



# AMI Implementation and Customer Portal

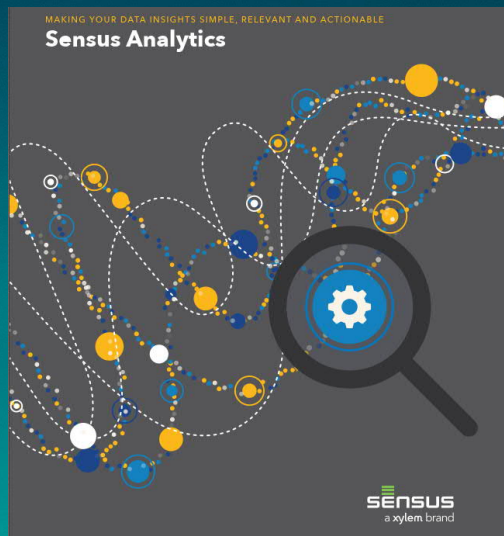
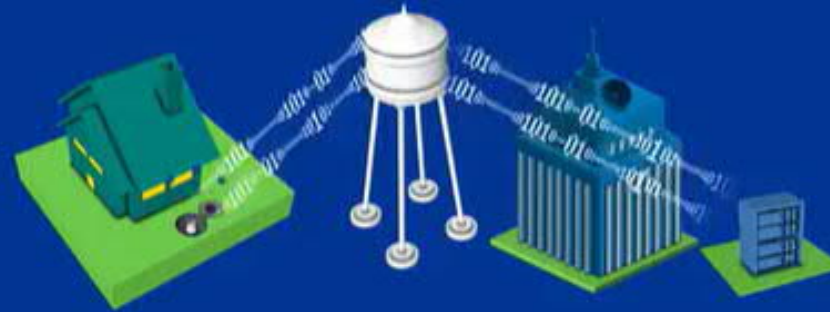
SIEMENS

# Sensus AMI Technology Provider

Sensus Fixed Base AMI Network  
FlexNet

Sensus Meter Data Management Software  
Sensus Analytics

FlexNet® two-way communication creates endless efficiency possibilities



Sensus Advanced Analytics >

- Prepare and execute billing on meters
- Support customer service
- Maintain and manage meter performance and data

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# WaterSmart Customer Portal



**Bill payment**

**View & Pay Bills**

**\$60.10**  
Due Oct 11, 2017 [View Bill](#)

Compare your current bill 4% ↑  
To recent past bills

Bill	Aug 2017	Sep 2017	Oct 2017
	\$55	\$115	\$120

**Recommended**

Wash your car responsibly

Park your car on permeable surface and wash with sponge.

[See More](#)

**Notifications**

**Alert** April 10

**Possible Continuous Leak**  
You used at least 7 gallons per hour continuously since Apr 10th, 2017. That's 31,356 gallons!

[Investigate Possible Leak](#)

**Custom \$ savings recommendation**

**Payment alerts**

**Self-service**

**I Want To...**

- Enroll in paperless billing
- Check if I have a leak
- Enroll in autopay
- Learn where I

