



Advanced Metering Infrastructure Project Update

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Director – Utilities Department

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AMI Benefits



Costs

- Captures lost revenue by recording flows more accurately
- More efficient leak detection and meter tampering via alarms
- Reduces the need for vehicles, thereby cutting fuel and insurance costs
- Less staff needed to collect usage amounts



Operations

- Ability to read meters remotely
- Real-time data management, on-demand reads, and historical use trends
- Generates automated alerts to utility and to customers
- Improved employee safety through less road travel
- Provides a customer web-portal to make customers more aware of water use



Environmental

- Reduced vehicle use lowers CO2 emissions
- Advanced Monitoring for Water conservation

New Customer Portal - AMI



- **Multifactor Authentication (MFA)**
- **Google Translator/Live chat**
- **Leak detection alerts & videos**
- **Customer self-service requests**
- **Improved usage comparisons/information**
- **Ways to Save**

A screenshot of the Pinellas County Utilities Customer Portal login page. At the top right, there is a language dropdown menu set to "English". Below it is the Pinellas County Utilities logo. A light blue notification box with a close button (X) contains the text: "HELLO! WELCOME TO THE NEW PINELLAS COUNTY CUSTOMER PORTAL!". Below the notification are two input fields: "User ID" and "Password". The "User ID" field contains the text "1234567890". The "Password" field is masked with dots and has an eye icon to toggle visibility. Below the input fields is a dark blue "Log in" button. At the bottom, there are two links: "Forgot User ID or Password?" and "Need a profile? Sign up." with a person icon.

Electronic Payment Software Integration



- Payment system integrated into new customer portal, eliminating the need for a separate login.
- Wallet allowing multiple digital channels

The screenshot shows the Pinellas County customer portal. At the top left is the Pinellas County logo. Below it is a navigation menu with the following items: Account Summary (selected), Billing, Usage Insight, Payments, Service Requests, View Documents, Messages, Online Forms, and Profile. The main content area is titled "Account Summary" and contains two sections: "Automatic Payments" (Active) with a "Change" link, and "Paperless Billing" (Active) with a "Change" link. Below these sections are two buttons: "View bill" and "Make a payment".

The screenshot shows the Pinellas County customer portal wallet management page. At the top left is the Pinellas County logo. Below it is a navigation menu with the following items: Account Summary, Billing, Usage Insight, Payments, Manage Wallet (selected), Pay by Text, Payment Options, Service Requests, View Documents, and Messages. The main content area is titled "Manage Wallet" and contains a "My Wallet" section. This section displays five digital payment channels: VISA (Jack Daniels), CHECKING (Wilma Flinst... Wells Fargo Bank...), PayPal, PayPal Credit, and Venmo. Each channel has an "Edit" or "Remove" button. At the top right of the page, there is a yellow notification bar that says "Logged in as user eburns423 via proxy user ijackson".

Customer Portal – Ways to Save



- Saving tips/how to videos
- Direct links to rebates

waterwise GET PAID TO **MAKE Water-Wise CHOICES**

HOME OWNER REBATES	MULTIFAMILY OWNER REBATES	BUSINESS & BUILDING REBATES
REBATES FROM \$40 – \$1000	REBATES FROM \$40 – \$40,000	REBATES FROM \$50 – \$40,000
SEE REBATES	SEE REBATES	SEE REBATES

GET REBATES, SAVE MONEY

Tampa Bay Water Wise is a regional water conservation program offered by Tampa Bay Water, its participating utilities and the Southwest Florida Water Management District to help homeowners and business owners save more. Get rewarded for doing your part to save water with the Tampa Bay Water-Wise program.

PARTICIPATING WATER UTILITIES

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vertexone

Account: [Redacted]

Ways to Save

My actions: Started (7) | Saved (1) | Completed (2) | Dismissed (1)

All actions: Recommended (6) | Cash Back (1) | Outdoor (34) | Indoor (39) | Resources (3) | All (76)

