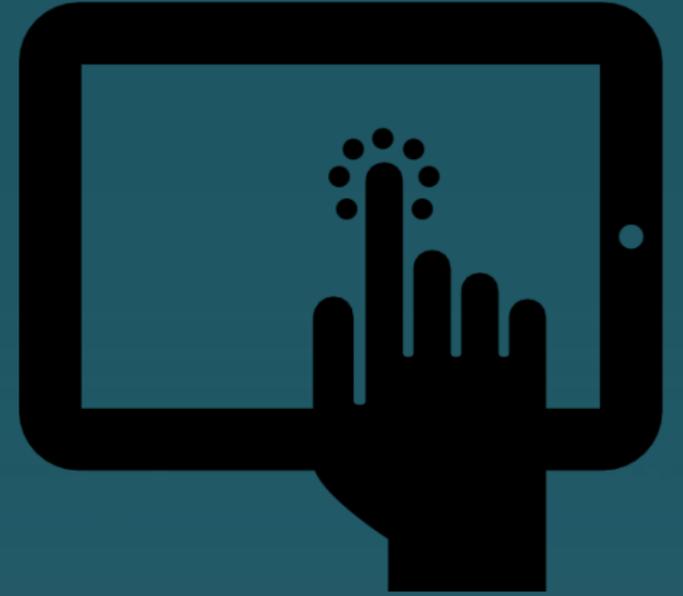
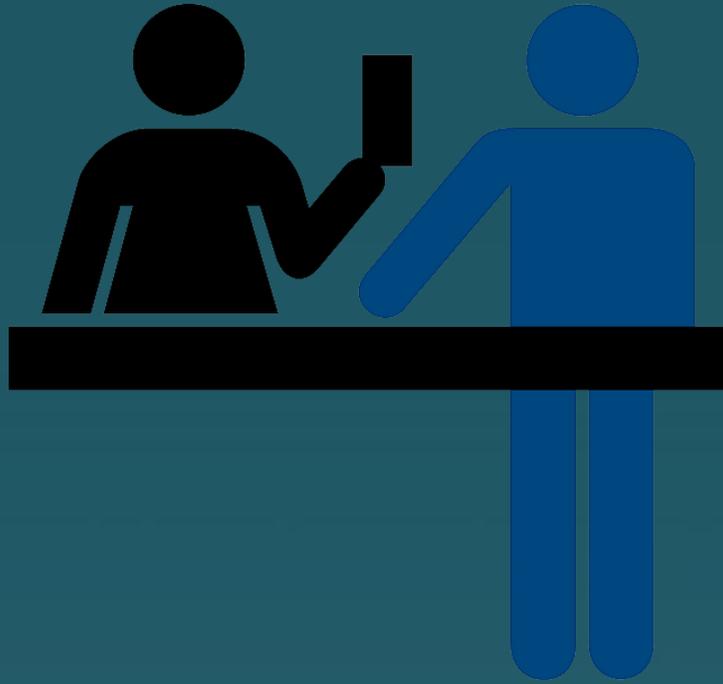


Improving the Customer Experience

Customer Service Portal



Customer Service Channels

Water Authority: (505) 842-WATR (9287)
 Solid Waste Mgmt Dept: (505) 761-8100 M-F 8am-5pm
 To Pay on-line: <http://www.abcwua.org>
 Bill Number: 867401298479
 Page 1 of 2

Your Solid Waste Services are billed by the Albuquerque Bernalillo County Water Utility Authority on behalf of the City of Albuquerque.

Account Summary as of 10/02/2019	
Previous Balance	\$435.91
Payment Received	0.00
Balance Forward	435.91
Total Adjustments (Billed & Unbilled)	0.00
Current Charges	100.00
Total Amount Due	\$535.91
Past Due Balance Pay Immediately	

Address: 7139 CROSSWINDS TRL NW - 87114

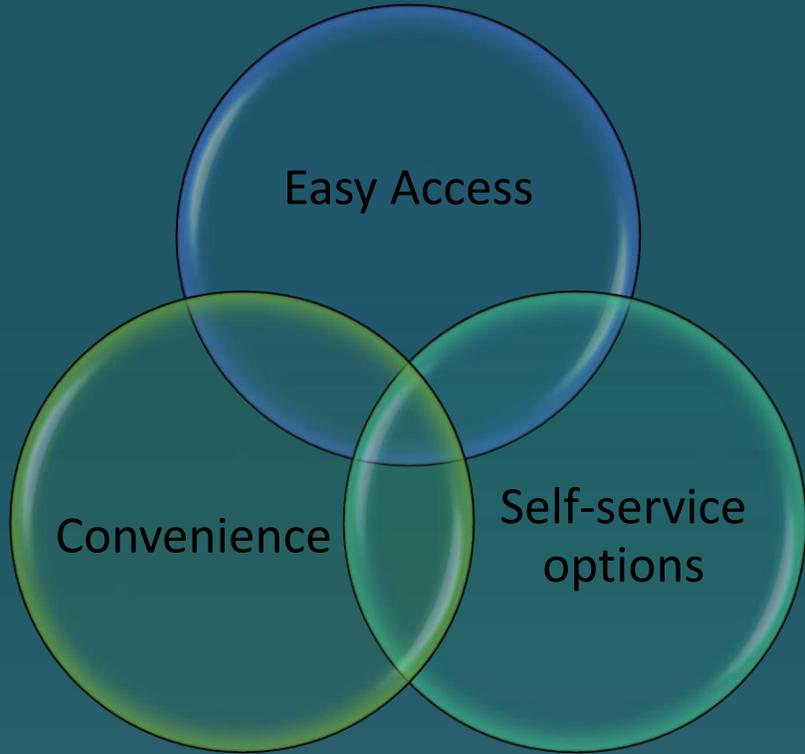
City	Cons Average	Winter Average	Current Meter Read Date	Current Meter Read Reading	Previous Meter Read Date	Previous Meter Read Reading	Usage Units
	14	14	10/01/2019	1,330 Reg	09/03/2019	1,316 Reg	

Service 2019-09-03 - 2019-10-01 ID 8678124203
 Reg = Regular Reading Est=Estimated



Account Details

Profile	API Credentials	Funding	Settings
Email ID:	codexworld-facilitator@gmail.com		
Password:	Change password		
Phone Number:	4087030904		
Account Type:	Business Upgrade to Pro		
Status:	Verified		
Country:	US		
Notes:			



Customer Portal Login

Email Address

Password

LOG IN

The form is set against a blue background with a faint cityscape illustration. It features a white header with the title "Customer Portal Login", two white input fields for "Email Address" and "Password", and a prominent green button labeled "LOG IN".



