

# AMI Update

**Sept. 20, 2023**

Juaquin Zamora, IT Systems Administrator

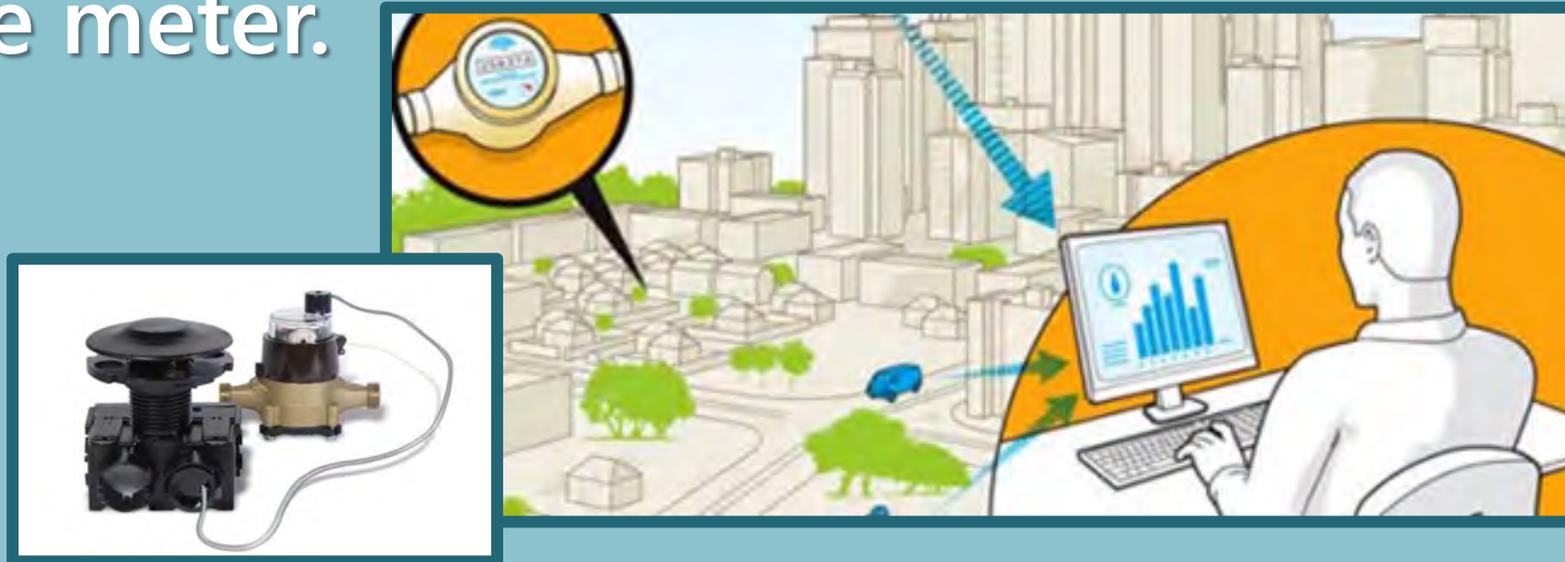
Adrienne Candelaria, Customer Service Manager



Albuquerque Bernalillo County  
Water Utility Authority

# AMI=Advanced Metering Infrastructure

Allows remote collection of meter data and refers to the equipment used to collect, store and forward information from the meter.

