Sharing AMI Data with Customers to Improve Water Use Awareness

Abby Owens

Sustainability & Environmental Education Supervisor

Plano
City of Excellence

City of Plano, Texas

Population

274,000+

Purchase 100% treated water

72 square miles

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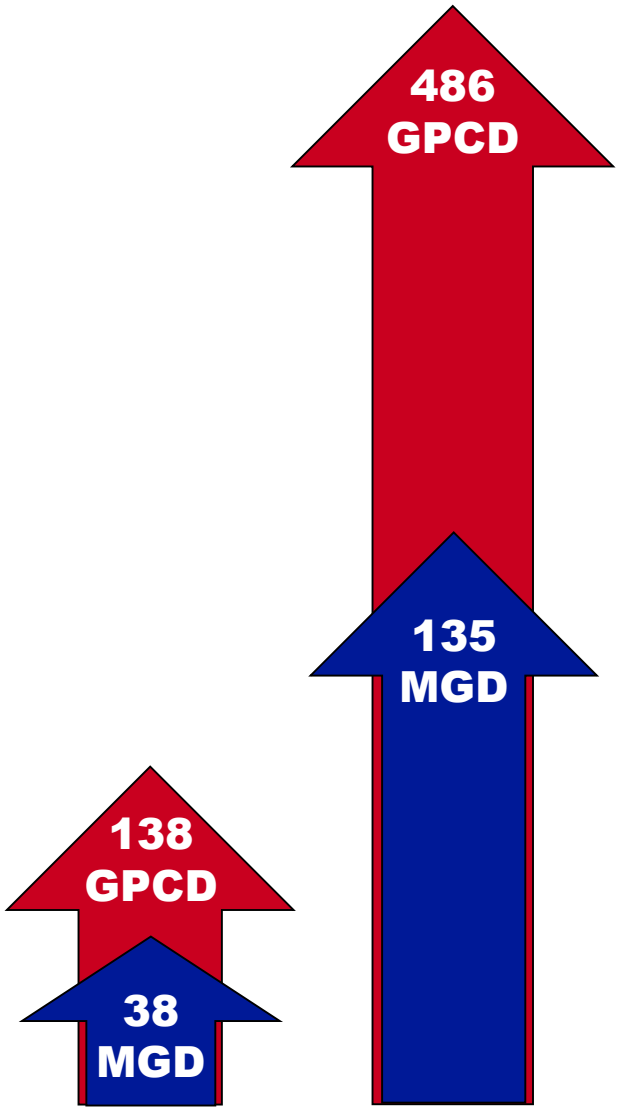
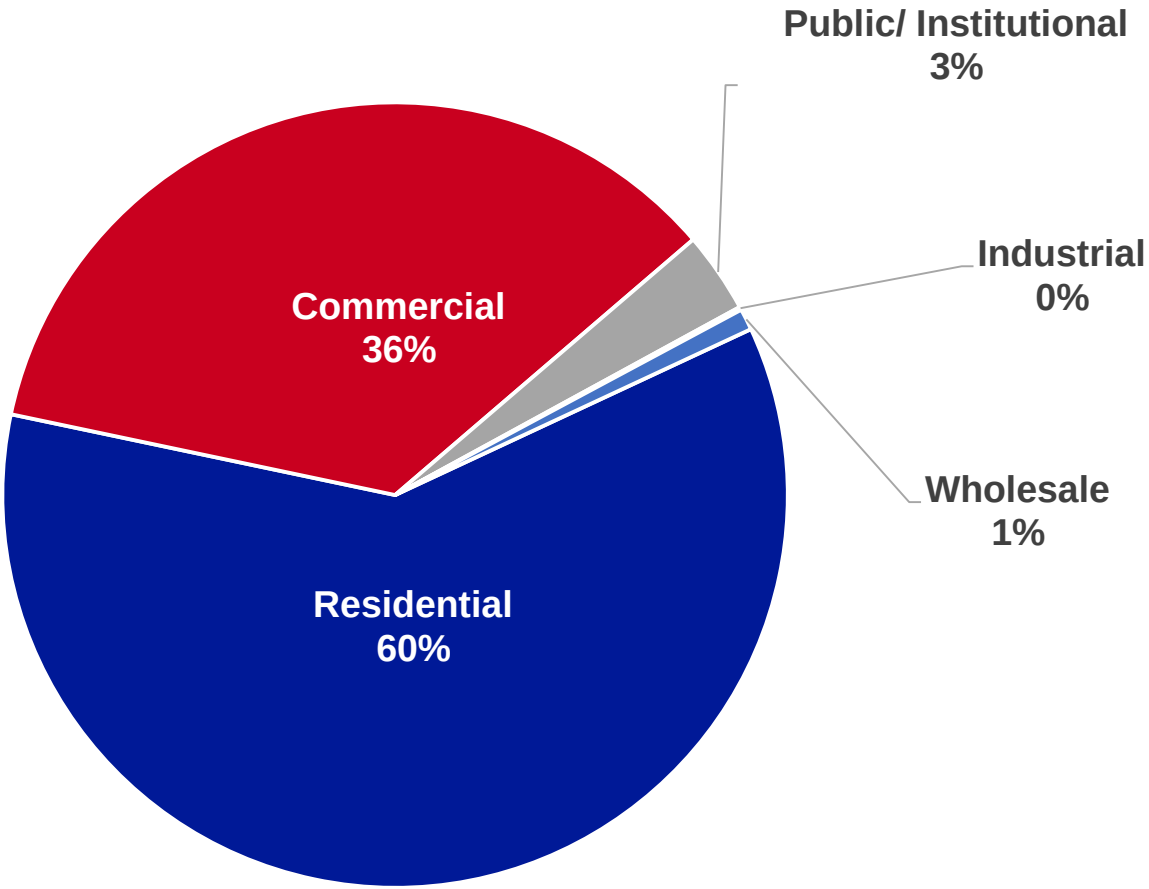
Breakdown of Water Use





2015 metered sales

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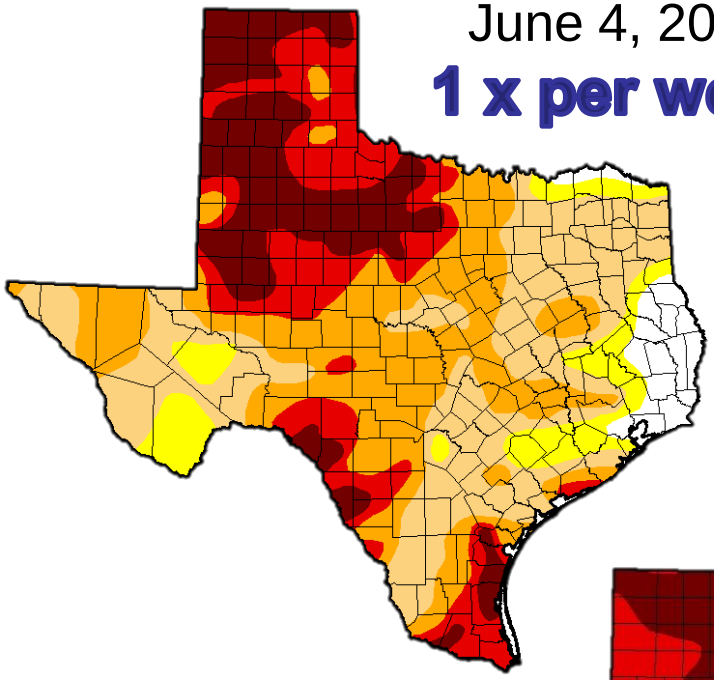
Drought and Watering Guidelines