My Account

USERNAME

PASSWORD

Log In



Pay Your Bill



Contact Us



High Usage Notification



Report a Problem



About Your Bill



Critical Customers



Find a Job



Get a Permit

[Go to my DC Water](#)

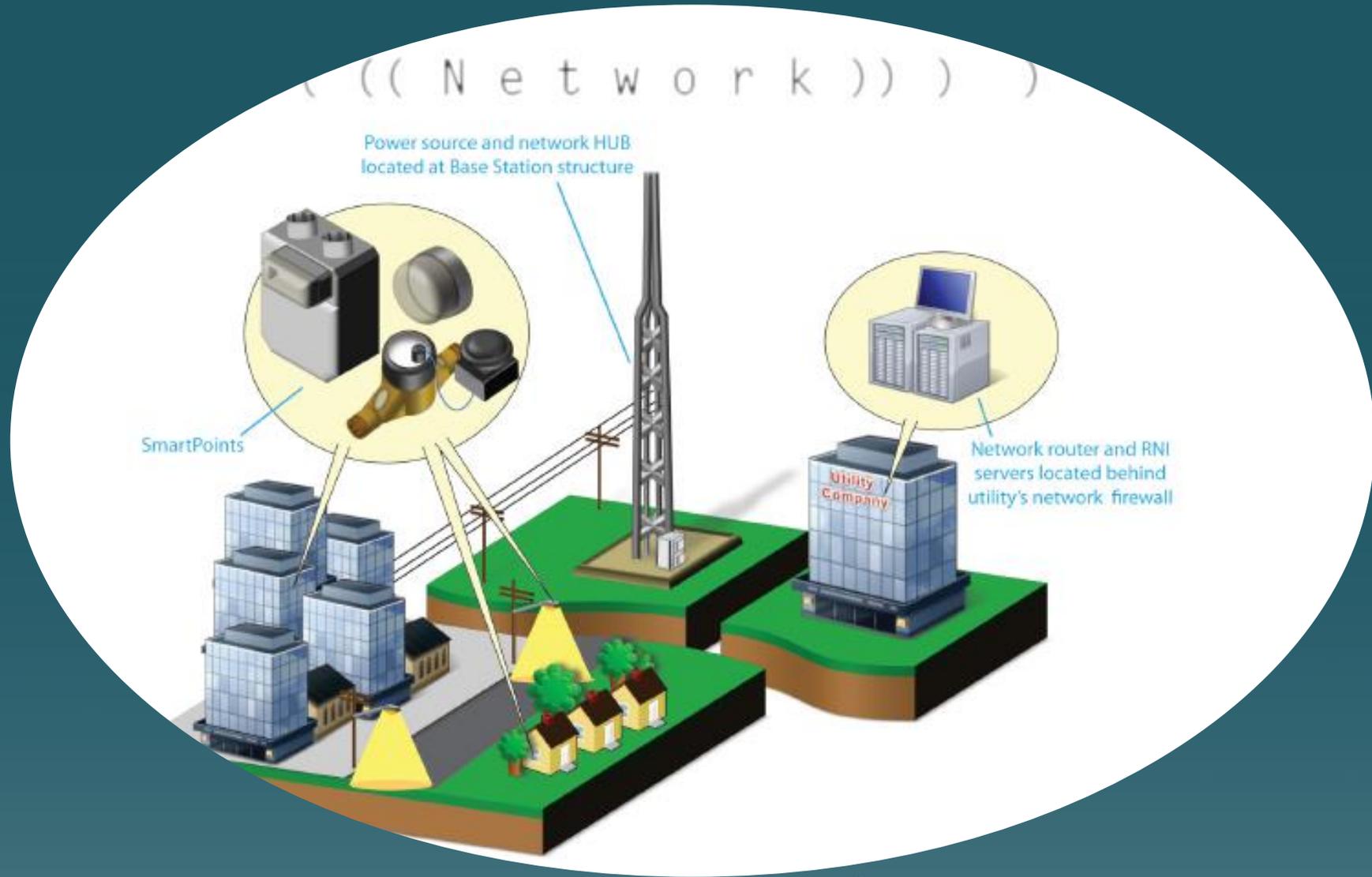


Start/Stop Service



Albuquerque Bernalillo County
