Advanced Meter Infrastructure (AMI) Project Close Out

April 2024

Finance & Administration Committee

2019-2027 Strategic Plan Priorities

















Agenda

- Overview
- Project Finances
- Schedule
- Completion Rate
- Customer Portal
- Communications Program
- Next Steps











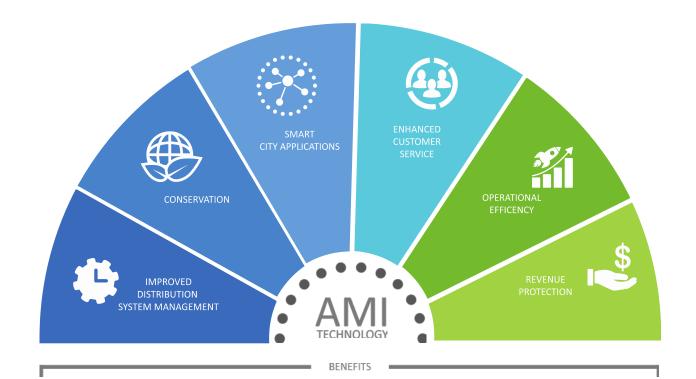






Overview

- AMI project based on:
 - Enhancing Customer Service
 - Increasing Operational Efficiency
 - Protecting Water Revenue
- In 2019, over 50% of meters were more than 20 years old.
 - Best practice is to replace meters at 20 years of service.



NON-FINANCIAL



















Project Finances

- Original project budget approved in 2019.
 - Additional contingency funds added in 2021 due to COVID-19 pandemic.
- Cost of installing manual read meters was estimated at \$10.2 M in 2019.

Contract or Itam	Spending		0/ Sport
Contract or Item	Planned	Actual/Projected	% Spent
ISD19-18: Water Meter & Encoder Supply & Delivery	\$ 4.49 M	\$ 4.31 M	96 %
ISD19-02: AMI Technology Installation and Deployment	\$ 10.38 M	\$ 11.33 M	109 %
ISD19-03: Project Management Services for AMI	\$ 1.18 M	\$ 1.62 M	137 %
Contingency	\$ 1.64 M	\$ 0.42 M	26 %
Totals	\$ 17.69 M	\$ 17.68 M	99.9 %

















Project Finances

- Savings due to water loss reductions, reduced manual meter reads and increased billing efficiencies.
- Project payback in 2019 estimated at 10.2 years, currently estimated at 11 years with additional contingency funds.
- Expected life span of new meters and radios is 20 years.

Description	Estimated Savings	
Description	Full Operation	2024
Elimination of meter reading costs	\$ 360 K	\$ 268 K
Meter maintenance efficiencies	\$ 40 K	\$ 0
Efficiencies in customer service and billing	\$ 182 K	\$ 183 K
Reduction of Non-Revenue Water	\$ 428 K	\$ 311 K
Additional annual costs (data analyst, customer portal, radio license, etc.)	- \$ 326 K	- \$ 299 K
Annual Net Benefit:	\$684 K	\$ 463 K

Annual Net Benefit:







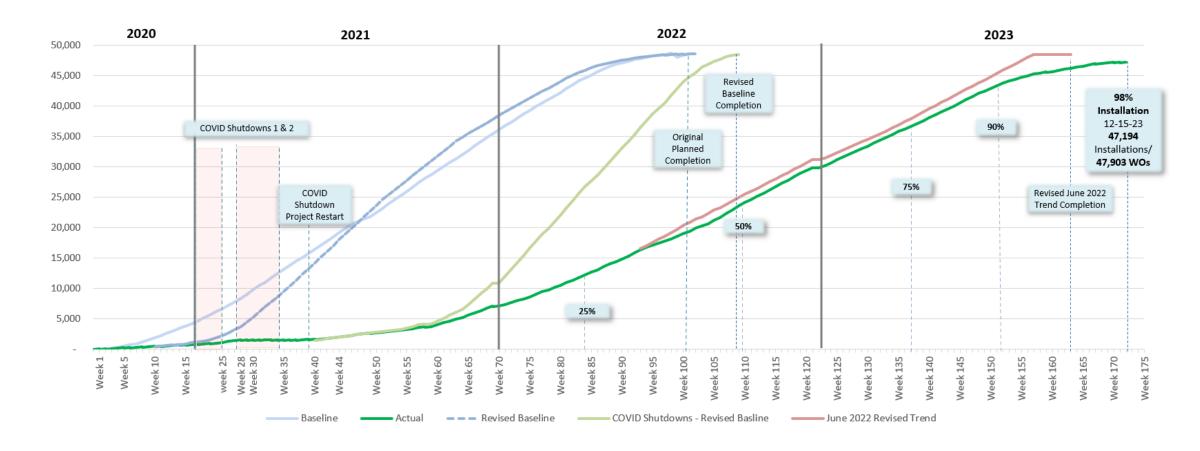








Project Schedule



















Completion Rate

Description	Number of Accounts	Percentage of Accounts
Completed Meter Installations	47,195	98.5%
Non-Compliant Accounts	652	1.4%
Installations pending service repairs (CGS)	50	0.1%
Total Work Orders	47,897	100.0%