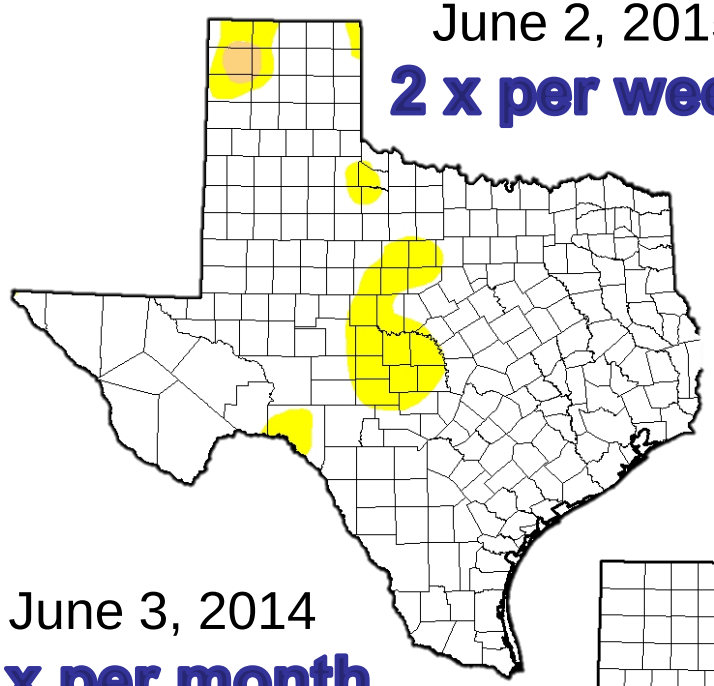
June 4, 2013

1 x per week



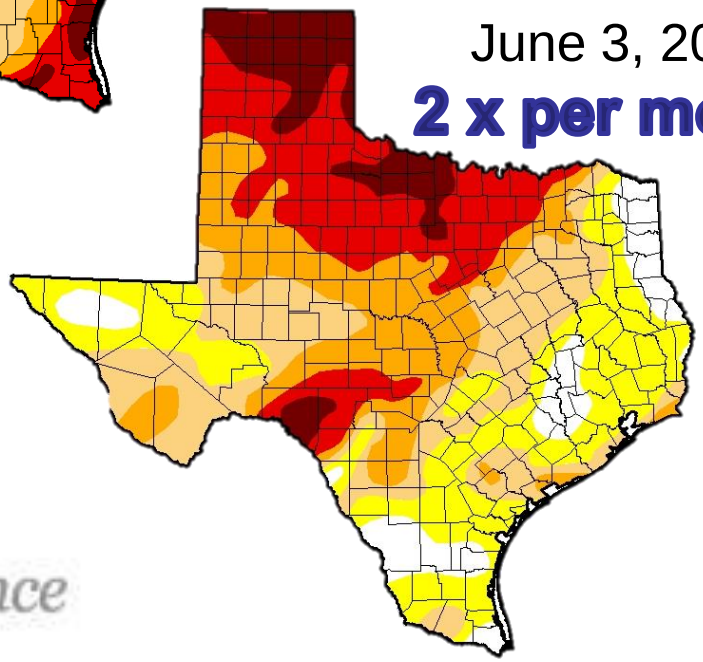
June 2, 2015

2 x per week



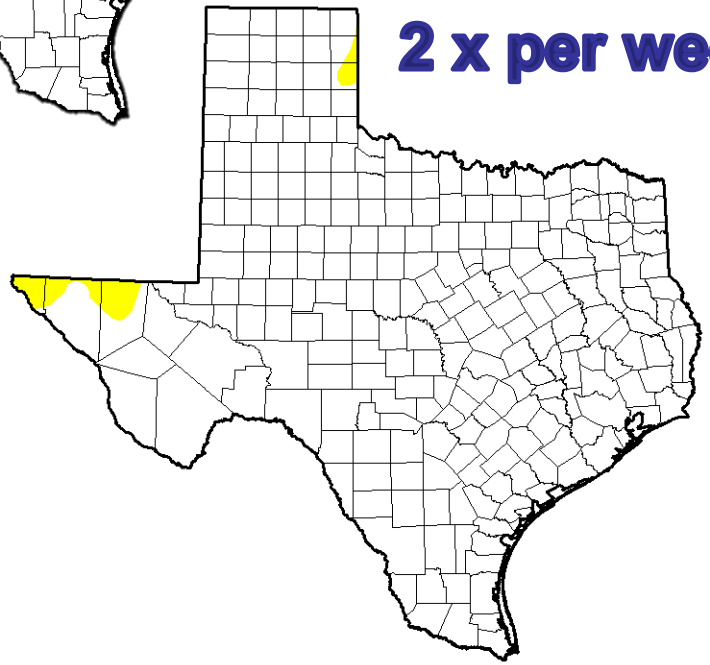
June 3, 2014

2 x per month



June 7, 2016

2 x per week



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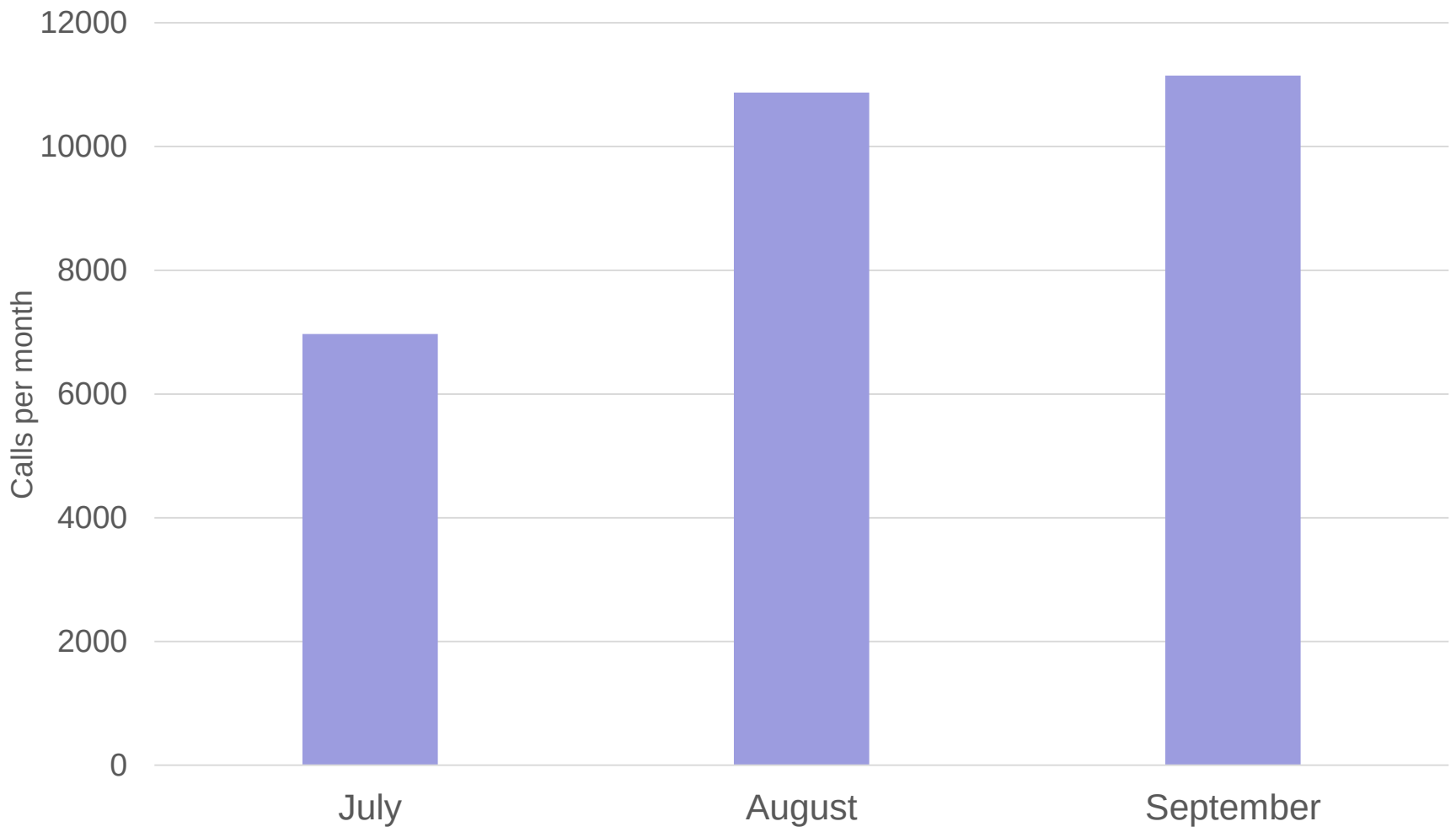
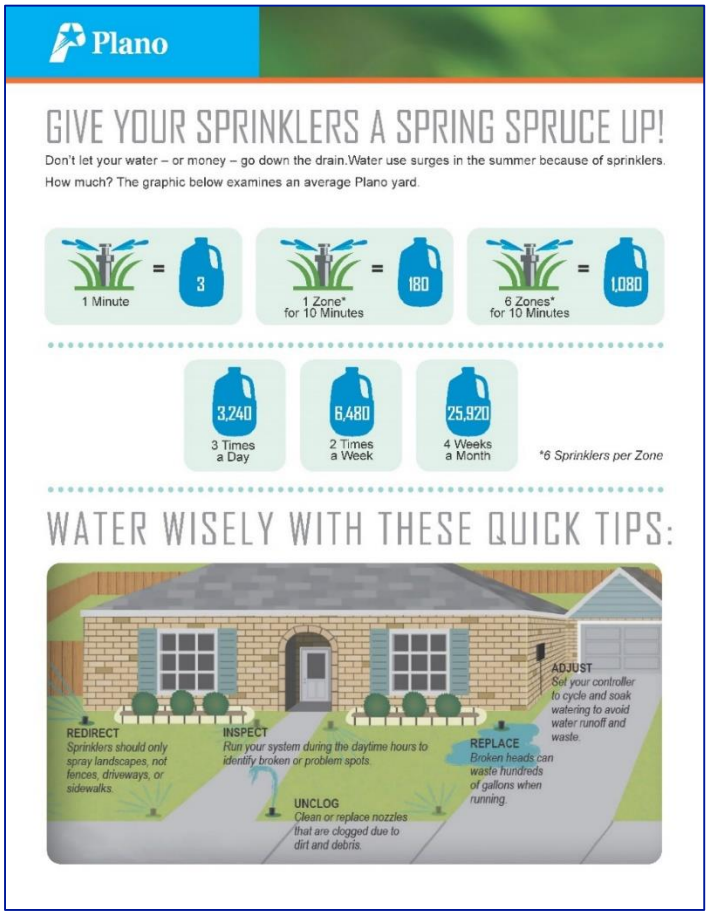
2015 Customer Service Call Volume



