



CCWD AMI PROJECT

CCWD is partnering with Mueller Systems to implement Advanced Metering Infrastructure

ADVANCED METERING INFRASTRUCTURE PROJECT

Calaveras County Water District's (CCWD) Advanced Metering Infrastructure Project will upgrade all water meters in the district and improve CCWD's meter reading system. CCWD will replace all 13,000+ water meters with new, highly-accurate meters. These advanced meters will send usage data to CCWD through a wireless network. This technology is known as Advanced Metering Infrastructure (AMI).

About the AMI Project

Currently, CCWD utilizes dated manual-read meters. District staff read the meters every two months. The AMI system will use advanced meters that can send usage data through a wireless network to the CCWD office. The meters will send data use in real time, as needed (usually once per day). A new software system will keep track of usage and averages for each customer. All data is collected securely and does not contain a customer's personal information.



Water meter similar to current meters utilized for all CCWD customers

Customer Benefits of the Water Meter Upgrade Project

- **Access to your water usage information.** After Mueller and CCWD installs the new AMI meters, customers will have better access to their data. Customers will be able to register for CCWD's online water use portal and see water use on a near real-time basis.
- **Reduction of water loss.** Customers and staff will be able to identify water leaks faster than before.
- **Cost conscious.** Customers will have access to near real-time consumption history. That data will help them better understand and manage water use.
- **Water Alerts.** Customers can set up leak and other usage alerts. If the advanced meter records continuous water flow, customers and staff will receive an alert. This can save money and prevent property damage that often results when leaks run undetected.

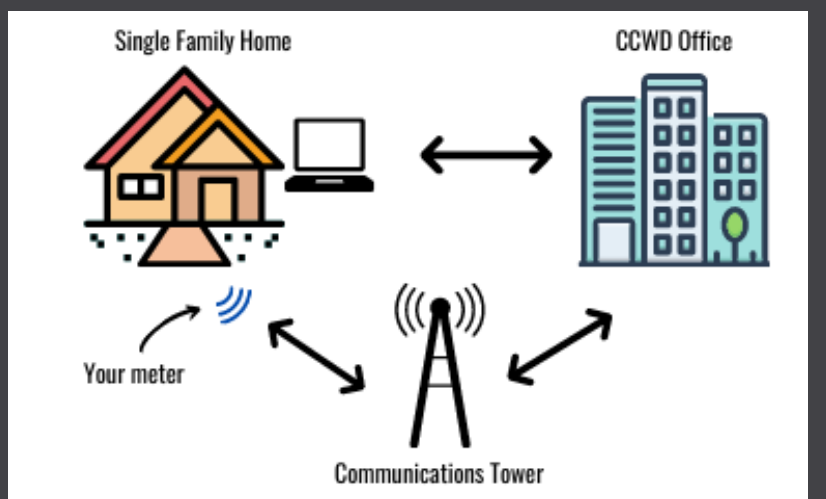


Mueller's advanced metering head with a digital reading.

How AMI Works

An advanced metering system uses a wireless network to provide detailed data that is easily accessible online by customers and CCWD staff.

- Advanced water meters transmit real time water use data over a wireless network.
- CCWD Staff can access data and more detailed reports about water use throughout the district.
- Customers can access data from a web portal.





AMI Project Timeline

PROJECT SETUP: January, 2021

RADIO & TELEMETRY INSTALLATION:
March - September, 2021

METER INSTALLATION: April -
November, 2021

Meters will be installed in groups, by service area and strategically planned around season. Meters will be switched out in lower elevations first and the project will phase into higher elevation during the summer months.

SYSTEMS TESTING & ACCEPTANCE:
November - December, 2021

WHAT TO EXPECT DURING PROJECT IMPLEMENTATION

- CCWD and Mueller staff will be installing radio towers and repeater sites throughout the county.
- You will be notified 7 – 10 days before and immediately after the AMI meter is installed via a door tag. You don't need to sign-up to receive the new meter.
- You will notice an increased prevalence of CCWD and Mueller staff in the area leading up to the time of meter installation.
- Once your new meter is installed, CCWD staff will no longer need to routinely read your meter.
- Meter quality checks will occur on an as needed basis by CCWD staff.

COMING SOON: INTERACTIVE CUSTOMER SERVICE DASHBOARD

In addition to CCWD providing AMI meters to all 13,000+ customers, CCWD is partnering with Tyler Technologies to implement an improved finance and customer service software. CCWD will have the ability to deliver better and faster assistance to the public while providing greater transparency and accessibility for customers. This transition will also include improvements to CCWD's billing and payment system that will allow for an easier and more streamlined payment process.

Once Tyler is up and running and AMI meters are installed, CCWD customers will be able to access their detailed, real-time water usage data through an interactive dashboard. Furthermore, customers can set up water usage and leak alerts. CCWD is excited to provide an improved customer experience.

When will you be able to enjoy these benefits? CCWD and Tyler Technologies have already kicked off project implementation and tentatively plan to have the customer service module up and running by Summer, 2021. More information will be coming your way soon!

Visit our AMI webpage at
ccwd.org/projects/ami-implementation/

QUESTIONS?

Please reach out if you have questions:

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WOULD YOU LIKE TO LEARN MORE? JOIN US AT A VIRTUAL TOWN HALL MEETING.

MARCH 30th at 6:00 PM | Visit ccwd.org to attend