Recommended Actions

GPD = Gallons Per Day

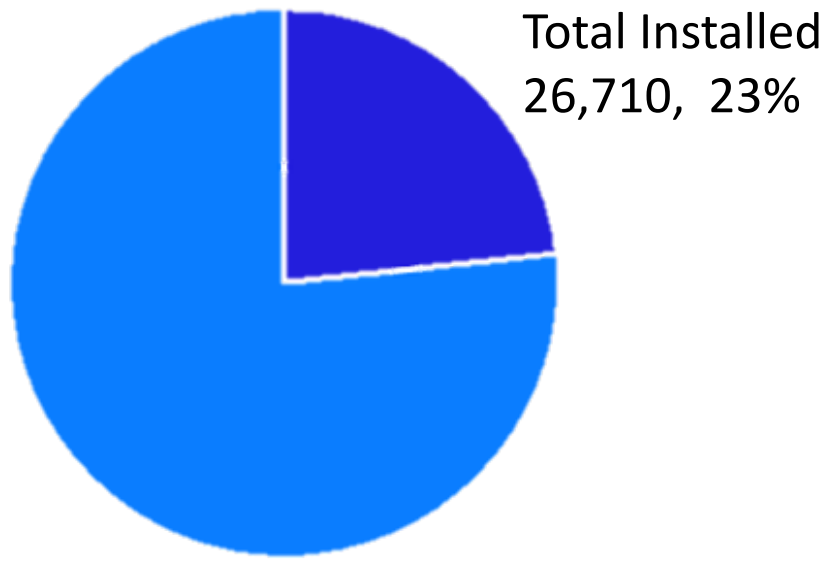
There are many actions you can implement around your property in order to save money and water! Browse our recommendations below, selected based on your Household Profile. You can also track which actions you've started, saved or completed and which are not for you.

Action	Savings
Do not flush wipes Read more	Savings up to 9 GPD \$35.00/year
Don't waste cold water Read more	Savings up to 7 GPD \$33.00/year
Fill your bathtub 1/3 full Read more	Savings up to 1 GPD \$5.00/year
Do not flush wipes down toilet to avoid clogging.	Savings up to 6 GPD \$24.00/year
Fill up the clothes washer Read more	Savings up to 1 GPD \$5.00/year
Defrost food in a microwave Read more	Savings up to 1 GPD \$5.00/year
Fix leaking showerheads Read more	Savings up to 1 GPD \$5.00/year

