



Advanced Metering Infrastructure

Customer Service and Meter Technology Improvement Project

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ENVIRONMENTAL SERVICES
CITY OF PORTLAND
working for clean rivers



What is AMI?

- Network of **smart water meters** and **data management systems** that allow two-way communication between utilities and their customers
- **Automation** of the meter reading, billing, and **data collection** process
- Meters collect customer **usage data** from every meter, every day
- Data can be shared with customers in a full-service **online service portal**
- Integrated system that helps **reduce customer and bureau costs** related to leaks and unauthorized consumption

Why we're doing this project

1. Help customers understand and manage their utility costs

- Access to daily usage data, early leak detection

2. Improve online customer services

- Convenient and easy to use online and mobile platform, language choice, and preference settings

3. Increase bureau efficiencies and reduce revenue loss

- Automate frequent functions and quickly detect leaks, main breaks, tampering or broken meters, and unauthorized consumption

Owner's representative

- City requires specialist support through AMI design, procurement and implementation
- Diameter Services Inc. is the recommended supplier after their successful completion of feasibility study
- Project team includes four COBID-certified firms
- Firms bring local expertise in equity planning, public engagement, change management and construction oversight
- COBID firms represent \$1.2M of total contract value (23%)

Request

Authorize a contract with Diameter Services Inc., for owner's representative services for the Advanced Metering Infrastructure Project using a sole source procurement.

Estimated cost: \$5,464,248

Start date: Spring 2023



Questions?



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