2016 Education and Outreach

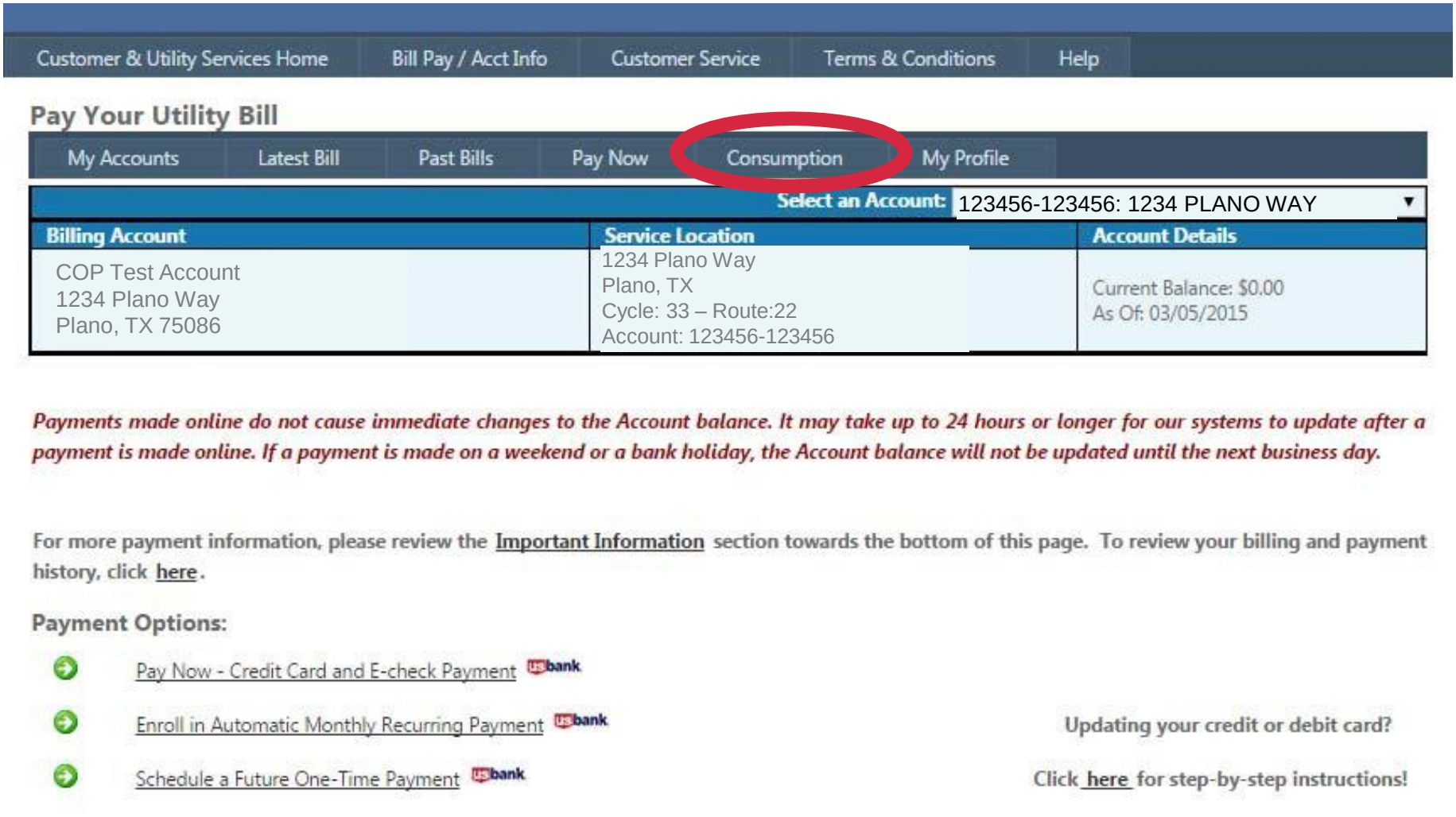
- Utility bill insert
- Direct-mail newsletter
- E-news
- Social media
- Classes/workshops



Our AMI System

- Implemented during meter change-out
  - Neptune Meters
  - Aclara AMI Software
- 6-hour reads
- Data uploaded 24-hour delay
- Customers access through online portal

Previous Landing Page



Previous Consumption Page

Billed Consumption

My Accounts | Latest Bill | Past Bills | Pay Now | Consumption | My Profile

Select an Account: 123456-123456: 1234 PLANO WAY

Billing Account	Service Location	Account Details
COP Test Account 1234 Plano Way Plano, TX 75086	1234 Plano Way Plano, TX Cycle: 33 – Route:22 Account: 123456-123456	Current Balance: $0.00 As Of: 03/05/2015

Comparison

Current Month	1 Year Ago This Month	Your Zip Code Avg This Month	City-wide Avg This Month
2,750 gals.	6,600 gals.	12,490 gals.	10,400 gals.