**My Daily Use**

**81**  
Gallons Per Day [View Use](#)

Compare your past use For this billing period

Jul-Sep	Jul-Sep	Jul-Sep
2015	2016	2017
85	81	81

**Seasonal use**

**Detailed leak notifications & resolution**

**Payment alerts**

**Announcement**

**Your Annual Water Quality Report**  
The quality of the water coming o...  
[read more](#)

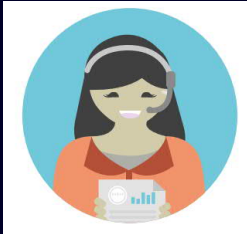
**Announcement**

**New Meters Coming!**  
Fort Lauderdale is working hard...  
[read more](#)

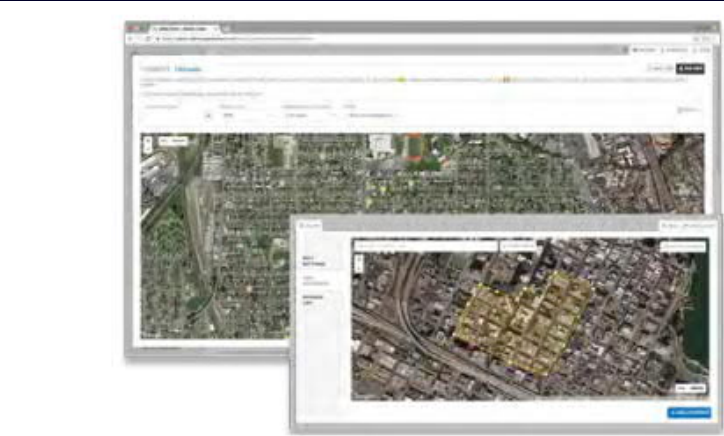


# Customer Portal

## Utility Experience

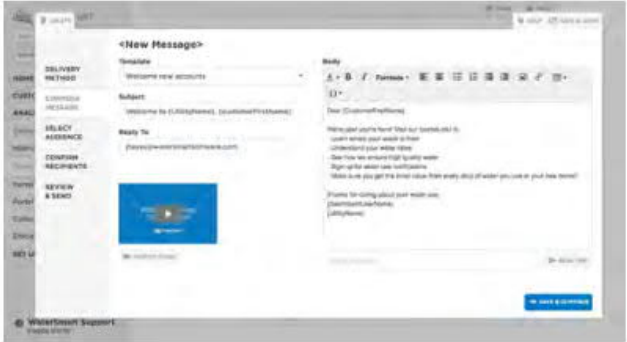


*Portal will show consumption in gallons for reporting*



**Consumption data by meter class and reading period**

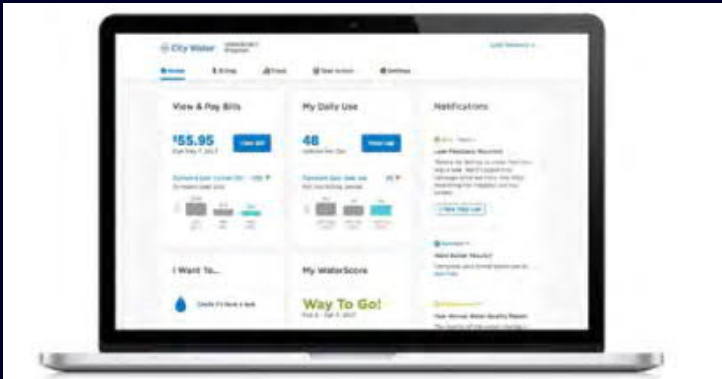
**Reports** and maps identify customers with leaks, unusual reads, rebates, and more



**Group Messenger** to send targeted, timely customer communications

# Customer Portal

## Customer Experience



Customer Portal provides additional water use information and tips



Leak Resolution & Bill Explainer help customers to resolve common issues online



Alerts can be sent by all channels (print, email, voice, text)

# Installation Approach



## Public Outreach

24/7 Toll Free number

Social Media

Video

Web Scheduling

Town Halls

Newsletters



**Sign up for water alerts**

RiverForest.watersmart.com



## Mailings

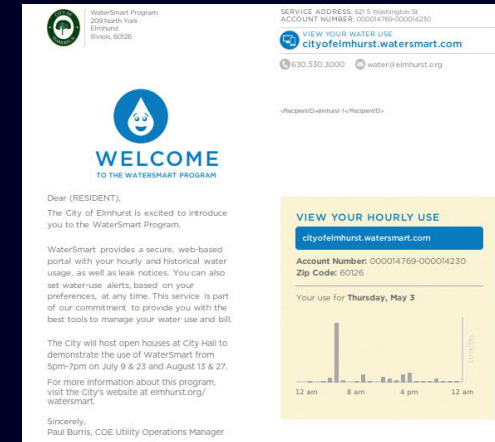
3 Post Cards

Mailed Letters

Door Hangers

WaterSmart Post Card

FAQ Sheets




**MANDATORY WATER METER UPGRADE**

The Village of River Forest is working with Siemens and PMI to upgrade existing water meters in your area. This is a step toward a more modernized metering system which will help the community to manage its water resources more efficiently.

