

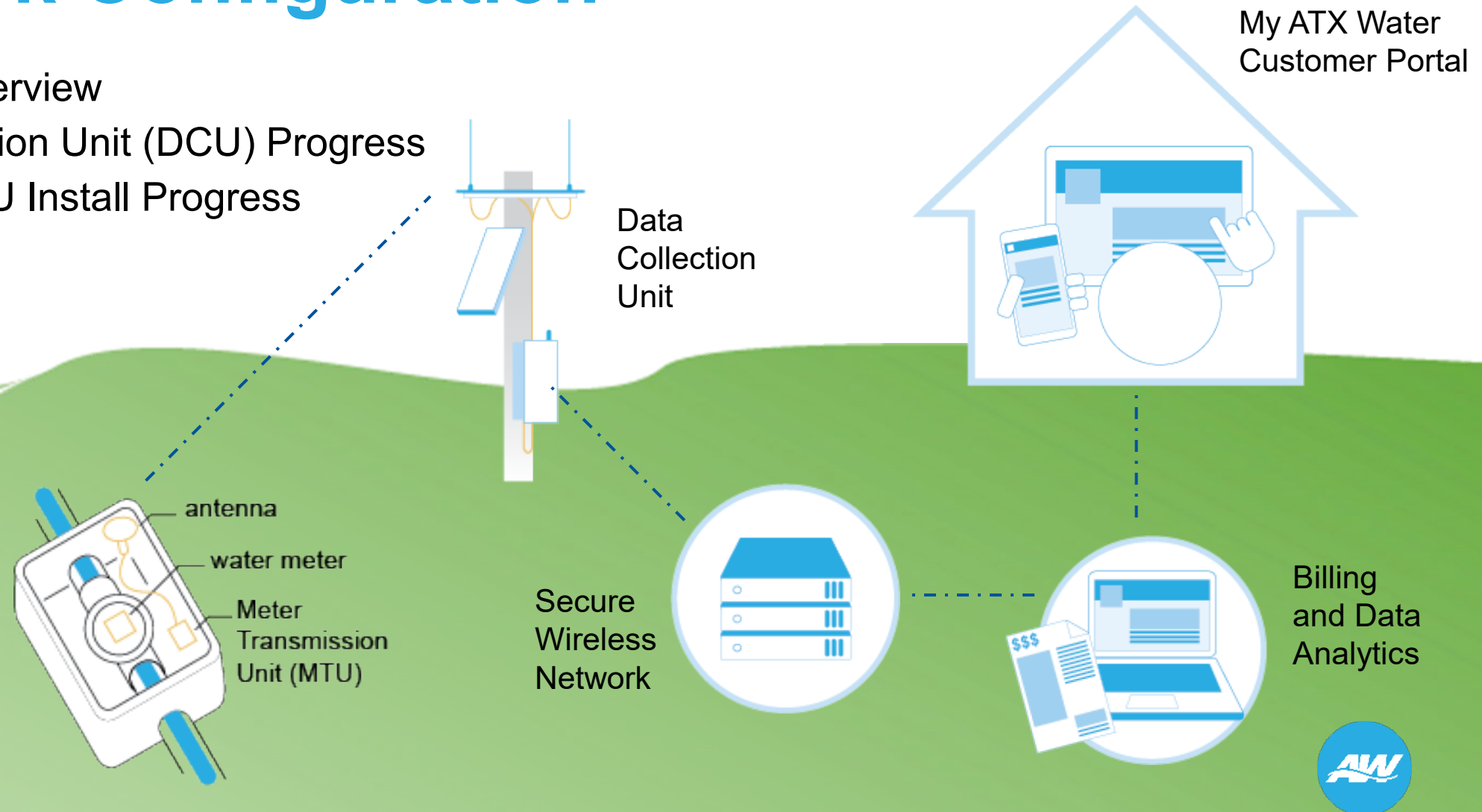
My ATX Water PROGRAM UPDATE

Austin Water Oversight Committee
May 13, 2021



My ATX Water Project Network Configuration

- Network Overview
- Data Collection Unit (DCU) Progress
- Meter & MTU Install Progress
- Next Steps




Data Collection Unit (DCU) Network Deployment Plan/Process (1 of 2)