Water Utility Authority

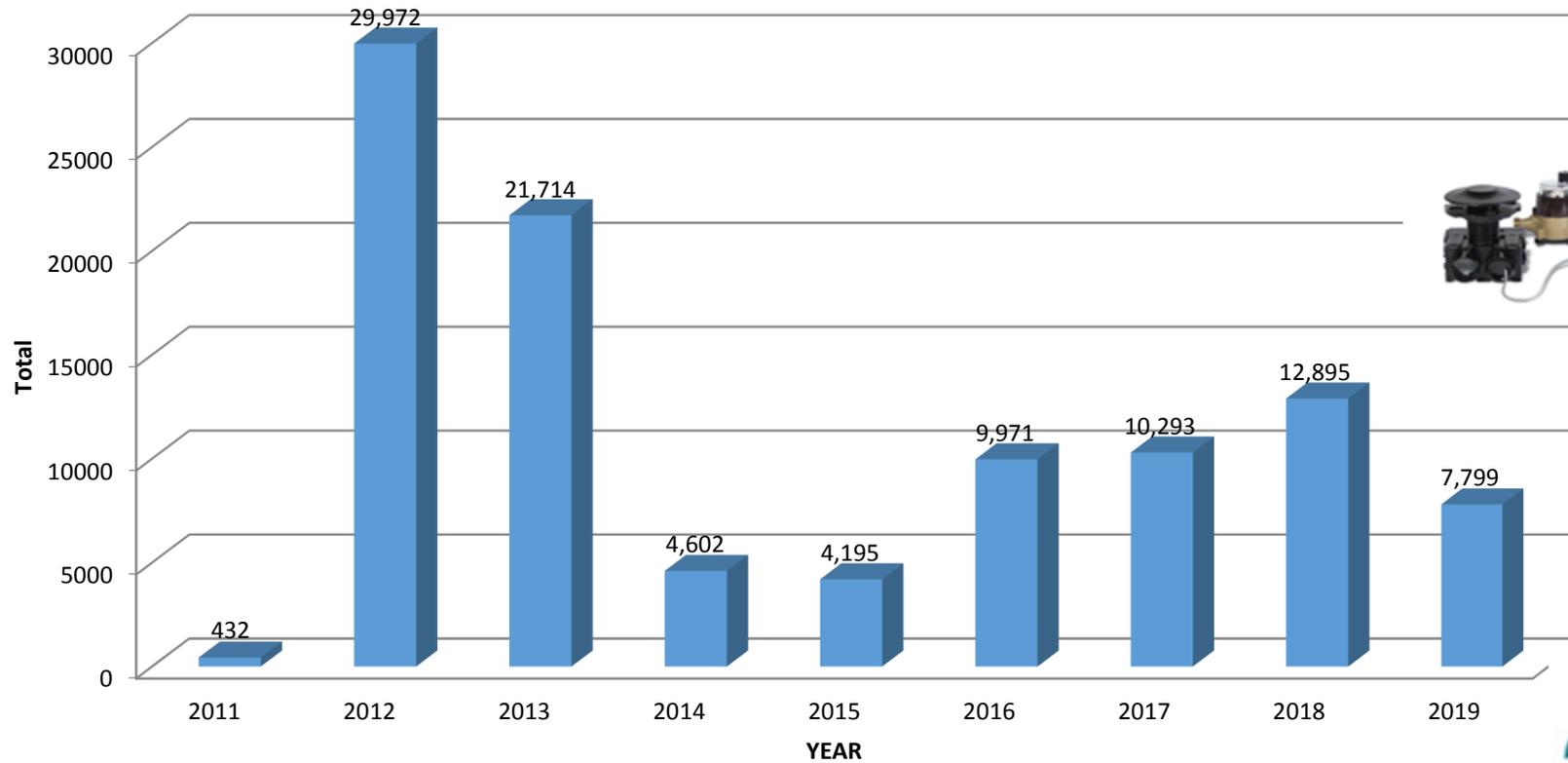
AMI System Diagram



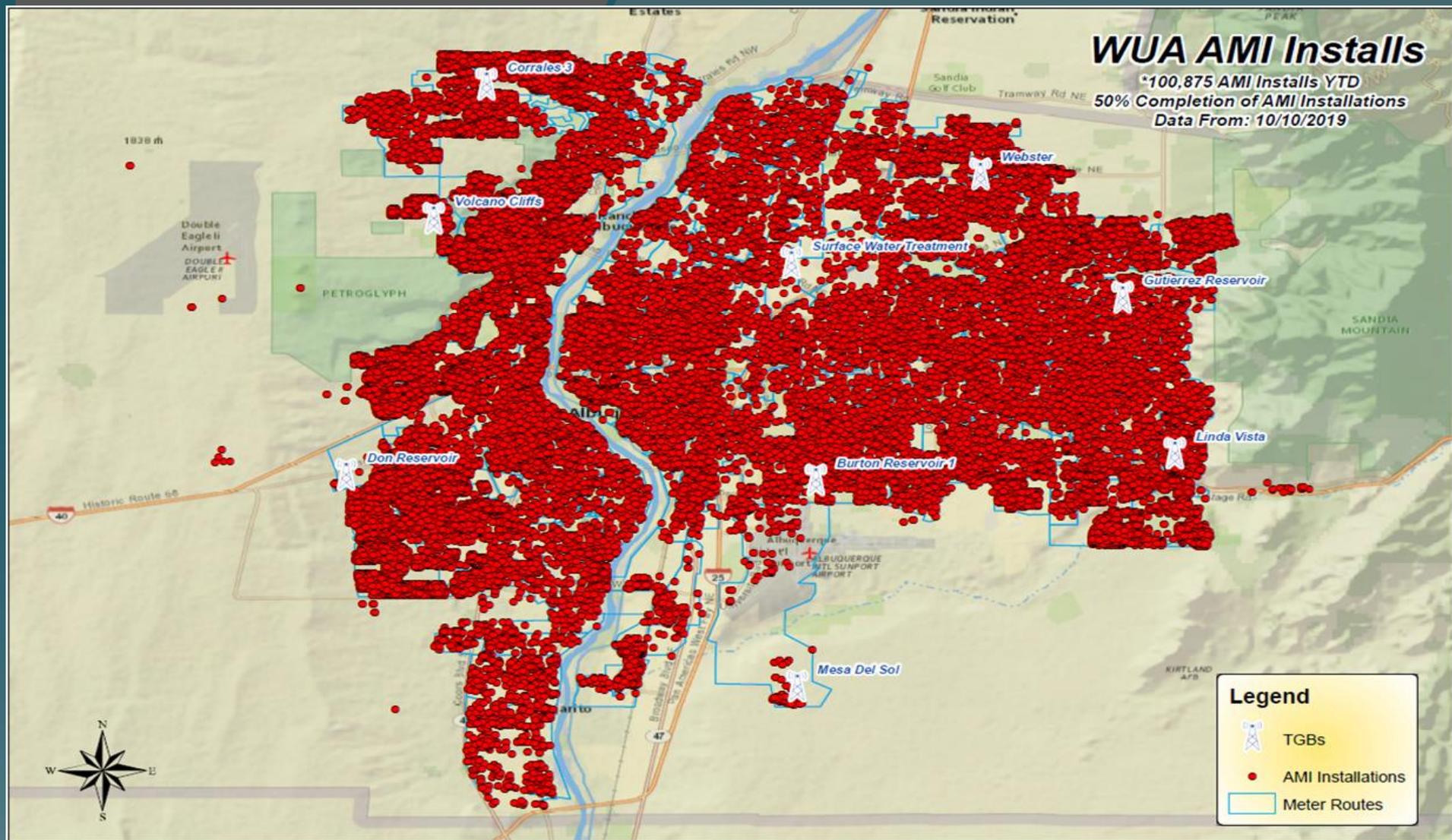
AMI Installations

WUA AMI Installs by Year

Total AMI Installs: 100,875



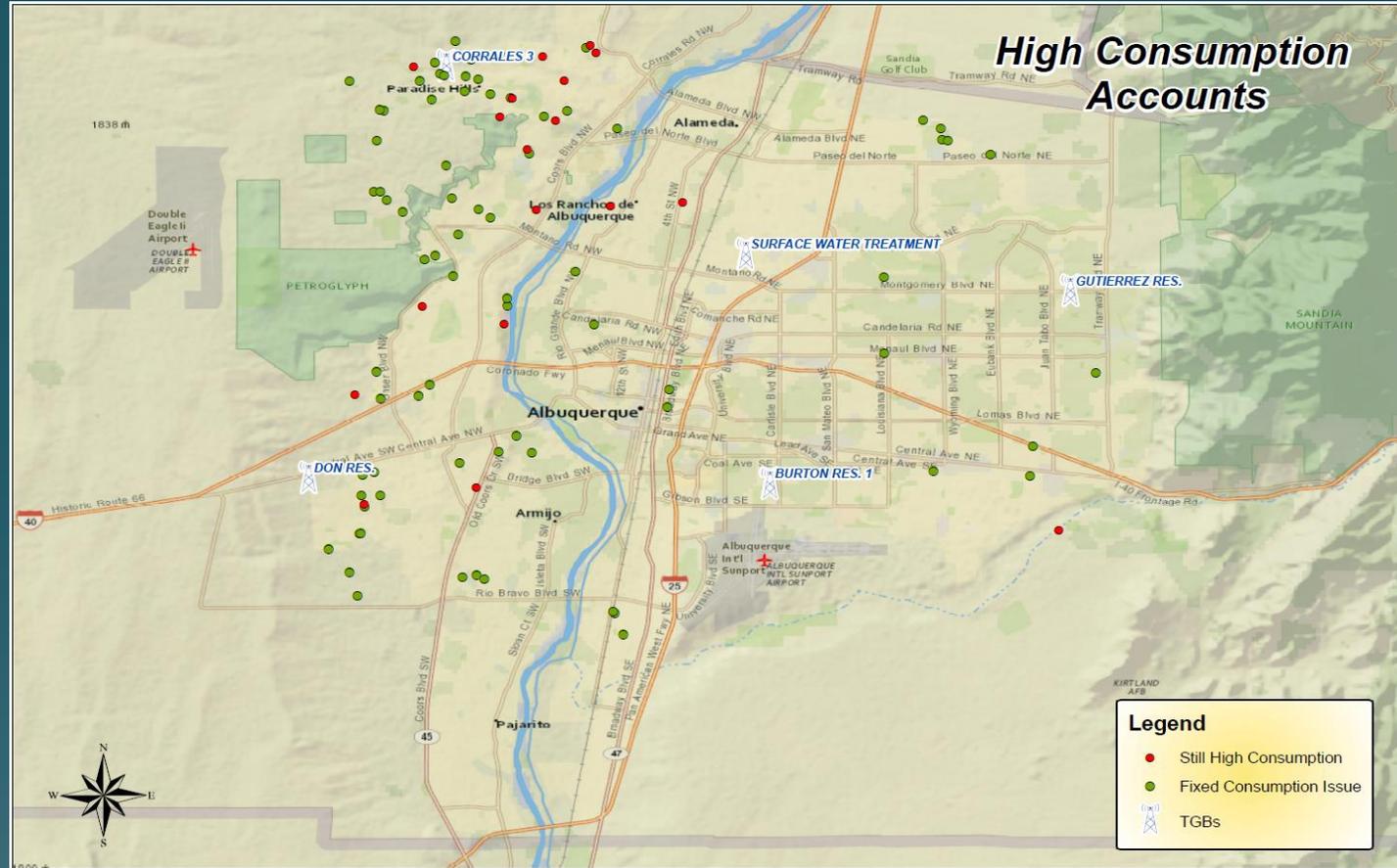
Deployment Map



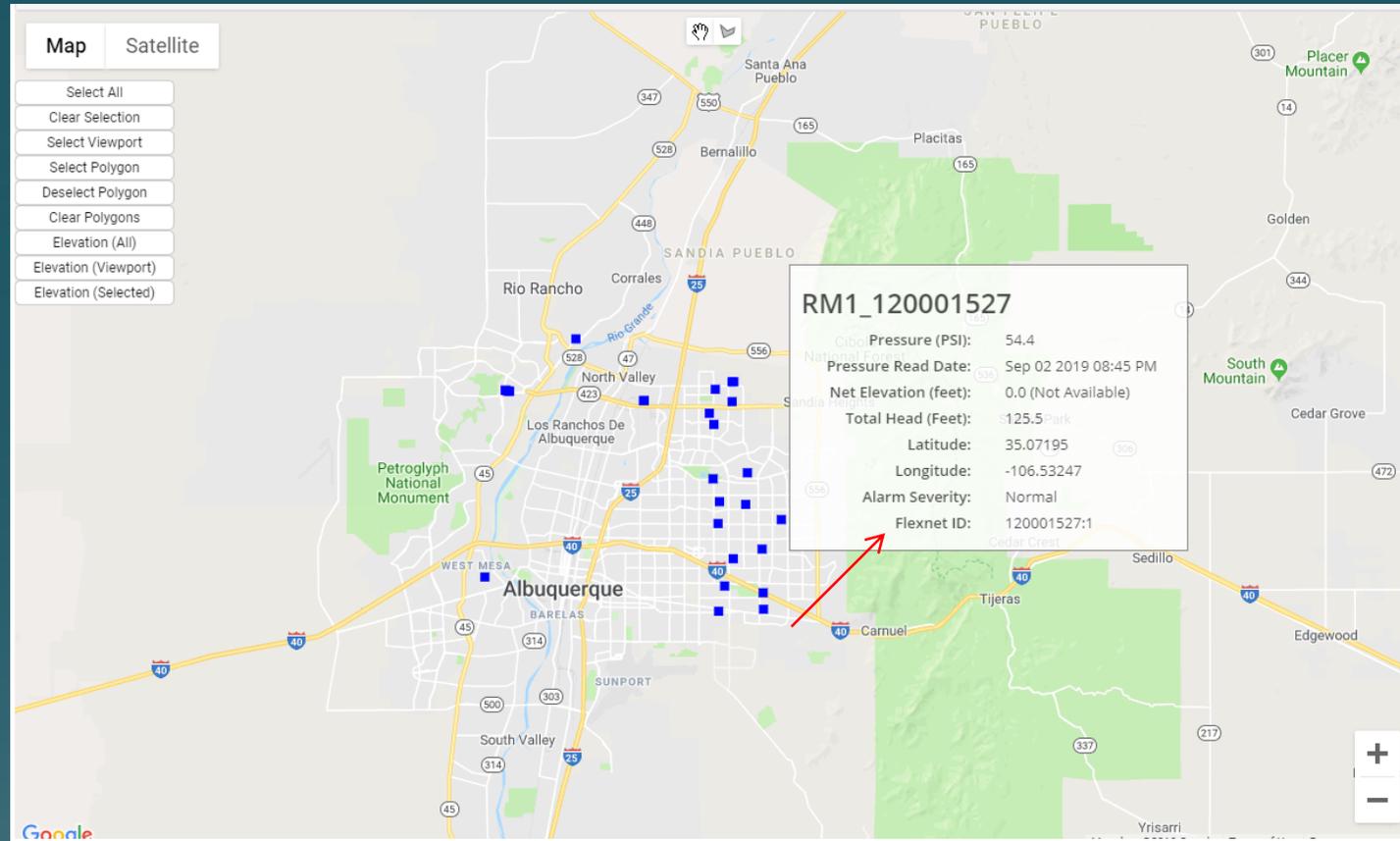
Advantages of AMI

- Resolve Customer Inquiries
- Improved Billing accuracy
- Flag Potential High Consumption Before Customer Gets Bill
- Reduce Emissions
- Employee Safety
- Pressure Monitoring
- Water Conservation
- Specialized Reporting for Large Customers
 - City of Albuquerque, APS, Bueno Foods

