



**Newberry**  
FLORIDA





# AMI - Advanced Metering Infrastructure

November 3, 2022

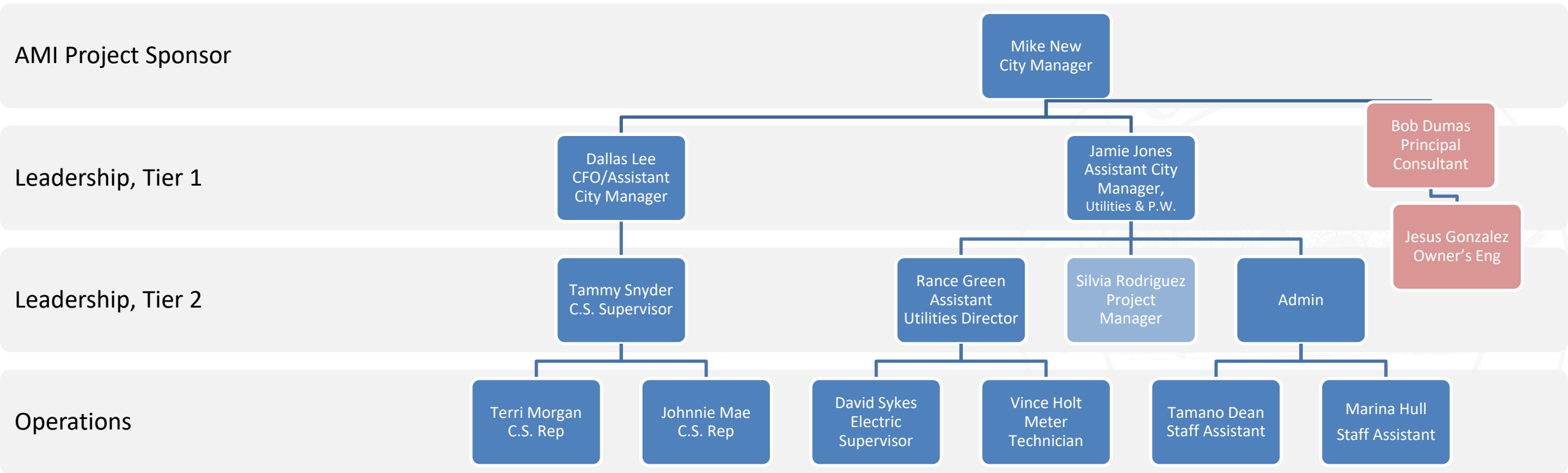
## Who's Here Today?



- Mike New, City Manager
- Dallas Lee, Assistant City Manager/CFO
- Terri Morgan, Customer Service Rep
- Tammy Snyder, Customer Service Supervisor
- Silvia Rodriguez, Project Manager (*WeProject Contracted Employee*)
- Jesus Gonzalez, Owner's Engineer (*Quanta Technologies Consultant*)



# Who Was Involved?



Employees

Contracted Employees

Consultant

# Timeline



## 2017

- Pre-planning
- Commission Approval

## 2019

- Bid Issued

## 2021

- Pilot Project
- Integrations
- FSAT - Silvia

## 2018

- Quanta selected
- Workshops

## 2020

- Vendor Negotiations
- Kick-off

## 2022

- Mass Deployment
- SAT
- Project Close

# Why did Newberry Install AMI?



- **Benefit to our customers!**
  - Biggest and primary driver
- Aging infrastructure
  - Many meters were 15 to 20 years old
  - Handhelds and software for reading meters was end of life (no longer supported)
- Faster/More accurate readings
  - Handhelds were failing and resulting in more manual reads/rereads

**Our new meters  
will benefit you!**

- ▶ More usage data
- ▶ Up-to-date billing
- ▶ Customizable alerts

Learn more at [NewberryFL.gov/AMI](http://NewberryFL.gov/AMI)



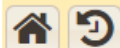
# Our model was successful because....