Report Period	DCU Pilot Workstream Status		
4.28.21 - 5.5.21	DCUs Constructed	DCUs Commissioned	DCUs Online
Completed	18 of 159	18 of 159	18 of 159
On Track			

- Breakdown by installation type:**

- Communication Towers: **29**
 - Includes COA Lattice, Cell, City-owned towers & AW comm towers
- AW Elevated Water Towers: **10**
- AW Ground Storage Tanks: **13**
- Roof Mounts: **5**
- New Wood Poles: **44**
- Co-Location Wood Poles: **7**
 - Permit/Approval required
- Co-Location Metal Light Poles: **51**
 - Permit/Approval required

Aclara  **DCU DEPLOYMENT**

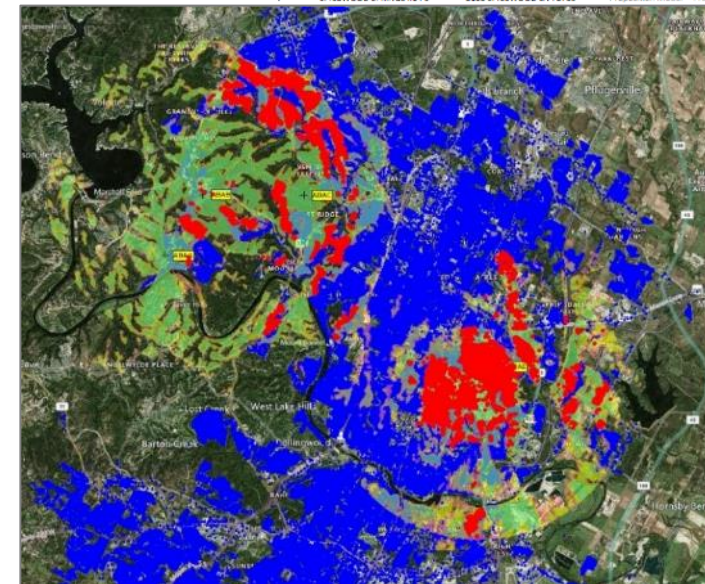
DCU Site Locations Overview Map Summary Scheduling Report Commissioning Report Data Dictionary

DCU Site Name DCU Site ID Address Grid ID Status

Advanced Filters

OBJECTID	DCU Site Name	Property Address	TargetSite	Status	Latitude (WGS84)	Longitude (WGS84)
1	LAKE CREEK PS		Proposition Model	Proposed	30.45862390	-95.80000000
2	JOLLYVILLE PS		Proposition Model	Proposed	30.43453711	-95.80000000
3	FOREST RIDGE PS	SPICEWOOD SPRINGS RD 78759	Proposition Model	Proposed	30.39073759	-95.80000000
4	FOUR POINTS PS	6500 1/2 SITIO DEL RIO BLVD 78750	Proposition Model	Proposed	30.39040475	-95.80000000
5	GUILDFORD COVE PS	6504 GUILDFORD CV 78750	Proposition Model	Proposed	30.38361177	-95.80000000
6	BELL MOUNTAIN PS	8206 BELL MOUNTAIN DR AUSTIN 78750	Proposition Model	Proposed	30.37611111	-95.80000000
7	SPICEWOOD SPRINGS #1 PS	8100 SPICEWOOD LN 78759	Proposition Model	Proposed	30.37111111	-95.80000000

DCU Deployment Coordination Database



Current DCU RF Coverage (Propagation) Model



Data Collection Unit (DCU)

Roof Mount (Sled)



Tank Mount (Rail)



