

Louisville Water Company

Meter Upgrade Project

Metro Public Works Committee
March 2, 2021





Agenda

- History of Meter Installs
- Customer/Company Benefits
- Advanced Metering Process and Timeline
- Challenges
- Drops of Kindness

A Cow and Then the Meter

1860

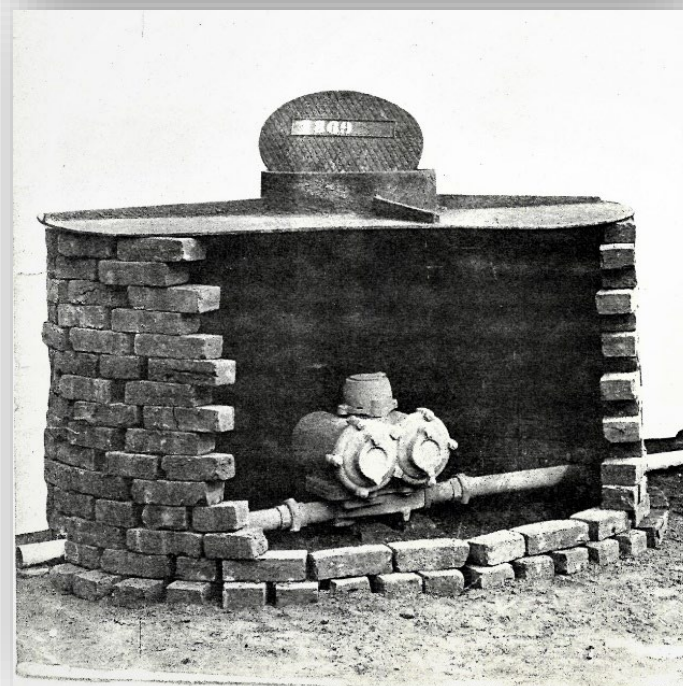
- Louisville Water charged by the room and \$1.00 for each cow

1862

- Six Worthington meters bought and installed for large water consumers

Stables.

<i>Livery & Privates for horses</i>	<i>\$ 2.00</i>
<i>for livery & buggy</i>	<i>1.00</i>
<i>Stables for work horses for Kent</i>	<i>1.50</i>
<i>" " " " each</i>	<i>1.00</i>



A Cow and Then the Meter

1928

- More than half revenue from metered services and only 27.8% of services metered

1949

- Meter installations finished, and mail-in payments begin



LOUISVILLE WATER COMPANY (INCORPORATED) NO. 435 SOUTH THIRD STREET OFFICE HOURS 9 A. M. TO 4 P. M., SATURDAY 9 A. M. TO 1 P. M.				CASHIER'S STUB LOUISVILLE WATER COMPANY (INCORPORATED) METERED RATE WATER BILL NO DISCOUNT AFTER			
METERED RATE WATER BILL METER READINGS AND CONSUMPTION BY THOUSANDS OF GALLONS				FEB. 19 '40			
NO DISCOUNT AFTER				FEB. 19 '40			
FEB. 6	JAN. 6	CONSUMED	CODE				
PRESENT READING	PREVIOUS READING						
0150	939	107					
GROSS	NET	CODE		GROSS	NET	CODE	
937	62.37	4175		62.37	41.75		
	1.98	125TX			1.98		
607	64.55	4403	101	64.55	44.03	101	
SCHEDULE OF METER RATES—DISCOUNT 35% Minimum Monthly Charge: Meter Size: 3" 4" 1" 1 1/2" 2" 3" 4" 6" 8" Allowable Use, 1000 Gals.— 3 5 8 15 25 50 100 150 Gross Minimum Bill: \$1.47 \$2.07 \$3.27 \$5.07 \$9.57 \$18.57 \$30.57 \$48.57 *For Monthly use in excess of above minimum allowances, charge in addition will be: Up to 250,000 Gals. per month: 7¢ per 1000 Gals. From 250,000 Gals. to 1,000,000 Gals. per month: 10¢ per 1000 Gals. Over 1,000,000 Gals. per month: 12¢ per 1000 Gals. Outside City Connections are 25% more. *Reseal Pressure System 50¢ per meter. **A Charge of \$1.00 Will Be Made for Turning Water On When Turned Off for Non-Payment.							
THIS COUPON FOR OUR CASHIER PLEASE RETURN WITH CHECK. FAILURE TO RESEAL BILL DOES NOT ENTITLE ONE TO DISCOUNT. Schedule of Rates and Regulations Furnished on Request. Postage Stamps Not Accepted in Payment of this Bill. No Receipts on Mail Remittances Unless Requested. PLEASE PRESENT THIS BILL WHEN PAYING AT OFFICE.							