- Recognized-we didn't know what we didn't know (risk assessment)
  - Quanta Technologies
  - WeProject
- Early staff engagement
- MANAGED our vendors
- Customer Service staff & Field Techs were involved and trained from the start
- Talked/visited with other utilities and realized what we did NOT want to do
- City pilot
- Marketing and citizen engagement
- **Customer centered!**
- Single Sign-on Portal

**Newberry**  
is getting an  
upgrade!

[ami.newberryfl.gov](http://ami.newberryfl.gov)



Login

### AMI Videos

Watch these helpful videos to learn all about our new AMI system and how to navigate the dashboard.

[AMI Introduction Video](#)

[AMI How To Video](#)

[AMI Website](#)

[Free Home Energy Audits](#)

### Payment Center

[Misc. Invoice Payments](#)

[Utility Payments](#)

[Recreation Fees](#)

[Other Misc. Payments](#)

### Utilities Customer Service Portal

This site provides access to the services provided to **registered customers** of the City of Newberry

#### Account Access

To login and view your account or to pay your bill, you will need to use your account number and address number. Your account number can be found on your utility bill. **Your default password is your mailing address number.**

If you have never logged in before, the following examples provide guidance:

Account Name	Mailing Address	Account	Log in with
Joe Smith	6789 Plaza Drive Newberry, FL 32669	12345	Account Number - 12345, Password - 6789
Smith Services Inc	PO Box 11021 Newberry, FL 32669	98765	Account Number - 98765, Password - PO

#### Make A Direct Utilities Payment

If you know your PayID, you can save time by [paying your current outstanding balance](#) without logging into the site.

#### Reset Your Password

If you have forgotten your password, you can reset it [here](#)

#### Need Help?

If you need assistance or have any questions, please call us at 352-472-2161 ext 1 or email us at [Service@NewberryFL.gov](mailto:Service@NewberryFL.gov)

### Newberry FL Connect

Download our app "Newberry FL Connect," which allows you to report quality-of-life issues and request Newberry services through a mobile app. This includes potholes, potential water main leaks, park issues, code enforcement issues, and many other issues or requests.

The Newberry FL Connect mobile app is available for download on Android and iPhone. In addition to the mobile apps, you can send reports on our website from the homepage by clicking [Report an Issue](#).





# Marketing.....



**Real-Time Information**  
*At Your Fingertips*

- We developed an extensive marketing campaign
  - Social Media
  - AMI Day Event
  - AMI How to Video
  - Bill Stuffers
  - Mailers
  - Web Ads
- Postcards mailed before and after meter installation
- Customer Service began telling our customers about the new system
- Visit our page: [AMI.NewberryFL.gov](http://AMI.NewberryFL.gov)

# Talking points to our customers...



- Engaged customers in usage discussions
- Educated customers on ability to set target usage goals
- Helped customers set-up and receive alerts and outage notifications
- Real time data for enhanced Customer Services
- Focus on customer benefits



**New meters.  
New benefits.**



# Benefits utilized for our customers...



- Customer Service became proactive rather than reactive
  - Utilized real time data to notify customers of issues
- Field staff identified equipment failures early
  - Temperature alarms
  - Brown Outs
  - Discovered faulty equipment before it failed
- Remote disconnections of meters for quicker turn off and turn on solutions
- No longer limited on when meters can be read for final reads or move ins

The screenshot shows the Newberry Florida online portal dashboard for a customer. The dashboard is titled "Newberry FLORIDA" and includes a welcome message, navigation links for "Support", "Pay Bill", and "English", and the user's account information: "CITY OF NEWBERRY", "25515 NW 6 Ave, NEWBERRY, FL 32669", "Customer 2946", and "Meter 90654149".

Billing Cycle Usage	Billing Cycle Data	Billing Cycle Threshold	Alerts
<p>Current: 1,102 Gallons Previous: 34 Gallons</p>	<p>Current billing cycle Feb 28 2022 to date 1,102 Gallons</p> <p>Previous billing cycle Jan 31 2022 - Feb 28 2022 34 Gallons</p>	<p>Receive alerts when you use too much water during your billing cycle</p> <p><a href="#">Configure</a></p>	<p>No alerts found.</p>
Meter #90654149	Meter #90654149	Meter #90654149	Meter #90654149
<b>1,102 Gallons</b> used this billing cycle	<b>1,102 Gallons</b> used this billing cycle	Not configured	<b>0</b> Alerts in the past 60 days

**Learn About Our Online Portal**  
Watch our video tutorial!

## Timing of meter installation was bad and good....



The timing for installation of the meters was coincidental to higher-than normal bills; however, having the AMI meters provided valuable insight into customer's usage to help explain higher bills.

