

This presentation premiered at WaterSmart Innovations

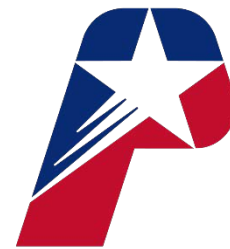
watersmartinnovations.com



Sharing AMI Data with Customers to Improve Water Use Awareness

Abby Owens

Sustainability & Environmental
Education Supervisor



Plano

City of Excellence

City of Plano, Texas

Population



274,000+

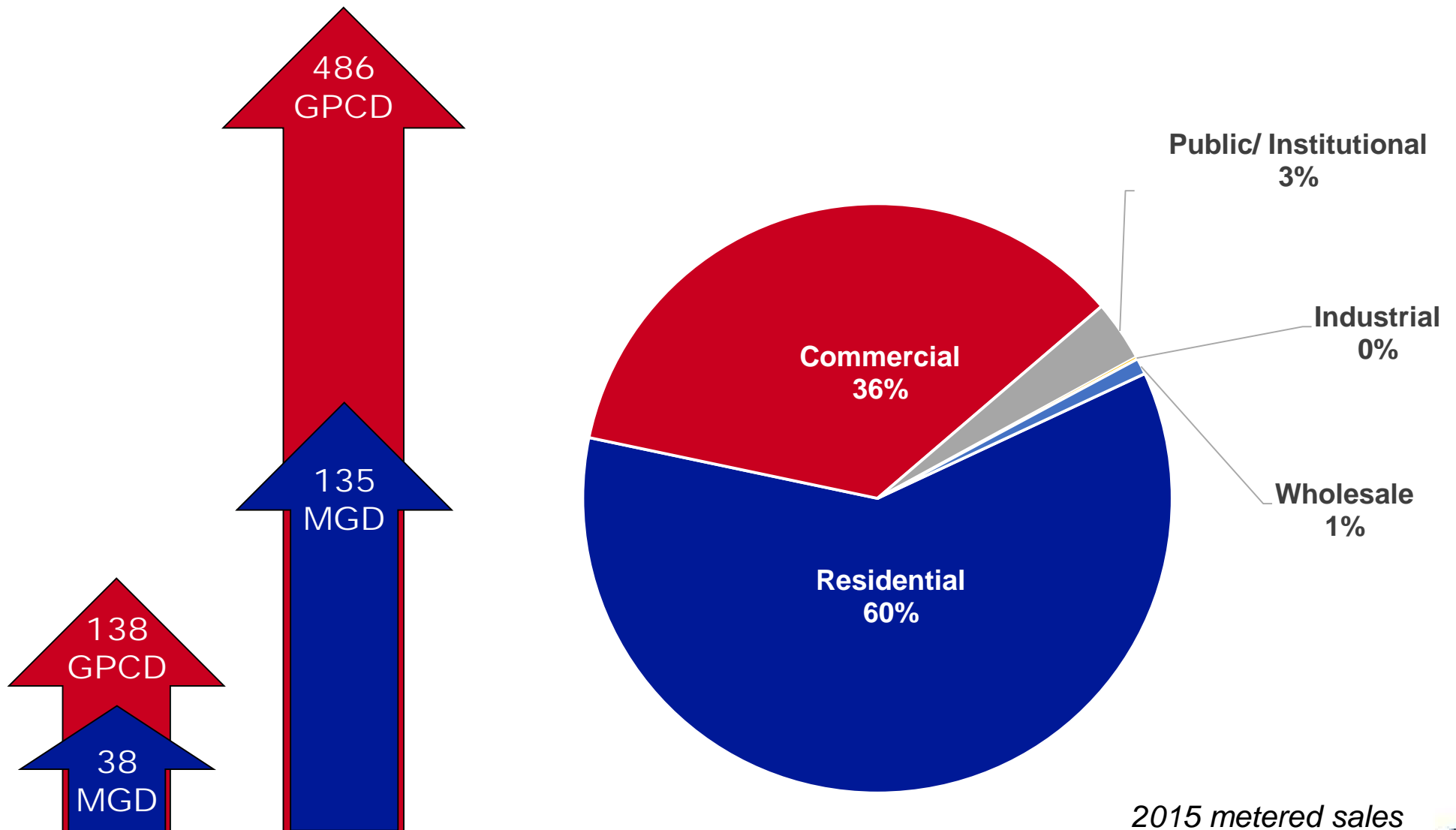
84,000+
accounts



City of Excellence



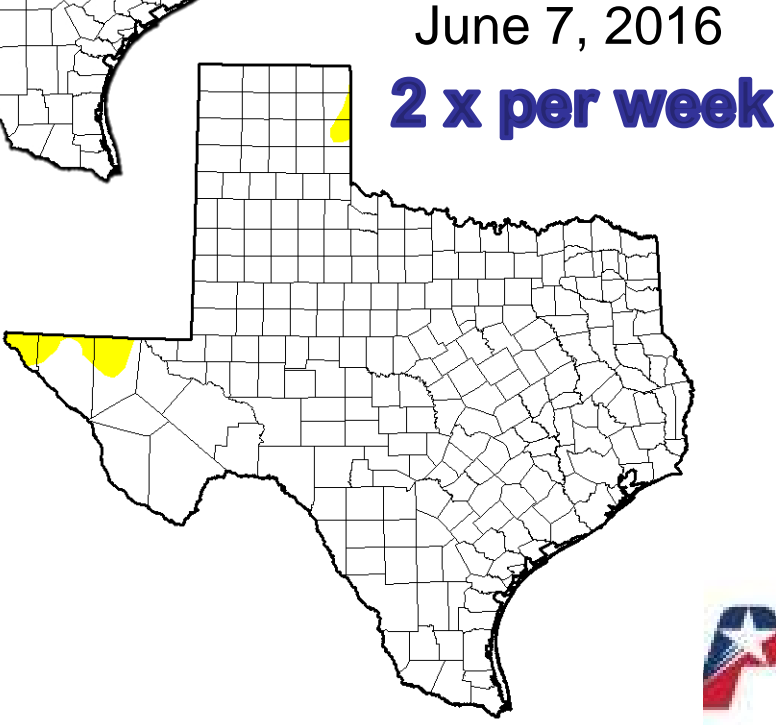
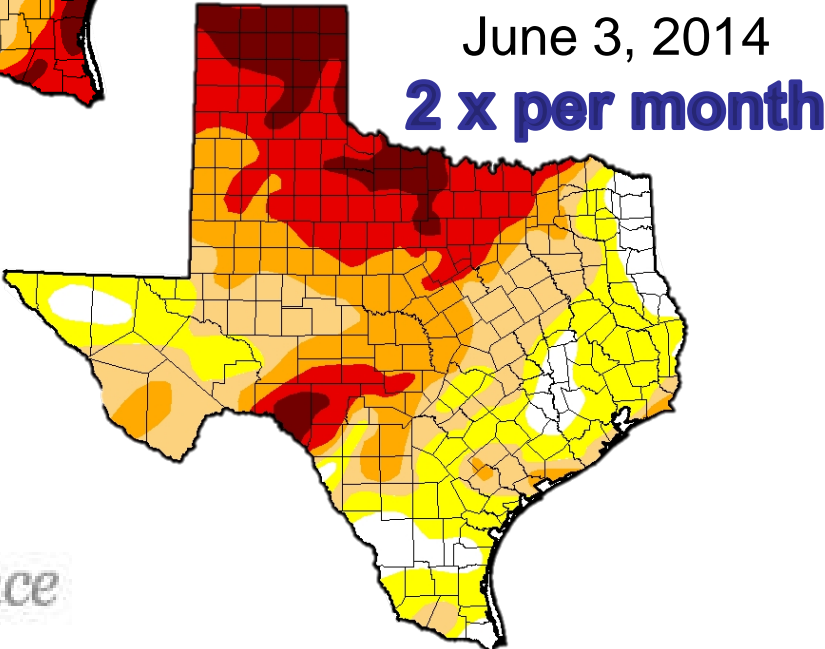
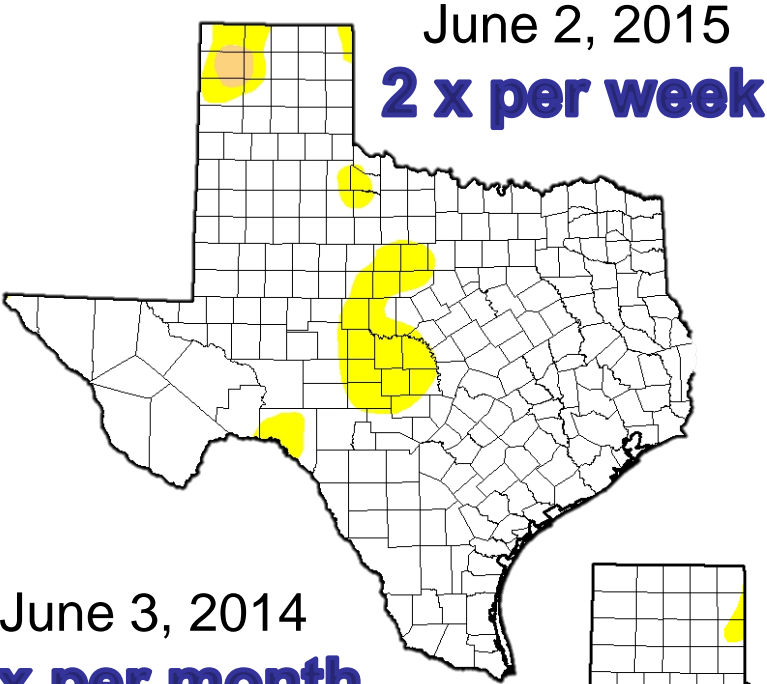
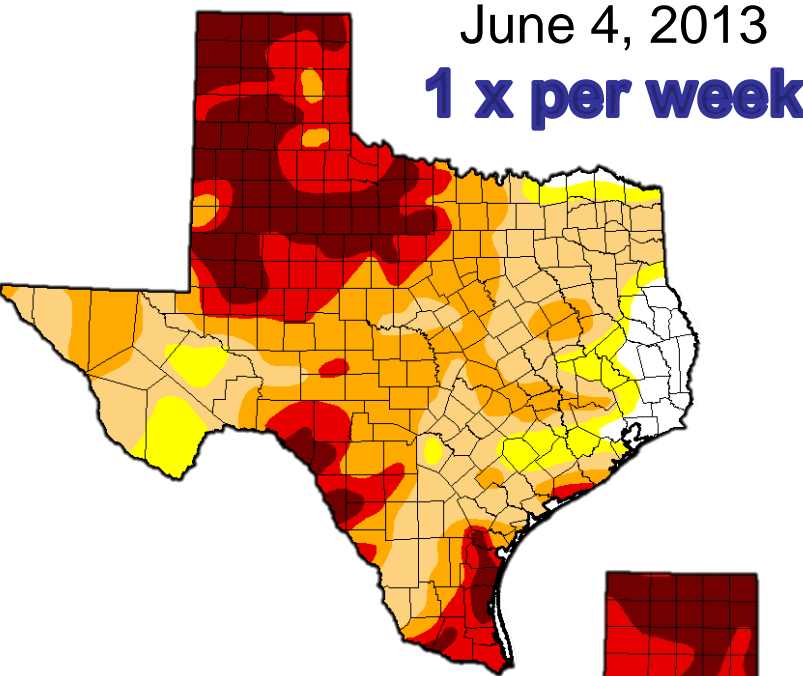
Breakdown of Water Use