Monthly History

Please Select a Meter: H51955603 ▼ Graph It

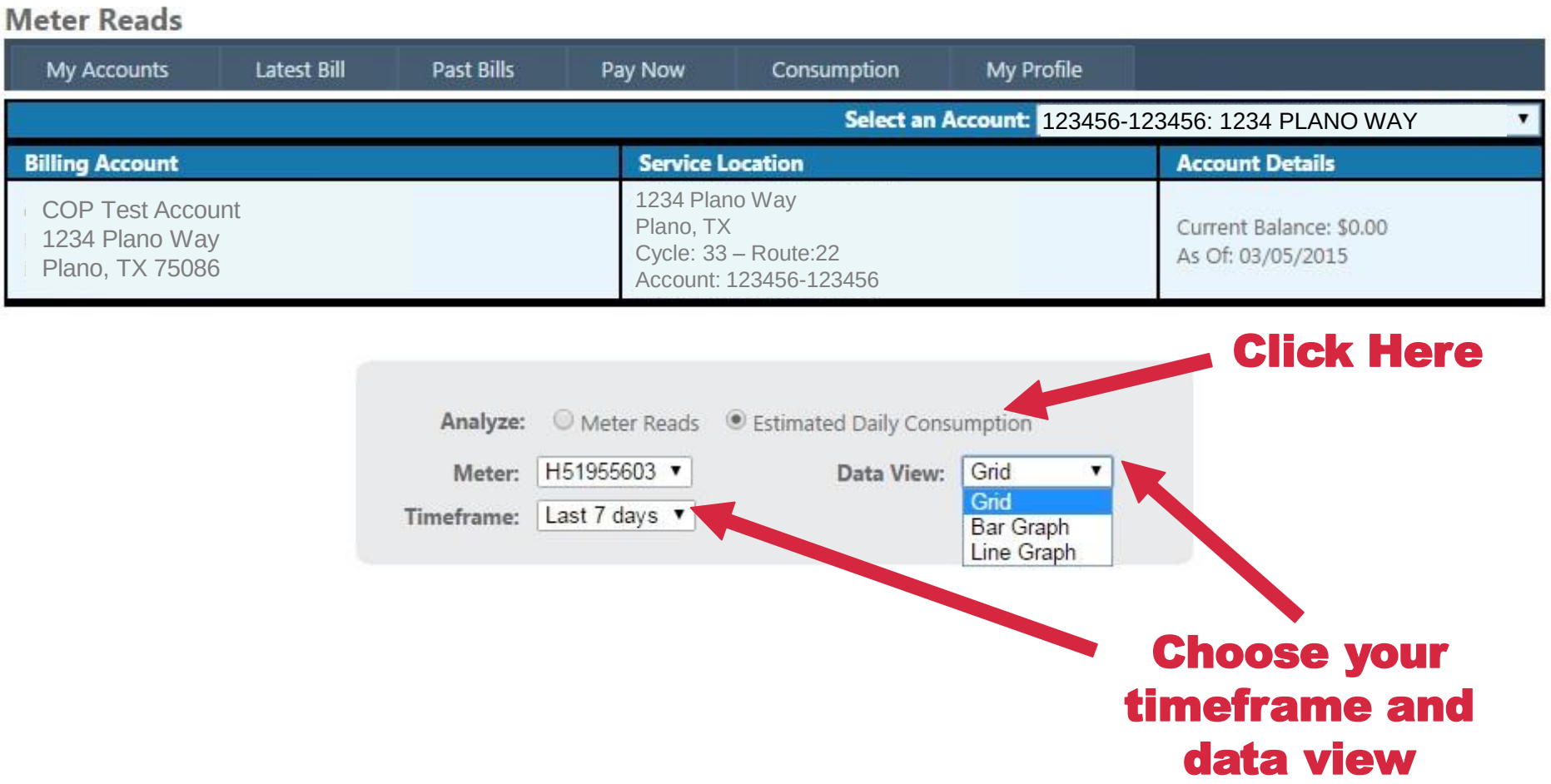
Consumption in Gallons

	Month Billed											
Year	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
2015	3,200	700	2,750									
2014	750	3,150	6,600	10,150	26,100	36,750	33,850	59,700	57,800	63,550	27,100	8,150
2013	6,700	900	5,900	8,500	14,600	18,300	43,600	53,000	82,900	53,950	10,550	5,950
2012				8,950	12,800	40,900	42,100	78,400	65,750	29,800	17,650	15,950

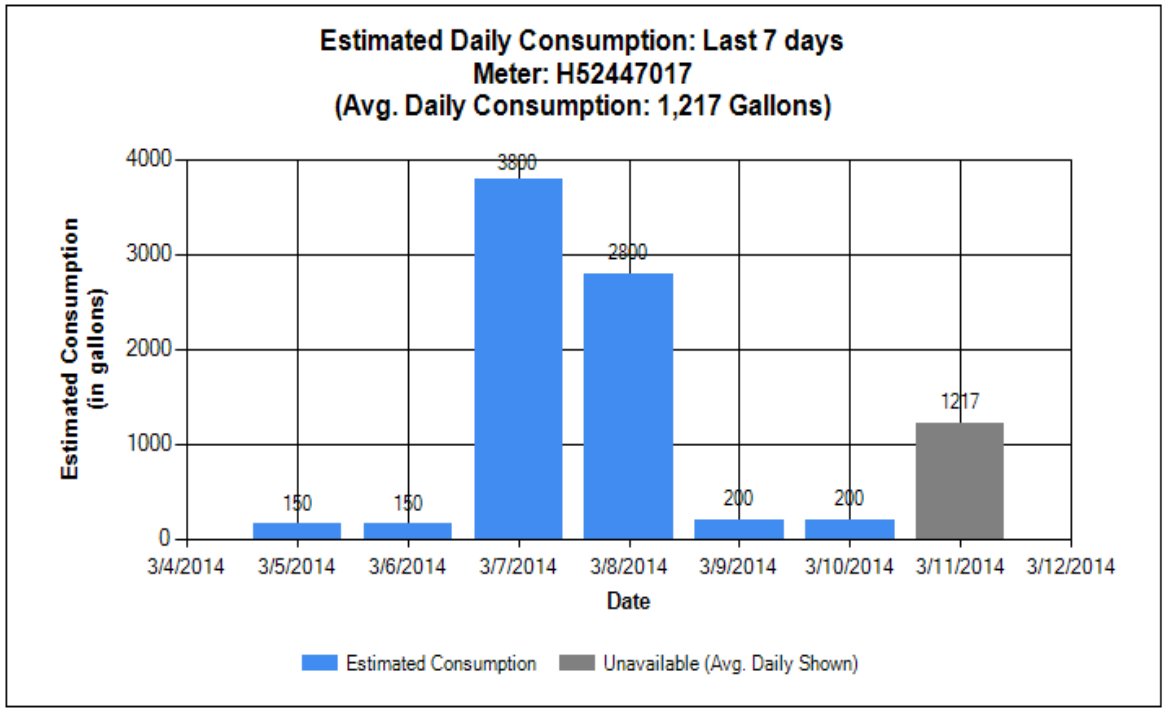
View Meter Reads

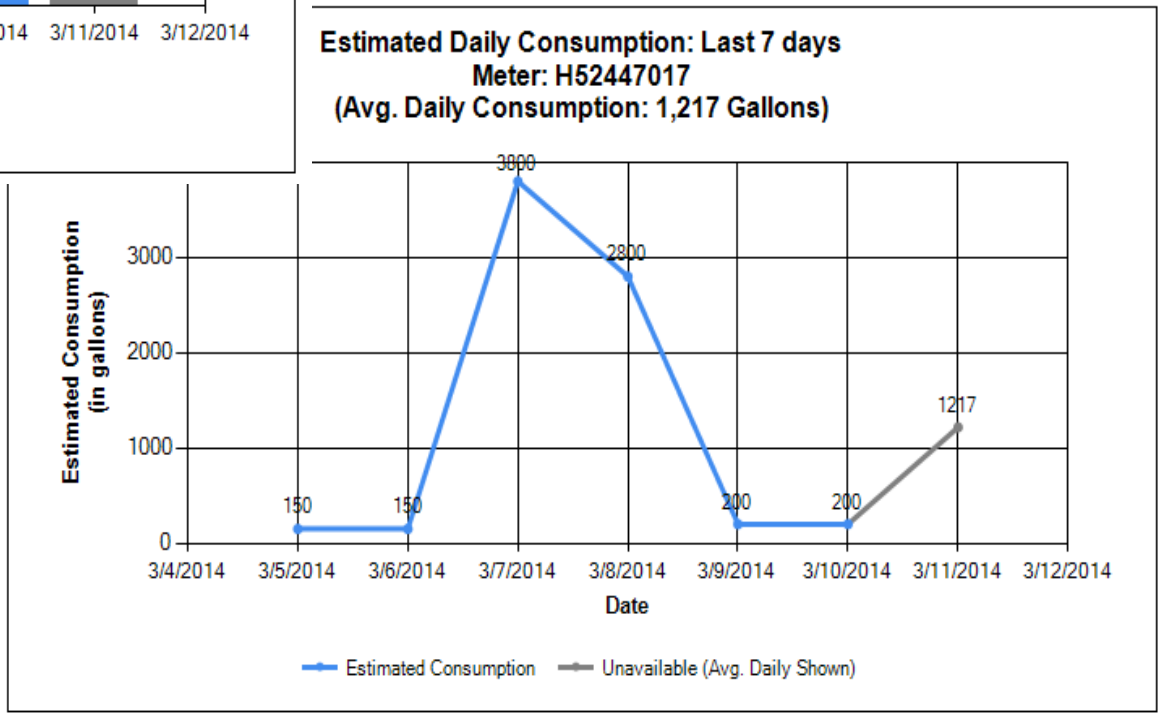
Click Here

Previous Consumption Graphs



Previously Available Graphs





New Portal Landing Page

Accounts: 290553 ▾ | Attach Water Account

Account Number: XXXXXX

Name: COP Test Account
Address: 1234 Plano Way
City/State/Zip: Plano, TX 75086
Cycle/Route: XX/XXX

Cancel Service | Move Service

Bill and Payment Summary | Enroll in Paperless Billing

Amount Due:
Due Date: 7/26/16
Total Past Due:
Last Payment Received: 07/05/16
Pending Payment:

Download Current Statement

Payment Options | View Previous Bills

Meter: H51955603 ▾
Last Read: 08/01/16 10:53 PM

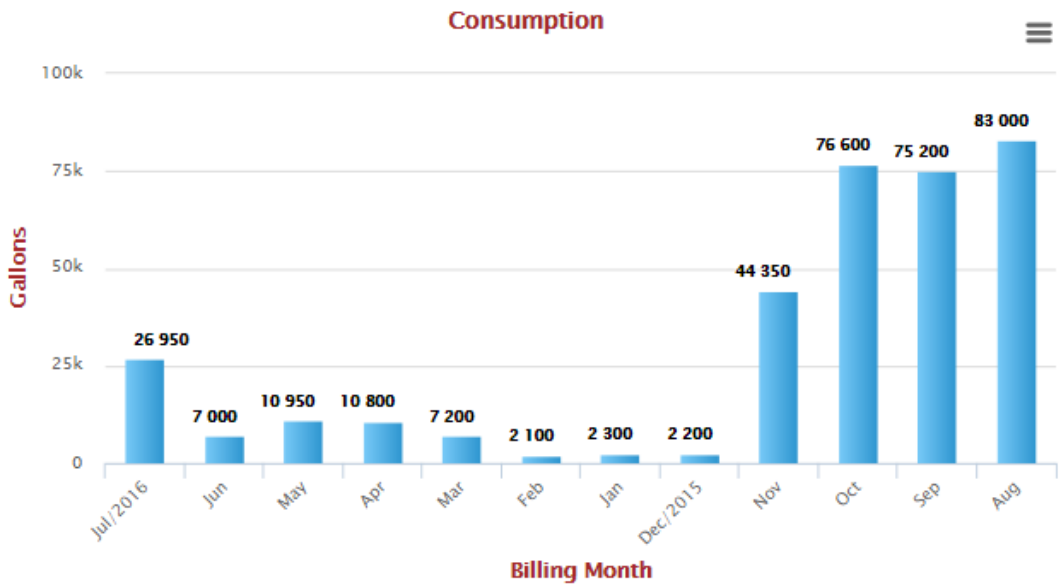
1875950

Read Date	Read Time	Reading
08/01/16	4:48 PM	1875250
08/01/16	10:43 AM	1874050
08/01/16	4:40 AM	1871750
07/31/16	10:36 PM	1871250
07/31/16	4:31 PM	1870450
07/31/16	10:26 AM	1866500
07/31/16	4:22 AM	1865900
07/30/16	10:17 PM	1865400
07/30/16	4:13 PM	1864900