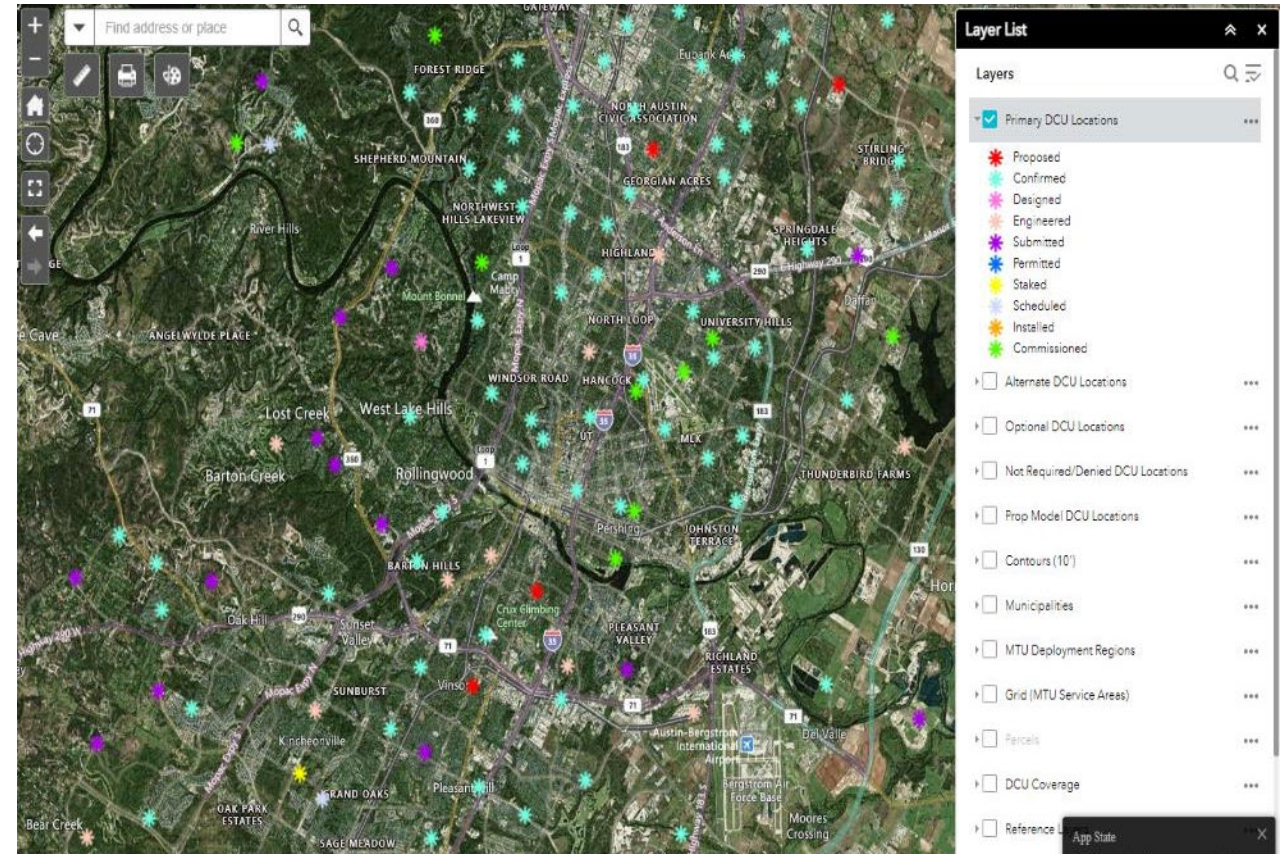
Pole Mount



DCU Network Deployment Plan/Process (2 of 2)

