

Intro/
Timeline

Product

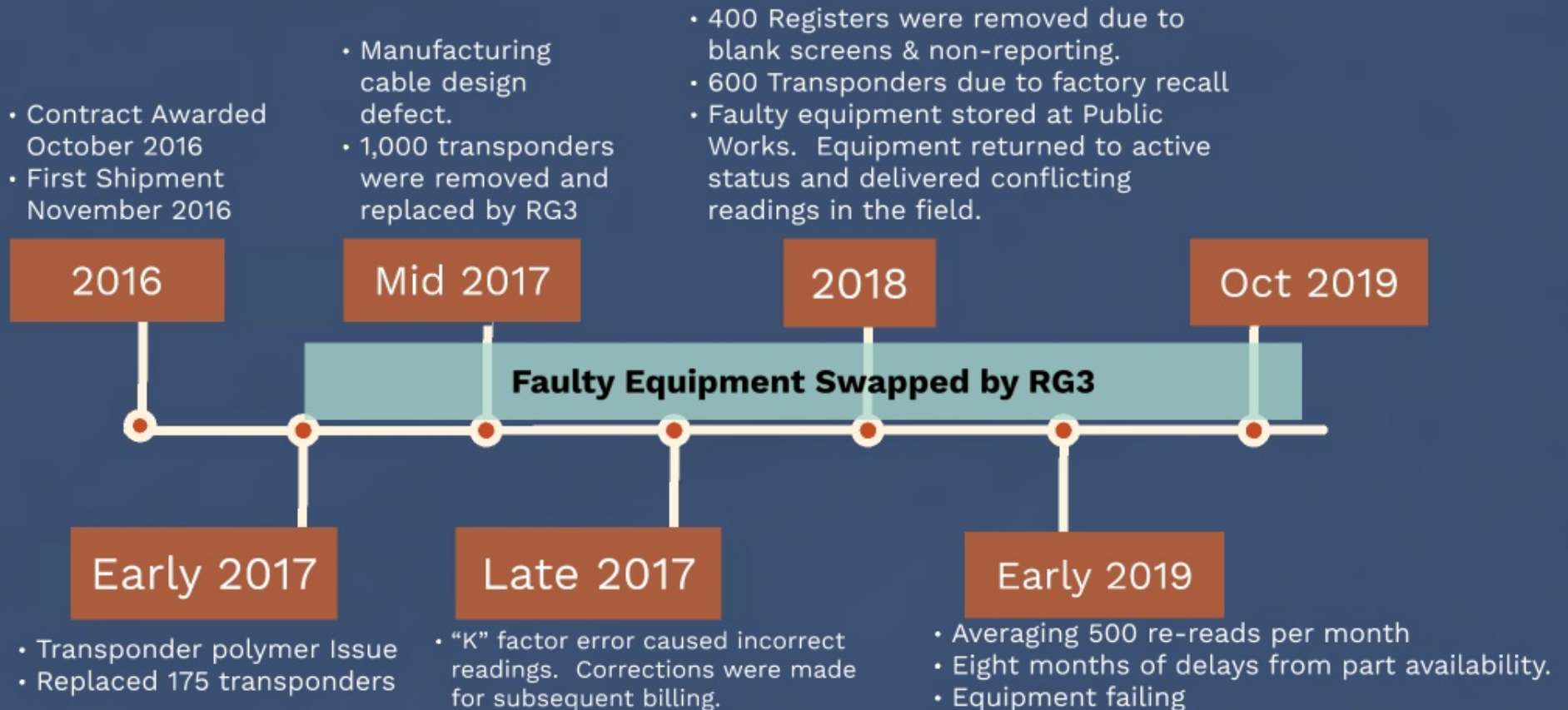
The
Findings

Next
Steps

Proverbs 11.1

Dishonest scales are detestable to the Lord, but an accurate weight is his delight.

PROJECT HISTORY



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RG3 Product

Register



Meter

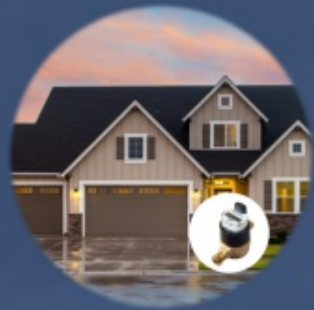


EcoPoint
(Transponder)