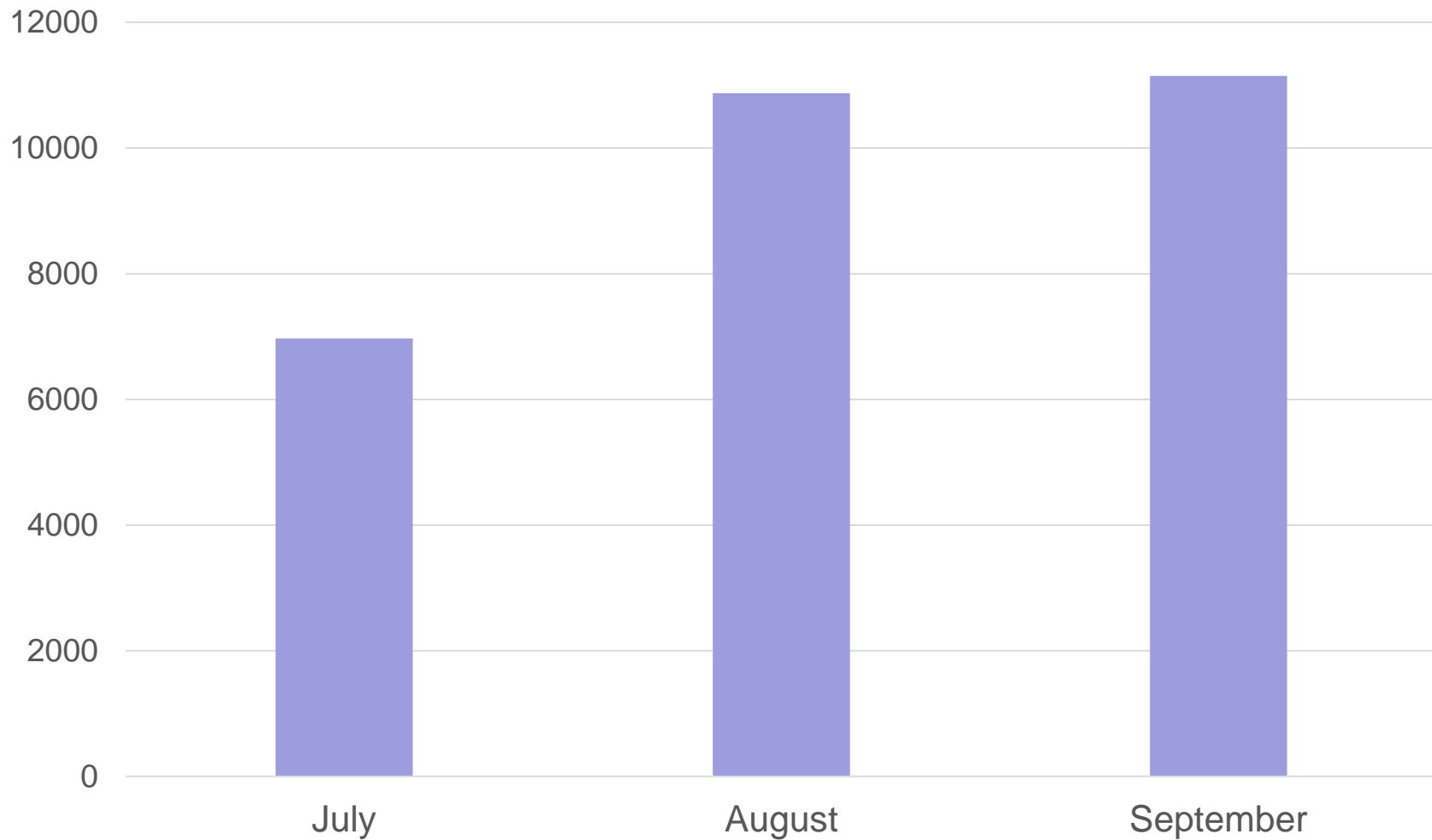
2015 metered sales



Drought and Watering Guidelines



2015 Customer Service Call Volume



Education and Outreach

March 2016 newsletter

Sprinkler Spruce Up

Sprinklers help provide water to your landscape when rainfall isn't available. If the system isn't working properly, more than 50% of the water used is wasted. Give your sprinklers a quick check by following these simple tips:

REDIRECT
Sprinklers should only spray landscapes, not fences, driveways, or sidewalks.

INSPECT
Run your system during the daytime hours to identify broken or problem spots.

UNCLOG
Clean or replace nozzles that are clogged due to dirt and debris.

REPLACE
Broken heads can waste hundreds of gallons when running.

ADJUST
Set your controller to cycle and soak watering to avoid water runoff and waste.


Be Sprinkler Savvy

- Attend the **Sprinkler Spruce Up workshop** for guidance on irrigation improvements. See the Calendar of Events on page 10 for details.
- Try our online module, **Water, Water Everywhere: A Guide to Sprinkler Repair** at plano.gov/modules. Learn how to spot and repair problems to keep your sprinklers in top form.
- Join us for a **DIY Drip Irrigation workshop** and discover how to convert your sprinklers to drip irrigation. Check out the Calendar of Events on page 11 for details.









Education and Outreach




April 2016 utility bill insert



GIVE YOUR SPRINKLERS A SPRING SPRUCE UP!