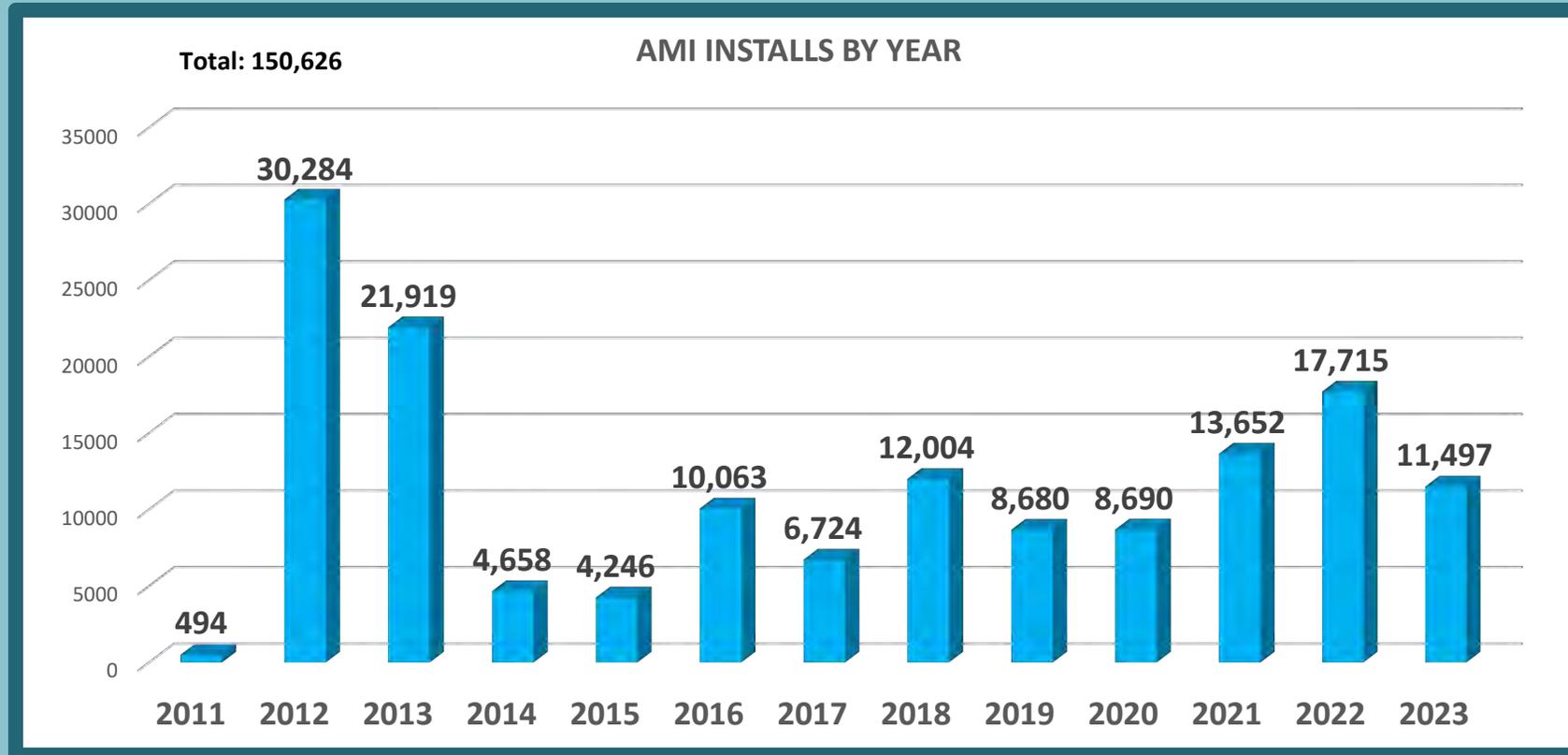


# Why AMI?

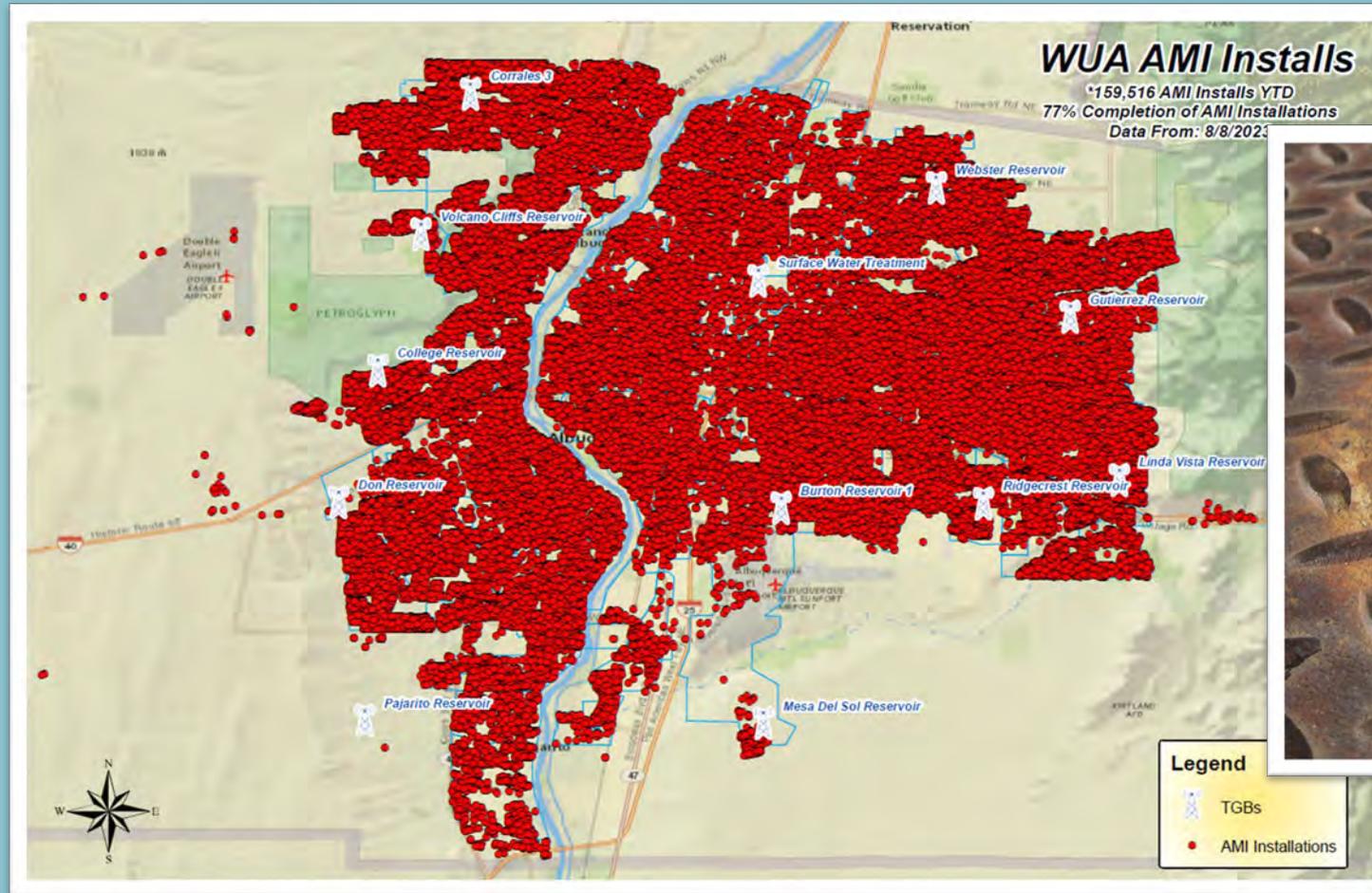
- Better billing accuracy
  - Revenue improvement
- Provides close to real-time data (24-hour cycle)
  - Customers can monitor their own usage online
  - Don't have to wait for monthly bill cycle to flag high use/potential leaks
  - Faster resolution of customer inquiries
- Increased efficiency
  - Automates the meter-reading process, frees personnel for other tasks
  - Faster response to meter malfunctions and tampering
- Reduced carbon footprint
- Employee safety



# 2011: Transition to AMI begins



# 2023: 77% AMI Deployment



**INVESTMENT TO DATE: \$14.4 million    TARGETED COMPLETION: 2026**

# AMI:

Helping customers make the most of the new technology





[YOUR WATER](#)

[SEWER](#)

[505OUTSIDE](#)

[EDUCATION](#)

[MEETINGS](#)

[CAREERS](#)

[ABOUT US](#)

[MY ACCOUNT](#)