Municipality	Project Completion Rate	Notes
Α	97.3%	Project impacted by COVID-19 Pandemic
В	97.5%	Project impacted by COVID-19 Pandemic
С	98.2%	Project impacted by COVID-19 Pandemic
D	98.8%	Completed before the COVID-19 Pandemic
City of Greater Sudbury	98.5%	Project impacted by COVID-19 Pandemic

















Customer Portal



















Communications Program

 All customers received 5 different communications to schedule a meter installation.

 Non-compliant accounts receive an additional 4 communications before service disconnect.

City of Greater Sudbury | P.O. Box 5000 Stn. A, 200 Brady Street, Sudbury ON P3A 5P3 I 705.674.4455 CP 5000 Succ A, 200, rue Brady, Sudbury, ON P3A 5P3 I 705 674.4455



SUBJECT: WATER METER ACCESS

The City of Greater Sudbury has contracted KTI Utility Services to Upgrade or Replace the water meter at your premises. KTI Utility Services has made several attempts to book an appointment with you

You are receiving this notice because your account has already had a Manual Read Fee applied for failure to comply with this program. Our records indicate that this account has received at least six notifications regarding this program without being able to access the premises.

This account has already received the following communications: 1. Booklet 4. Door hanger

3. Attempted phone calls

6. Compliance Notice

The upgrading or replacing of your water meter is mandatory. Under the "Water By-Law*, you are required to provide access to the meter in order to maintain your connection to municipal services.

In accordance with bylaw 2018-45, 2020-06 and 2020-194, Failure to provide access to the meter within the next two weeks will result in one or more of the following actions:

. Turning off of water service if an appointment is not booked within 4 weeks of this notice.

· Application additional fees for water service disconnection and reconnection

It is a requirement that access to the water meter is provided, as necessary. We would, therefore, ask that you please contact KTI at 1-833-543-8807 to set up an appointment. You may also find more information at: https://www.greatersudbury.ca/live/water-and-wastewater-services/water-meter-

If you have already scheduled an appointment with KTI Utility Services, or recently had your water meter serviced, please disregard this notice.

Manager of Compliance & Operational Support, Water & Wastewater Treatment & Compliance Services







greatersudbury.ca I grandsudbury.ca

Notice | Avis

Water Service Disconnect Notice Avis d'arrêt du service de distribution d'eau

After several failed attempts to contact you about the upgrade of your water meter, including by mail, phone and a registered letter, water service to this residence has been disconnected by the City of Greater Sudbury under by-law 2018-45.

To restore water service, you must upgrade your water meter by booking your appointment by calling 1-833-543-8807 Monday to Friday 8 a.m. to 8 p.m. and Saturdays 9 a.m. to 5 p.m. Once booked, your water will be restored sometime between 8 a.m. and 4 p.m. the next business day.

Après plusieurs tentatives infructueuses de communiquer avec vous en vue de la mise à niveau de votre compteur d'eau, à la fois par la poste, par téléphone et par lettre recommandée, la Ville du Grand Sudbury a arrêté le service d'eau de cette résidence.

conformément au Règlement municipal 2018-45.

Afin de rétablir le service d'eau, vous devez mettre à niveau votre compteur d'eau en prenant rendez-vous au 1-833-543-8807 du lundi au vendredi, de 8 h à 20 h et les samedis, de 9 h à 17 h. Une fois que vous aurez pris rendez-vous, votre service d'eau sera rétabli entre 8 h et 16 h le jour ouvrable suivant.

























Communications Program

- Approximately 2,500 accounts did not schedule a meter replacement.
- 50% (approximately 1,250) booked an appointment once a manual meter read fee was applied.
- When notified of a disconnect, 80% of customers booked an appointment.
 - 63 accounts were disconnected in 2024, with 6 remaining without service (vacant houses)
 - Disconnects not done between November and May to avoid complications with frozen pipes.

















Next Steps

- A revised mail out will be sent to all customers without an AMI meter with disconnects done on a ward-by-ward basis.
- Approximately 700 accounts still require AMI meters.
 - 100-125 installations will be targeted per month.
 - Two seasonal installers will be hired in 2024 & 2025 to supplement full time staff.
 - Approximately 120 installations to be completed in 2025.

















Next Steps

- Meter data to be used to identify areas with highest water losses.
 - Pair with leak detection technology to fix leaks causing water loss.
 - Use in capital budgeting process to address larger issues requiring asset renewal.
- Utilize AMI data to model water systems with real time information.
- Find opportunities to identify issues with private water services and improve customer service.

















Sudbury Greater Grand