AMI Project – Current Meter Installation Status - Thru April 2024



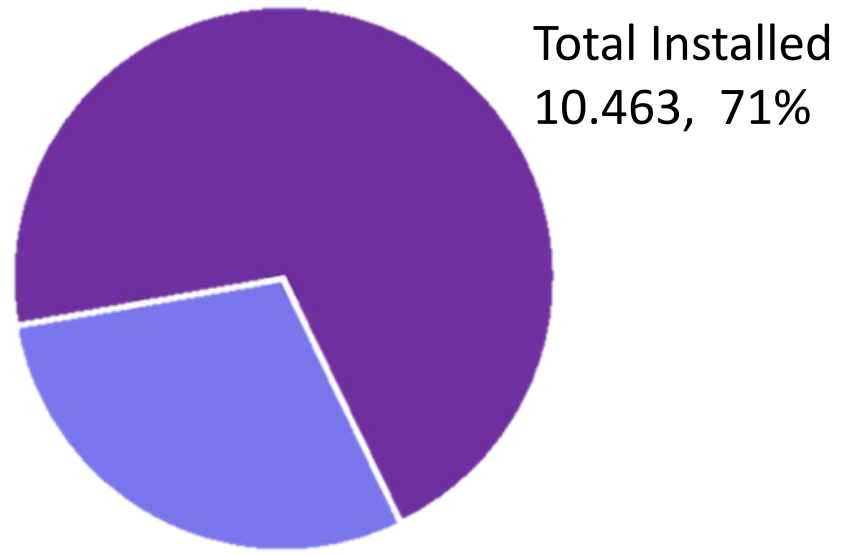
Potable



Total Remaining
87,792, 77%

Total Installed
26,710, 23%

Reclaimed

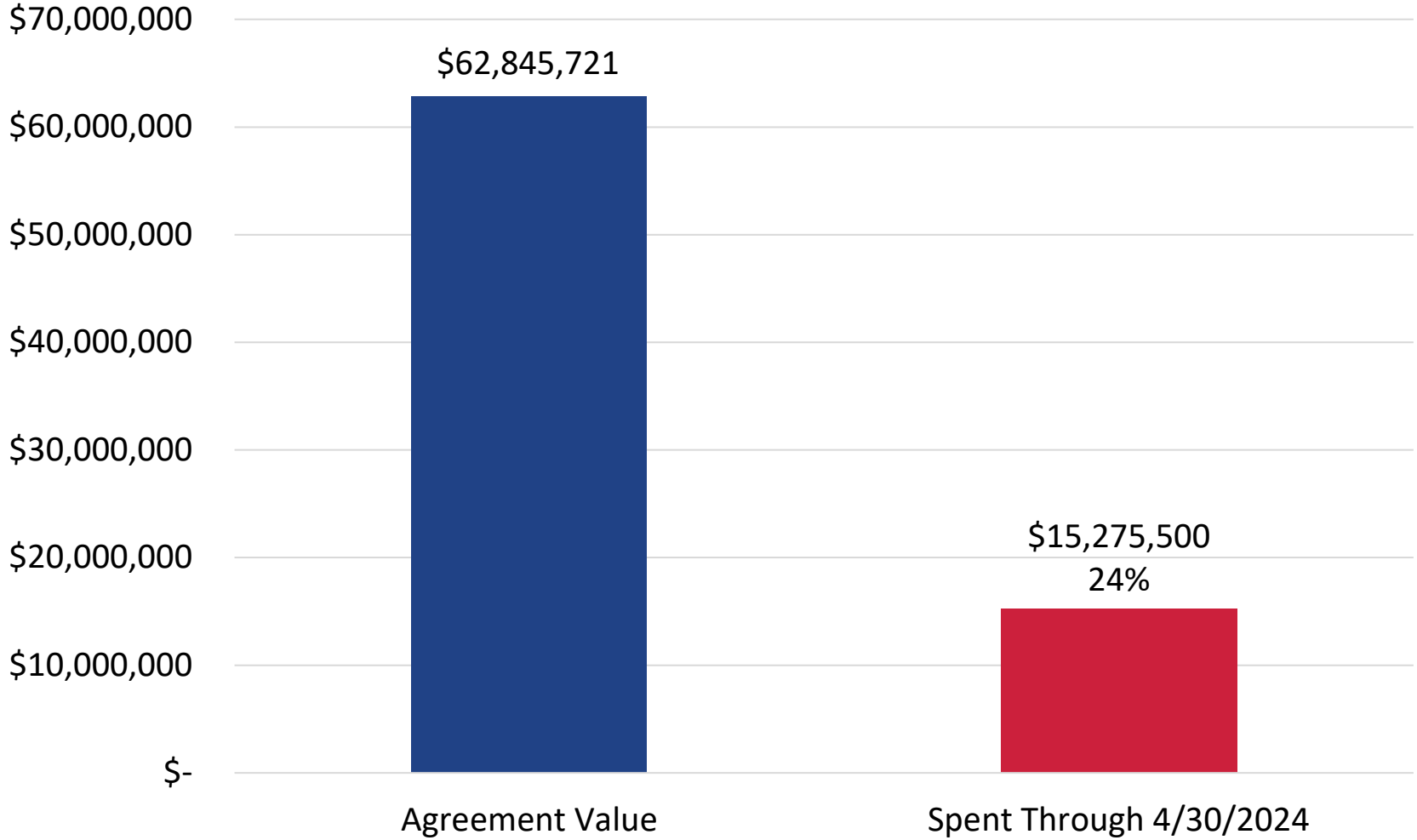


Total Remaining
4,353, 29%

Total Installed
10,463, 71%

Currently installing 3,900 meter/month On Track for completion within contract

Badger Agreement Budget Update



Through 4/30/2024, 24% of meters installed by contractor*

* The balance of meter installs performed by PCU staff

Installation Site Conditions



Challenging Relocations

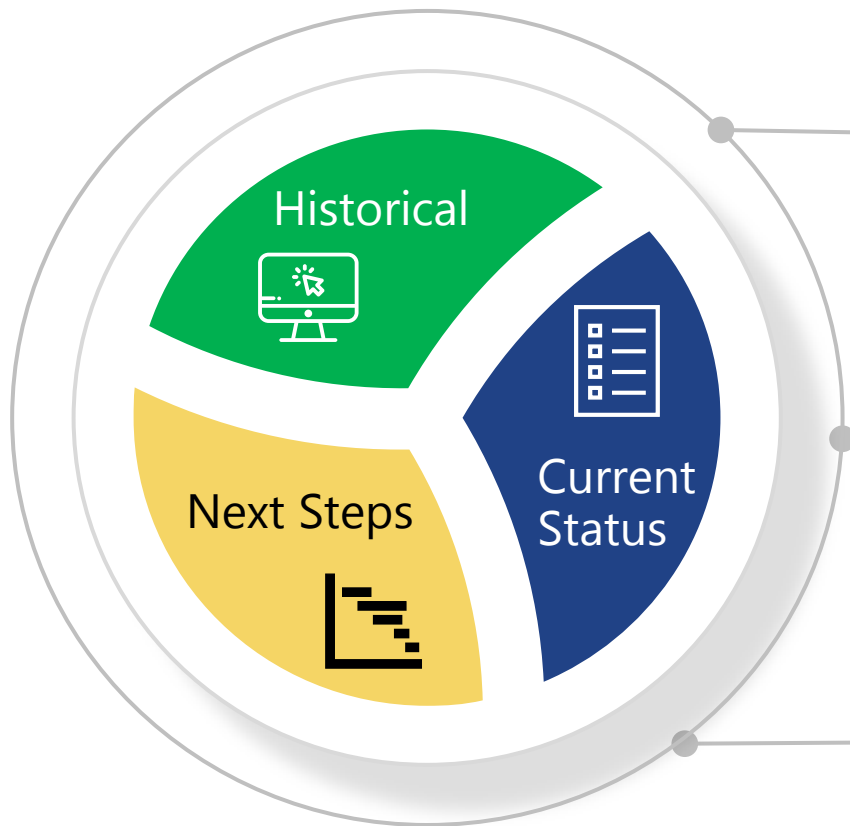
Before Relocation



After Relocation



Lead and Copper Rule - AMI Support



- Historically, PCU has not had any issues with lead or copper
 - Due to optimized pH stabilization and use of corrosion inhibitors
 - Historic lead and copper sampling of over 50 customer sites
 - All results were in compliance with lead and copper limits



- Collecting pipe material data on both sides of the meter
- AMI – Approx. 36,000 connections - ID pipe materials completed
- Working on a forward-facing public website that will be used to document pipe material type