Service Area Deployment

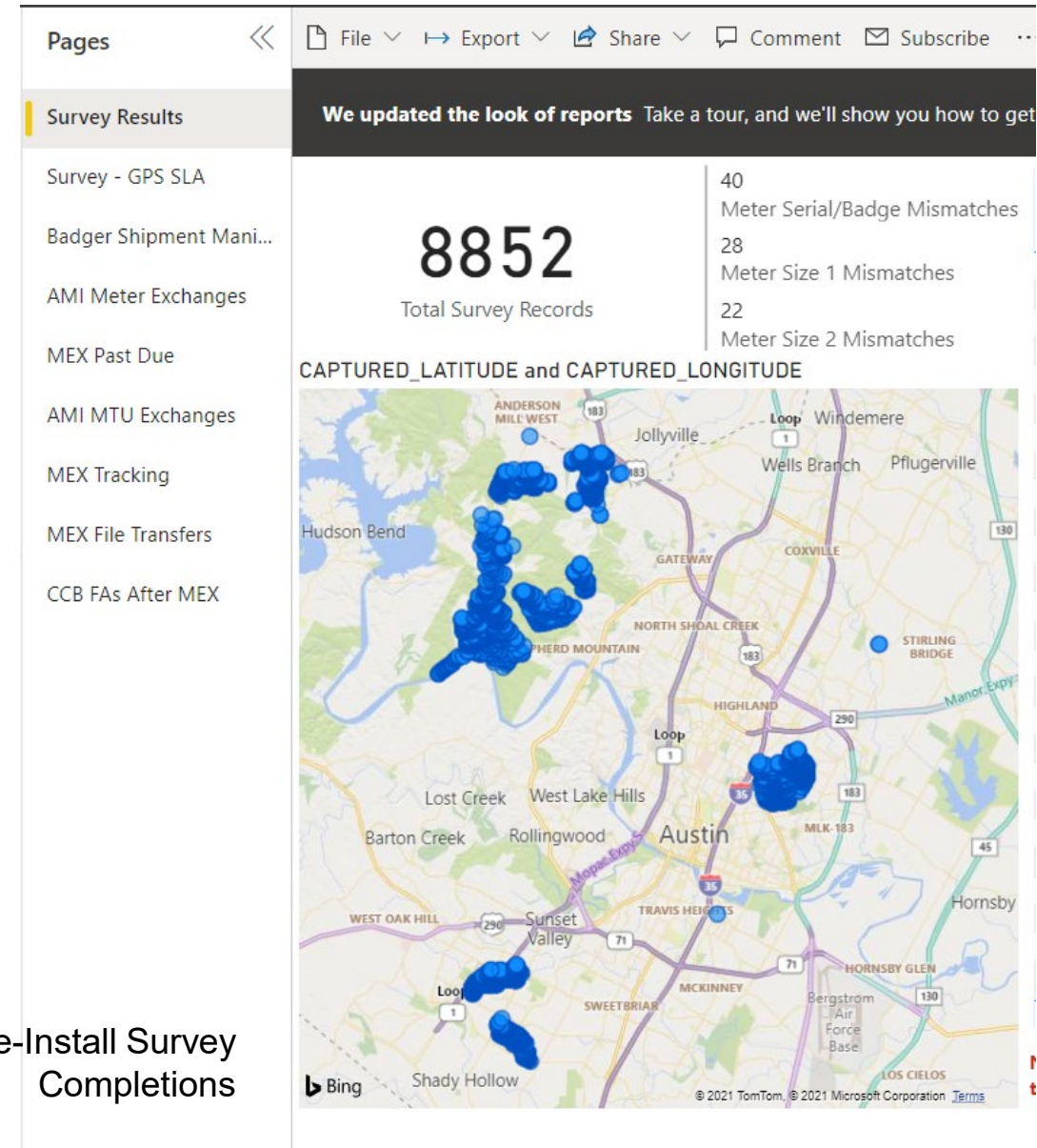
- Proposed
 - Confirmed
 - Designed
 - Engineered
 - Submitted
 - Permitted
 - Staked
 - Installed
- Commissioned
(@5/5/21 – 18 DCU)



Meter Survey & Install Progress (1 of 2)

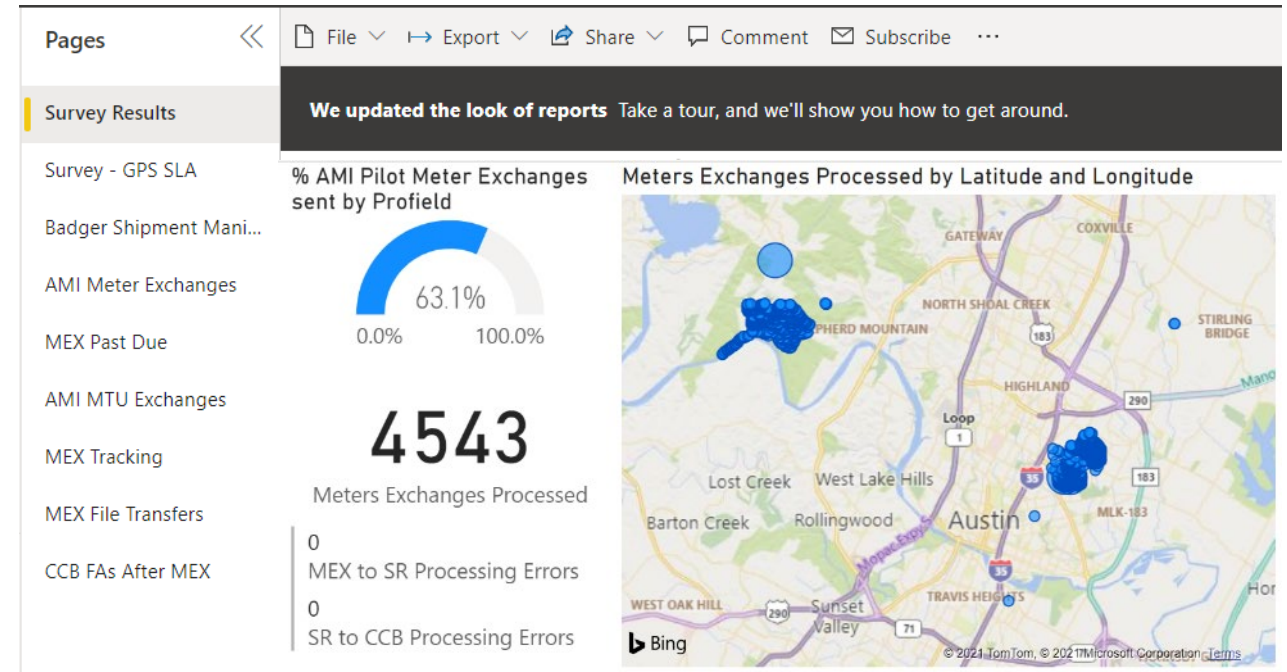
- Data Collection Unit (DCU) Installation Progress
- Pre-Install Survey
- Communication to Customers
- Power BI Dashboard Tracking