View More Reads

Consumption Summary

Chart Type: Column ▾ Chart Scenario: Consumption (13 months) ▾



Pick Your Timeframe

Meter Reads From 07/1/2016 **To:** 08/02/2016 Search

Click to update the chart and graph.

Meter: H51955603 ▾
Last Read: 08/01/16 10:53 PM

1875950

Read Date	Read Time	Reading	Previous Reading	Change
08/01/16	4:48 PM	1875250	1874050	1200
08/01/16	10:43 AM	1874050	1871750	2300
08/01/16	4:40 AM	1871750	1871250	500
07/31/16	10:36 PM	1871250	1870450	800
07/31/16	4:31 PM	1870450	1866500	3950
07/31/16	10:26 AM	1866500	1865900	600
07/31/16	4:22 AM	1865900	1865400	500
07/30/16	10:17 PM	1865400	1864900	500
07/30/16	4:13 PM	1864900	1864300	600
07/30/16	10:12 AM	1864300	1861400	2900
07/30/16	4:05 AM	1861400	1860900	500
07/29/16	10:01 PM	1860900	1860300	600
07/29/16	3:58 PM	1860300	1859800	500
07/29/16	9:52 AM	1859800	1859650	150
07/29/16	3:49 AM	1859650	1859650	0

<< 1 2 3 4 5 6 7 8 9 >>

Graph at the bottom will update…

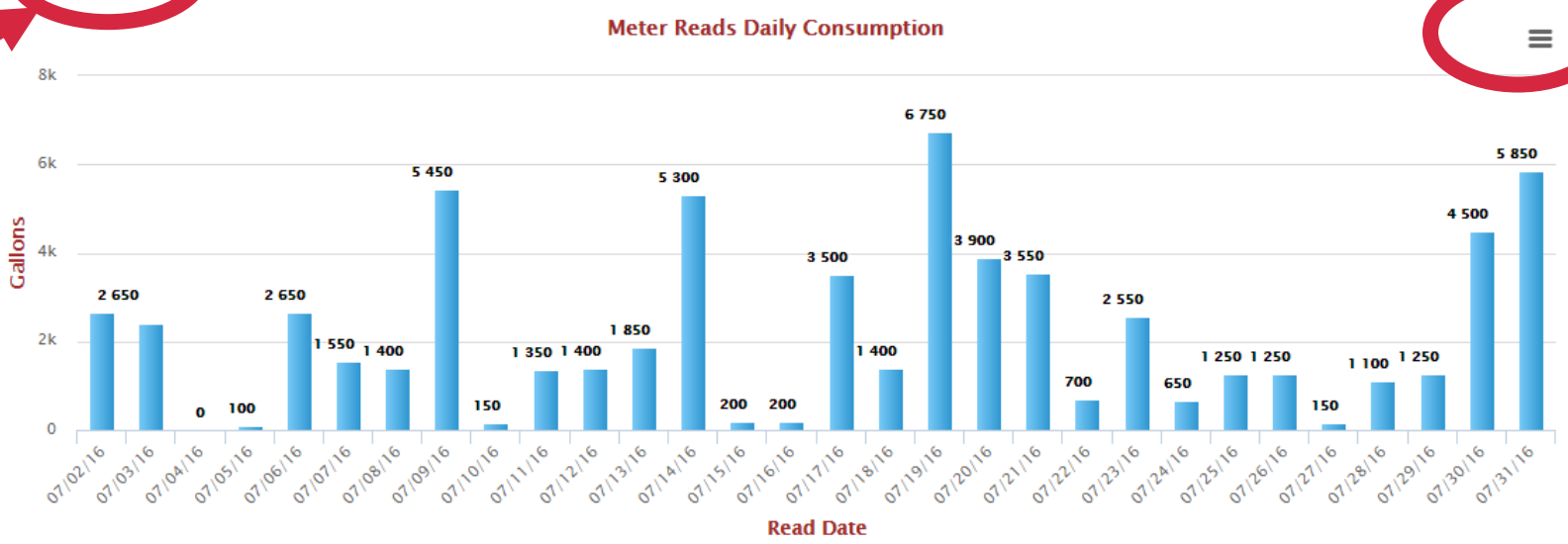
Customer & Utility Services | Home | Services | Account Summary | Payments | Statements | Profile Settings | Hello, eecobldg! | Log off

07/30/16	4:13 PM	1864900	1864300	600
07/30/16	10:12 AM	1864300	1861400	2900
07/30/16	4:05 AM	1861400	1860900	500
07/29/16	10:01 PM	1860900	1860300	600
07/29/16	3:58 PM	1860300	1859800	500
07/29/16	9:52 AM	1859800	1859650	150
07/29/16	3:49 AM	1859650	1859650	0
07/28/16	9:44 PM	1859650	1859650	0
07/28/16	3:41 PM	1859650	1858600	1050
07/28/16	9:40 AM	1858600	1858550	50
07/28/16	3:33 AM	1858550	1858550	0

<< 1 2 3 4 5 6 7 8 9 >>

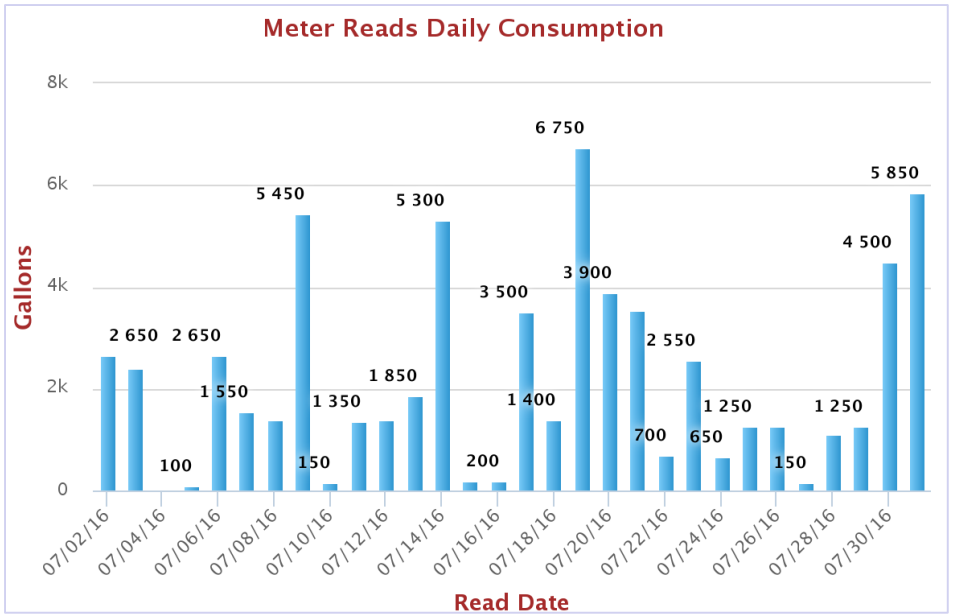
Chart Type: Column ▾ Chart Scenario: Daily Consumption ▾