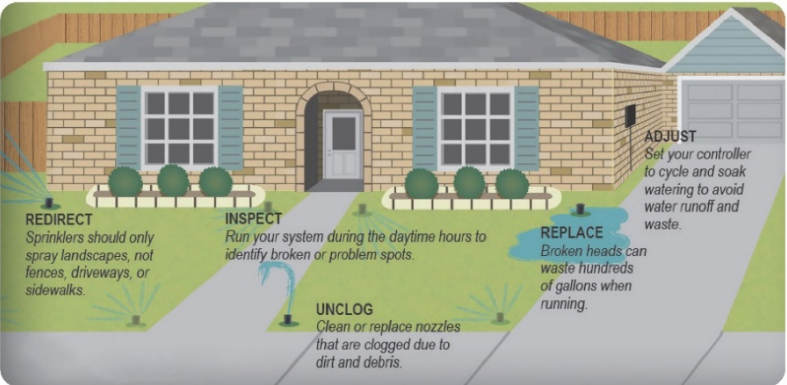
Don't let your water – or money – go down the drain. Water use surges in the summer because of sprinklers. How much? The graphic below examines an average Plano yard.

 =  3	 =  180	 =  1,080
1 Minute	1 Zone* for 10 Minutes	6 Zones* for 10 Minutes

 3,240	 6,480	 25,920
3 Times a Day	2 Times a Week	4 Weeks a Month

*6 Sprinklers per Zone

WATER WISELY WITH THESE QUICK TIPS:



- REDIRECT**
Sprinklers should only spray landscapes, not fences, driveways, or sidewalks.
- INSPECT**
Run your system during the daytime hours to identify broken or problem spots.
- UNCLOG**
Clean or replace nozzles that are clogged due to dirt and debris.
- REPLACE**
Broken heads can waste hundreds of gallons when running.
- ADJUST**
Set your controller to cycle and soak watering to avoid water runoff and waste.




2016 WATER CONSERVATION CLASSES

SPRINKLER SPRUCE UP

Soak up the basics of sprinkler systems. Learn how to identify common issues, make simple repairs and apply efficient watering practices.

DIY DRIP IRRIGATION

Drip irrigation is the perfect project for a Do-It Yourselfer! Learn about the benefits of drip irrigation and how to install it from an existing sprinkler system or hose bib to water your landscape or foundation.

SMART YARDS FOR NORTH TEXAS TALK & TOUR

Grow your knowledge with this talk on native and adapted plants for North Texas. Then enjoy a guided tour of our Texas Smartscape® Garden, which highlights how attractive a drought-tolerant landscape can be!

All classes are held at the Environmental Education Center, 4116 W. Plano Pkwy., Plano 75093. Online registration is required: livegreeninplano.obsres.com.

SCHEDULE FREE!

May 12	7:00 – 8:30 PM	DIY Drip Irrigation
May 21	10:00 – 11:30 AM	Sprinkler Spruce Up
May 25	7:00 – 9:00 PM	Smart Yards Talk & Tour
June 15	7:00 – 8:30 PM	Sprinkler Spruce Up
June 25	10:00 – 11:30 AM	DIY Drip Irrigation
June 30	7:00 – 8:30 PM	DIY Drip Irrigation

Unable to join us?
Learn about sprinkler repair online at plano.gov/modules.

QUESTIONS?
Call 972.769.4130





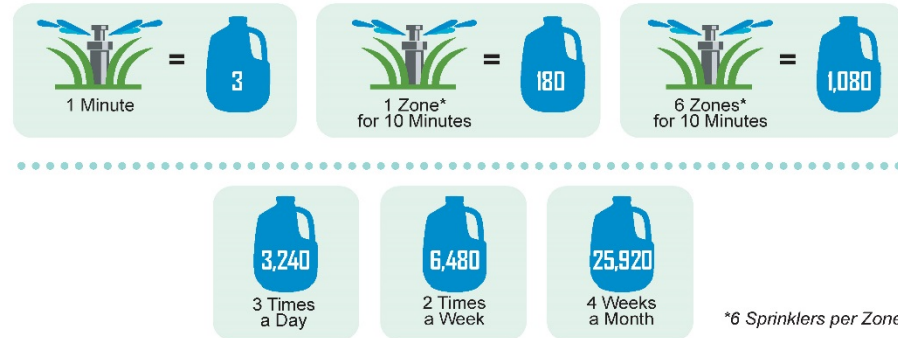
Education and Outreach

June 2016 newsletter

City of Excellence

HOW MUCH WATER DO MY SPRINKLERS USE?

Water use surges in the summer because of increased sprinkler use. How much? The graphic below examines an average Plano yard.



As temperatures soar this summer, it's possible to maintain an attractive and healthy landscape without wasting water or breaking the bank.

Here are three simple ways to keep your sprinkler's water use in check:

- 1. Water only when needed** – not just because it's your watering day. Subscribe to WaterMyYard.org for custom emails or text messages to let you know how much (or how little) water is needed each week.
- 2. Check for geysers and rivers.** Sprinklers can break easily. Watch your system run to quickly spot problems. Fix broken sprinklers before your water usage increases.
- 3. Cycle and soak.** Shorter run times with about an hour of soak time in between is the best way to provide deep watering to thirsty lawns. Sprinklers put out more water than clay soils can absorb. Try three 8 minute cycles instead of one long cycle. Check out plano.gov/takecontrol for more guidance.



Online Learning

plano.gov/modules

WATER WATER EVERYWHERE
A Guide to Sprinkler Repair

Please be aware!
This course is meant to provide you with an overall guide for sprinkler repair. To find comprehensive answers to problems with your system, you may need to refer to manufacturers' websites for specific instructions. Click the **Forward** button to begin.

The screenshot shows a digital interface for an online course. The background is a green lawn with several active sprinklers. In the distance, there are silhouettes of houses under a blue sky with light clouds. A large, dark blue banner with white text is centered on the screen. Below the banner, there is a light blue circular area containing text. At the bottom of the screen, there is a grey navigation bar with several icons: a menu icon, a music note icon, a folder icon, a document icon, a star icon, a house icon, the text 'live green in plano', and a play/pause button.



Social Media Challenges


Live Green in Plano
Published by Autumn Natalie [?] · March 20, 2015 ·

#SaveDropsSaveWatts CONSERVATION CHALLENGE #7

For our LAST challenge, we'll be giving away a Drip Irrigation Conversion Kit (donated by Longhorn Maintenance Irrigation Inc.)

HOW TO ENTER:

1. Check your water usage online: <http://bit.ly/PlanoWaterUsageOnline>
2. Share & Comment below.



Get More Likes, Comments and Shares
Boost this post for \$5 to reach up to 580 people.

967 people reached [Boost Post](#)

Misty Amber Moore, Steve Andrews and 4 others · 7 Comments · 1 Share



Live Green in Plano
Published by Kate Masucci [?] · Like This Page · May 24 · Edited ·

Spruce up your sprinklers and save! You could win a \$25 credit to your Plano water bill when you complete our online learning module and its brief post-survey. Submit your contact information at the end of the post-survey to enter! "Water" you waiting for? Start now: <http://learn2livegreen.com/irrigation/base.html>.

Like · Comment · Share

2 shares · 1 Comment

Anna Hulse William Hulse
Like · Reply · Message · May 25 at 10:00am

Write a comment...

Suggested Groups

Peace Corps Senegal September 2016
1 friend · 218 members · [+ Join](#)

See All



Live Green in Plano
Published by Kate Masucci [?] · Like This Page · May 15 · Edited ·

Spruce up your sprinklers and save! You could earn a \$25 credit to your Plano water bill when you complete our online learning module and its survey questions. "Water" you waiting for? Start now: <http://learn2livegreen.com/irrigation/base.html>.

Like · Comment · Share

Plano Thrifty Mom
1 share

Write a comment...

Suggested Groups

Peace Corps Senegal September 2016
1 friend · 218 members · [+ Join](#)

See All

Classes & Outreach Events



Our AMI System

- Implemented during meter change-out
 - Neptune Meters
 - Aclara AMI Software
- 6-hour reads
- Data uploaded 24-hour delay
- Customers access through online portal



Previous Landing Page

Customer & Utility Services Home | Bill Pay / Acct Info | Customer Service | Terms & Conditions | Help

Pay Your Utility Bill

My Accounts | Latest Bill | Past Bills | Pay Now | **Consumption** | My Profile




Select an Account: 123456-123456: 1234 PLANO WAY ▼

Billing Account	Service Location	Account Details
COP Test Account 1234 Plano Way Plano, TX 75086	1234 Plano Way Plano, TX Cycle: 33 – Route:22 Account: 123456-123456	Current Balance: \$0.00 As Of: 03/05/2015

Payments made online do not cause immediate changes to the Account balance. It may take up to 24 hours or longer for our systems to update after a payment is made online. If a payment is made on a weekend or a bank holiday, the Account balance will not be updated until the next business day.

