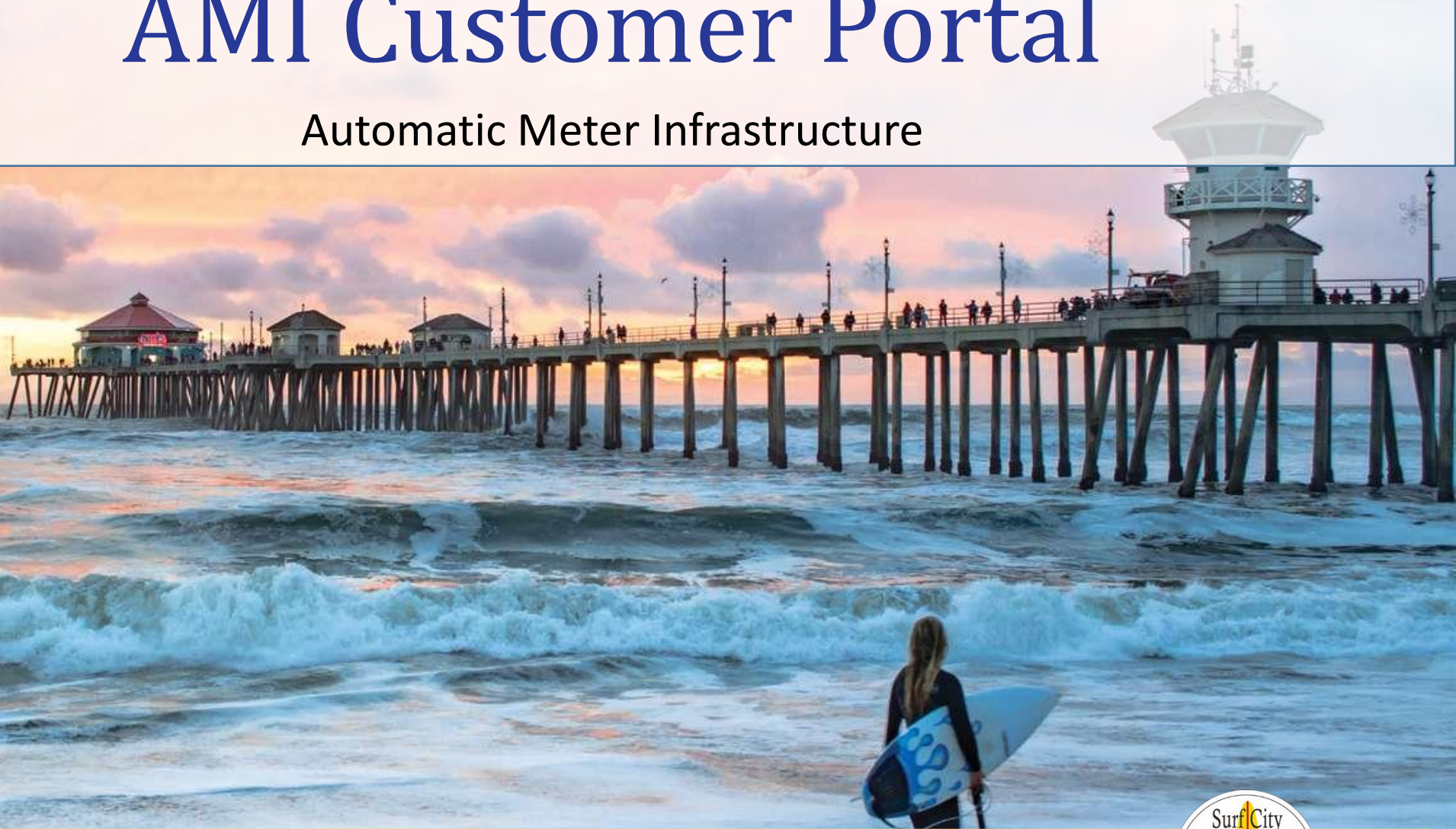




AMI Customer Portal

Automatic Meter Infrastructure



City of Huntington Beach, California



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About

What is AMI?

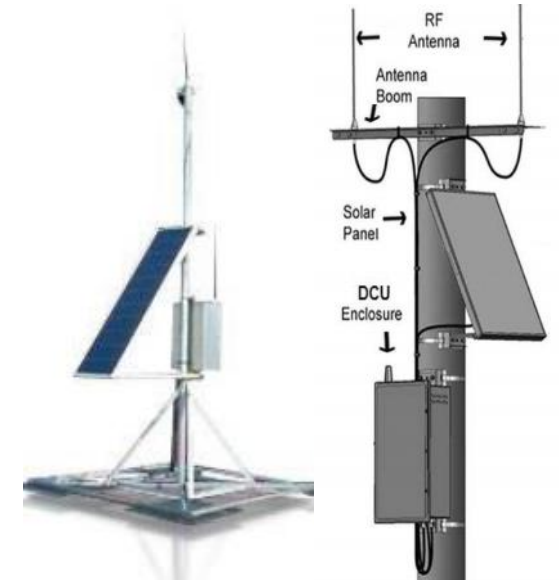
- AMI = Automatic Meter Infrastructure
- Integrated system of smart meters, communications networks, and data management systems
- Enables real-time tracking of water usage data
- Provides 24-hour leak detection and alarm capabilities



Meter Register



Meter Transmission Unit (MTU)



Data Collection Unit (DCU)



Background

- AMI infrastructure installation completed in April 2021
- ~53,800 MTUs installed by in-house staff



AMI Infrastructure Team (left to right)
Jody Howell, Ramon Razo, Kevin Scally, Scott Adams