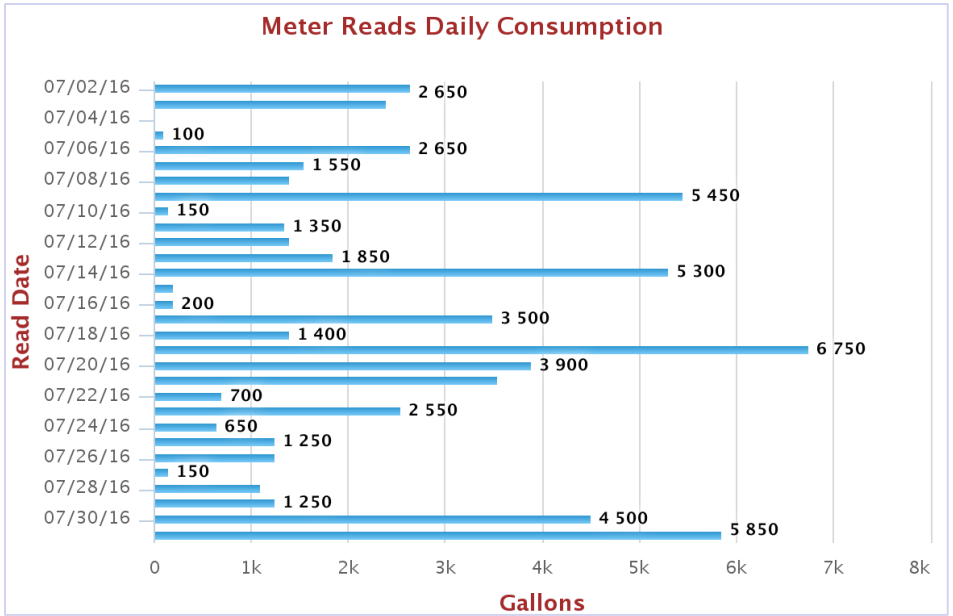
Change the format

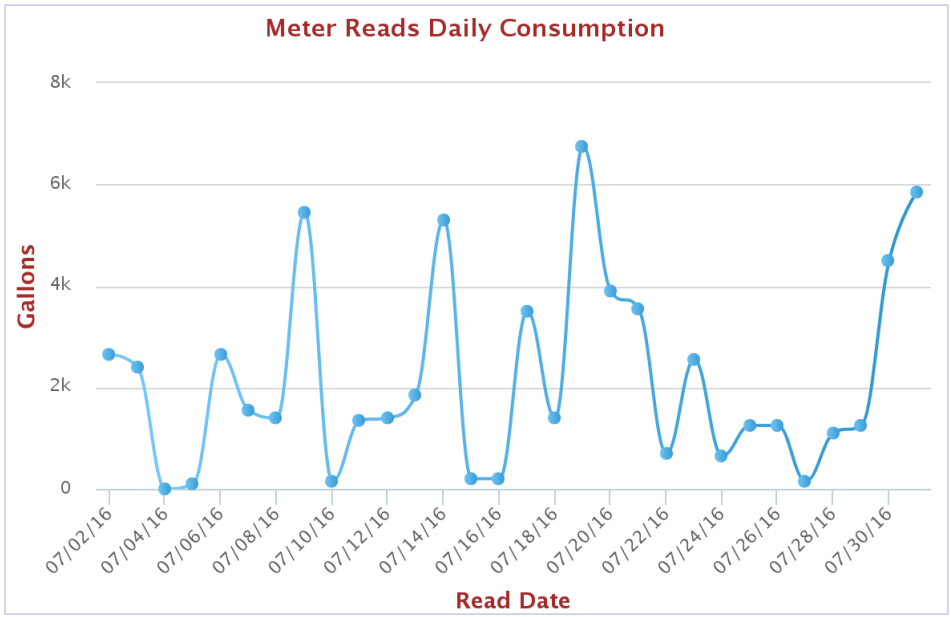


Export the graph

Available graph formats…







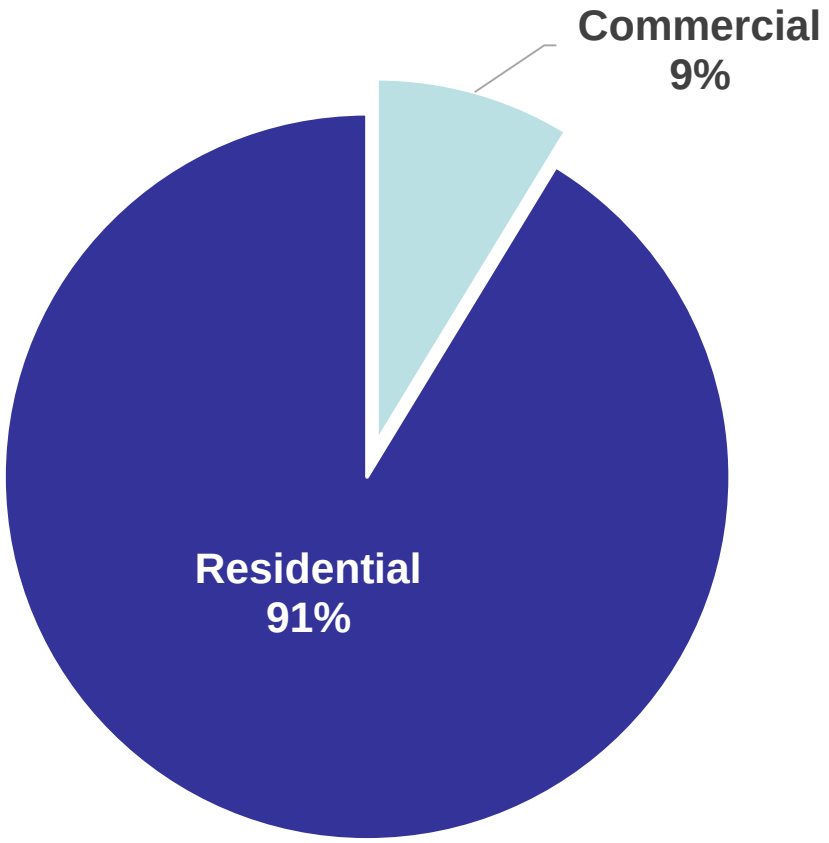
Subscribers/Usage

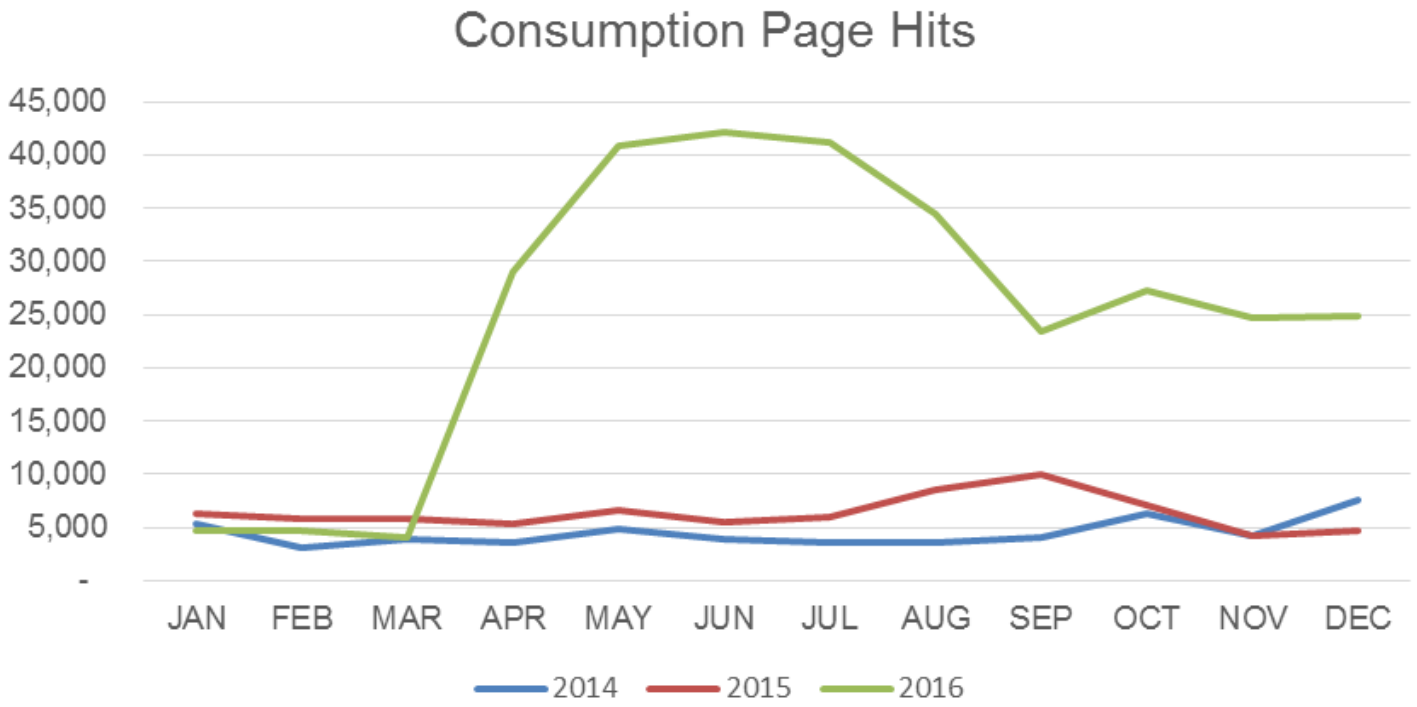