# WELCOME TO THE WATER AUTHORITY

MAKE  
PAYMENT

CUSTOMER  
SERVICE

REPORT  
EMERGENCY

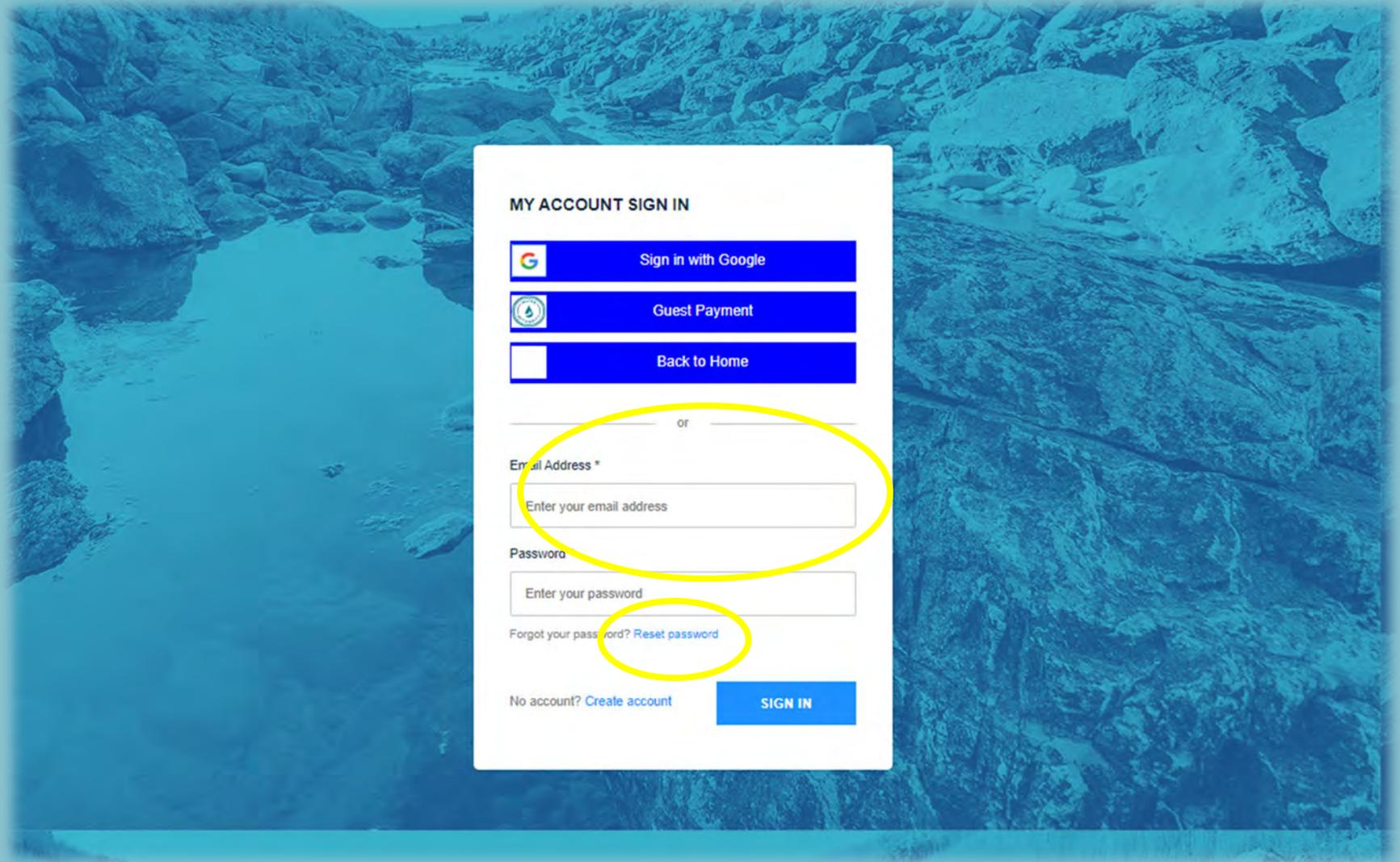
PAYMENT HELP  
FOR RENTERS &  
HOMEOWNERS

CONSERVATION  
REBATES &  
WATER WASTE

INFO FOR  
BUILDERS

## Accessing My Account

# Sign-In or Create Online Account



**MY ACCOUNT SIGN IN**

 Sign in with Google

 Guest Payment

 Back to Home

or

Email Address \*

Enter your email address

Password

Enter your password

Forgot your password? [Reset password](#)

No account? [Create account](#) **SIGN IN**



### My Profile

Name: [REDACTED] [EDIT PROFILE](#)

Email: [REDACTED]

[▶ Bill Statement Delivery](#) currently set to *Paperless by Email*. Preferences can be changed by expanding.