Pre-Install Survey Completions



Meter Survey & Install Progress (2 of 2)

- Data Collection Unit (DCU) Installation Progress
- Pre-Install Survey
- Communication to Customers
- Power BI Dashboard Tracking
- Meter Installation Progress

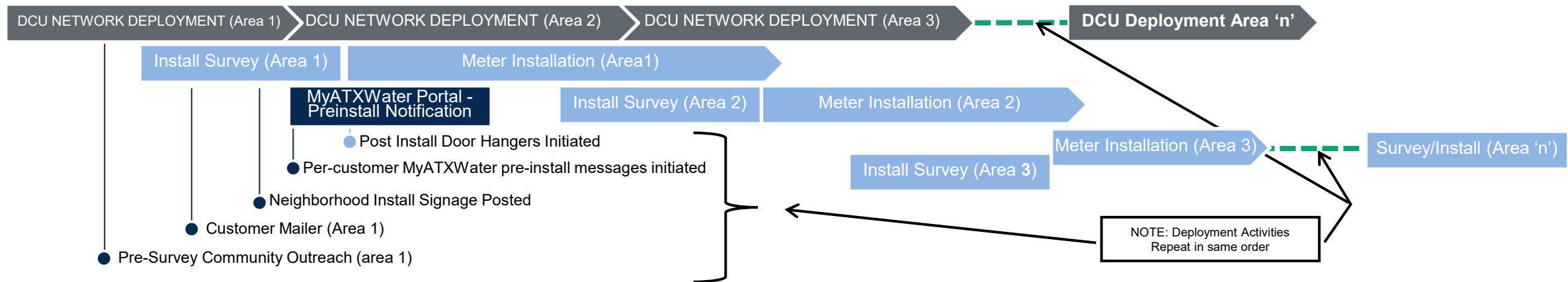


AMI Meter Install Completions



Meter Exchange Process & Progress (Next Steps)

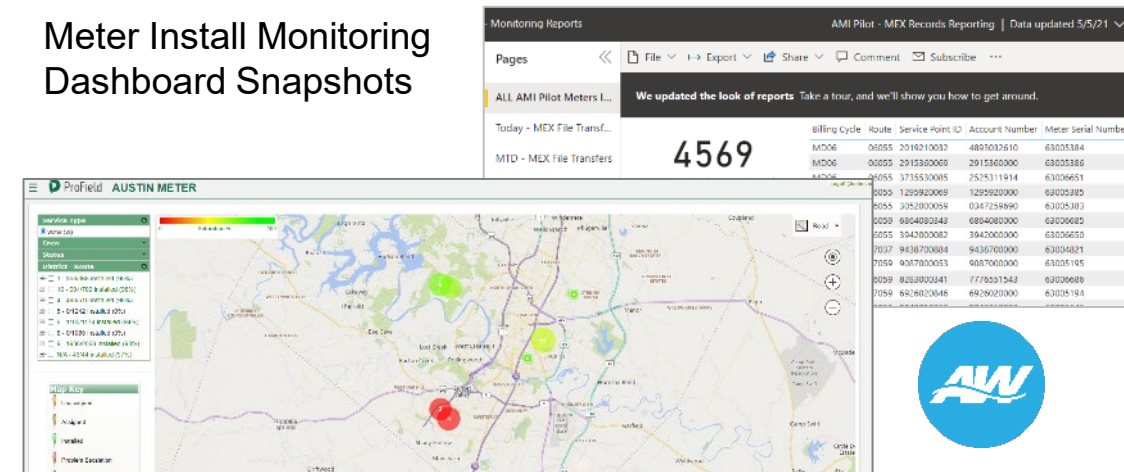
Example Batch Deployment Process:



