



# City of San Antonio

## Agenda Memorandum

---

**Agenda Item Number:** 3

**Agenda Date:** April 4, 2022

**In Control:** Municipal Utilities Committee Meeting

---

**DEPARTMENT:** Finance Department

**DEPARTMENT HEAD:** Troy Elliott, Deputy Chief Financial Officer

**COUNCIL DISTRICTS IMPACTED:** Citywide

**SUBJECT:**

Update on San Antonio Water System (SAWS) ConnectH2O Program

**SUMMARY:**

Briefing by SAWS on the results of its pilot program and the schedule for systemwide deployment of electronic meters under the ConnectH2O Program.

**BACKGROUND INFORMATION:**

In October 2020, the SAWS Board of Trustees directed SAWS staff to conduct a pilot of the ConnectH2O Program, an advanced meter infrastructure initiative (AMI).

The ConnectH2O Pilot (the “Pilot”) began on March 15, 2021 and lasted approximately six months. The objective of the Pilot was to demonstrate the feasibility of the Connect H2O Program through:

1. Evaluation of communication technology in a variety of real-world settings,
2. Evaluation of ultrasonic meter technology,
3. Development of customer engagement strategies such as customer presentment of data on SAWS customer portal and direct outreach related to continuous usage/possible leak concerns, and

#### 4. Refinement of process changes to maximize the benefits of the AMI System

Upon the completion of the Pilot, SAWS staff concluded that the Pilot demonstrated the feasibility of the ConnectH2O Program. In December 2021, the SAWS Board of Trustees authorized proceeding with the Full System Wide Deployment Phase of the ConnectH2O Program. This phase is expected to begin in May 2022 and SAWS staff estimates that it will take approximately four years to convert the SAWS entire existing water service area to AMI technology (the “Initial Deployment Period”).

#### **ISSUE:**

Briefing by SAWS on the ConnectH2O Program, an advanced meter infrastructure initiative, including a review of the results of the Pilot and the schedule for systemwide deployment of this technology.

#### **RECOMMENDATION:**

This item is for briefing purposes only