For more payment information, please review the [Important Information](#) section towards the bottom of this page. To review your billing and payment history, click [here](#).

Payment Options:

- ➔ [Pay Now - Credit Card and E-check Payment](#) 
- ➔ [Enroll in Automatic Monthly Recurring Payment](#) 
- ➔ [Schedule a Future One-Time Payment](#) 

Updating your credit or debit card?

Click [here](#) for step-by-step instructions!

Previous Consumption Page

Billed Consumption

My Accounts	Latest Bill	Past Bills	Pay Now	Consumption	My Profile
Select an Account: 123456-123456: 1234 PLANO WAY ▾					
Billing Account		Service Location		Account Details	
COP Test Account 1234 Plano Way Plano, TX 75086		1234 Plano Way Plano, TX Cycle: 33 – Route:22 Account: 123456-123456		Current Balance: \$0.00 As Of: 03/05/2015	

COMPARISON

Current Month	1 Year Ago This Month	Your Zip Code Avg This Month	City-wide Avg This Month
2,750 gals.	6,600 gals.	12,490 gals.	10,400 gals.

MONTHLY HISTORY

Please Select a Meter: ▾

[Graph It](#)

Consumption in Gallons

Year	Month Billed											
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
2015	3,200	700	2,750									
2014	750	3,150	6,600	10,150	26,100	36,750	33,850	59,700	57,800	63,550	27,100	8,150
2013	6,700	900	5,900	8,500	14,600	18,300	43,600	53,000	82,900	53,950	10,550	5,950
2012				8,950	12,800	40,900	42,100	78,400	65,750	29,800	17,650	15,950

[View Meter Reads](#)

Click Here

Previous Consumption Graphs

Meter Reads

My Accounts	Latest Bill	Past Bills	Pay Now	Consumption	My Profile
Select an Account: 123456-123456: 1234 PLANO WAY					
Billing Account	Service Location	Account Details			
<ul style="list-style-type: none">COP Test Account1234 Plano WayPlano, TX 75086	1234 Plano Way Plano, TX Cycle: 33 – Route:22 Account: 123456-123456	Current Balance: \$0.00 As Of: 03/05/2015			

Analyze: Meter Reads Estimated Daily Consumption

Meter: H51955603

Timeframe: Last 7 days

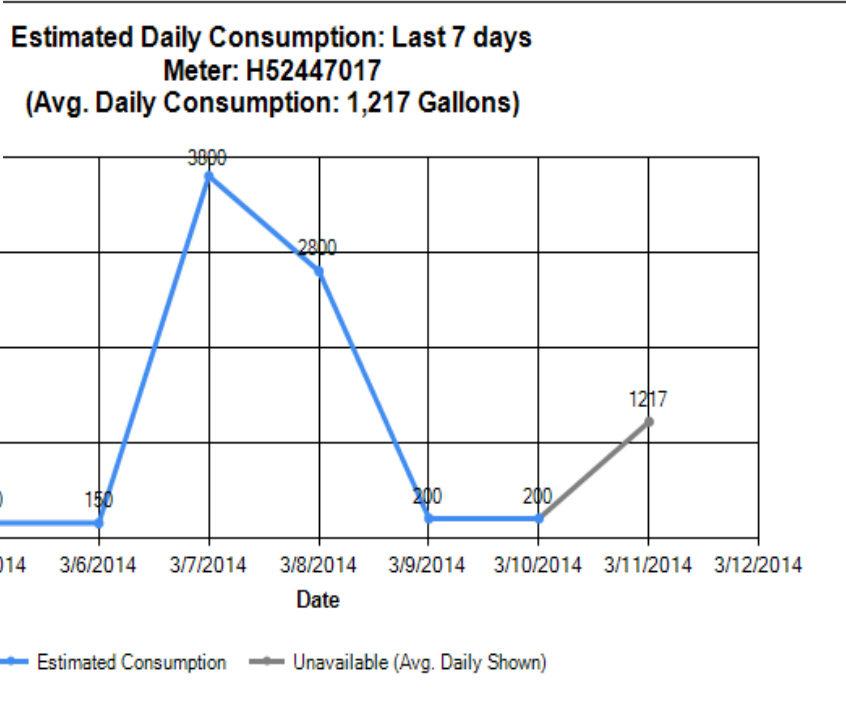
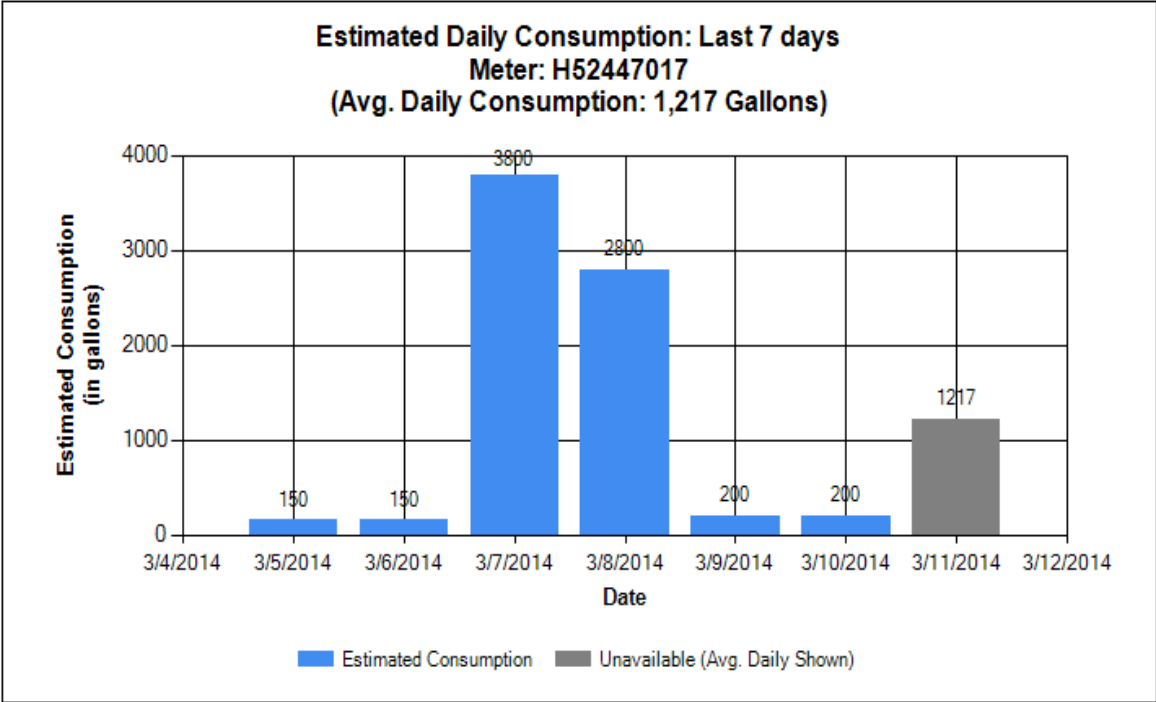
Data View:

- Grid
- Grid
- Bar Graph
- Line Graph

Click Here

Choose your
timeframe and
data view

Previously Available Graphs



New Portal Landing Page

Accounts: [Attach Water Account](#)

Account Number: XXXXXX

Name: COP Test Account
Address: 1234 Plano Way
City/State/Zip: Plano, TX 75086
Cycle/Route: XX/XXX

[Cancel Service](#) | [Move Service](#)

Bill and Payment Summary [Enroll in Paperless Billing](#)

Amount Due:
Due Date: 7/26/16
Total Past Due:
Last Payment Received: 07/05/16
Pending Payment:

[Download Current Statement](#) 📄

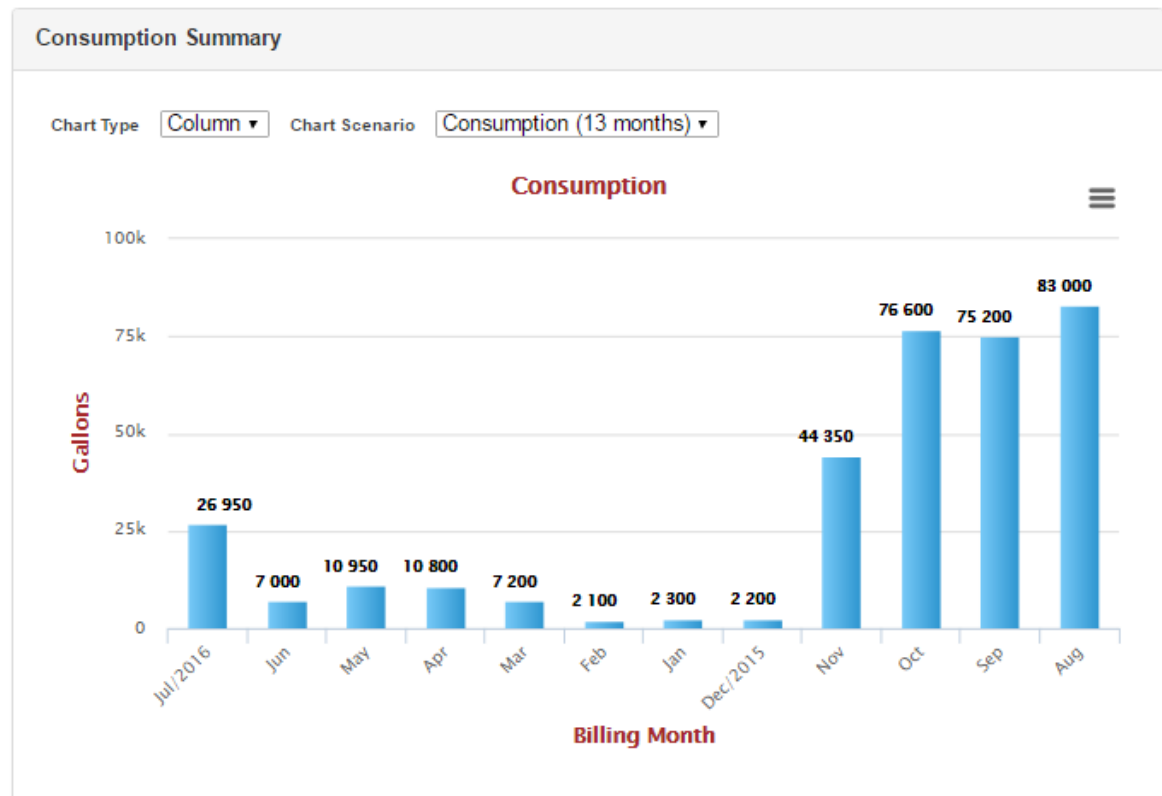
[Payment Options](#) | [View Previous Bills](#)

Meter:
Last Read: 08/01/16 10:53 PM

1875950

Read Date	Read Time	Reading
08/01/16	4:48 PM	1875250
08/01/16	10:43 AM	1874050
08/01/16	4:40 AM	1871750
07/31/16	10:36 PM	1871250
07/31/16	4:31 PM	1870450
07/31/16	10:26 AM	1866500
07/31/16	4:22 AM	1865900
07/30/16	10:17 PM	1865400
07/30/16	4:13 PM	1864900

[View More Reads](#)



Pick Your Timeframe

Meter Reads From To:

Meter:

Last Read: 08/01/16 10:53 PM

1875950

Click to update the chart and graph.

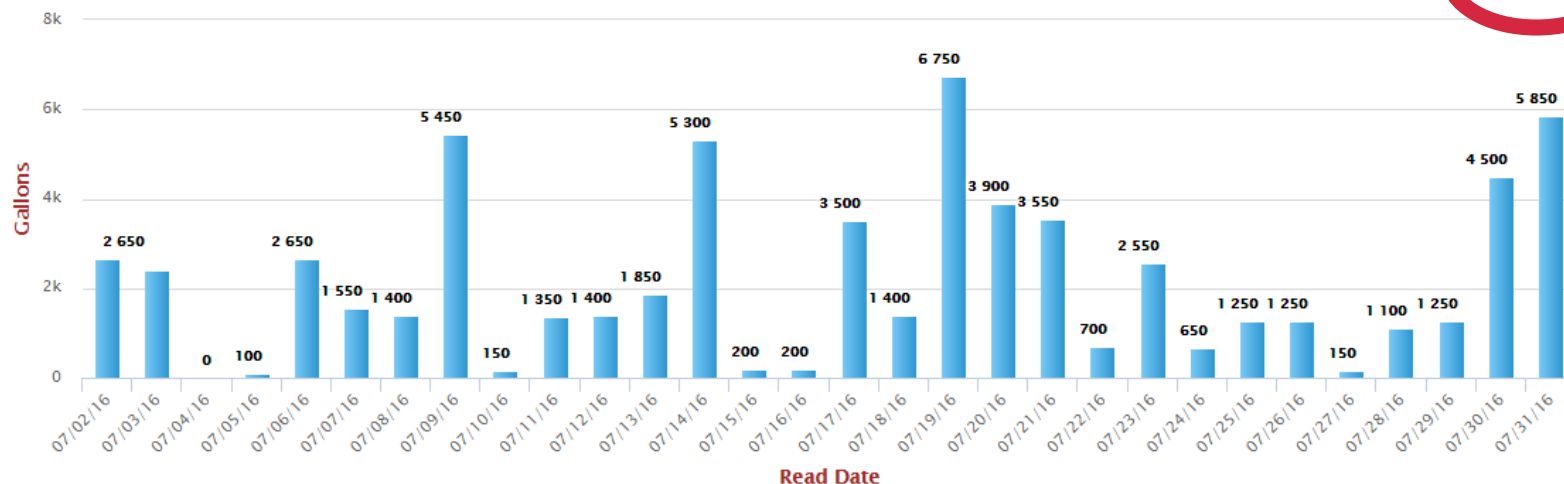
Read Date	Read Time	Reading	Previous Reading	Change
08/01/16	4:48 PM	1875250	1874050	1200
08/01/16	10:43 AM	1874050	1871750	2300
08/01/16	4:40 AM	1871750	1871250	500
07/31/16	10:36 PM	1871250	1870450	800
07/31/16	4:31 PM	1870450	1866500	3950
07/31/16	10:26 AM	1866500	1865900	600
07/31/16	4:22 AM	1865900	1865400	500
07/30/16	10:17 PM	1865400	1864900	500
07/30/16	4:13 PM	1864900	1864300	600
07/30/16	10:12 AM	1864300	1861400	2900
07/30/16	4:05 AM	1861400	1860900	500
07/29/16	10:01 PM	1860900	1860300	600
07/29/16	3:58 PM	1860300	1859800	500
07/29/16	9:52 AM	1859800	1859650	150
07/29/16	3:49 AM	1859650	1859650	0

Graph at the bottom will update...

Customer & Utility Services	Home	Services	Account Summary	Payments	Statements	Profile Settings	Hello, eecobldg!	Log off
07/30/16	4:13 PM	1864900	1864300	600				
07/30/16	10:12 AM	1864300	1861400	2900				
07/30/16	4:05 AM	1861400	1860900	500				
07/29/16	10:01 PM	1860900	1860300	600				
07/29/16	3:58 PM	1860300	1859800	500				
07/29/16	9:52 AM	1859800	1859650	150				
07/29/16	3:49 AM	1859650	1859650	0				
07/28/16	9:44 PM	1859650	1859650	0				
07/28/16	3:41 PM	1859650	1858600	1050				
07/28/16	9:40 AM	1858600	1858550	50				
07/28/16	3:33 AM	1858550	1858550	0				