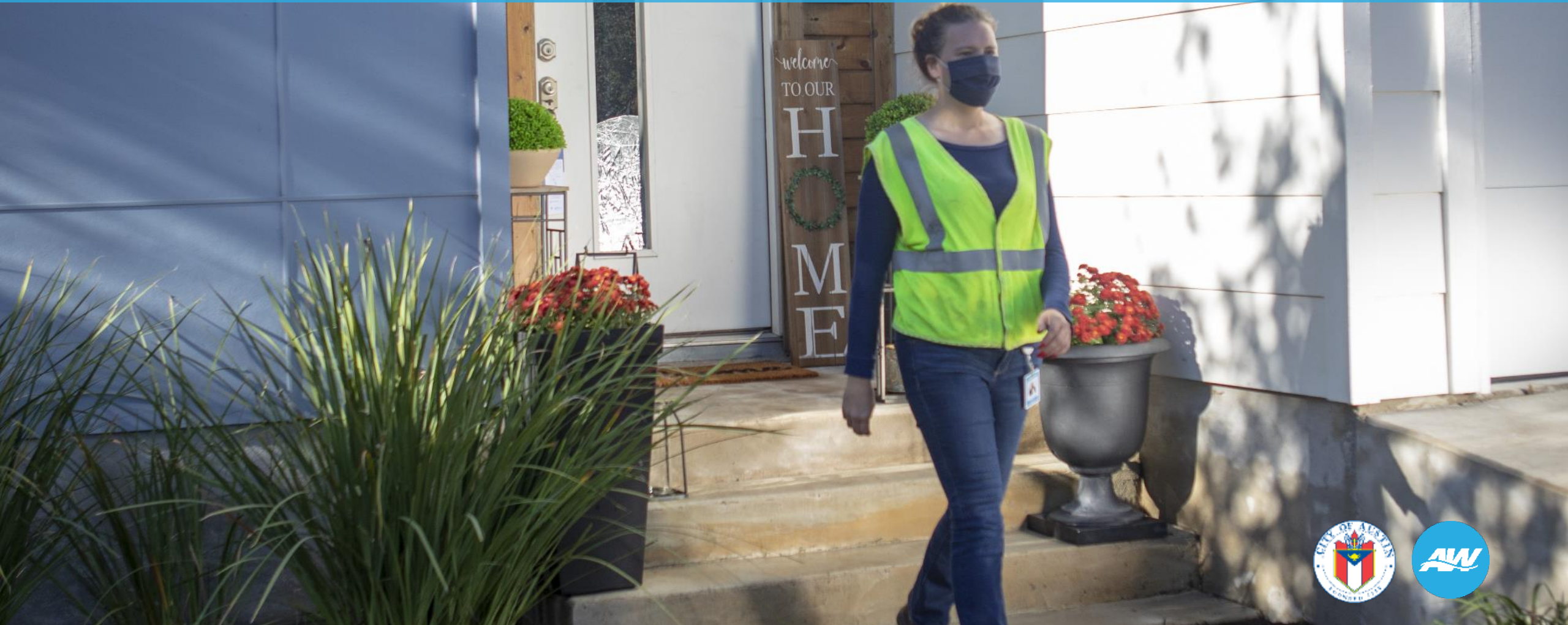
Meter Deployment Forecast

Area	Pilot (~4860 meters)				Post-Pilot (Area 1)	Post-Pilot (Area 2)
Week/month	Prior Completed	3-May	10-May	17-May	May 24- June 25	Jun 28-July 30
Installs (complete or forecast)	4569	70	110	~170	940	1300

