



## Legislation Text

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**File #:** 17-2595, **Version:** 1

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Resolution - A Resolution Awarding the Purchase of Advanced Metering Infrastructure (Ami) Meters and Customer Engagement and Analytics Platform to Master Meter, Inc for an Amount Not to Exceed \$1,231,870.96

Approve resolution

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Advancements in water metering have changed significantly over the past twenty years, as this was around the time Mansfield first piloted a smart meter. This first version is referred to as Automated Meter Reading (AMR) and is a meter that collects data intervals and stores them in the meter for a meter reader to drive by with a receiver and collect. The latest iteration of smart metering is Advanced Metering Infrastructure (AMI) which is the ability to take the same data intervals stored on the meter and gain access to it at any time from a fixed location.

In February of 2014, we piloted an AMI project that involved replacing 1,000 meters with the Master Meter Allegro AMI meter. This pilot study was conducted in areas that were consistent with our average residential consumer. Upon completion of the pilot study, we were pleased with the accuracy and capabilities of the AMI meter. In FY 2015 we began installing all AMI meters for new construction, and as part of our meter change out program.

With our current inventory of 4,500 AMI meters in service, we have been able to reduce our meter reading staff from 4 to 2. Rest assured no one has lost their jobs; we have reassigned those readers to other staffing needs associated with a growing system without increasing operational costs.

AMI allows us to support ratepayers with timely information without rolling trucks to get final readings, dispute reads, etc. The data is collected and made ready at any time for staff to utilize in preparing billing and customer support.

With the customer-facing portal, the same data available to staff is made available to the customer. This capability allows the customer to make informed decisions on real-time consumption and not just a monthly bill that is likely to be based on usage that could have collected as much as eight weeks earlier.

These additional meters afford us the opportunity to maintain staffing costs while providing expanded service levels to our residents.

Utility Fund

Jeff Price, Director of Water Utilities

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