The water meter upgrade is at no cost to the customer. An appointment will need to be scheduled to replace the water meter.

- Someone age 18 or older must be present during the installation which usually takes about 30 minutes during which time the water will be shut off.
- The water meter is typically located inside, near the main water shut-off valve. The meter needs to be accessible to the installer.

To schedule an appointment, call Siemens at **1-866-965-0665**  
Para más detalles en español  
Online scheduling available at [www.ScheduleMyMeter.com](http://www.ScheduleMyMeter.com)



Authorized by the Village of River Forest.  
For questions or concerns, Please call 708-366-8500

**MANDATORY WATER METER UPGRADE**  
Second Service Notice

The Village of River Forest is working with Siemens and PMI to upgrade existing water meters in your area. This is a step toward a more modernized metering system which will help the community to manage its water resources more efficiently.

The water meter upgrade for all water customers is **mandatory** and at no cost to the customer. An appointment will need to be scheduled to replace the water meter. Someone age 18 or older must be present during the installation which usually is about 30 minutes during which time the water will be shut off. The water meter is typically located inside, near the main water shut-off valve. The meter needs to be accessible to the installer.

**Non-compliance will result in a fee or water service interruption.**

To schedule an appointment, please call Siemens toll free at **1-866-965-0665**  
Para más detalles en español  
Online scheduling available at [www.ScheduleMyMeter.com](http://www.ScheduleMyMeter.com)



