

Enhanced Smart Meter Project

November 10, 2022



Long Beach Water
Exceptional Water • Exceptional Service

Overview

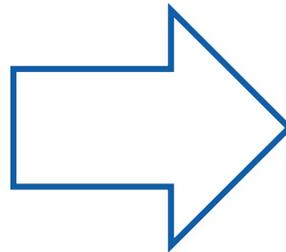
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Project Objective

Areas for Improvement:

- Burdensome process for customers needing water service turned on
- **0.8%** of accounts represent **33.8%** of shutoffs due to non-payment
- **0.5%** of accounts represent **12.3%** of shutoffs for move-ins and move out



Opportunity:

Install Enhanced Smart Meters having the ability to remotely turn service on/off, which improves customer experience and operational efficiency



Customer Experience Benefits

	Current Customer Experience	Improvements with Enhanced Smart Meter
1	Water and gas service is shut off	Reduced water flow before full shutoff provides additional time to pay bill and have access to water
2	Customer is charged a reconnection fee	Reduced reconnection fees
3	Customer must call to set up an appointment for reconnection	No appointment needed because remotely turn off water instead of (or before) gas to avoid re-lighting pilot lights
4	Average 1-2 days wait time for reconnection	Ability to restore service immediately upon receiving payment, no wait time



Operational Process Benefits

	Current Operational Process	Improvements with Enhanced Smart Meter
1	'Truck roll' is needed for each water service shut off	Shut off is performed over AMI network, eliminating 'truck rolls' and reducing operational costs
2	Billing call center staff time spent scheduling an appointment with customer over the phone	Alleviates call traffic to the billing call center
3	After customer pays, another 'truck roll' for reconnection	Ability to restore service automatically and immediately after payment without an appointment, truck roll, or manual staff intervention



Sensus ally Meters

- 3-state remote service valve
 1. Shut off
 2. Turn on
 3. Reduced flow
- Pressure and temperature sensors
 - Transmits data
 - Smart alarms



Project Scope



- Software will integrate with current billing and work order management systems
- Approximately 2,000 Sensus ally Meters to be installed by LBWD staff on strategic accounts:
 - Frequently delinquent accounts
 - Frequent move-ins/move-outs
- Additional meters will be installed by LBWD staff on a rolling basis as identified and needed



Next Steps

Staff will return to Board to authorize:

- Execution of a contract for Sensus ally Meters
 - Integrate Sensus software
- Revision to LBWD Rules, Regulations and Charges to reduce reconnection fees for accounts with Sensus ally meters



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