High Consumption Accounts

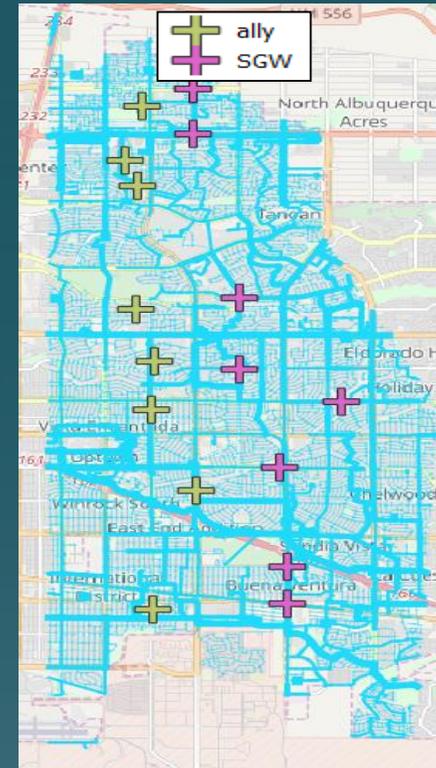


Pressure Monitoring

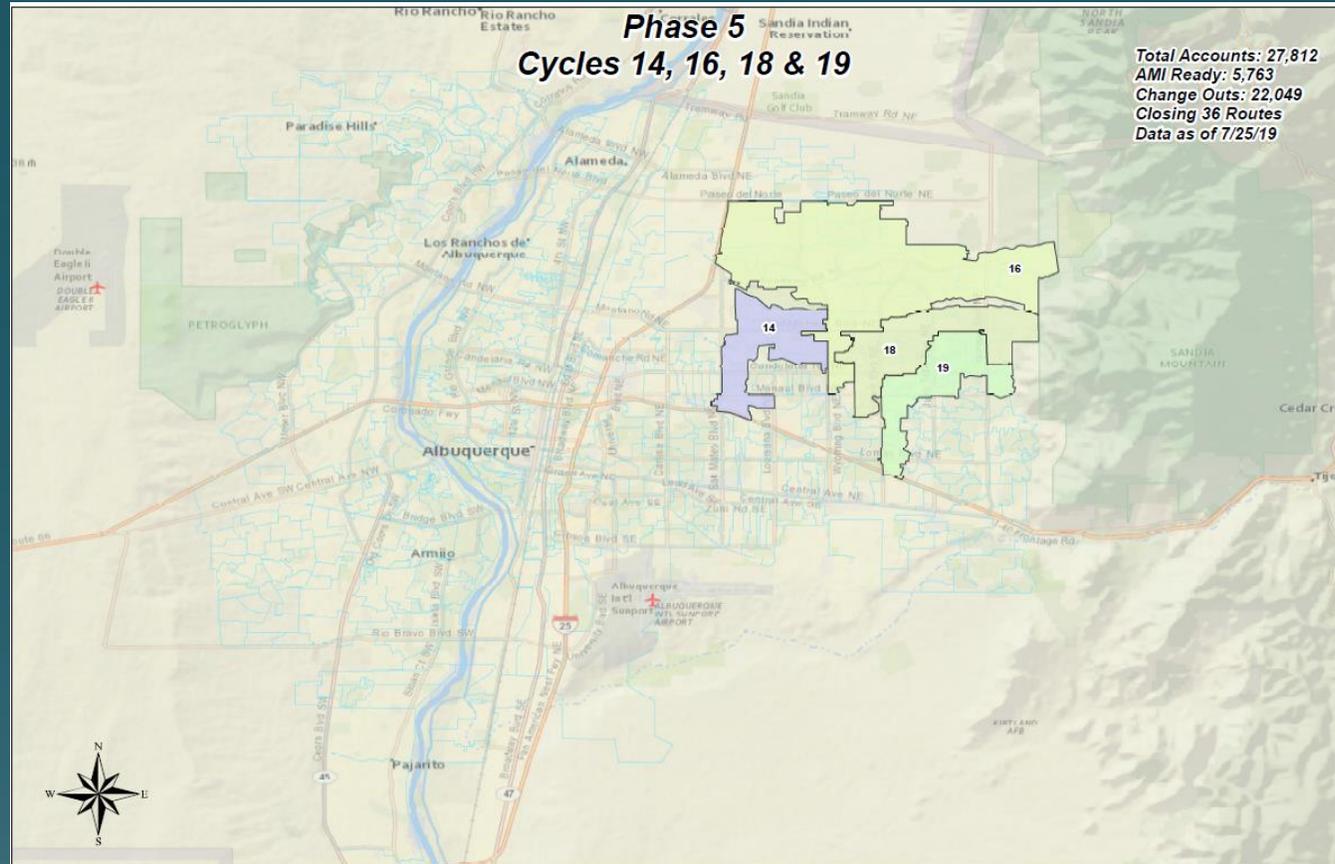


Pressure Monitoring Pilot

- Reduced pressure zone (4ER)
- X PRVs upstream of area
- Smart Gateway (SGW) and pressure sensors placed at PRVs at entrance to zone
- ally meters placed downstream at service connections in pressure zone



Phase 5 Installation



Comparison

AMI ACCOUNTS (all automated)

- Hours to process/read 97,954 meters: **4 hours**
- Cost to Read: **Automated**
- Accuracy of readings coming in: **99.97%**
- Employees: **Automated/System Generated**
- Vehicles: **0**

NON-AMI ACCOUNTS (manually read meters)