Provided customer service and opportunity to educate and build relationships with our customers.

The first full billing cycle (for most customers) with the new meters was for the June billing period

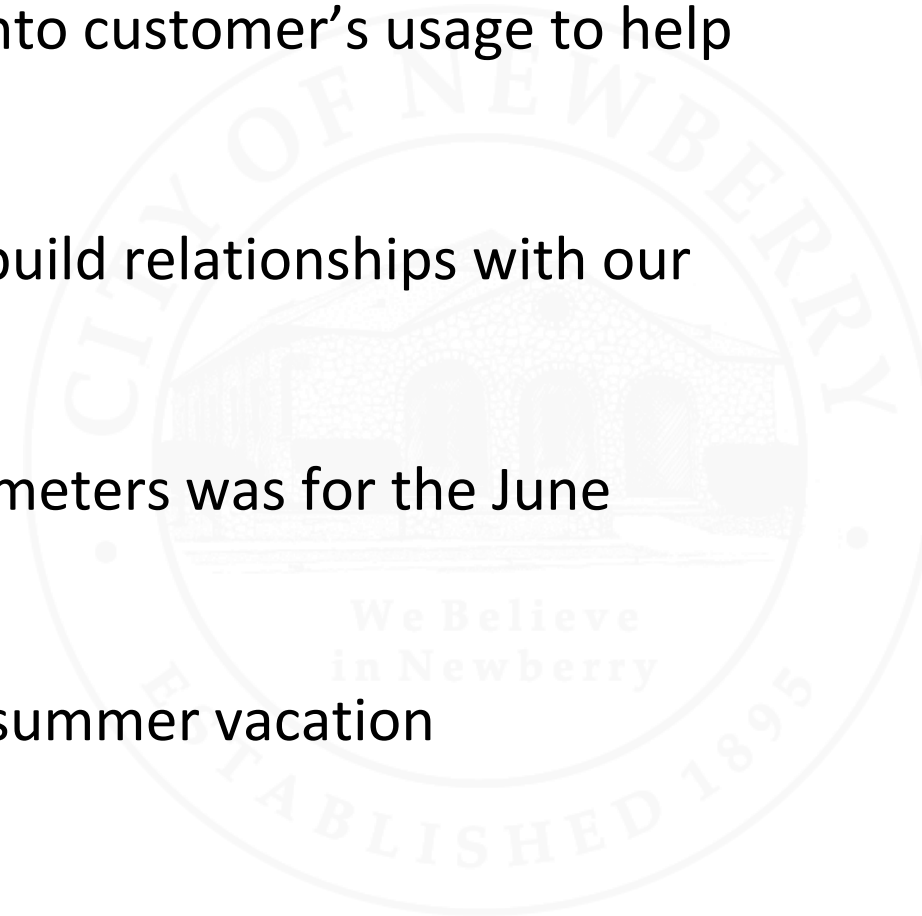
- 31-day billing period

- First full month children were home from school for summer vacation

- EXTREMELY high heat index for the entire month

- Higher PCA than previous months

- Utility bills typically peak in the summer months (June through August)



# AMI Water Meter Data



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[Excel](#)
[PDF](#)

[Met](#)