Meter Install Monitoring Dashboard Snapshots



My ATX Water COMMUNICATIONS





My ATX Water

Austin's Smart Water Meter System

- Communications Overview
- Lessons Learned and Key Highlights
- Improving the Customer Experience









A woman with blonde hair, wearing a maroon cardigan, stands in a doorway of a house with horizontal wood siding. She is smiling and waving her right hand. To her left, the address '1706' is visible on the wall. To her right, there is a white door and a modern outdoor light fixture. The scene is brightly lit, suggesting daytime. A large blue horizontal band is superimposed over the middle of the image, containing the title in white text.

COMMUNICATIONS OVERVIEW



Comprehensive & Multiphase Communications

						
Channel	Website	Mailers and Postcards	Door Hangers	Social Media	Contact Center	Community Outreach & Stakeholder Events
Anticipated Delivery Date	3 Months Prior to Pilot Launch – first meters installed	Prior to install: Mailer – 30 days Postcard – 1 to 2 weeks	Post Install of Meter	1-2 Month Prior to Pilot Launch (monitor weekly)	On Pilot Launch Date - first meters installed	Early Outreach to Leaders followed by Meter Deployment Schedule Tracking
Message Summary	<ul style="list-style-type: none"> • Introduce AMI • Info about and features of portal • Build citizen trust • Provide customer service • Provide downloadable content 	<ul style="list-style-type: none"> • Introduce AMI and benefits of the project 	<ul style="list-style-type: none"> • If installation is successful, message details flushing and portal • If installation unsuccessful, hang a did not install card 	Community events where meters are being installed; directing to website for info and encouraging residents to attend the community event	<ul style="list-style-type: none"> • Take customer calls and chats • Escalate calls • Communicated internally w/customer care team, 3-1-1, Dispatch and AW customer service 	Presentations on AMI and its benefits

Customer Touchpoints & Outreach

1. Customer Mailer
2. Customer Postcard
3. Post-Install Doorhanger
4. Public Meetings
5. Social Media engagement
6. My ATX Water Customer Portal

Good news! You are included in the My ATX Water Pilot Project, and a new water meter will be installed soon giving you more access to your water use data.

My ATX Water, Austin's smart water meter system, will replace analog water meters with electronically read meters connected to a wireless network. A customer portal will provide daily water use data and custom notifications.

How it Works

1. A new digital meter will replace analog meters at each home or business.
2. Water use data will be collected and transmitted daily to a customer portal via a secure wireless connection.
3. Customers need to sign up for the customer portal, where they can track water use and get alerts when water use increases or possible leaks are detected.
4. Customers will continue to receive a monthly bill for water and wastewater services.

Benefits to Customers

- Customized Notifications**
Sign up for custom notifications if your water use suddenly increases, indicating a possible water leak.
- Daily Water Use Updates**
Your data is at your fingertips. Know how much water you are using.
- Water Budgeting Feature**
Sign up for alerts if your water usage is exceeding your threshold.
- Customer Tools**
Water use reports help you reduce your water use and save on your monthly bill.

Planning for Austin's Future

The project is an important strategy to achieve water conservation goals in Austin. Water's 100-year water plan, known as Water Forward, Austin Water is committed to affordability for our customers and has worked with the Texas Water Development Board to secure a low-interest loan that will help fund the majority of the project.

¡Buenas noticias! Usted está incluido en el Proyecto piloto de My ATX Water, y pronto se instalará un nuevo medidor de agua que le dará más acceso a sus datos de uso del agua.

My ATX Water, el sistema de medidores de agua inteligente de Austin, reemplazará los medidores de agua analógicos por medidores de lectura electrónica con acceso a una red inalámbrica. Un portal del cliente proveerá datos diarios del uso de agua y notificaciones personalizadas.

Beneficios para los clientes

- Notificaciones personalizadas:** inscribirse para recibir notificaciones personalizadas si el uso de agua aumenta repentinamente, lo cual no es una buena idea.
- Actualizaciones diarias del uso de agua:** sus datos están a su alcance. Sepa cuánto agua está utilizando.
- Función de presupuesto del agua:** inscribirse para recibir alertas si su uso de agua excede su límite.
- Herramientas del cliente:** los informes del uso de agua le ayudan a reducir su uso de agua y ahorrar en su factura mensual.