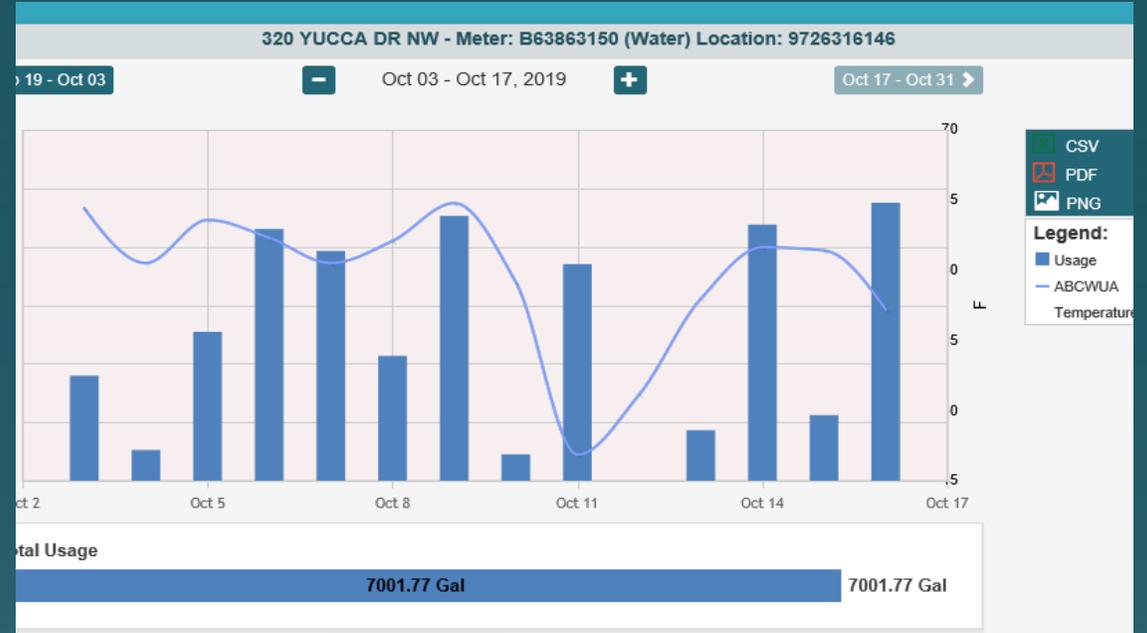
- Hours to Read 102,744 meters: **2,000 hours**
- Cost to Read: **\$21.07 per hour**
- Accuracy of readings coming in: **97%**
- Employees: **24**
- Vehicles: **24**
 - Average miles by crew **1,080** per day
 - Average cost of gas per day **\$159.12**



Customer Usage



Hourly



Weekly

Post a News or Alert message to your website and your subscribers will receive it immediately via email and/or text message!