### Accounts

Search:  X [ADD ACCOUNT](#) [UNLINK ACCOUNT](#)

EBill ID	Account Id	Address
[REDACTED]	[REDACTED]	ALBUQUERQUE, NM 87105
[REDACTED]	[REDACTED]	ALBUQUERQUE, NM 87105

#### Account Summary as of 8/16/23

Bill Number:	141823938889
Billing Date:	8/16/23
Due Date:	8/31/23
Previous Balance:	\$123.00
Payment Received:	-\$123.00
Balance Forward:	\$0.00
Total Adjustment (Billed / Unbilled):	\$0.00
Current Charges:	\$123.00
Total Bill Amount:	\$123.00

#### Current Account Data as of 8/25/23

[REFRESH](#)

Online payments are not posted immediately and may take 1-2 business days to reflect on your current balance.

Account Address: [REDACTED] ALBUQUERQUE, NM 87105

Account Number: [REDACTED]

Last Payment: \$123.00

Last Payment Date: 7/31/23

Current Balance: \$174.69

Payoff Balance: \$174.69

[VIEW/PAY BILL](#)

[▶ View Water Usage](#)

# Manage Account

- Choose paperless or paper bill
- View and pay bill
- **VIEW WATER USAGE**



# View Water Usage (AMI)



## View Water Usage

Albuquerque Bernalillo County

Meter 1 Green Button Download My Data CISPortal:5358389560 Logout

My Web Portal Account

Email  
[+ Add Email](#)

SMS  
[+ Add Mobile Phone Number](#)

I want to receive general notifications about utility programs

Threshold Notifications:

CSV PDF		1 result		
<a href="#">+ Add Notification</a>	Commodity	Period	Target	
<a href="#">+ Add Notification</a>	Water	Daily	Above 100 Gal	

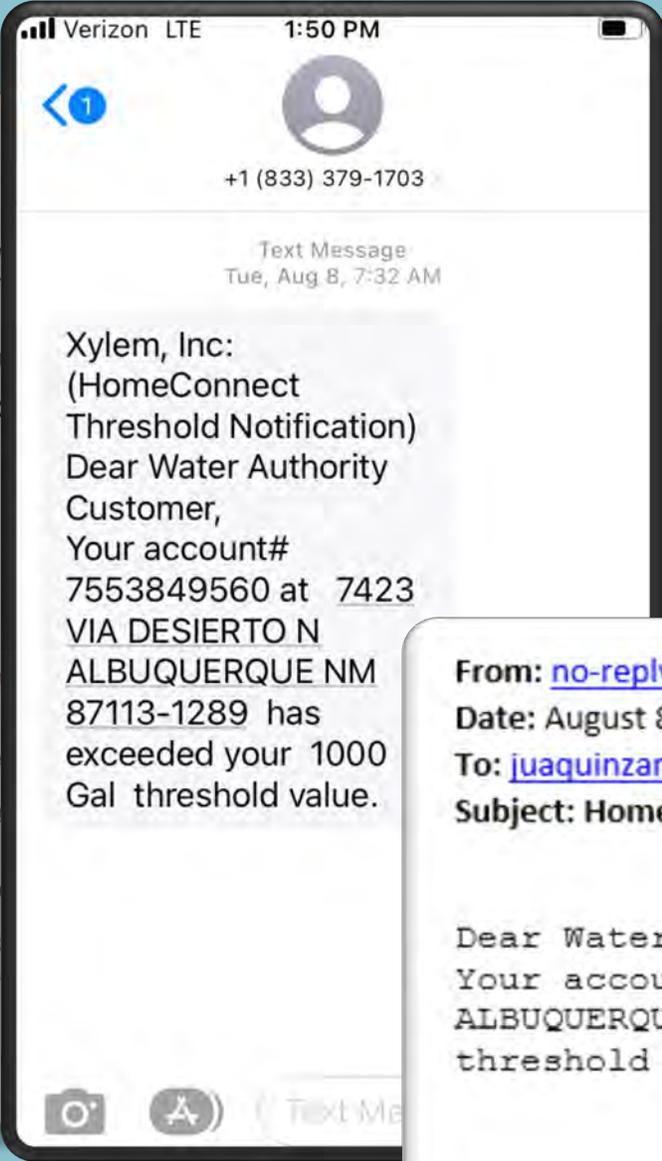
# Set Alerts



- email
- text
- threshold



# High Consumption Alerts



**From:** [no-reply@sensus.xylem.com](mailto:no-reply@sensus.xylem.com)  
**Date:** August 8, 2023 at 8:32:03 AM MDT  
**To:** [juaquinzamora108@msn.com](mailto:juaquinzamora108@msn.com)  
**Subject:** HomeConnect Threshold Notification

