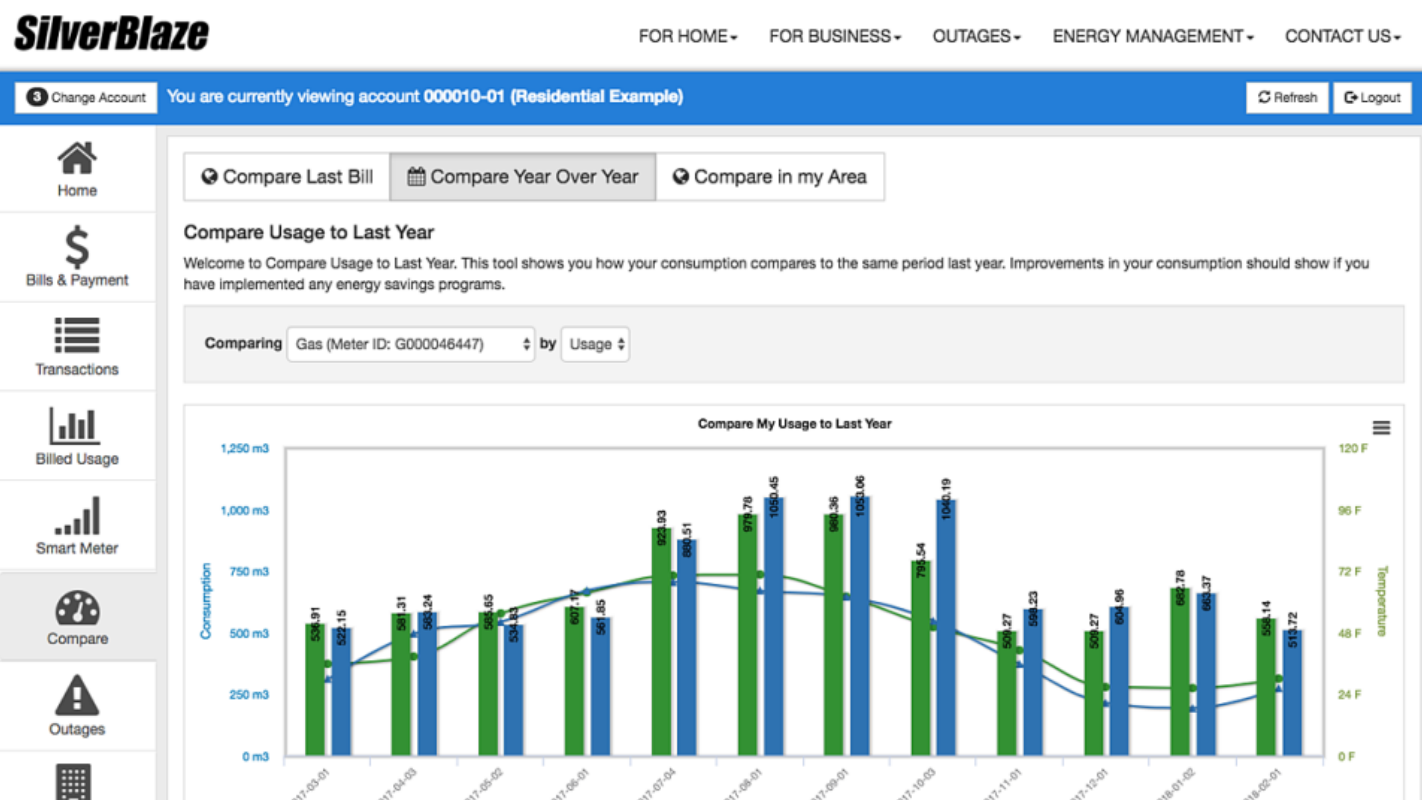
Reduced staff visits and carbon emissions