Chart Type: **Column** Chart Scenario: Daily Consumption

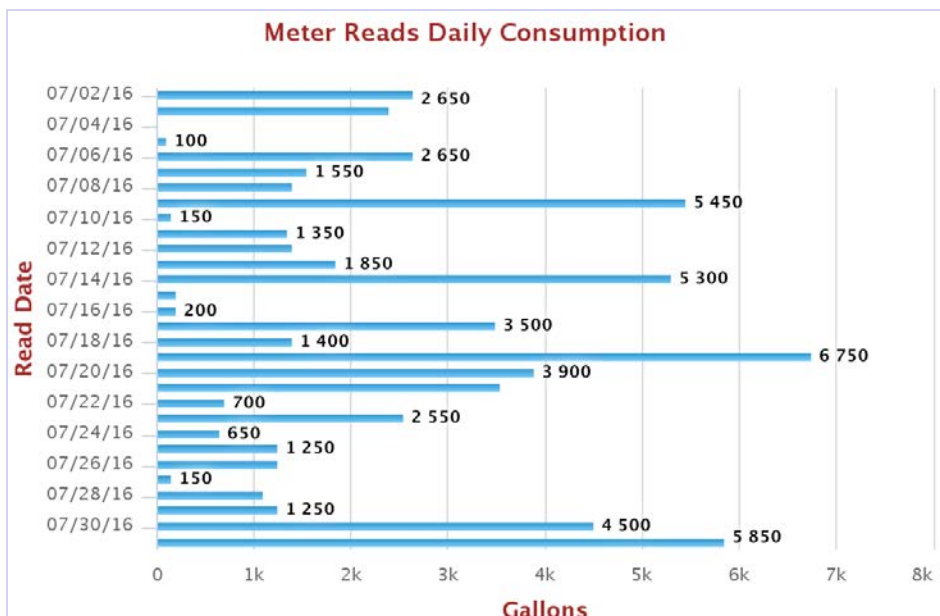
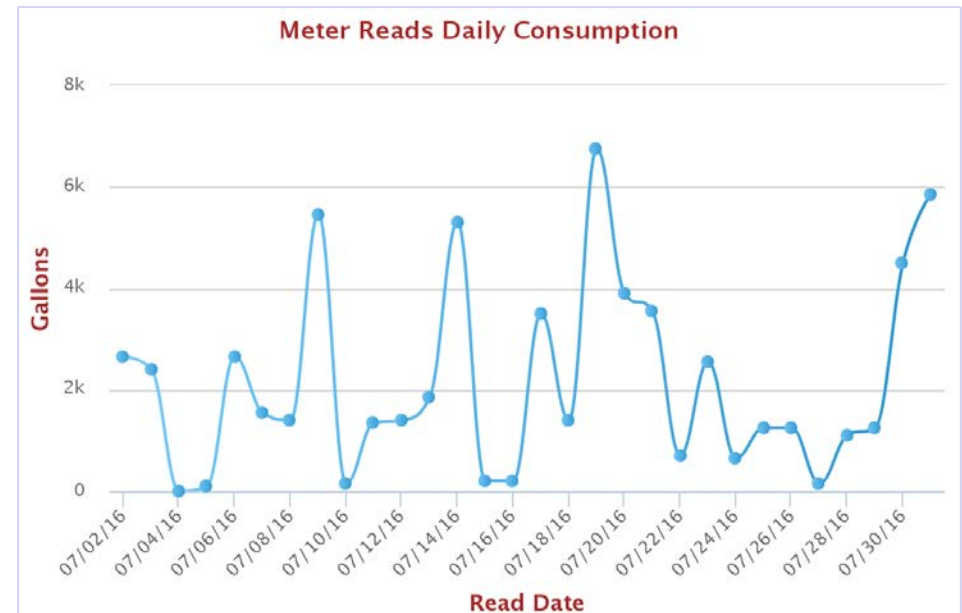
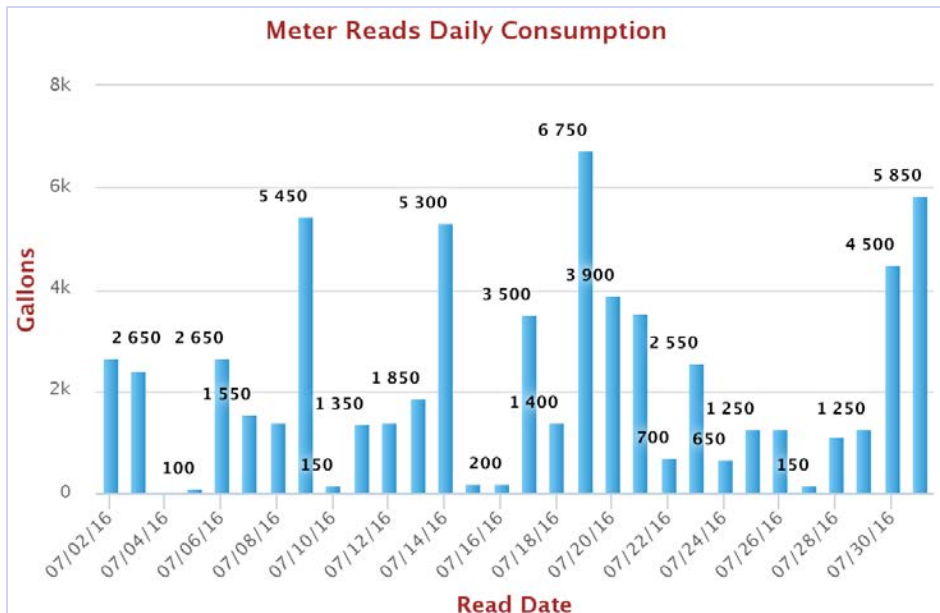
Meter Reads Daily Consumption



Change the format

Export the graph

Available graph formats...



