Cedar Hill, Texas

Land Area: 35.5 mi²
Incorporated: 1938
Water/Sewer services only
Water Connections: ≈16,250
Initiatives in:
- Sustainability
- Conservation
- Green facilities
Local Environment (2012)

• Customer Service
  • Service consistency issues
  • City centric, reactive operations

• Outdated infrastructure
  • Most meters 15 to 20 years old
  • Reliability and accuracy issues
  • Needed recapitalization

• Lost Revenue
  • Billed water at approximately 60% of purchased water
Desired Project Outcomes

- Enhance Customer Service
- Recover Lost Revenue
- Reduce or Repurpose Expenditures
- Be Fiscally Prudent
- Facilitate Conservation and Green Initiatives
Single Contact Contractor

METERS & MEASUREMENT
AMR / AMI & SENSORS
DATA HOSTING & DATA MANAGEMENT
ANALYTICS
BILLING
CUSTOMER SERVICE
TELEPHONY, IVR & REMITTANCE MANAGEMENT
E-BILL, TEXT BILL & 6 WAYS TO PAY
CUSTOMER WEB TOOLS & MOBILE APPLICATIONS

FATHOM MDM
• FATHOM Prime (including FATHOM Store)
• FATHOM Meter Accuracy & Warranty Management
• FATHOM Water Balancing & Reporting
• FATHOM Meter Verification & Data Collection Tool
• FATHOM Revenue Assurance

FATHOM CIS
• FATHOM Traditional CIS
• FATHOM Smart Grid CIS
• FATHOM Revenue Management (Managed Service)
• FATHOM Customer Care (Managed Service)

FATHOM U2You Customer Portal
• FATHOM U2You—Consumption Presentment
• FATHOM U2You—Financial Presentment
Project Components

• Agreement signed November, 2013

• Billing and Service Component
  • Billing transferred to Fathom
  • CCH retained a walk-up service counter
  • Portal and phone app added
  • Went live October 2014

• AMI Component
  • 16,200 meters replaced; started Dec 2014
  • Radio transmitters & data collectors added
  • Full MDM
  • Accepted August, 2016
Meter Infrastructure

- MasterMeter 1” meters
- Acculinx Encoder/Register paired with Aclara radio transmitter
- Residential and light commercial
- Approximately 15,500 in use

- Neptune T-10 2” meters
- Neptune eCoder/Register paired with Aclara radio transmitter
- Commercial use
- Approximately 610 in use
Enhanced Customer Service

My Alerts

Threshold Alert Settings

Monthly Threshold  (Gallons)  9700

Alert Types

- Send me email alerts when my account may exceed the monthly threshold, or if FATHOM detects a leak.
- Send me text message alerts when my account may exceed the monthly threshold, or if FATHOM detects a leak.

This usage is ideal for small 1 - 2 bedroom apartments, condos, and homes.
Enhanced Customer Service

- Monthly and daily detailed consumption data
- Analyses provided to customers with billing questions
Recover Lost Revenue

• First step: data audit and field audit (2013/2014)
  – 16,409 accounts reviewed for services and billings
  – 16,339 field locations analyzed

• 2,800 “problem accounts” identified

• Sample of 32 meter locations over a six month period before & after AMI installation
  – Average 48% increase in consumption
  – 4 addresses demonstrated consumption increases from 169% to 284%
Recover Lost Revenue

Note: 2016 is year-to-date data
Reduce Expenditures

- Reduced staff ($303K savings/yr)
  - Eliminated 6 FT & PT positions
- Saved billing and printing costs by contracting out billing functions ($202K savings/yr)
- Eliminated meter reading as a primary task ($13K savings/yr)
- Deferred meter purchases for 10 to 15 years ($280K savings/yr)
- Lost revenue recovered ($425K, year 1)
Be Fiscally Prudent

• Cost of service improvement
  – In-house Cost: $6.51/meter/month
  – Fathom Cost: $4.49/meter/month
  – Net Savings: $2.02/meter/month

• $2.02/meter/month: $393,756/year
  – Paying down the investment in AMI infrastructure
Be Fiscally Prudent

Projected Payback Schedule
Facilitate Conservation & Green Initiatives

• Eliminated meter reading routes covering 210 miles monthly
  – Reduced emissions; saved fuel costs

• Provide 6 ways to pay without leaving home
  – Pay by mail
  – Pay by phone (IVR and App)
  – Pay via web through customer portal
  – Automatic monthly charge to credit card
  – Automatic deduction from bank account
Current Challenges

• Large amounts of new data available
• Change management
  – Internal and external resistance to change
  – Public outreach and education workload
• Repurposed workforce & modified duties
  – Before: Routine, simple, repetitive, reactive tasks
  – After: Diagnostic, investigative, complex and proactive tasks
• New maintenance priorities
  – Benefits depend on fully operational system; rapid maintenance responses are critical
Thank You!