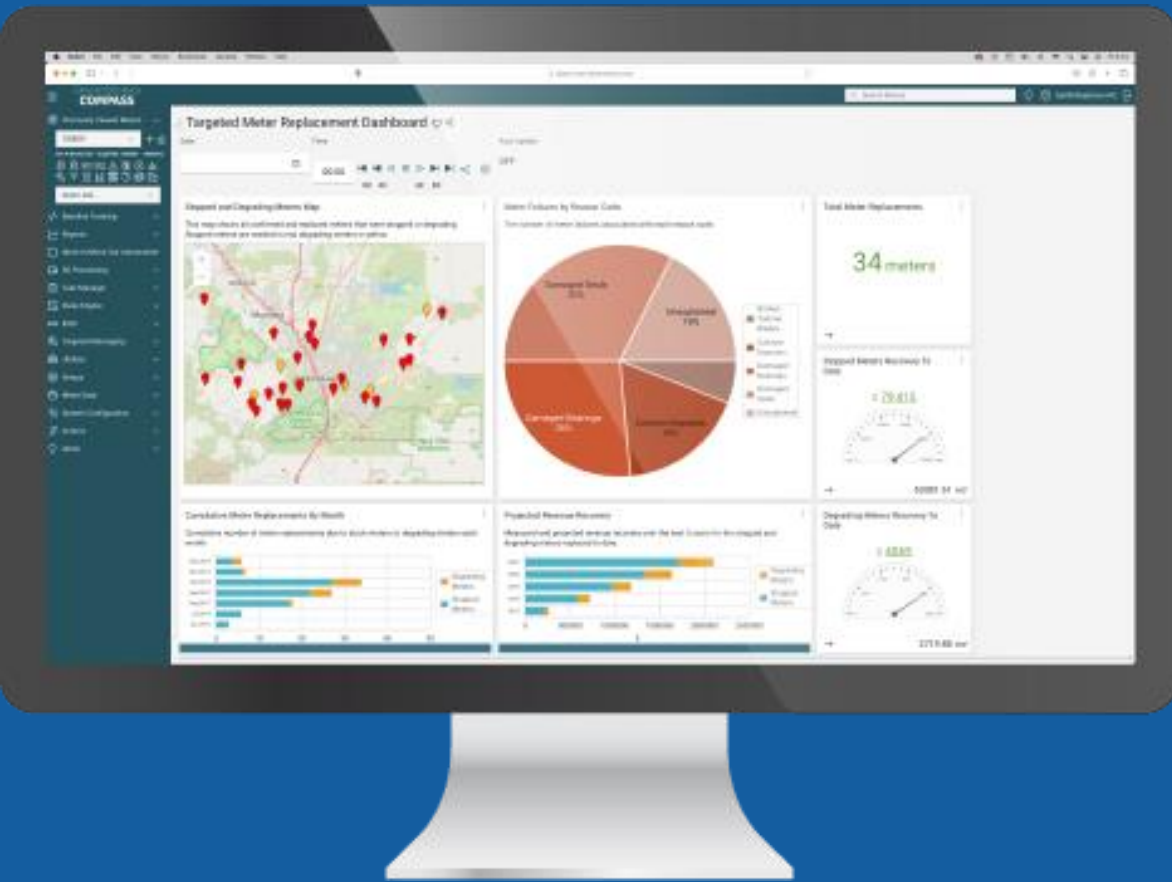
Water conservation



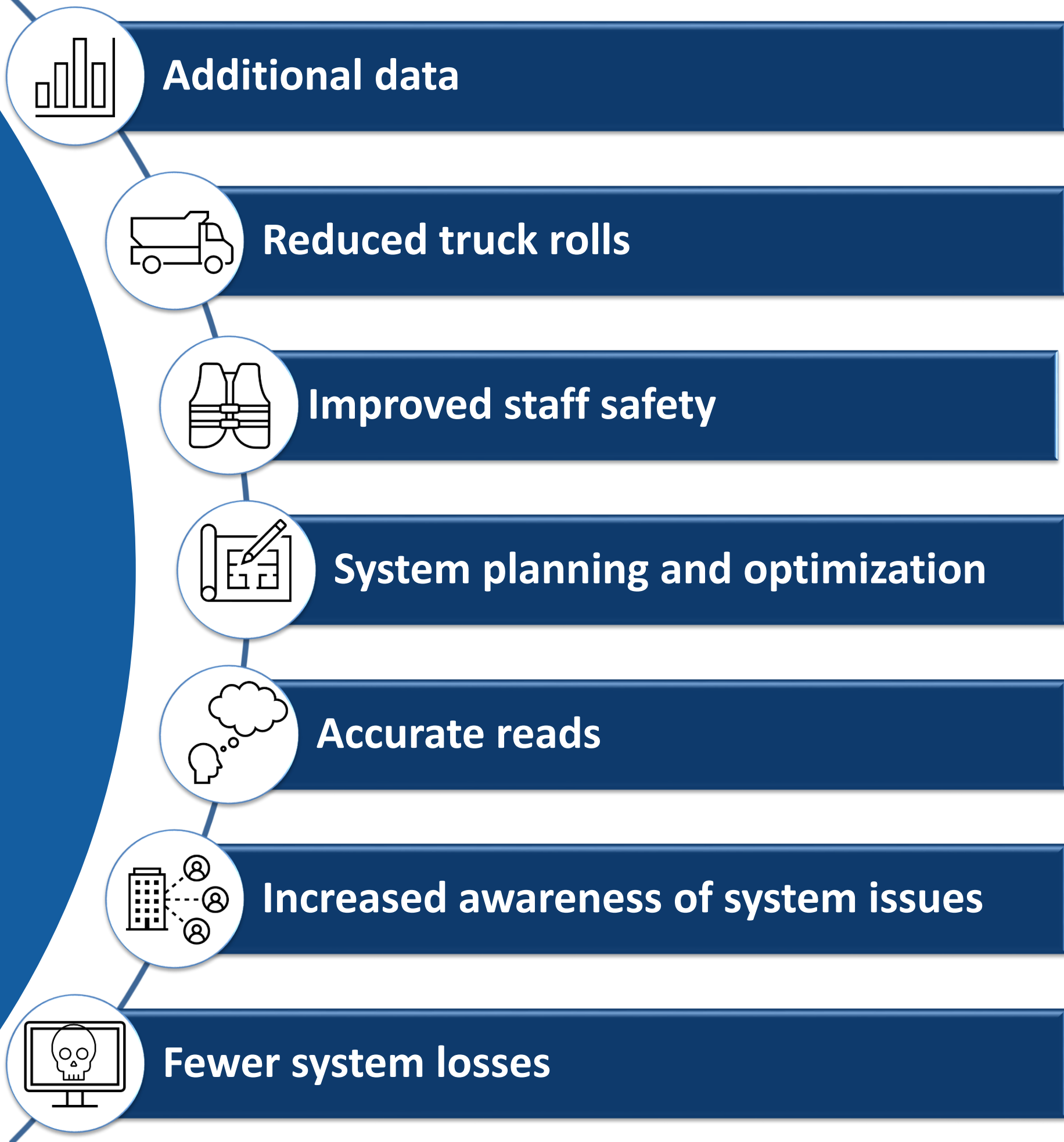
Timely and accurate meter reading



Customer Benefits



City Benefits

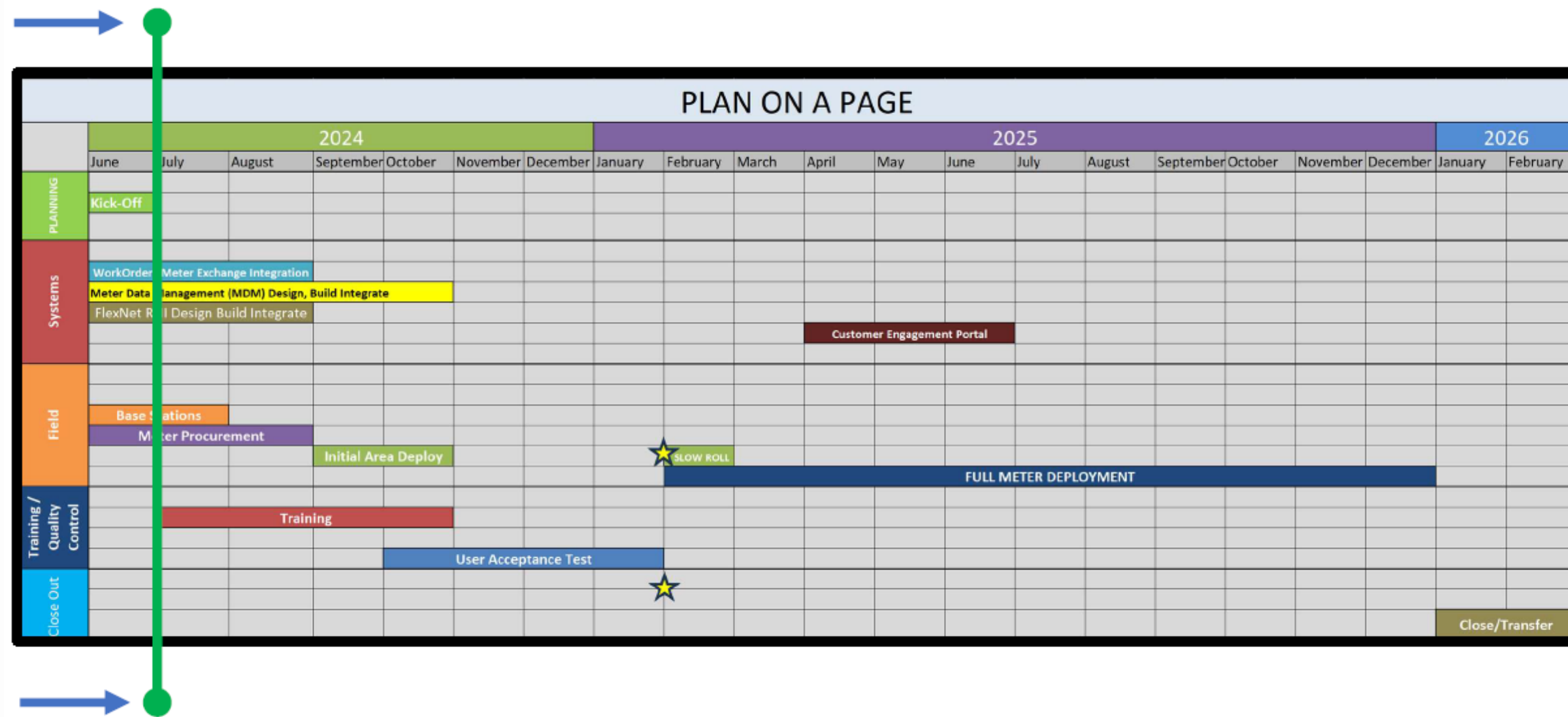


Teams Involved



Project Schedule

- Accomplishments
 - Official Project Kick Off in May
 - Discovery efforts
 - Base stations have been stood up, tested and certified
 - Integrations underway
- Next Steps
 - Complete integrations
 - Initial deployment area
 - Testing
 - Business process planning
 - Full deployment
 - Policy Review and updates



MIP Customer Outreach

To engage and inform customers throughout the MIP



Customer Impact of Installation

- Installation – simply exchanging the customer's old meter for the new one
- Brief water outage, no more than 15–30 minutes
- Customers will receive multiple notifications in advance of the work
 - Mailed letter and postcard
- Doorhanger notification following completion of the work.
- Customer Safety and Security
 - Installation contractor, Utiliuse, will have photo ID badges
 - Clearly marked logo on vehicles and workers



Utiliuse
Authorized Utility
Contractor

Demo



Questions?