Redwood City
Automated Meter Infrastructure
Redwood City

- Service Area Population 86,000
  - 24,000 water service connections
AMI in Redwood City

- Started 2008 in preparation for budget based rates
- 650 dedicated irrigation accounts fully implemented
- 168 Recycled Water accounts
- AMI for all new and replaced meters
- 5000 residential, commercial, and other
- 18,000 manual meters not yet converted
- 3 – TGBs (data collectors)
Customer Portal

- Quick view of Past Year
  - Water consumption
  - Water budget
  - Percentage of over/under use

- Automated Email Notices
  - Leak Alerts
  - Over Budget notices
  - Water Use Report
• Consumption & Budget totals by day for billing period.
• Cumulative or Daily Totals
- Irrigation schedules
- Time of use
  - Restrictions
  - Troubleshooting
- Constant use (leak)
- Broken Pipe
- Target Range 100% to 125%
  - Encourage adequate irrigation for poor soil conditions to leach salts
- Flat rate for all use
Notifications to Staff

* Alerts Currently in Use
  * Leak Alert Summary
  * Closed Accounts with Consumption
  * Accounts with Negative Consumption

* Planned Alerts
  * Broken Pipe Detection
  * Meter Tamper Alarms
  * Battery Alarms
Notifications to Customers

* Notifications Currently in Use
  * Leak Alert (daily while leak persists)
  * Usage Alert (daily if over budget)
  * Usage Report (every two weeks)
  * Administrator Notifications (as needed)

* Future Notifications
  * Broken Pipe
  * User configurable usage/budget alert
Questions/Contact

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