A Cow and Then the Meter

2003

- Automated Meter Reading (AMR) in Bullitt County and parts of Jefferson County



2014

- Advanced Meter Infrastructure (AMI) pilot project in Crescent Hill Area





It's More Than a Meter

- The meter is the method Louisville Water will provide a new, improved customer experience



What is Louisville Water's Meter Upgrade Project?



Improved customer experience includes three elements:

1

New meter for most Jefferson County Customers

2

Move to monthly billing for customers with new meter

3

New Customer Portal for all Louisville Water Customers

There's a Louisville Water Benefit



Safety



**Quickly identify
higher-than-normal
water usage**



Affordability

AMI Installation Process & Timeline



Leveraging contractors (Grid One Solutions) to execute installation



280,000 AMI meters will be installed over a three-year period



Most of the upgrades are for residential customers



Installing 1,800 meters each week beginning in July through the end of 2023

What is Louisville Water's Meter Upgrade Project?



Better access
to accurate
usage data

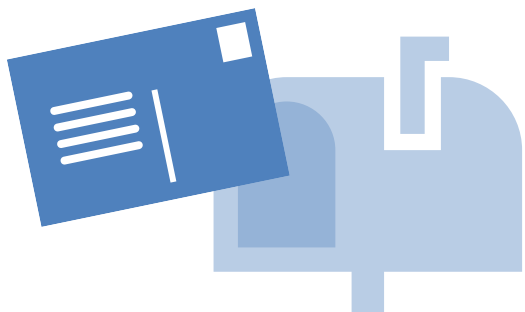


New tools
for real-time
connection



Updated,
more timely
billing process

AMI Installation Customer Communication



Postcard mailed
before installation