88,000

active billing accounts

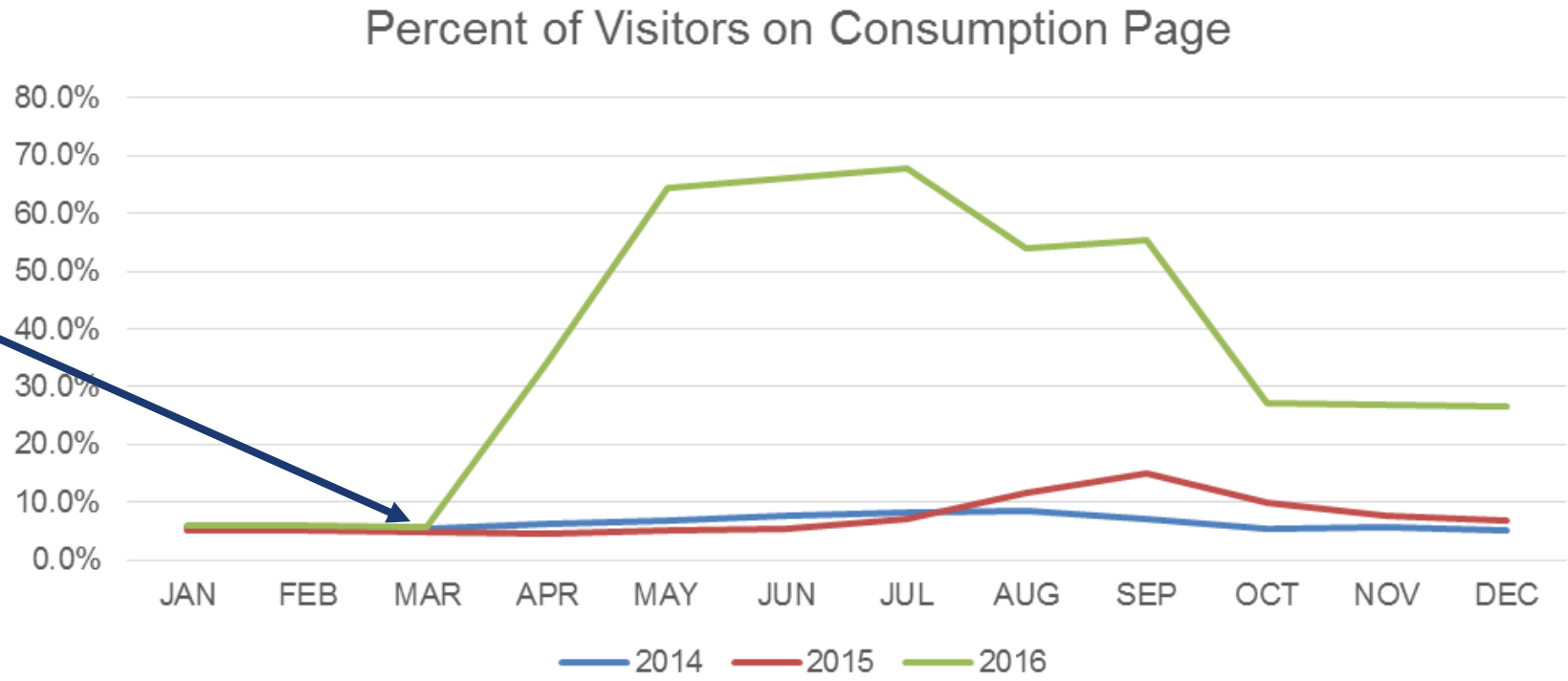
58%

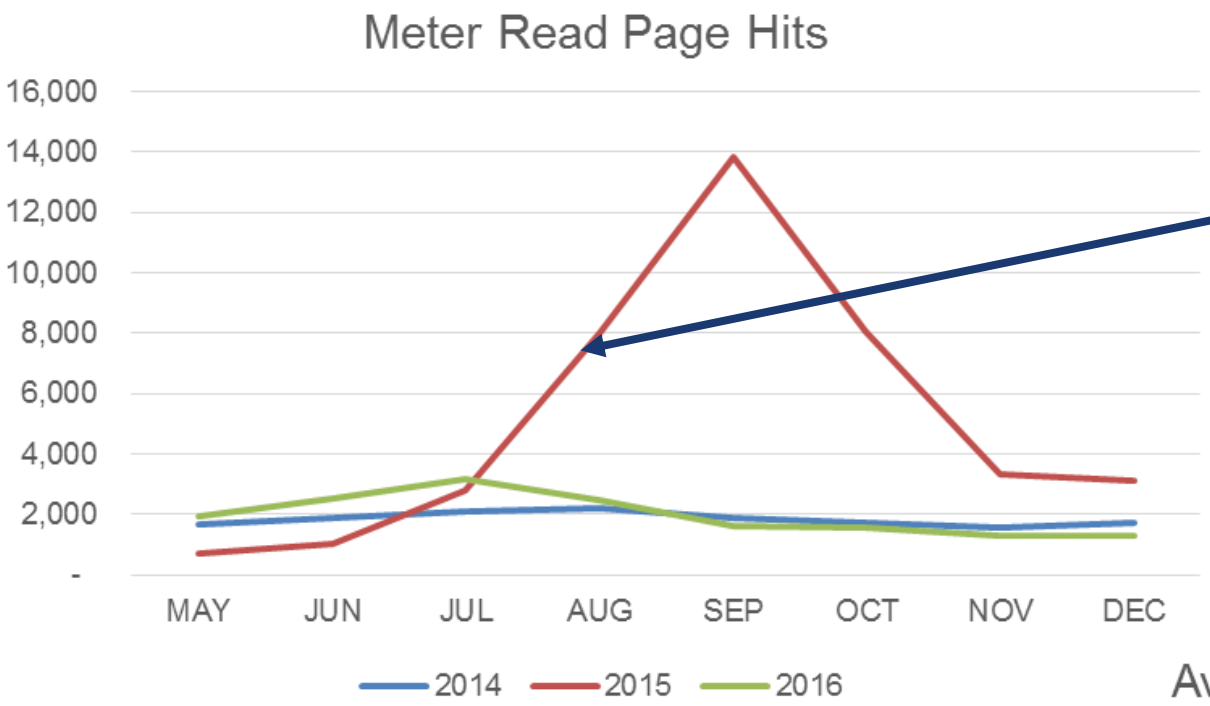
registered online





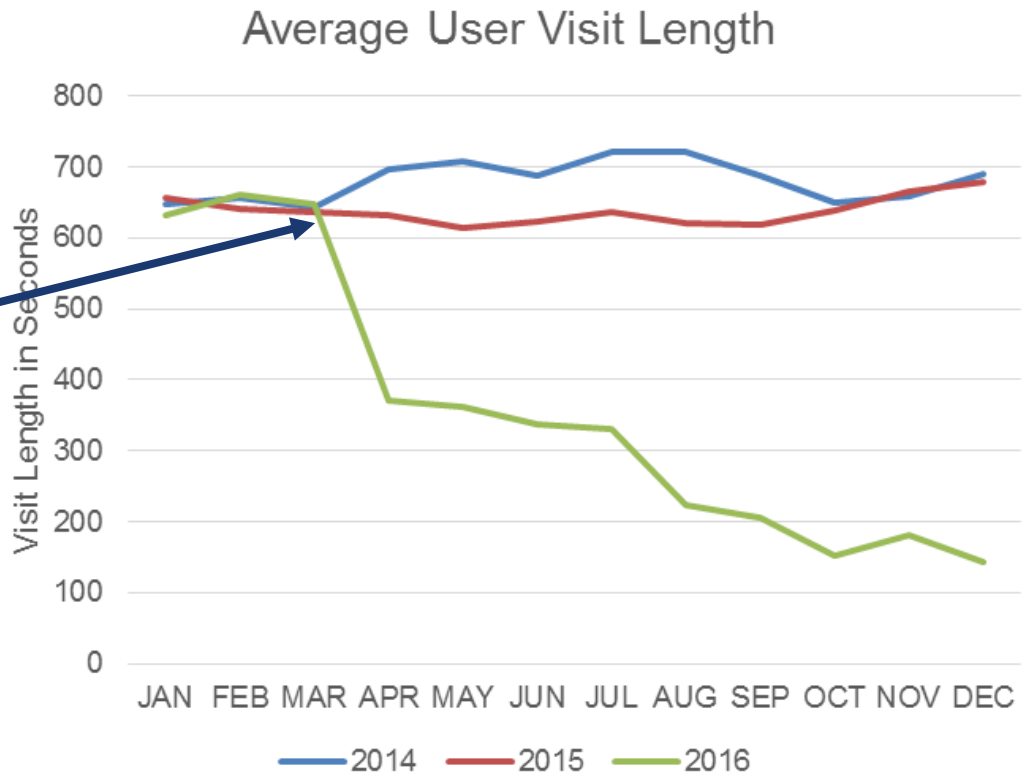
Consumption charts added to landing page