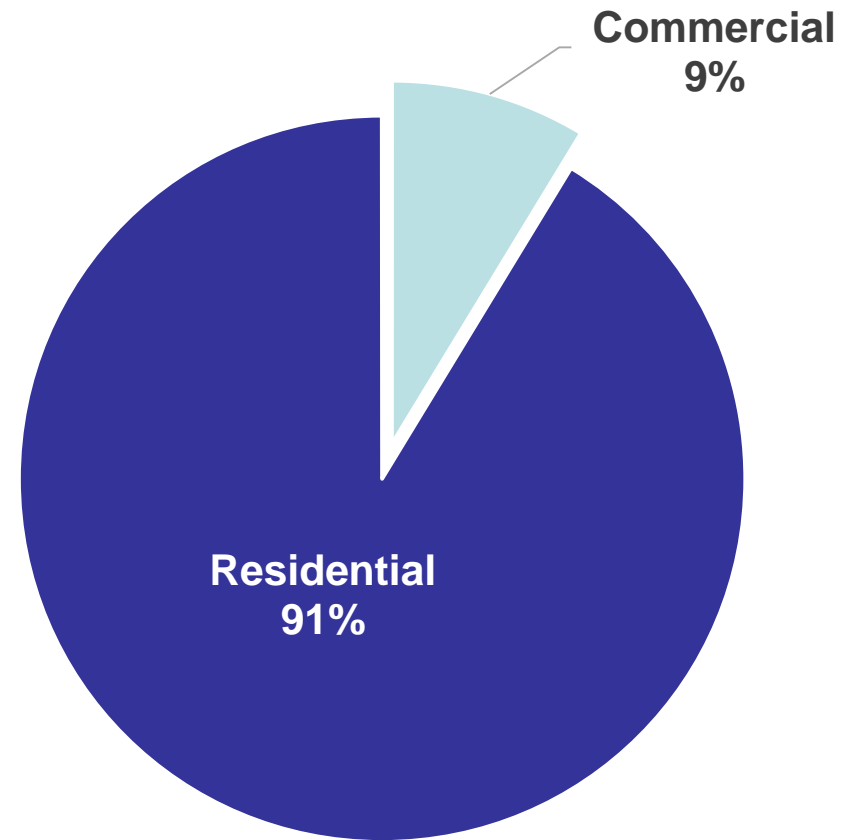
Subscribers/Usage

84,000

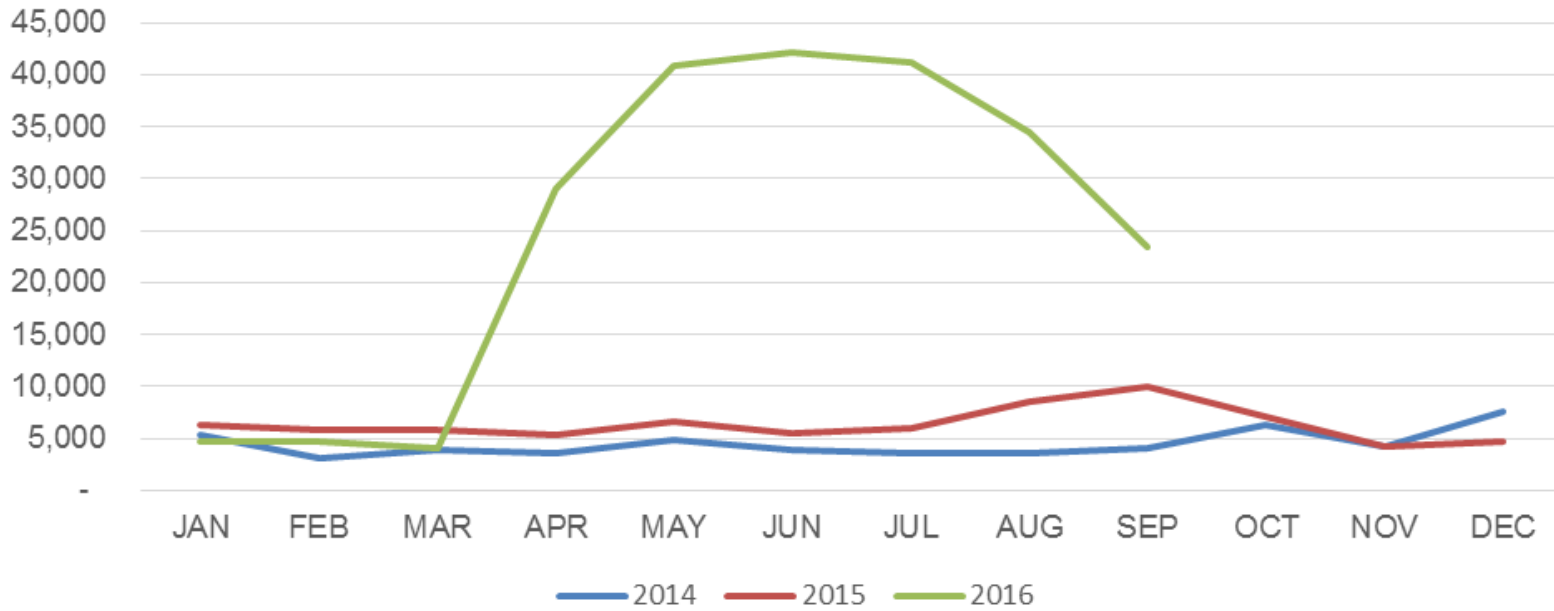
billing accounts

57%

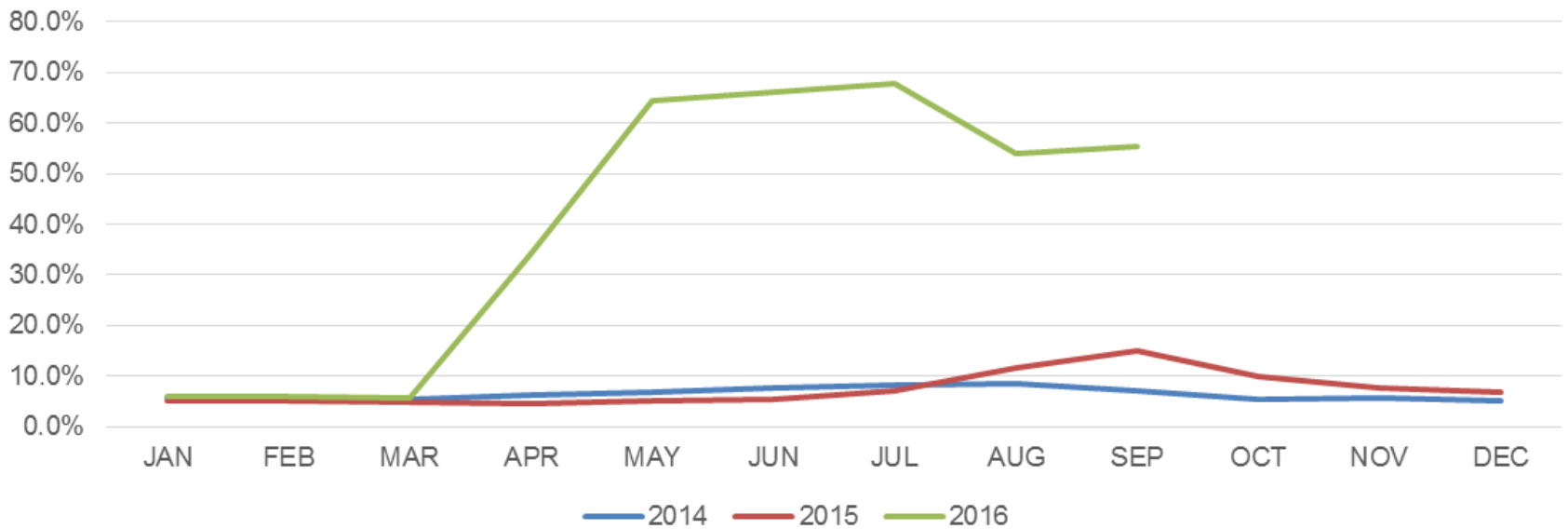
registered online



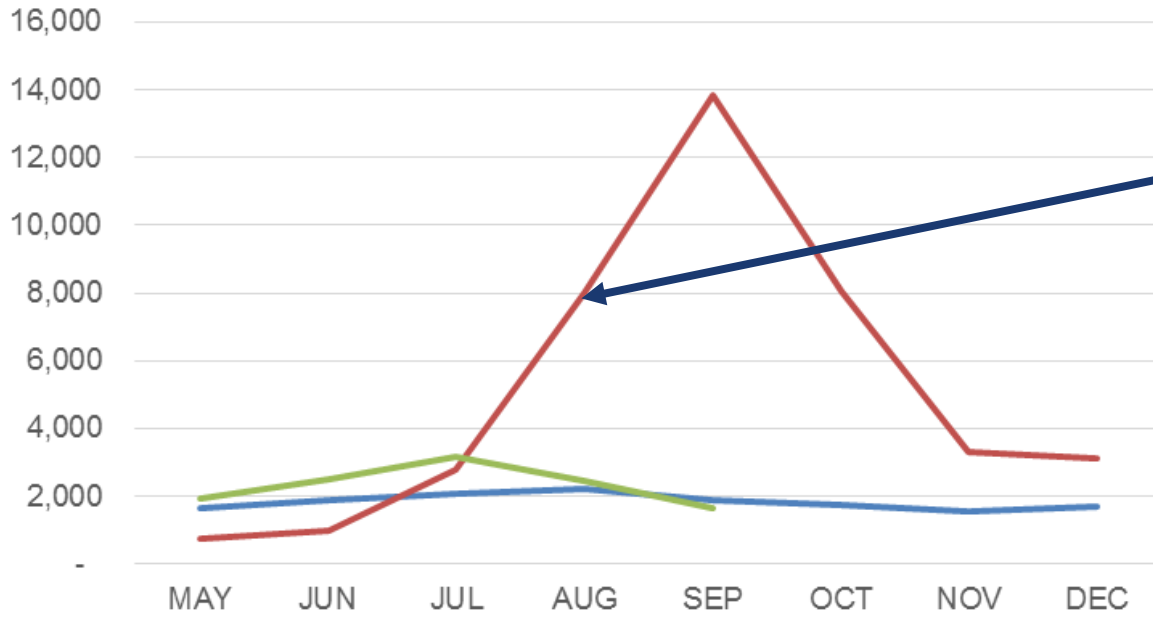
Consumption Page Hits



Percent of Visitors on Consumption Page



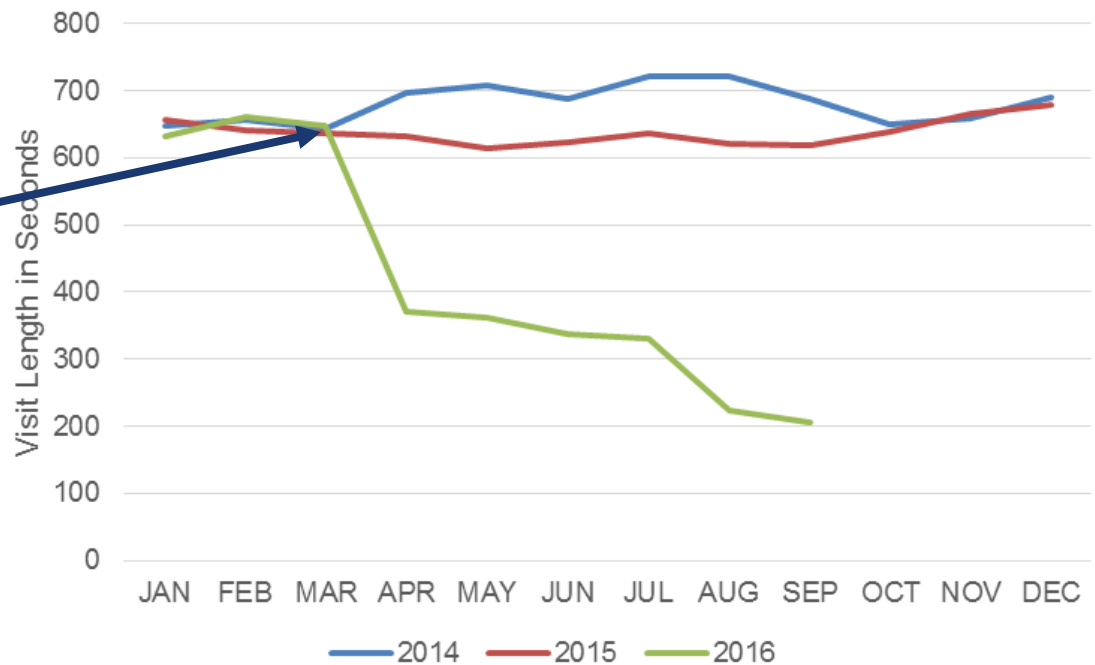
Meter Read Page Hits



Customers called about high water bills

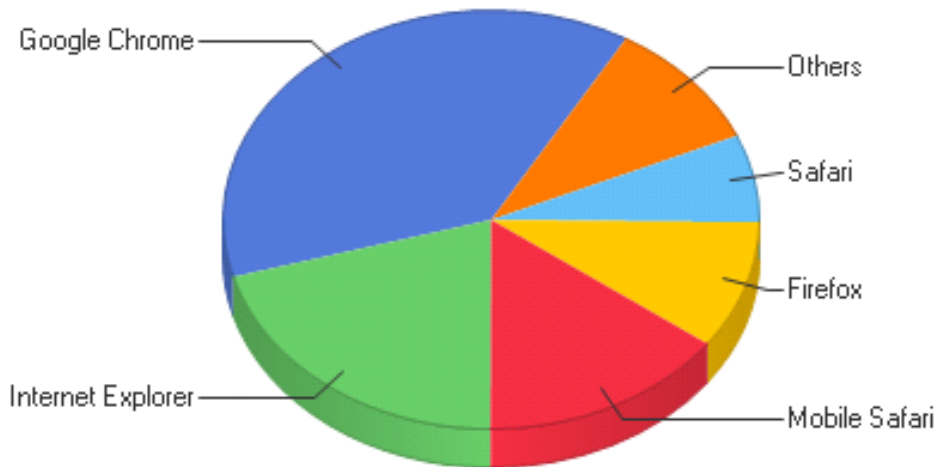
Consumption charts added to landing page

Average User Visit Length

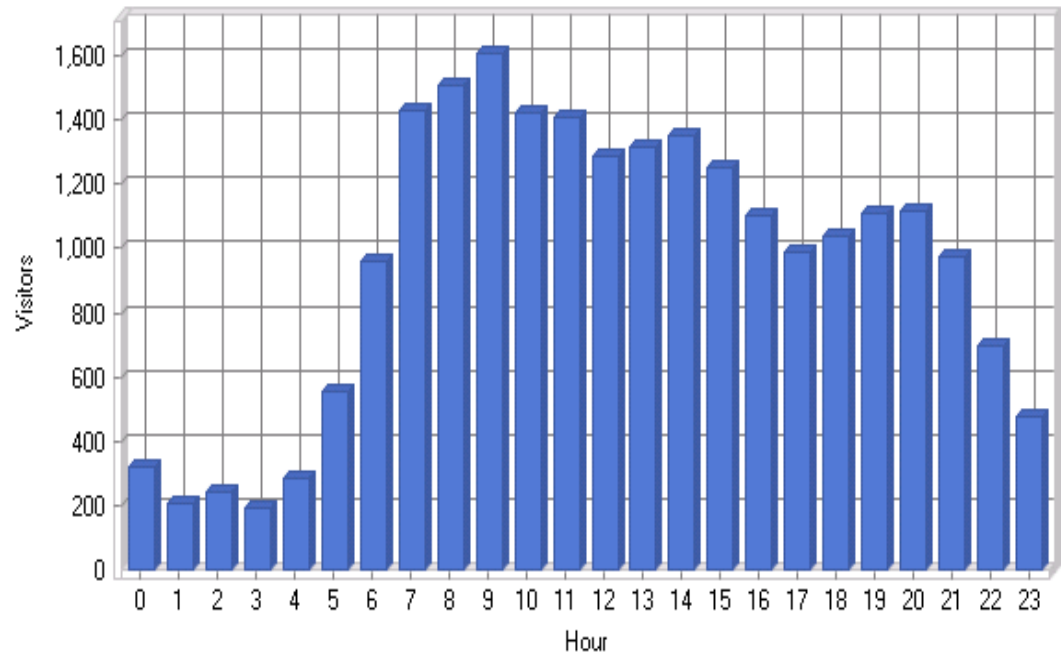


