

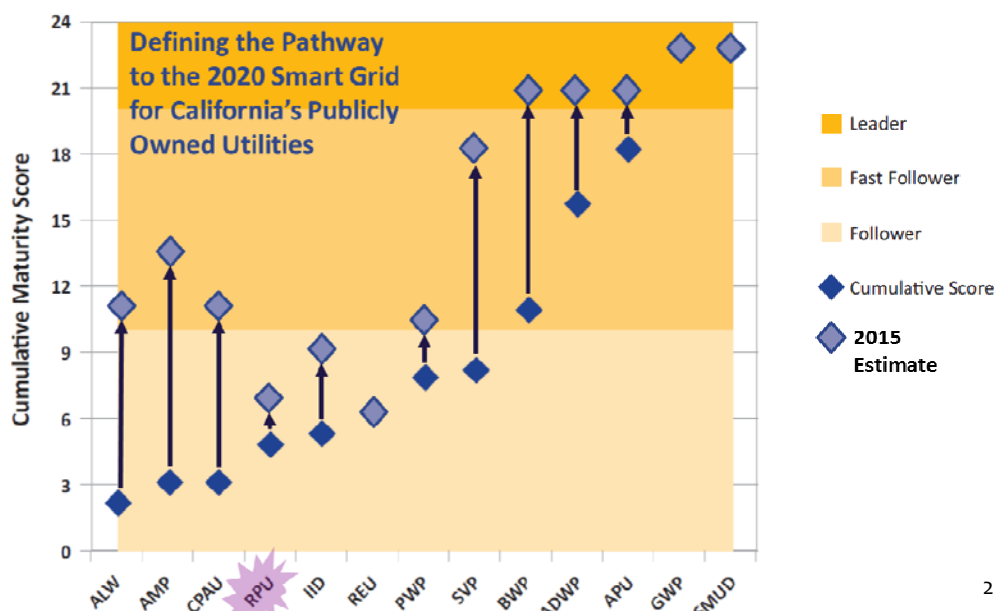


## ADVANCED METERING INFRASTRUCTURE (AMI) PROJECT

Board of Public Utilities  
June 12, 2017

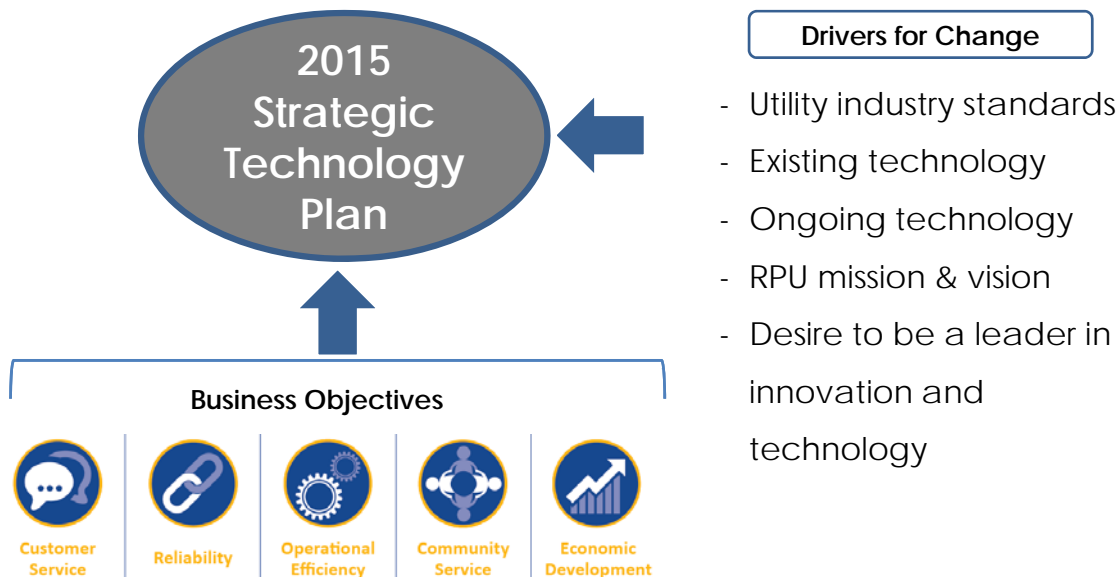
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### Technology Maturity Compared to Industry