Customer Portal

Key Features for Customers

- Online website residents can log-in to review their account
- Online bill payment
- Interactive charting
- Compare usage to prior bills
- Alerts for high usage, water leaks, and usage thresholds

Benefits to City

- Analyze and monitor trends
- Automate communication, such as notifications, reminders, and customer service escalations
- Reduce internal business process by automating tasks originally performed with phone or paper

Main Dashboard

ADVANCED
UTILITY SYSTEMS

FOR HOME ▾FOR BUSINESS ▾OUTAGES ▾CONSERVATION ▾CONTACT US ▾

5 Change AccountWater - 20-02: 82 SOUTHBROOK LN, SPRINGVILLE, NY 10001

Home

Bills & Payment

Transactions

Billed Usage

Smart Meter

Compare

Service Requests

Outages

Profile

Forms

Account Details

Nickname:	Water
Address:	82 SOUTHBROOK LN, SPRINGVILLE, NY 10001
Credit Rating:	Good
Name:	FREDDIE JONES
Pay Plan:	Auto Pay
Installments:	\$45.00 due on Feb 28, 2020 \$450.00 due on May 31, 2020

My Alerts 2

Landscape Watering is permitted today
You can water between between 12:00 AM and 11:59 PM .
Your next watering day is Wed Mar 31, 2021.

Outage Alert
An outage has been confirmed at 123 MAPLE AVE, SPRINGVILLE, NY 10001.

My Recent Usage

WaterSewer

You used 3 CCF less water compared to your previous bill

Usage on your current bill dated 29-Dec-2018	16 CCF
Usage on your previous bill dated 1-Nov-2018	19 CCF

Why was your consumption less?

My Current Bill

Current Balance: \$80.98 due Mar 04, 2018

Payment is not required
You are enrolled in our pre-authorized payment plan and we will automatically withdraw payment.

Bills & Payments



FOR HOME ▾ FOR BUSINESS ▾ OUTAGES ▾ CONSERVATION ▾ CONTACT US ▾

5 Change Account

Water - 20-02: 82 SOUTHBROOK LN, SPRINGVILLE, NY 10001



Refresh

Logout



Home



Bills & Payment



Transactions



Billed Usage



Smart Meter



Compare



Service Requests



Outages



Profile



Forms

My Bills

Paymentus Auto Pay

InvoiceCloud Pay Bill

KUBRA Dashboard

My Electronic Bills

View My Current Bill

Go Paperless (e-Billing)

We offer a free, secure and reliable electronic bill delivery and payment service. After the next billing cycle following your enrollment you will receive an electronic bill instead of a paper version at the email address associated with your account. Sign Up Today >

View Bill	Date	Bill Amount	Due Date
View Bill	16-Feb-2020	\$40.49	4-Mar-2018
View Bill	17-Jan-2020	\$95.24	2-Feb-2018
View Bill	18-Dec-2019	\$45.35	3-Jan-2018
View Bill	16-Nov-2019	\$95.09	2-Dec-2017

Pay My Bill

Current Balance: **\$80.98** due **Mar 04, 2018**

Payment is not required

You are enrolled in our pre-authorized payment plan and we will automatically withdraw payment.

Pay Amount: ▾ 80.98

\$ Pay My Bill

Pay my bill now at



City of Huntington Beach, California



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Billed Usage



Compare – Year Over Year



Service Requests

5 Change Account

Electric, Water, Gas, Alerts - 000010-01: 123 MAPLE AVE, SPRINGVILLE, NY 10001

2

Refresh

Logout

Transactions

Billed Usage

Smart Meter

Compare

Service Requests

Outages

Self-Assessment

Mobile App

Profile

Forms

Show 10 entries

Search:

Request Date	Request Type	Request Number	Status
24-Apr-2018	Report a Billing Issue	234430	In Process
14-Feb-2018	ACH Application	223452	Complete
23-Jul-2017	Transfer Service	213324	Complete
3-Jun-2017	Report Streetlight Outage	203321	Complete

Showing 1 to 4 of 4 entries

FirstPrevious1NextLast

Download

Downloads are provided in .CSV format for spreadsheet imports.
If your spreadsheet software does not open automatically when you click the downloaded file, save it and open it manually.

We welcome your comments and feedback (1024 characters limit)

✓

Rate this page ☆☆☆☆

General Inquiries


My Account Support

Text Size:

Outages

ADVANCED
UTILITY SYSTEMS

FOR HOME ▾ FOR BUSINESS ▾ OUTAGES ▾ CONSERVATION ▾ CONTACT US ▾

5 Change Account Electric, Water, Gas, Alerts - 000010-01: 123 MAPLE AVE, SPRINGVILLE, NY 10001  Refresh Logout

Home

Bills & Payment

Transactions

Billed Usage

Smart Meter

Compare

Service Requests

Outages

Self-Assessment

Mobile App

Profile

tel:1-800-123-4444

Report An Outage

Report by Telephone

1-800-123-4444

Outage Map

Outage Map ↗

Example arcGIS Map

Example Google Map

⚠ Outage Alert

An outage has been confirmed at 123 MAPLE AVE, SPRINGVILLE, NY 10001.

View Map ↗

Report Online

* Outage Location:

Select the outage location ▾

* Details or information about the outage or hazard:

Add a brief description

Request a Call Back? Yes, please. No, thanks.

Submit Outage

Schedule

Timeframe	Action
SUMMER	Consultant to buildout customer portal
FALL	Pilot testing and public education outreach
NEW YEARS	Go-Live Launch



End of Presentation

Thank You



City of Huntington Beach, California



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