Stores 120 days of
consumption



Tesla-net Metering Process



Option 1: AMI



Option 2: AMR



Option 3: Manual



Tesla-net
Metering
System



Monthly Meter Readings

AMI

3,878
53%



AMR

2,782
38%



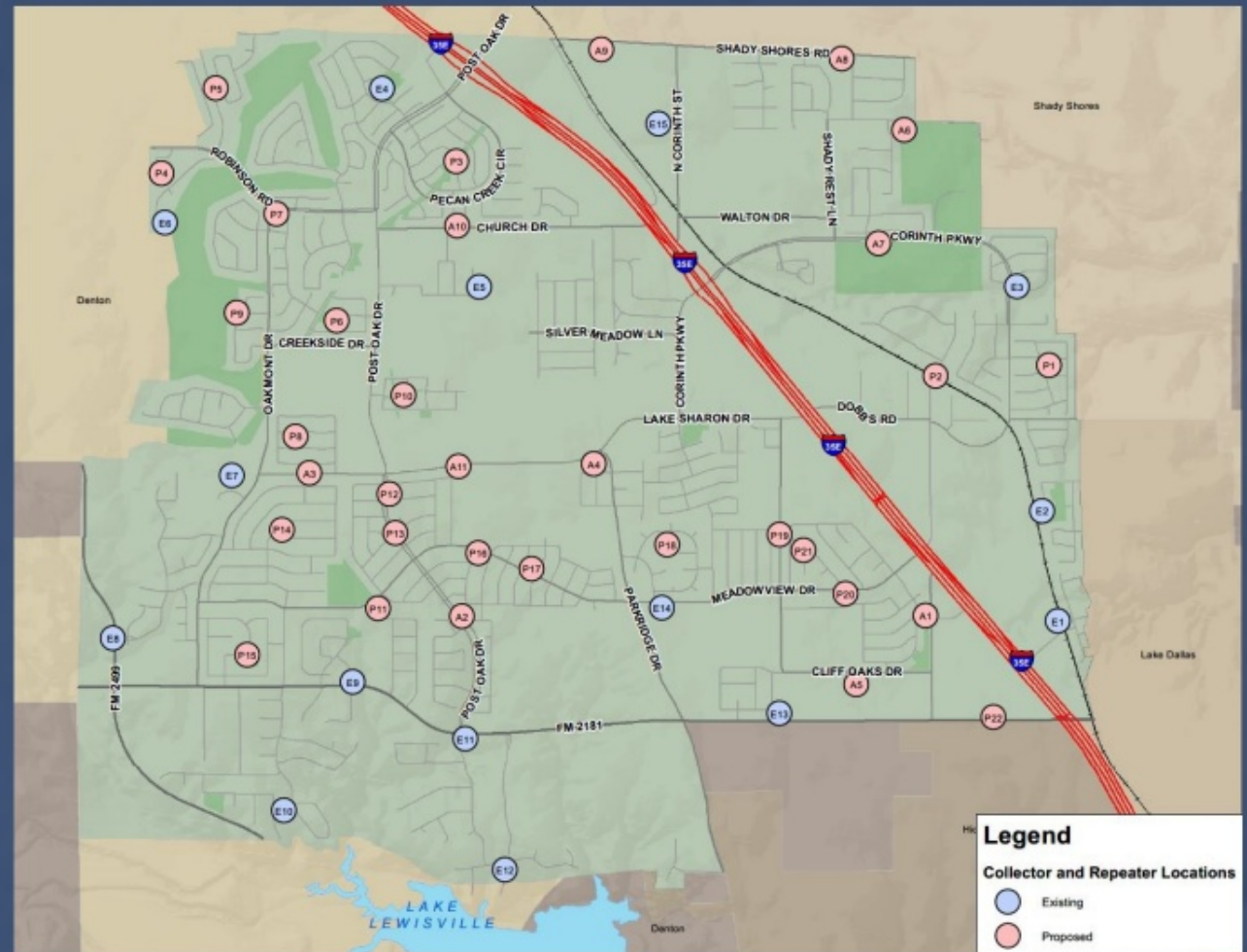
MANUAL

607
8%



Radio Antenna

- 22 Radio Antennas installed
- 20 Additional Antennas needed for proper coverage.
- To be installed end of 2019.





Preliminary Findings

Issue #1
Faulty
Equipment

Issue #2
Laptop
Settings

Issue #3
Installation
Issues

Issue #4
Training

Issue #1: Faulty Equipment



- Defective Equipment installed
 - +488 were replaced in Sept/Oct that had billing issues in 70003 series.
 - +200 are currently being replaced by RG3.
 - 2,980 still in ground with 70003 series.
- Transponders that fail either quit recording or record low usage.
- Some Transponders "come back to life" and extract or catchup on the usage from the receiver after one or two months of low usage.

Product Warranty

Years	Replacement Price
1-10	0% (Free)
10-14	40%
14-16	45%
16-18	50%
18-19	55%
19-20	60%

Years	Replacement Price
21	65%
22	70%
23	75%
24	80%
25	90%
>25	100%

Issue #1: Billing Example

	Aug	Sept	Oct	Total
Billed	4,000	4,000	92,000	100,000
Actual	25,000	35,000	40,000	100,000

EcoPoint Swap or
EcoPoint Recharged

Issues #2: Metering Laptop Settings



Depending on which laptop used in the field determined accuracy of meter consumption reads.



Transponder physically connected and married to receiver at House A



House A



Same Transponder pulling old data showing to be married to receiver at House B



House B

Issue #2: Billing Example

	Aug	Sept	Oct	Total
Billed	20,000	40,000	15,000	75,000
Actual	20,000	25,000	30,000	75,000

Reading extracted from Laptop B,
pulling consumption from incorrect
house/meter

Issue #3: Installation Issues

Installation issues can cause no reading or incorrect reading.



Good Connection



Bad Connection



- Bad Connection between register and transponder
- Register married to wrong meter (house)

Issue #4: Training/System Understanding

- System Training was inadequate
- Staff was utilizing system features that were causing system errors that should have been blocked.
- Features in Tesla-net to help identify issues with equipment and consumption are not functioning as they should.
- Information on equipment swaps from RG3 was not provided.



Next Steps

Where do we go from here?

The Process

Communication Strategies

Where do we go from here?

Perform field and consumption audits on all 7,266 water accounts

- Commercial Accounts
- Review accounts with recent swaps
- Review of Abnormal accounts



- Staff Training
- Hired PT Utility Systems Auditor
- Audit Kensington

Process

- Need to ensure equipment is programmed correctly.
- Determine if we have any more faulty Transponders (Black vs Green).
- Analyze/match billing records with field audits
- Develop heat maps (GIS) to determine trends or clusters of faulty Transponders.



Communication Strategies

- Webpage with Audit Plan & Progress
- Link webpage to MyCorinth mobile App
- Utility Bill Insert
- Provide Update in monthly Newsletter

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