2

## Strategic Technology Plan



3

## Technology Vision

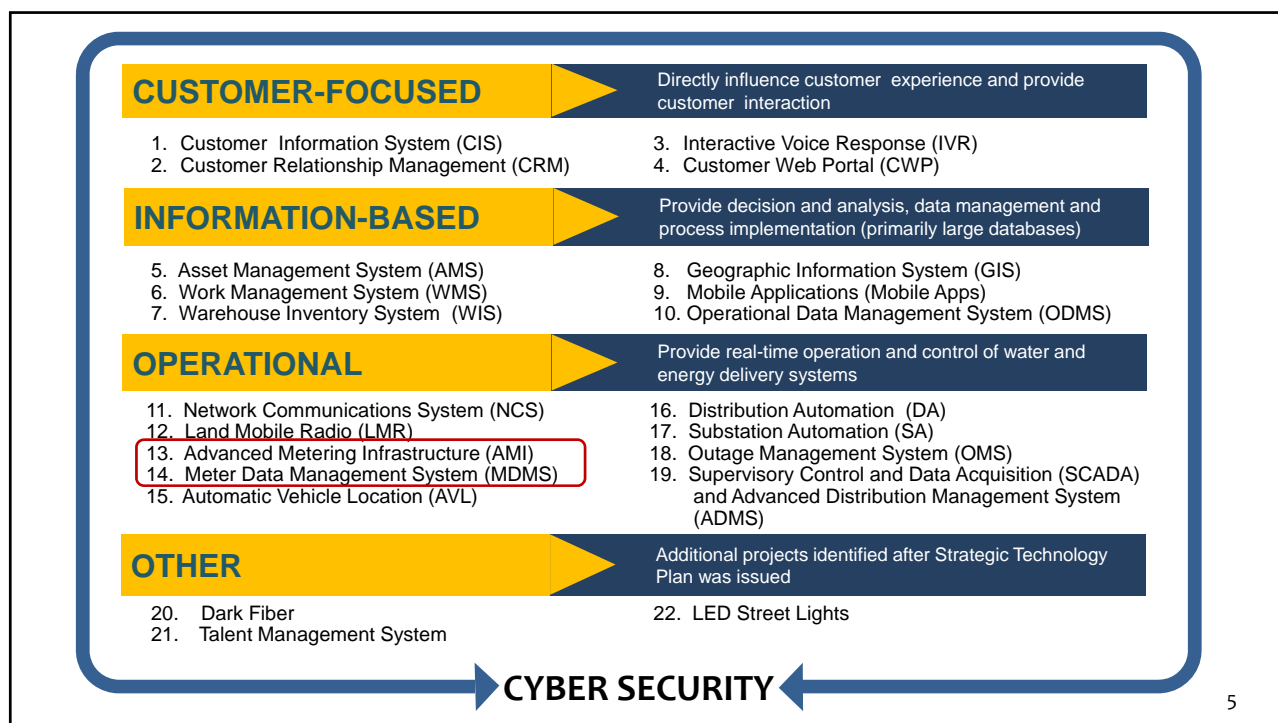
"Rise to a position of leadership among public utilities in the creative use of technology to enhance business performance.

Redefine business processes to provide world-class customer service.

Create new business value through innovative operational technology solutions to build a digital utility."

4





5

## Major Technology Projects Contribute to RPU's Strategic Goals



24/7 interaction via smart devices  
Reduced time to respond to requests  
Information through social media and self-Service Portal  
Near real-time outage information

6



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## Advanced Metering Infrastructure (AMI)

AMI is an integrated system of **smart meters**, **communications networks**, and **data management** that enables **two-way communication** between the utility and customers. It provides customers with near **real-time information** to make more informed decisions about water and energy usage.

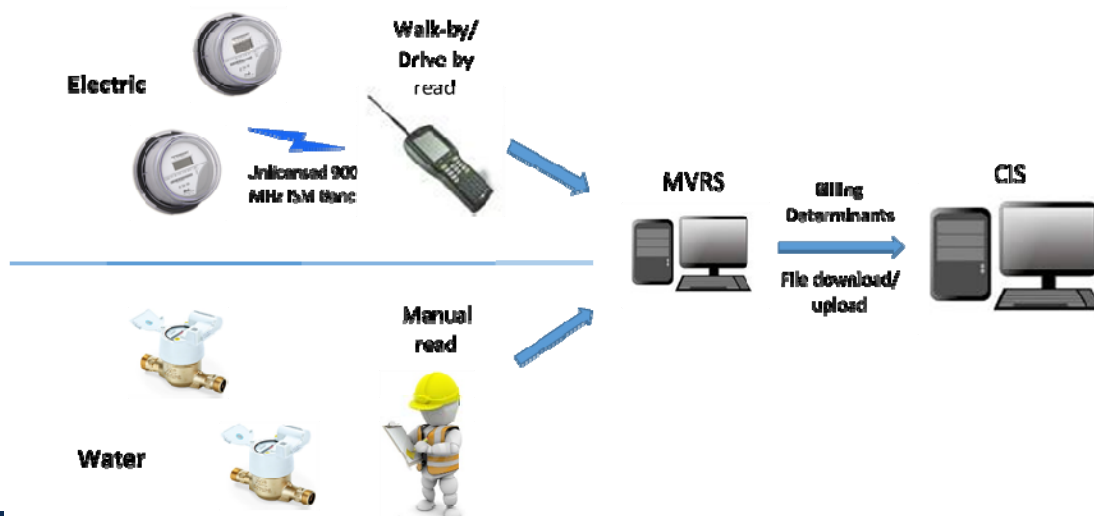


**OPERATIONAL**

Provide real-time operation and control of water and energy delivery systems

7

## Current State Metering Process



8

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8

## Meter-to-Cash Process

1. AMI will streamline, automate, and improve “meter-to-cash” process
2. This process is fraught with complexity, errors, and inefficiencies and a frequent source of customer dissatisfaction
3. Most modern utilities have invested and continue to invest big in this area because the payoff, historically, has been far bigger than the cost