Planificación para el futuro de Austin

El proyecto es una estrategia importante para lograr los objetivos de conservación de agua en el plan de agua de 100 años de Austin Water, conocido como Water Forward.

Austin Water es comprometido con la asequibilidad para sus clientes y ha trabajado con la Junta de Desarrollo de Agua de Texas para asegurar un préstamo de bajo interés que ayudará a financiar la mayor parte del proyecto.

What to Expect

1. You will receive a postcard in the mail before your meter installation. Please clear landscaping, personal water sensors or other items that are blocking access to your water meter. Crews will check your meter box, clear debris and remove any personal devices.
2. After a contract to Austin Water, will replace your meter. You will experience a brief interruption in your water service during the installation. It should take about 20 minutes.
3. Crews will leave a door hanger with instructions for flushing your water line after the meter installation is completed. Access to the My ATX Water portal.

For more information

- visit: myatxwater.org
- Call: 512-494-6400

Qué debe esperar

1. Recibirá una tarjeta postal por correo antes de la instalación de su medidor. Por favor despeje plantas, sensores de agua personales u otros artículos que estén bloqueando el acceso a su medidor de agua. Los rancheros revisarán la caja del medidor, despejarán los escombros y quitarán todos los dispositivos personales.

Para obtener más información

- Visite: myatxwater.org
- Lláme al: 512-494-6400

MyATX Water

A smart water meter system is coming soon.

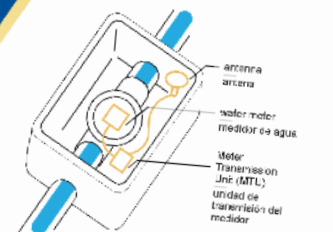
Pronto llegará un sistema inteligente de medidores de agua.

Benefits to Customers

- Customized Notifications
- Daily Water Use Updates
- Water Budgeting Feature
- Customer Tools

Beneficios para el cliente

- Notificaciones personalizadas
- Actualizaciones diarias del uso de agua
- Función de presupuesto del agua
- Herramientas del cliente




A worker wearing a high-visibility yellow vest, safety glasses, and a face mask is kneeling on the grass, working on a utility site. A black plastic cover is on the ground next to them. In the background, there is a large metal structure, possibly a water tower or part of a pump station. The scene is outdoors with grass and some rocks.

LESSONS LEARNED AND KEY HIGHLIGHTS



Customer Touchpoint & Outreach Evaluations

- **Timeliness of touchpoint** to meter install
- **Enhance training** for installers to ensure consistency
- **Add customer portal link** to door hangers
- **Clarify flushing language** to prevent confusion
- Ensure proper use of **Did Not Install doorhanger**



Online Survey Highlights

- **Increased Awareness: 81%**
of customers were aware of the project
- **Installers are courteous: 96%**
of respondents who communicated with an installer reported a positive interaction
- **High Average Satisfaction: 8.45**
on a 1 to 10 scale
- **Email Communication Preferred: 85%**
- **Timing of meter installation communications** was most mentioned customer pain point



Focus Group Highlights

- Participants motivated by **desire to conserve water** and safety features of the portal
- Negative experiences centered around lack of **communication when installs would happen**
- 1/3 did not receive the door hangers and were **concerned about not following the instructions related to flushing their pipes**
- Concern for those who don't have the **same access to/experience with technology** (digital divide)



IMPROVING THE CUSTOMER EXPERIENCE

Your new **smart
water meter** has
been installed.

Action Needed: We recommend
you clear sediment in your water line
by running an outside spigot and cold
water in a bath tub for 10 minutes
before using any other indoor water.
You may also need to clean screens
on faucets and shower heads.



MyATXwater
Smart Water Meter Systems



Improved Communication Strategy

- **Streamline customer mailer schedule** to better align with meter install schedule
- **Revise meter installation notification strategy**
 - Replace post card communications with neighborhood signage and email notifications closer to work being done
- **Continue effective methods and materials** such as virtual outreach meetings, door hangers and invitations to join the customer portal
- Other improvements - **Continue to improve webpage FAQs, videos, and portal messaging**



Thank you!