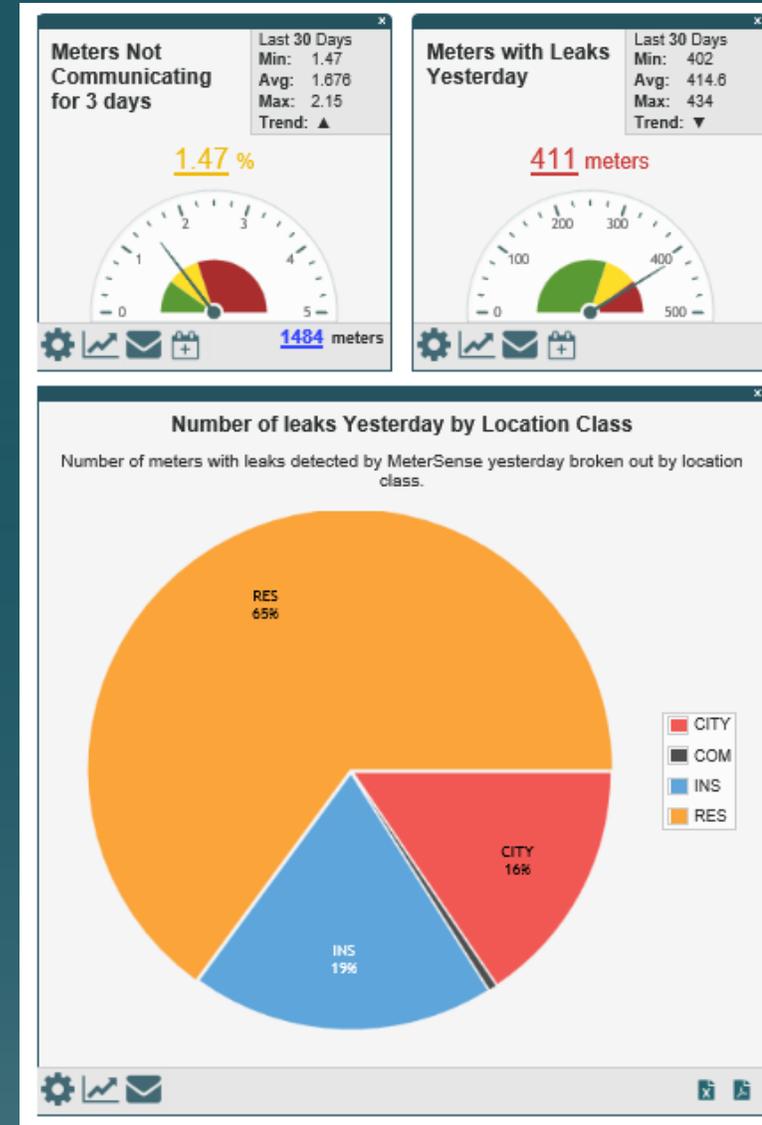
Customer Set Alerts



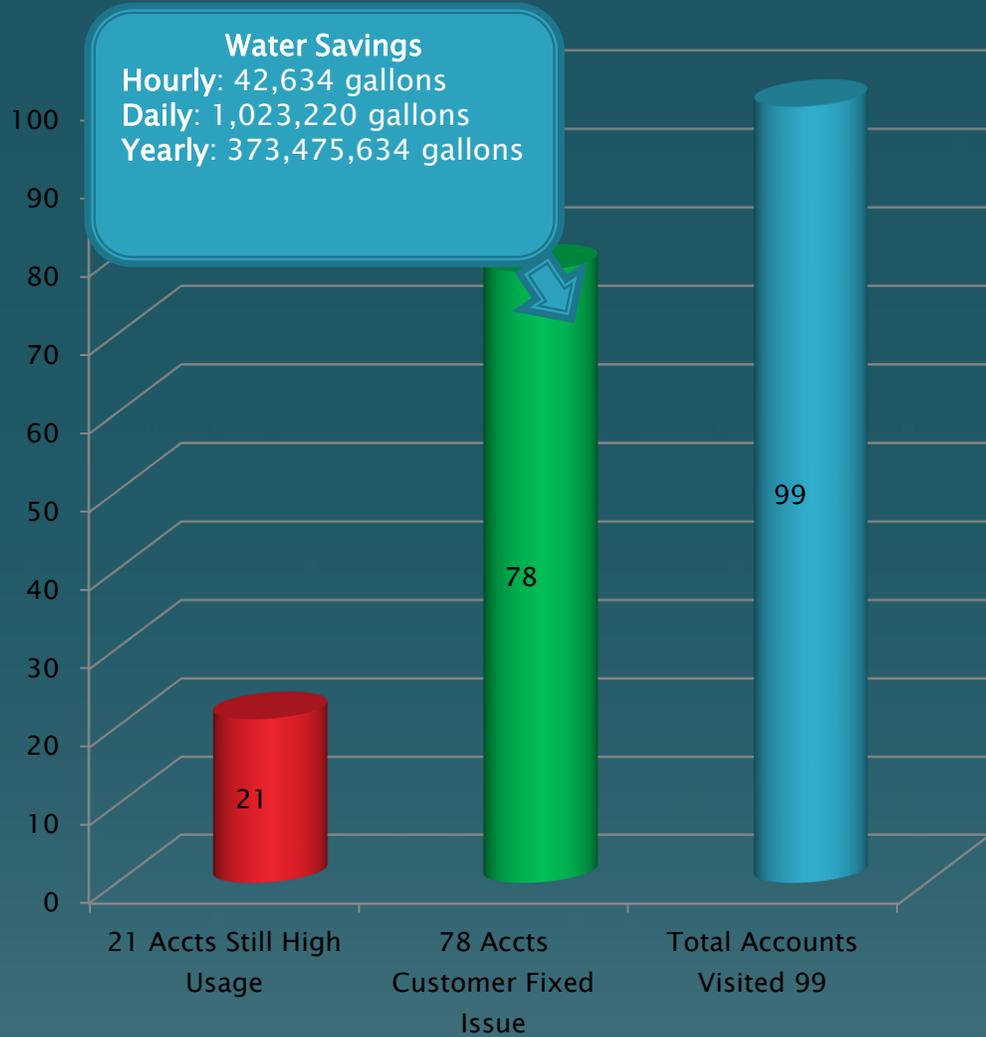
A screenshot of a website interface. At the top, there is a navigation bar with 'Home' and 'FAQ' links, and a search bar with the text 'Search this website ...' and a 'Search' button. Below the navigation bar, there is a large image of a hand holding a smartphone. To the right of the image, there is a 'Bill Payment Options' section with two buttons: 'Drought Contingency' and 'Water Quality Report'. Below that is a 'Local Weather in Any Town, TX' section with a table showing weather for 'Today', 'Wednesday', and 'Thursday'. The table shows 'Partly Cloudy' conditions and temperatures: '34°/19°', '39°/18°', and '39°/9°'. Below the weather section is an 'ALERTS' section with the heading 'Stage I Water Restrictions Now in Effect' and the date 'FEBRUARY 25, 2013'. The alert text says: 'Please make sure your usage is in compliance. Please see our Drought Contingency page for details. [more...]'. At the bottom of the page, there is a 'Subscribe' section with the text 'Receive news and alerts via email or text.'

Operations

- No reads
- Tampering
- Backflow
- Non communication
- High consumption
- Leak detection
- Accommodate growth through efficiencies