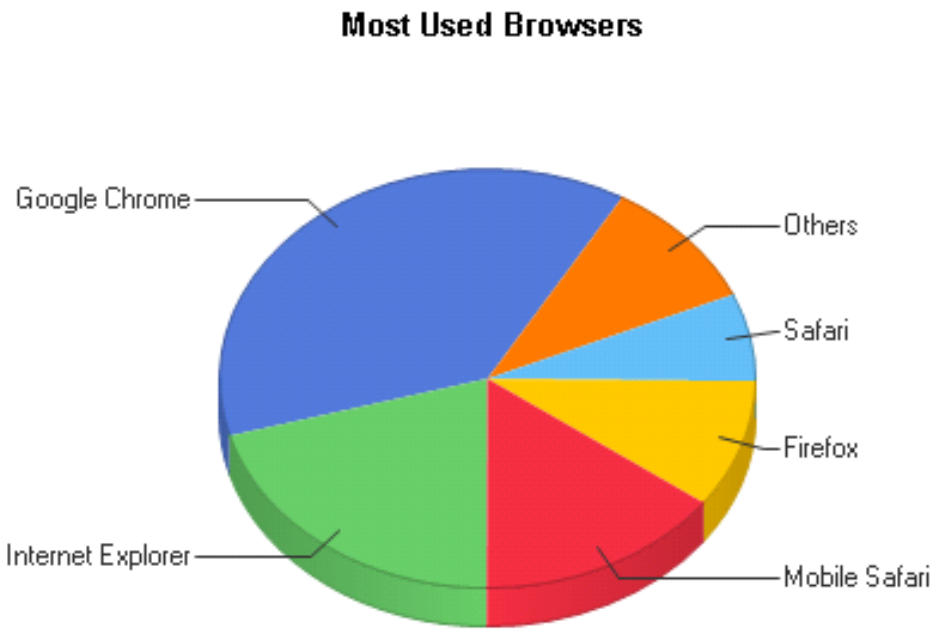


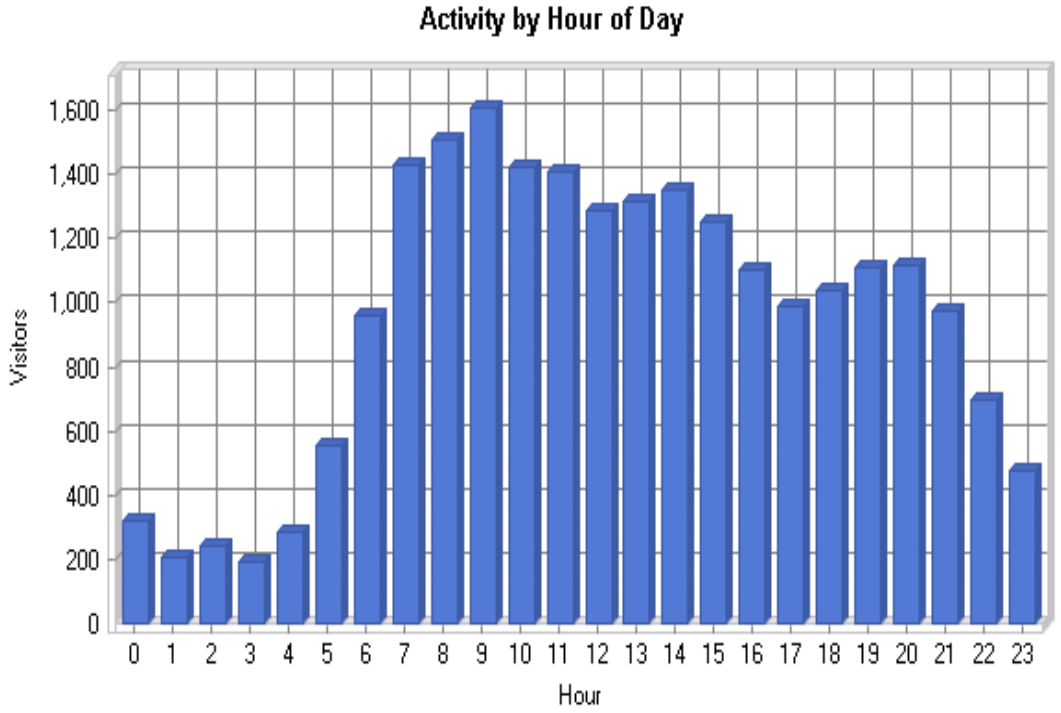
Customers called about high water bills

Consumption charts added to landing page

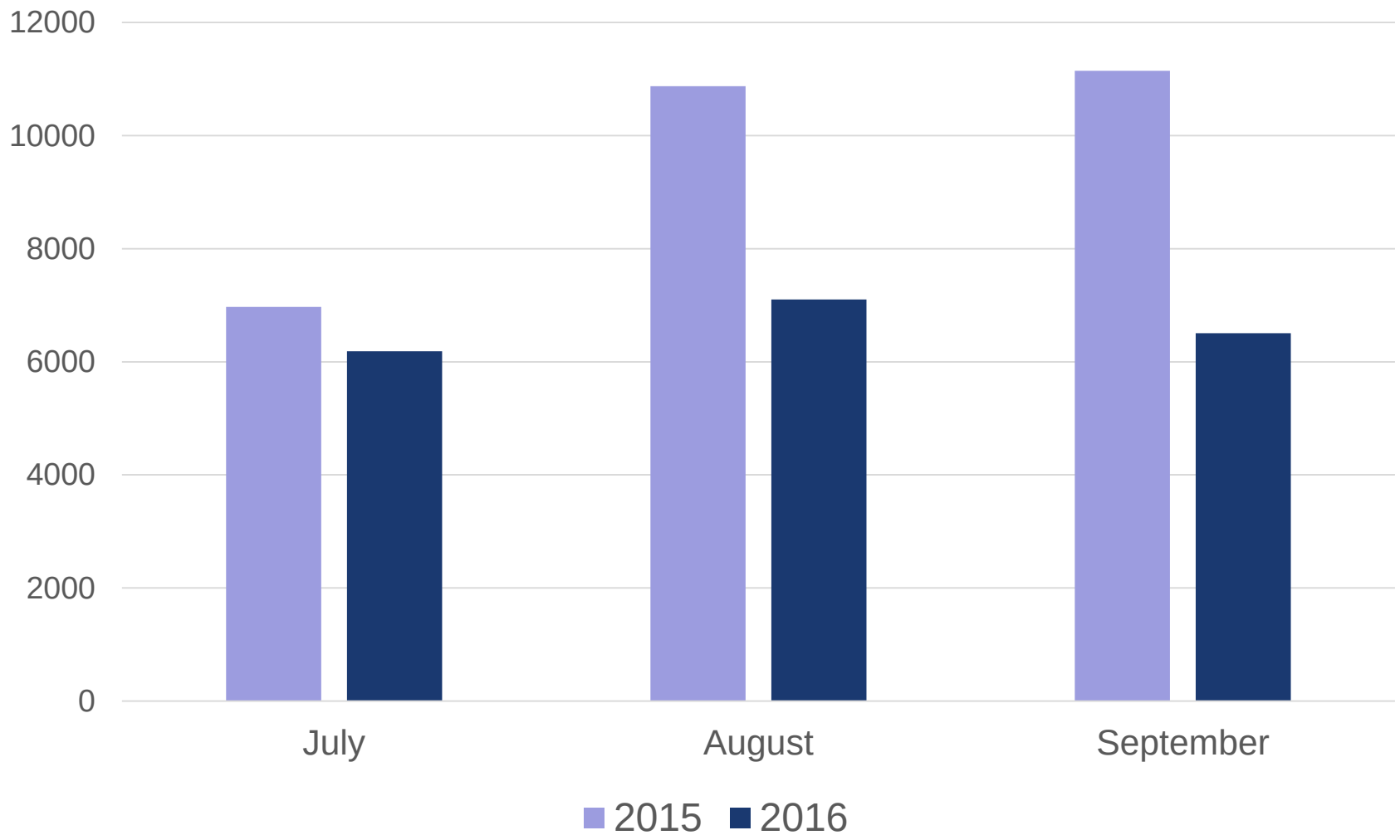


User Activity Data





Customer Service Call Volume



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Lessons Learned…

- Incorporate with utility bill logon
- Show consumption details on landing page
- Educate homeowners about the data when they call
- Promote the data availability as much as you can

Possible Next Steps…

- Currently working to add feature for customers to set alert notifications
- Allow customers to export data
- Incorporate rate tier information

Questions?

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