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# Data Integration



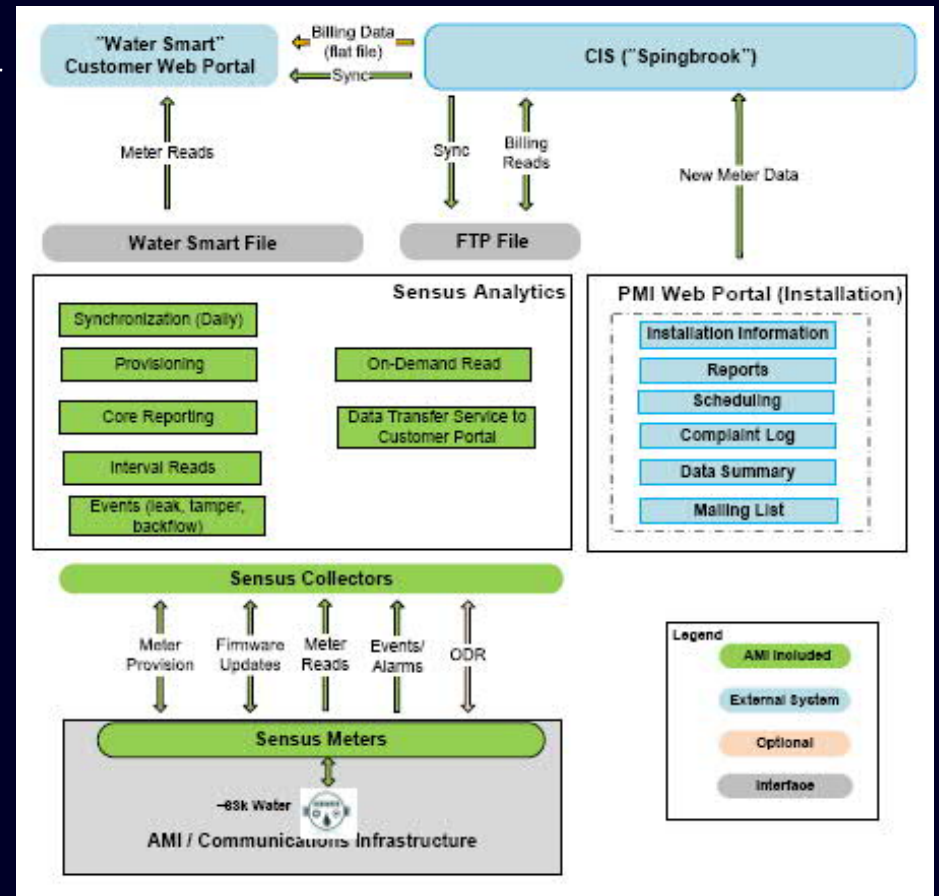
## Data Collection & Integration

Update Springbrook with new change out data

Integrate AMI readings with Customer Portal

Daily Sync File with Sensus and WaterSmart

Updating Village GIS





# Installation Portal



## Project Portal

- ❑ Real time installations
- ❑ Photo documentation
- ❑ Consumption updated daily
- ❑ Displays utility historical data
- ❑ 24 hour emergency hotline
- ❑ Real time maps and dispatch
- ❑ Mailing schedules and response rates
- ❑ Interactive notes on accounts
- ❑ Follow up trackers and call logs

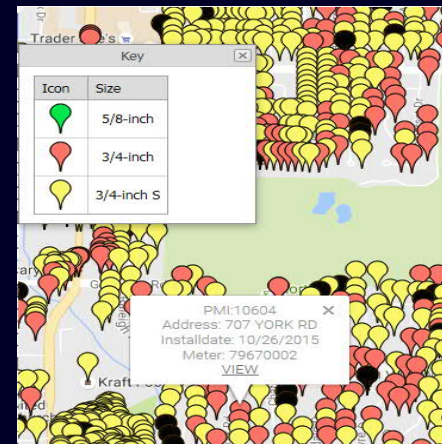
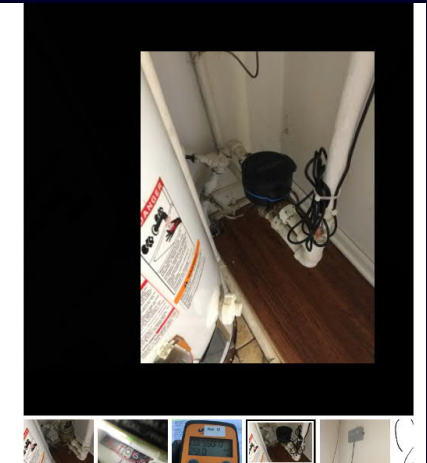
Account Information		
PMI Number: 1327	Account Number: 20104212	Account Type: WTR
Location Code: [ ]	Customer Code: 02010421200	Zone: 108
Name: CAPETTA, ROBERT	Address: 4212 W 100TH ST	Job Type: [ ]
Phone1: [ ]	Phone2: [ ]	Status: Install

Meter Information		
Meter: 00155010	Transmitter: 00155010	Last Read: 2495
Size: [ ]	Install Type: [ ]	Last Reading Date: 6/26/2019
Location: [ ]	[ ]	