Dear Water Authority Customer,  
 Your account# 7553849560 at 7423 VIA DESIERTO N  
 ALBUQUERQUE NM 87113-1289 has exceeded your 1000 Gal  
 threshold value.

**Albuquerque Bernalillo County  
 Water Utility Authority**  
 Customer Service Division  
 PO Box 568  
 Albuquerque, NM 87103-0568  
 505-842-WATR (9287) - Hours M-F 8:00 AM-5:00 PM

**HIGH CONSUMPTION COURTESY NOTIFICATION**

Account Number: 1132159560  
 Premise Address: 8224 PICKARD CT NE  
 ALBUQUERQUE NM 87110-1556

Present Consumption: 74.00  
 Previous Consumption: 31.00

Dear Customer:  
 Increased water consumption was observed this billing period as reported by your property. A leak may explain the increase in water usage and should options are recommended:

1. Investigate the possibility of a leak or issue resulting in increased water usage.
2. Identify and troubleshoot leaks by visiting our website [www.abcwua.org](http://www.abcwua.org) for 'leak', or
3. Call (505) 842-9287, option 4 to request assistance on identifying a leak.

For other billing questions, please call (505) 842-WATR (9287), option 4 to speak with a Customer Service Representative or visit the Customer Service web page at [www.abcwua.org](http://www.abcwua.org)

Water Authority  
 Customer Service Division

# Continuous Usage – Residential

- Technician investigates
- Contact with customer
- Door hanger
- SOON: AUTO EMAIL OR TEXT FROM HOME CONNECT FOR AMI CUSTOMERS



 **CUSTOMER SERVICES DIVISION**  
**Water Utility Authority** (505) 842-WATR (9287)

Time: \_\_\_\_\_  
Date: \_\_\_\_\_

Dear Customer,  
My Name is \_\_\_\_\_  
the Water Representative responsible for reading and maintaining your water meter.

The following information is relevant to your account.

\_\_\_\_ Unable to read your water meter  
\_\_\_\_ High consumption  
\_\_\_\_ Meter turning (you may want to investigate possible property leak)  
\_\_\_\_ Meter not turning

Notes: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_



LINK

505OUTSIDE

EDUCATION

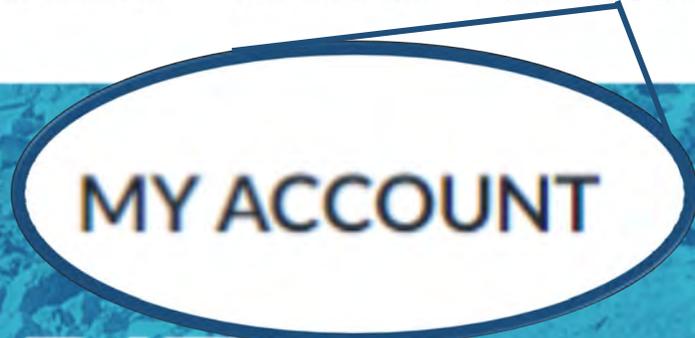
MEETINGS

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MY ACCOUNT

# WELCOME TO THE WATER AUTHORITY



**MY ACCOUNT**



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CUSTOMER  
SERVICE



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# Communication Plan: AMI Accounts

- Inform Customers Already Registered in My Account Portal
  - Set up alerts in Home Connect
- Inform Customers NOT Registered in My Account Portal
  - Get registered
  - Set up alerts in Home Connect



**Letters**

**Bill Inserts**

**E-Mail**

**Doorhangers**

# Questions?



Albuquerque Bernalillo County  
Water Utility Authority