

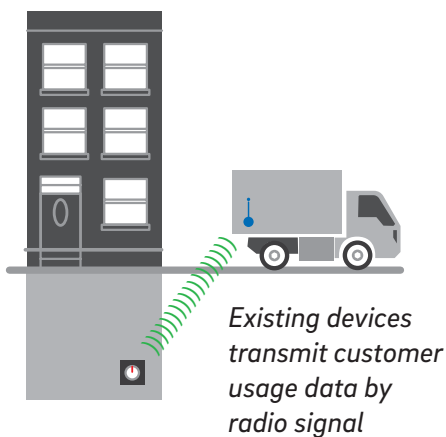
PWD Metering & Customer Service Program



Existing meter reading system contract is expiring

Automatic Meter Reading (AMR) system

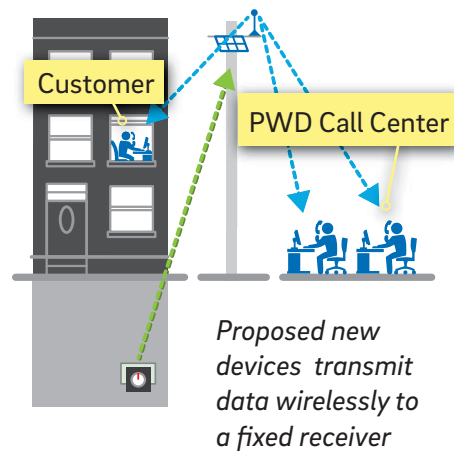
- Readings collected by a truck monthly
- 99% success rate since 1997
- Contract expires 09/2017, optional extension till 09/2019
- AMR device is at end of life



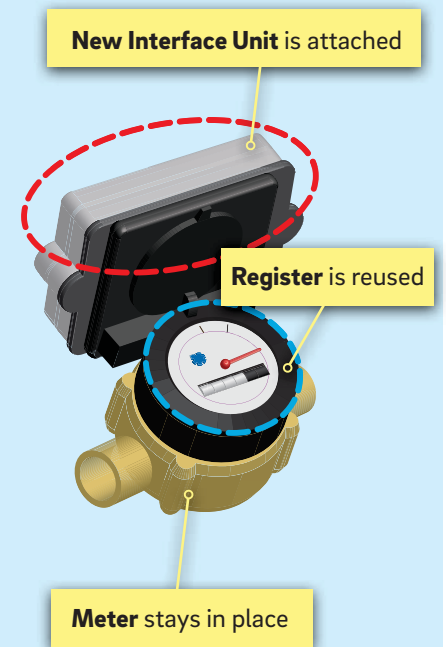
Advanced metering allows better sharing of usage information

Advanced Metering Infrastructure (AMI)

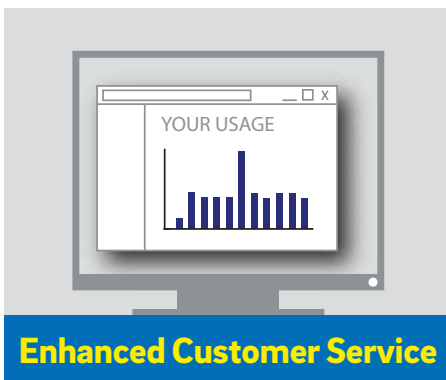
- Water meter is read daily by a fixed data receiver
- Data is automatically transmitted to PWD and is available to customers



Which part is being updated?



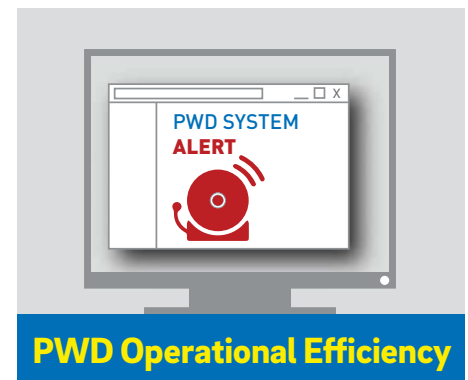
AMI is good for customers and PWD



Access to detailed water usage data to better understand and manage usage



Customers can opt in to proactive leak notifications BEFORE they become high bills



Real time alarms alert PWD to issues such as meter malfunctions