High Consumption Accts

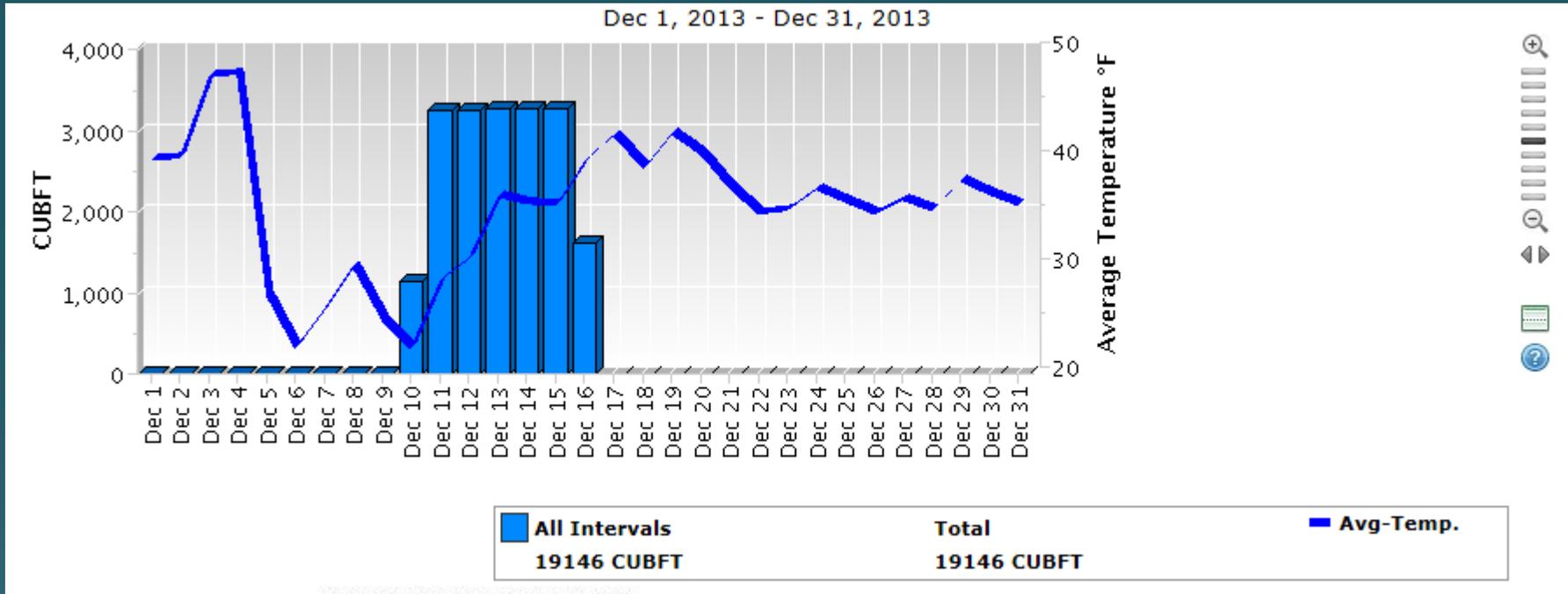


Leak Detection

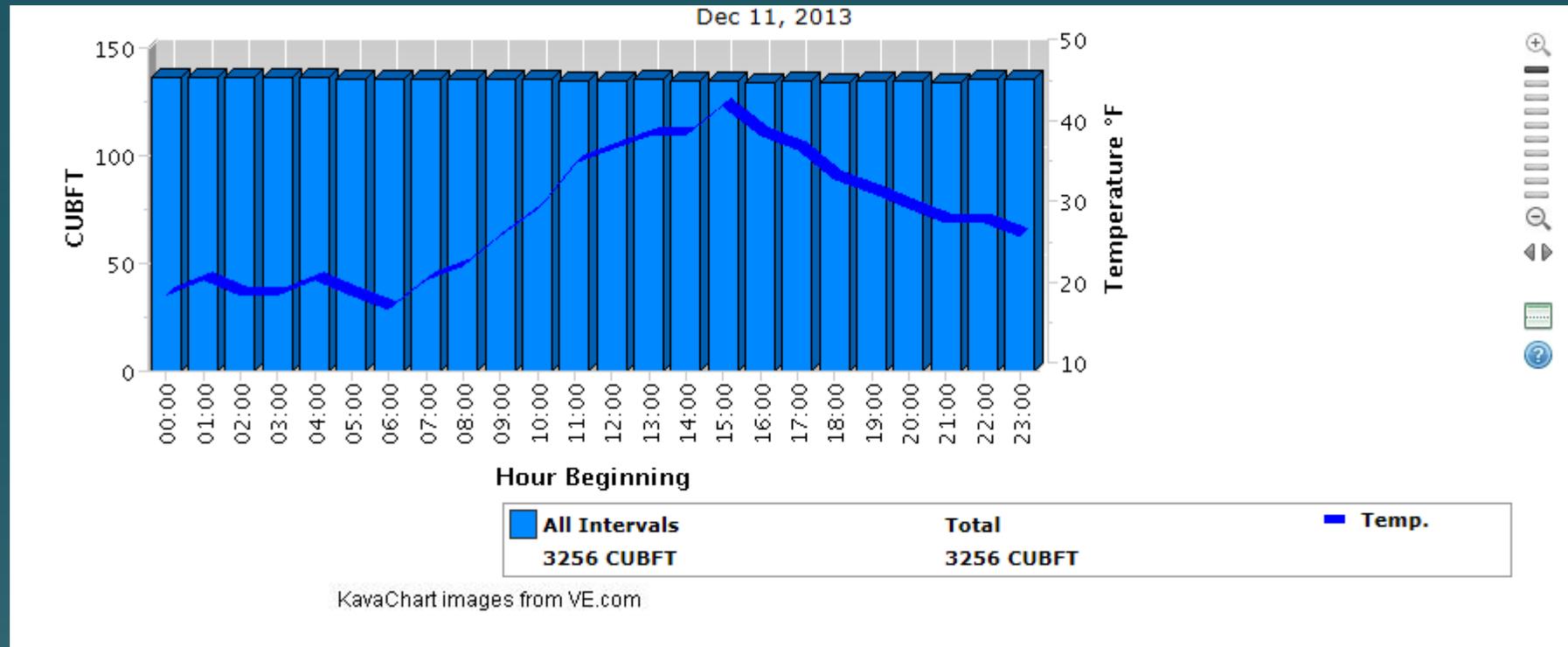
- 21 Accts Still High Usage
- 78 Accts Customer Fixed Issue
- Total Accounts Visited 99



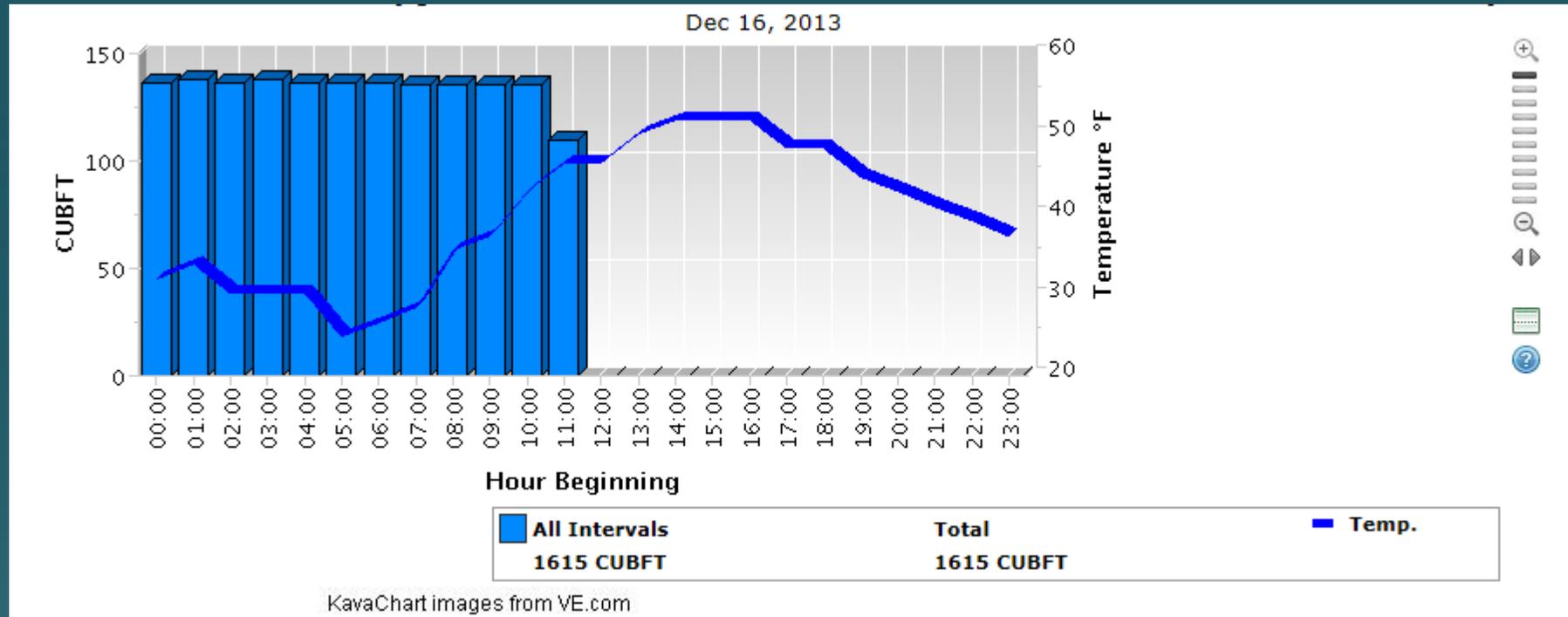
Continuous Usage Report



Continuous Usage Report



Continuous Usage Report



Next Steps

- Define requirements
- Customer conversations
- Focus groups
- TCAC
- Internal staff
- Launch new website and customer portal mid-2020