9

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## AMI Related IT Systems

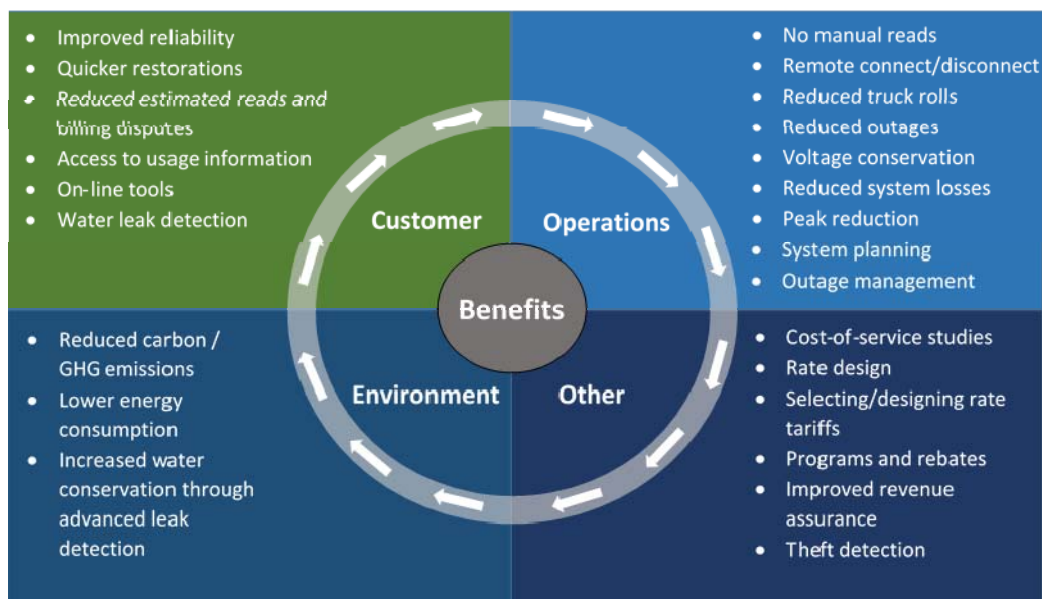
1. Fixed communications network data collector system and head-end system
2. Meter Data Management System (MDMS)
3. Interfaces with existing and future utility information technology systems
4. Phased replacement and/or retrofit of electric and water meters
5. Customer self-service portal



10

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## Project Benefits



11

## Project Schedule

Target Date	Activity
Q1 2018	Detailed project planning
Q2 2018	Return to Board with full project costs
Q2/Q3 2018	AMI system vendor selection
2018 – 2020	System Implementation

12



## Project Challenges

1. Complex technologies
2. Integration requirements
3. Organizational change management / employee adoption
4. Customer adoption / engagement
5. Schedule
6. Realizing expected benefits



13

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## Consultant Services

- Task 1 - Assessment
- Task 2 - System Implementation Plan
- Task 3A - Implementation Services
- Task 3B - Implementation Services (Optional)
- Task 4 - Integration Services (Optional)
- Task 5 - Project Management Services



14

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## Consultant Evaluation

Vendor	Evaluation Result Ranking
Utiliworks	1
Excergy	2
Leidos	3
SL-Serco	4



15

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## Consultant Services Cost Breakdown

Task	Amount
Task 1 - Assessment	\$68,540
Task 2 - System Implementation Plan	\$139,445
Task 3A - Implementation Services	\$293,840
Task 3B - Implementation Services (Optional)	\$785,370
Task 4 - Integration Services (Optional)	\$351,950
Task 5 - Project Management Services	\$832,835
Travel & Expenses	\$284,380
Not-to-Exceed Total	\$2,756,360



16

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## Recommendations

That the Board of Public Utilities:

1. Approve Work Order No. 1707248 in the amount of \$3,000,000;
2. Approve a Professional Services Agreement with Utiliworks Consulting, LLC located in Baton Rouge, Louisiana, for the Metering Infrastructure Upgrade in the amount of \$2,756,360; and
3. Recommend that the Board authorize the City Manager, or his designee, to execute the Agreement, including making minor, non-substantive changes, and to sign all documents and instruments necessary to complete the transactions.



17

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