Metric	Time	Read	Read GAL	Quality	Flags
US Gallons (us gal)	04/07/22 14:00:00	10			
US Gallons (us gal)	04/07/22 13:00:00	20			
US Gallons (us gal)	04/07/22 12:00:00	20			
US Gallons (us gal)	04/07/22 11:00:00	10			
US Gallons (us gal)	04/07/22 10:00:00	20			
US Gallons (us gal)	04/07/22 09:00:00	10			
US Gallons (us gal)	04/07/22 08:00:00	20			
US Gallons (us gal)	04/07/22 07:00:00	20			
US Gallons (us gal)	04/07/22 06:00:00	10			
US Gallons (us gal)	04/07/22 05:00:00	20			
US Gallons (us gal)	04/07/22 04:00:00	20			
US Gallons (us gal)	04/07/22 03:00:00	560			
US Gallons (us gal)	04/07/22 02:00:00	260			
US Gallons (us gal)	04/07/22 01:00:00	240			
US Gallons (us gal)	04/07/22 00:00:00	50			
US Gallons (us gal)	04/06/22 23:00:00	10			
US Gallons (us gal)	04/06/22 22:00:00	20			
US Gallons (us gal)	04/06/22 21:00:00	10			
US Gallons (us gal)	04/06/22 20:00:00	20			
US Gallons (us gal)	04/06/22 19:00:00	10			
US Gallons (us gal)	04/06/22 18:00:00	20			
US Gallons (us gal)	04/06/22 17:00:00	10			
US Gallons (us gal)	04/06/22 16:00:00	20			
US Gallons (us gal)	04/06/22 15:00:00	20			
US Gallons (us gal)	04/06/22 14:00:00	10			
US Gallons (us gal)	04/06/22 13:00:00	20			
US Gallons (us gal)	04/06/22 12:00:00	10			



# AMI Electric Meter Data



Time	SKWH
06/28/22 20:00:00 EDT	0.819
06/28/22 19:45:00 EDT	0.709
06/28/22 19:30:00 EDT	1.096
06/28/22 19:15:00 EDT	0.782
06/28/22 19:00:00 EDT	1.084
06/28/22 18:45:00 EDT	1.218
06/28/22 18:30:00 EDT	1.172
06/28/22 18:15:00 EDT	1.124
06/28/22 18:00:00 EDT	1.122
06/28/22 17:45:00 EDT	1.121
06/28/22 17:30:00 EDT	1.129
06/28/22 17:15:00 EDT	1.127
06/28/22 17:00:00 EDT	1.117
06/28/22 16:45:00 EDT	1.127
06/28/22 16:30:00 EDT	1.141
06/28/22 16:15:00 EDT	1.318
06/28/22 16:00:00 EDT	1.137
06/28/22 15:45:00 EDT	1.126
06/28/22 15:30:00 EDT	1.104
06/28/22 15:15:00 EDT	1.091
06/28/22 15:00:00 EDT	1.112
06/28/22 14:45:00 EDT	1.116
06/28/22 14:30:00 EDT	1.096
06/28/22 14:15:00 EDT	1.11
06/28/22 14:00:00 EDT	1.056
06/28/22 13:45:00 EDT	0.781
06/28/22 13:30:00 EDT	1.225
06/28/22 13:15:00 EDT	0.607
06/28/22 13:00:00 EDT	0.859
06/28/22 12:45:00 EDT	0.81