User Activity Data

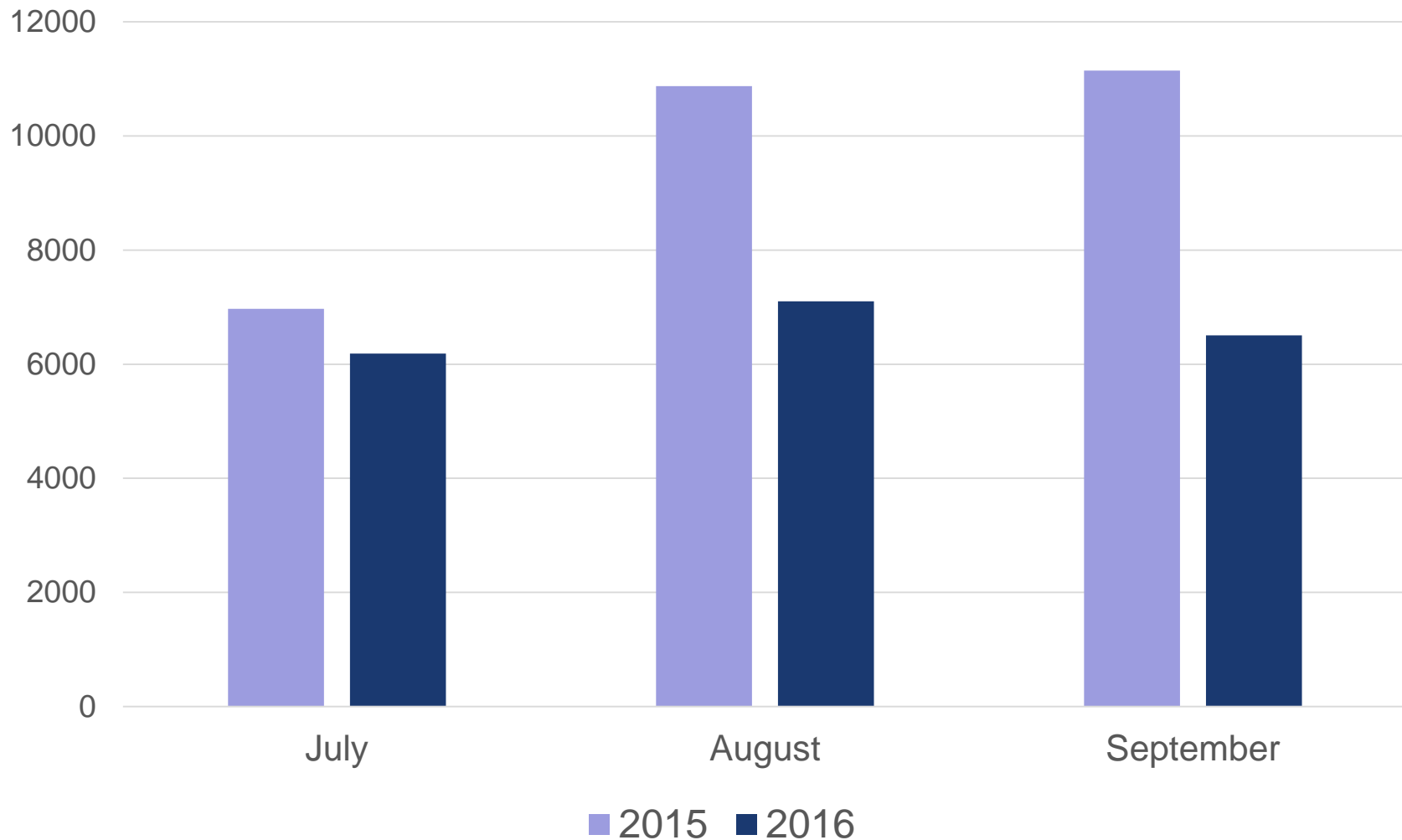
Most Used Browsers



Activity by Hour of Day



Customer Service Call Volume



Lessons Learned...

- Incorporate with utility bill logon
- Show consumption details on landing page
- Educate homeowners about the data when they call
- Promote the data availability as much as you can



Possible Next Steps...

- Allow customer to set alert notifications
- Incorporate rate tier information
- Allow customers to export data



Questions?

Abby Owens

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972-769-4328