Appointment Information	
Scheduled Date: 10/21/2019	Scheduled Time: 4:30PM



PMI	Water Account	Water Meter	County	Date of First Reading	First Reading	First Reading	Second Reading	Second Reading	Date of Third Reading	Third Reading	Total Reading	Door	Door
												Open	Open
0	72				0.00%		0.00%				0.00%		0.00%
11	800			8/1/2015	0.00%	8/1/2015	0.00%	8/1/2015	0.00%	0.00%	0.00%		0.00%
12	127			8/18/2015	0.00%	8/18/2015	0.00%	8/18/2015	0.00%	0.00%	0.00%		0.00%
13	860			8/23/2015	0.00%	8/23/2015	0.00%	8/23/2015	0.00%	0.00%	0.00%		0.00%
14	960	1		9/20/2015	1	9/20/2015	0.00%	9/20/2015	0.00%	0.00%	0.00%		0.00%
15	850			9/8/2015	0.00%	9/8/2015	0.00%	9/8/2015	0.00%	0.00%	0.00%		0.00%
16	916			9/22/2015	0.00%	9/22/2015	0.00%	9/22/2015	0.00%	0.00%	0.00%		0.00%
17	889			9/23/2015	0.00%	9/23/2015	0.00%	9/23/2015	0.00%	0.00%	0.00%		0.00%
18	911			10/6/2015	0.00%	10/6/2015	0.00%	10/6/2015	0.00%	0.00%	0.00%		0.00%
19	730			10/12/2015	0.00%	10/12/2015	0.00%	10/12/2015	0.00%	0.00%	0.00%		0.00%
20	914			10/20/2015	0.00%	10/20/2015	0.00%	10/20/2015	0.00%	0.00%	0.00%		0.00%
21	455			11/2/2015	0.00%	11/2/2015	0.00%	11/2/2015	0.00%	0.00%	0.00%		0.00%
22	853			11/20/2015	0.00%	11/20/2015	0.00%	11/20/2015	0.00%	0.00%	0.00%		0.00%
23	711			11/27/2015	0.00%	11/27/2015	0.00%	11/27/2015	0.00%	0.00%	0.00%		0.00%
24	872			12/4/2015	0.00%	12/4/2015	0.00%	12/4/2015	0.00%	0.00%	0.00%		0.00%
25	881			12/17/2015	0.00%	12/17/2015	0.00%	12/17/2015	0.00%	0.00%	0.00%		0.00%