- Complete website including a water system distribution map showing all customer locations and current identified pipe material types
- Will be launched before the October 16, 2024 Lead and Copper Rule Revisions deadline
- Communications Team preparing customer notifications

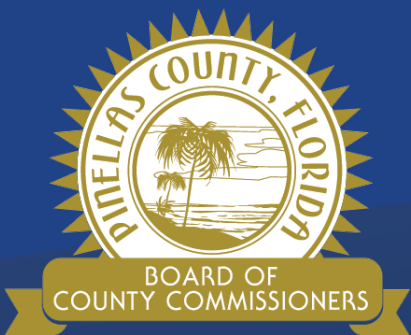
Thank You!



Utilities Department

Jeremy Waugh, PE, PMP

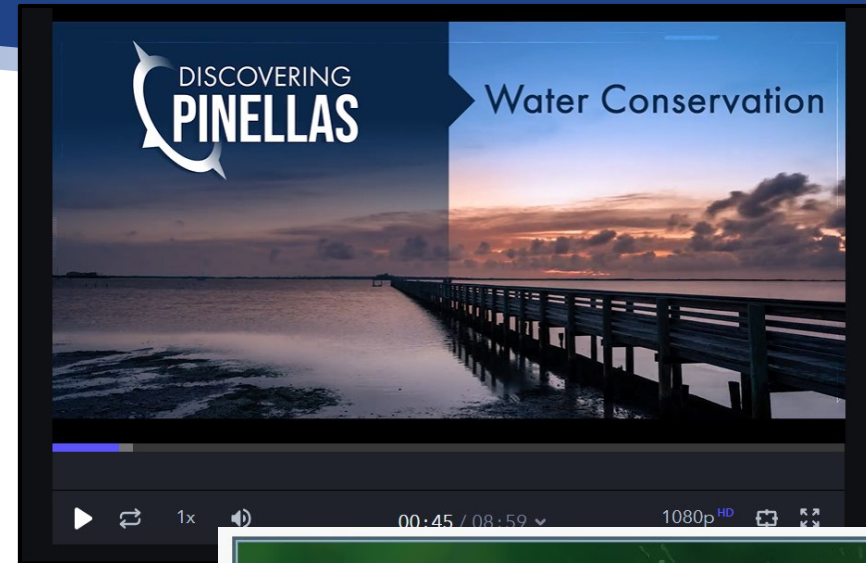
Director of Utilities



Reclaimed Water Availability Status

Short Term - Increased Communications Efforts

- Discovering Pinellas Video Published by Communications Department
- Focused HOA Meetings
 - Reviewing HOA rules for landscaping and encouraging alternatives
- Increased Education to high reclaimed users via Post Cards Mailers



Reclaimed Water Availability Status



Long Term - Evaluating Innovative Supply Options

- Reviewing additional capacity interties
 - Possible St. Pete and Clearwater Cross Connections
- Alternative Watering Days for focused communities (where possible).
- Reviewing capturing Potable Water Flushing

JULY 2024						
Sun	Mon	Tue	Wed	Thu	Fri	Sat
30	1	★ 2	★ 3	★ 4	5	★ 6
7	8	9	10	11	12	13
						20
						27
						31

