

Automated Metering Infrastructure (Flex Net)

BACKGROUND

Eastern Municipal Water District (EMWD) is in the process of expediting water meter replacements across its service area as part of a commitment to provide improved information to customers, assist in leak detection and reduce its carbon footprint through increased operational efficiencies.

In 2017, EMWD increased the number of manual-read water meters it replaces each month to more than 5,000. EMWD anticipates that by mid-2019, all of the more than 150,000 water meters within its service area will be equipped with Flex Net technology. In doing so, EMWD will eliminate the need to manually read water meters each month and will reduce the mileage driven by its fleet vehicles by nearly 170,000 miles per year.

Flex Net is a safe and proven technology that uses smart meters to record customer water use information each hour and then transmit that information every four hours. This information is used for billing and leak detection services only.

Smart meters can help identify potential leaks at a property through prolonged water usage. In 2016, EMWD notified more than 12,000 customers of potential leaks and more than 95-percent took corrective action and no longer show continuous water usage. Customers are notified through their preferred method of communication – email, text or phone.

EMWD, which does not have an opt-out provision for smart meter installation, will eventually offer customers a portal to monitor usage in real-time, project monthly bills and identify if there are potential leaks at their properties.

In 2017, EMWD was honored with the Sensus Reach Customer Service Award for its smart-metering technology and leak notification program.

Information about the safety of smart meters is available upon request.



EMWD WATER METERS

EMWD has more than 150,000 meters for both domestic water and recycled water customers.

EMWD is replacing more than 5,000 manual-read water meters each month.

EMWD anticipates all meters to be equipped with Flex Net technology by mid-2019.

EASTERN MUNICIPAL WATER DISTRICT

P 951.928.3777

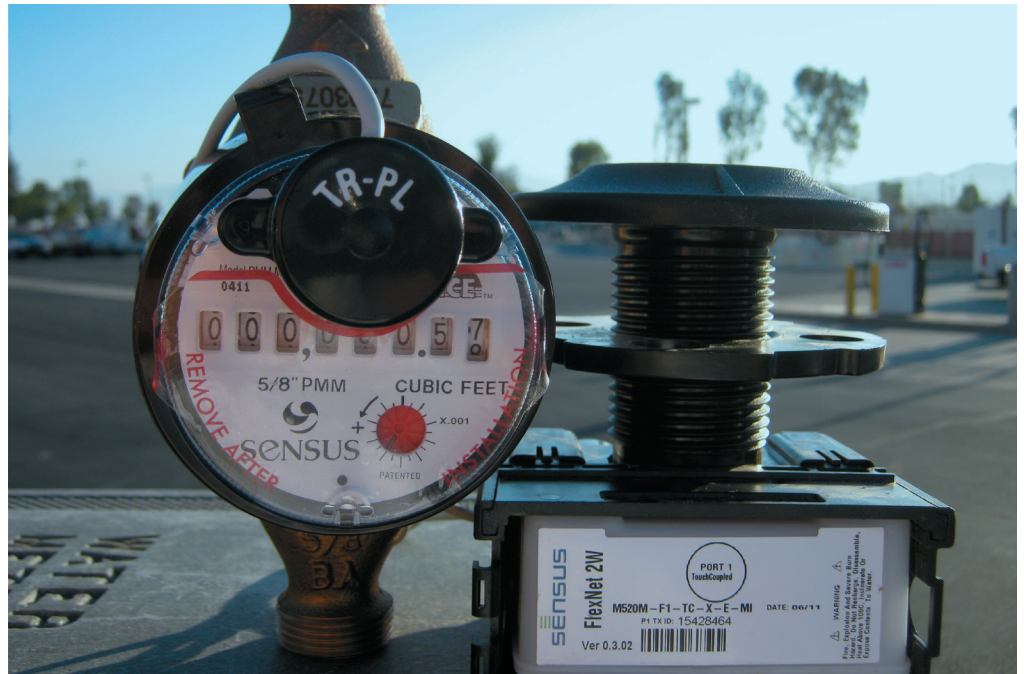
T 800.426.3693

F 951.928.6177

2270 Trumble Road
Perris, CA 92570

P.O. Box 8300
Perris, CA 92572-8300

emwd.org



FLEX NET TECHNOLOGY BENEFITS

- Improves water use efficiency by instantly identifying wasteful irrigation practices and leaks, thereby combating drought conditions and lowering water loss.
- Customer access to account and water use information at their convenience via a website portal is under development.
- Reduces vehicle expenses such as fuel, insurance, and liability costs; also substantially decreases time and costs associated with manual meter reading.
- Helps employees continually improve processes by eliminating time consuming tasks such as after hour service calls and locating leaks.
- Allows for future growth, works in all topographies, and offers a highly secure and reliable network that can be easily upgraded.
- Reduces the number of staff on the road and walking meter reading routes, which thereby reduces the exposure to and risk of injuries due to traffic collisions, dog bites, etc.