



City of Santa Barbara  
Public Works Department

## Memorandum

**DATE:** September 17, 2020

**TO:** Water Commission

**VIA:** Joshua Haggmark, Water Resources Manager

**FROM:** Dana Hoffenberg, Water Resources Specialist

**SUBJECT:** Advanced Metering Infrastructure Project Update

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### BACKGROUND:

Automated Metering Infrastructure (AMI) automatically collects consumption, diagnostic, and status data from water meters, and subsequently transfers data over a secure network to a central database. The collected data is used for analyzing trends, billing and providing customers with current information about their consumption rates, customer water use education, and troubleshoots problems including leaks. This timely information, coupled with analysis, can assist customers and the water utility to better manage water supplies.

### DISCUSSION:

In 2019, the City initiated an AMI pilot utilizing two leading types of AMI network systems—cellular and fixed network. The pilot, which included 400 water meters is ongoing, and has been successful with providing insights into network technology and customer engagement. As part of the pilot, the City is testing three Customer Engagement Platforms (CEPs) that allow customers to view their hourly water usage data and receive alerts to unusual water usage. Through surveys of the pilot customers, staff have found that, pilot customers rate the CEPs as “extremely helpful” in helping them learn about their water usage in their home or workplace.

In April 2020, the City entered a contract with Utiliworks Consulting LLC, (Utiliworks) to provide project management and integration services for the AMI project. The Utiliworks contract scope of work included assisting the City in drafting a scope of work, release of a Request for Proposal (RFP), AMI vendor selection, and overseeing all systems integration between the utility billing software and the selected AMI systems vendor, as well as other systems, such as the CEP.

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With the help of Utiliworks, staff completed the drafting of the scope of work and released the RFP for AMI implementation on September 3, 2020. Lessons learned from the pilot contributed to the development of the RFP and determining the importance of various features. With numerous complex elements to consider in an AMI implementation, AMI vendors will now have until October 22, 2020 to respond to the RFP. Vendors who scored the highest on their proposal will be shortlisted for interviews in December 2020. It is estimated award of a contract will be issued by April 2021 with full AMI deployment completed by summer 2023.

### Funding

It is estimated the full cost of AMI implementation will range between \$5 and \$7 million. The variation depends on the technology selected, some have higher up front cost but lower operating costs, and how much City Staff will be involved in deployment. In 2019, the City applied for a Federal Bureau of Reclamation (Bureau) WaterSMART Energy and Efficiency grant to help offset the cost of the project. The Bureau notified the City in February 2020 that they selected the City's AMI implementation project for a \$1.5 million grant award. City staff are in the process of executing a funding agreement and anticipate the agreement will be fully executed by November 2020.