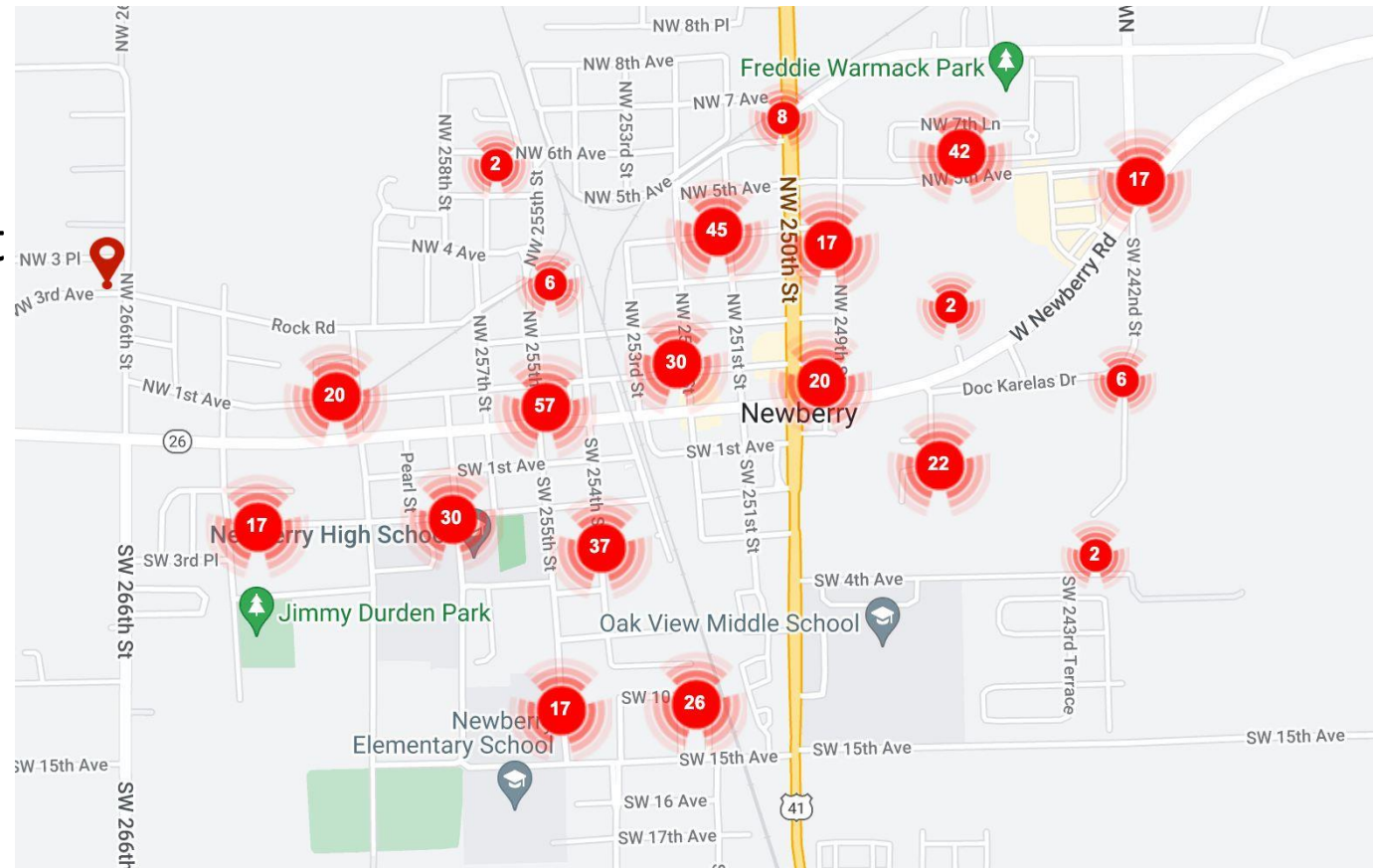




# Lessons learned...



- You **MUST** manage your vendor or they will manage you.
- Educating customers and building the relationship with real data builds trust
- Data takes the mystery out of utility bills
- Train your front-line Customer Facing staff so they are versed-even if you have to delay
- Clean up your data **BEFORE** starting the installations



# What our customers are saying....



I wanted to thank you for getting those AMI meters because they have helped me lower my bill by \$82, then the next bill I lowered it by \$123. I washed my cars and then went on the portal and looked at my usage and said “yep, I did that”.



I had a leak in the wall behind my shower and didn't know it until you called.



I have a brand-new house and could not figure out why my air conditioner wasn't cooling. After seeing my bill and working with you ladies, I called an AC Service person and discovered that my thermostat was hooked up backwards. My AC couldn't figure out if it was supposed to cool or heat.



Thanks for letting us know we had a leak, today we figured out and fixed the problem, excellent service, 5 stars, thanks.



I have lived in this house for 10 years and did not know I had an irrigation system. I wondered why my water bill was so high.

# Questions





## Contact Us



**City of Newberry**  
25440 West Newberry Road  
Newberry, FL 32669



352-472-2161



[www.newberryfl.gov](http://www.newberryfl.gov)