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# Staff Training



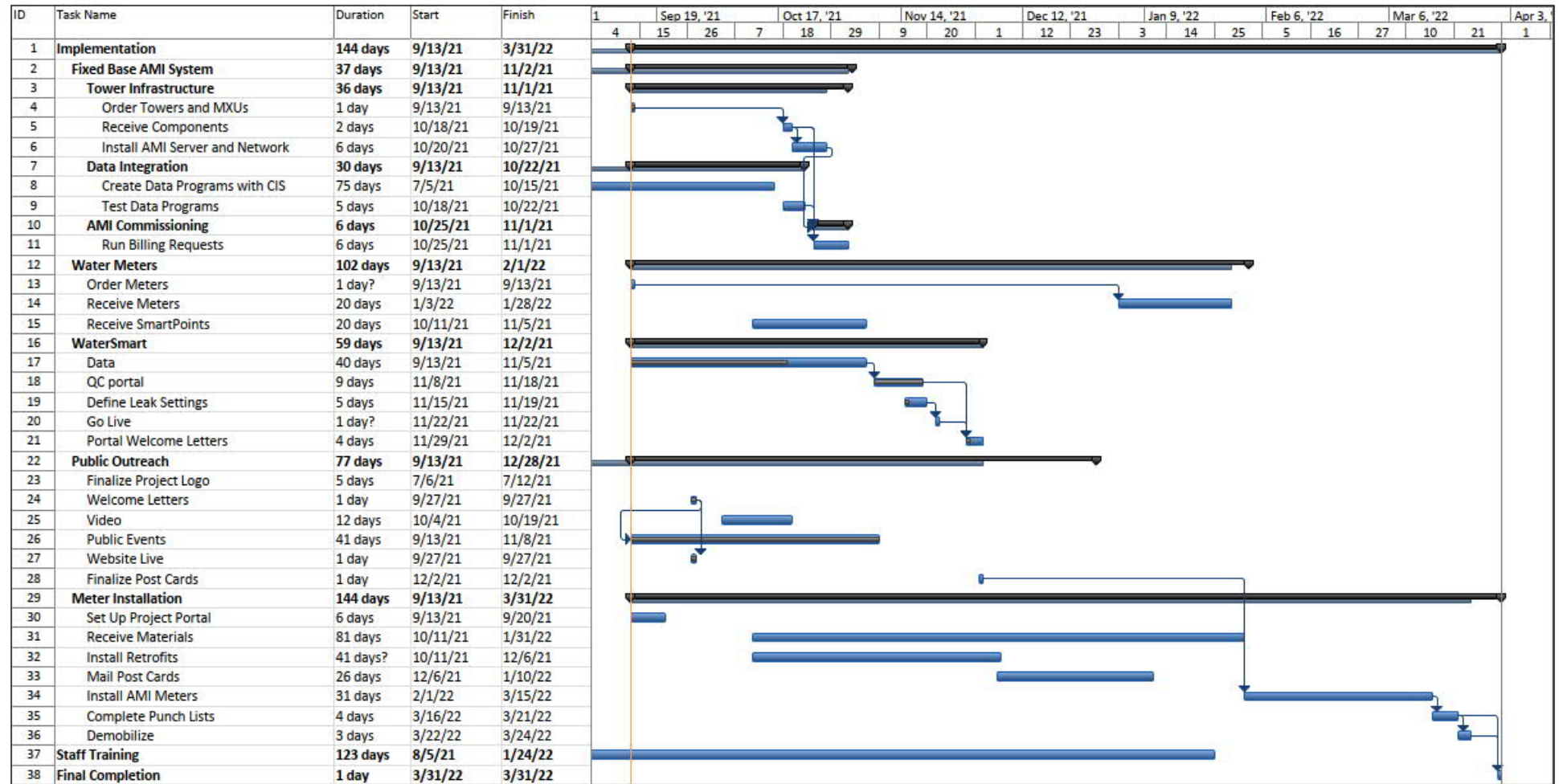
## Staffing Plan & Training

Clearly define roles and responsibilities both during installation and post installation.

- Break down tasks by department
- Break tasks into pre and post installation periods
- Departments we are looking at:
  - Finance/Billing
  - Public Works
  - Customer Service
  - IT
- Final Plan to be included in detailed audit

Installation		
Department	Topic	Tasks
Meter Services	Endpoint Acceptance	Prior to installation, approve process of installation, acceptance and exceptions as provided by Siemens
		Review and sign off on reported meter installations
		Review and sign off on installation exception <ul style="list-style-type: none"> <li>• If unacceptable submit reason why and turn back to Siemens for resolution</li> <li>• If acceptable work to change out meters and resolve issues preventing install.</li> </ul>
		Approve customer notification plan and informational materials developed by Siemens
		Conduct field investigations to locations the subcontractor was not able to complete due to leak/loss, theft or safety issue
	Billing System Coordination	Prior to installation, give permission for CIS to work with Siemens
		Weekly, run an exception report in CIS every time a batch update is done. Coordinate with Siemens to correct any exceptions
Customer Service	Meter Installation Customer Questions	Answer questions related to new Neptune system and meter installation <ul style="list-style-type: none"> <li>• Be informed of the new system, technology, it's impacts and the changes/benefits for the customer as well as their options when it comes to implementation</li> <li>• Be familiar with all informational literature that resident has received</li> </ul>
Water Department	Address meter installation exceptions	If directed by Meter Services group, go onsite to investigate issues affecting the meter <ul style="list-style-type: none"> <li>• In most cases, Meter Services will go out to check the site first. They will address the issues they can.</li> </ul> If there is a larger issue they will pass it to the Water Department to investigate and address
		When completed, pass information to Meter Services for verification of resolution
		Spot check / QC Installations analysis of the reviewing photo and conducting random field visits to validate installation meets the standards defined in the installation procedures. <ul style="list-style-type: none"> <li>• If any are unacceptable, address issues with the contractor</li> </ul>

# Schedule



Thank You!!!