Meeting Notes from 5/8/19

Presentation: City of Tempe AMI Implementation project

2015  RFP
2016  Vendor Selected
2017  Phase 1-testing (Software, system)
2018  Phase 2-Remote Deployment
2019- Phase 3-Optimization Begins

Route planning
  • Impact
  • Ease
  • Customer
  • Variety
  • Billing Schedule

Data Import
  • Early planning
  • Inventory

QA/QC
  • Retrofits
  • Billing
  • Communication Mode
  • Lids

Considerations
  • Infrastructure
  • Weather
  • Public
  • Weekend Work
  • Access Issues
  • Opt out
  • Fees for damages

Inventory
  • Daily Tracking
  • Delivery
  • Communications
  • Quantities
Storage
Budget
Asset Management

Test
User Acceptance
Testing Plan
Testing Time
Install Schedule

City of Tempe will be using Water Smart which will send leak notifications to customers and it can be done electronically and mailed. Water Smart can also alert for backflow events for customers.

Spotlight-City of Chandler:
Population is 253,000
Customers- 86,000 Active Accounts
Utility Customer Service/Billing- average 100 calls daily, 30,756 Auto pay customers, 19,979 customers on paperless, and 1,100 electronic payments. Billing does most of their processes through automation with their Billing system which allows them to have 1 employee in Billing.
Chandler does not take calls for Solid Waste requests
Disconnects for non-payments are done daily for the exceptions of Fridays or the 1st and last day of the month.
Chandler offers payment arrangements with a 3-month maximum.

General Discussion:
Customer Service Certified Training starting possibly in Aug/Sept
Project team currently working on the training from Red Clay. The training team will continue to meet every week to put together the training.
Next AZ Water Meeting 8/8/19-SRP presenting

Open Discussion:
City of Peoria closing for 1 hour during lunch-what are other cities doing.
Page on the AZ Water Customer Service of all the cities current rates and have a link to the other cities webpage.