Day-of installation
door notes

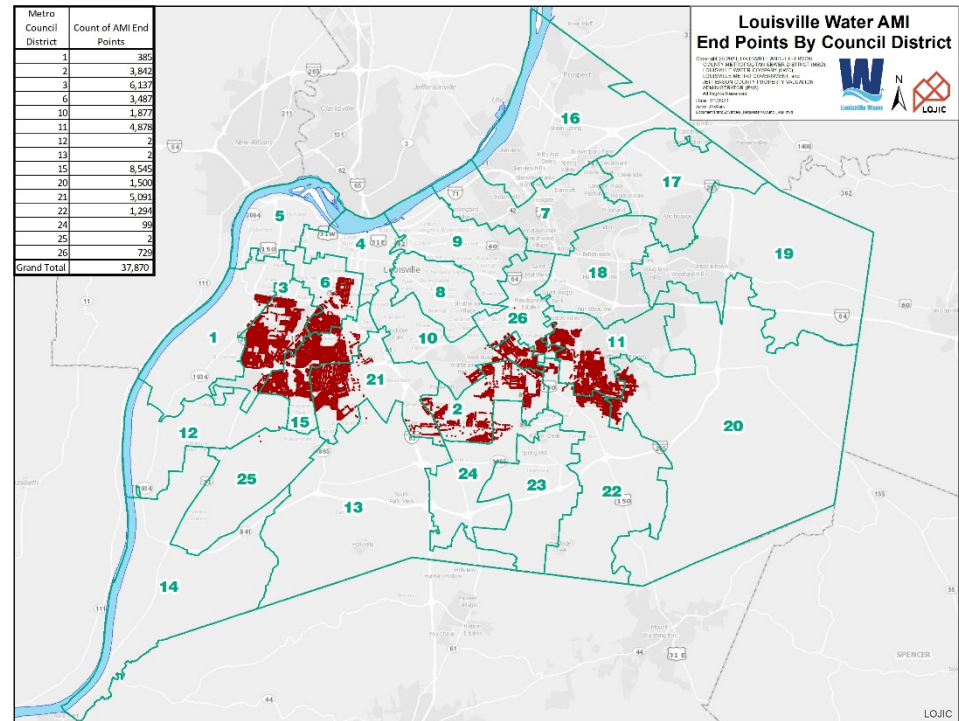
AMI Customer Experience

- We'll knock on the door when we arrive and leave a note when we finish
- In most cases water will only be off for a few minutes
- Most customers won't even know we were there



START SMALL AND MONITOR

- To date we have installed over 38,000 meter upgrades
- The overwhelming number of these meters are performing exactly as designed



Project Challenges

Not unlike other major capital projects this project has created some challenges



The meters are accurate but the technology that allows the meter to talk to central data collection point had some glitches that resulted in incorrect bills. (mostly customers were undercharged for their usage)



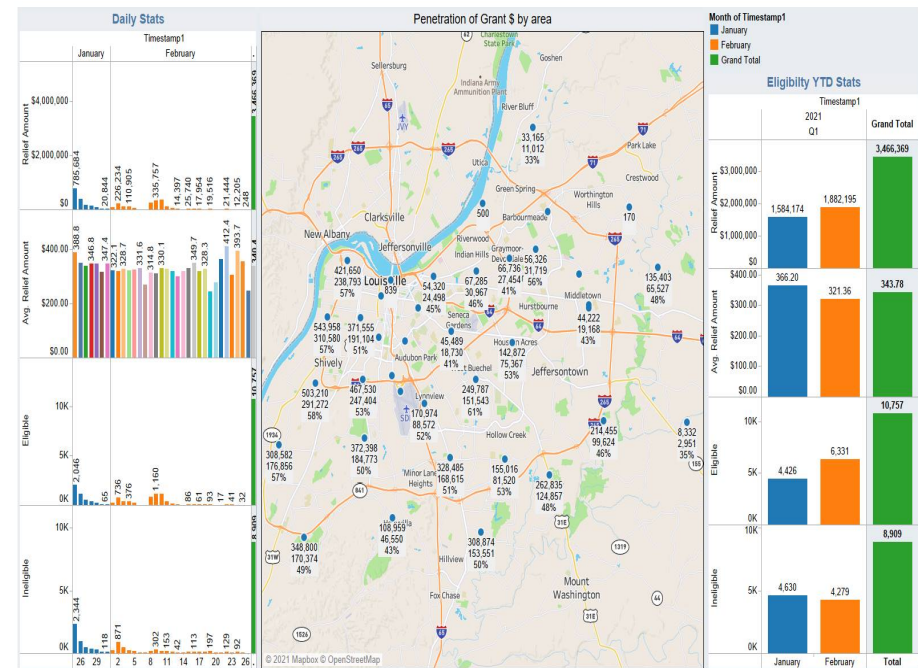
We believe we have identified the challenges and are in the process of correcting the bills for customers where errors occurred.



We have developed an internal leadership-team to troubleshoot the project to improve the process moving forward

Drops of Kindness Metro Covid Relief Portal

- \$3.46 million in grants allocated
- 10,757 customers helped
- Average grant #343.78
- Still have 12,455 customers with past due balances totaling nearly \$8 million





Questions

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