SMART METERING FOR WATER UTILITIES

July 25-26, 2016
Hyatt Regency Denver Tech Center
Denver, CO
OVERVIEW

The use of a smart infrastructure in the utility industry, including advanced metering, is growing. Advanced metering can consist of two-way communications or drive-by reads and provides a utility with an additional connection to its customers. In addition, a utility can have a better understanding of the quality and distribution of its product, thereby allowing for improvements in service reliability and efficiency. This can lead to improved financial benefits for the utility and improved satisfaction for its customers.

Electrical utilities have adopted advanced metering more swiftly than water utilities. That is changing, however, as water utilities have observed both the advantages gained and the lessons learned from the implementation efforts of their electric utilities counterparts. It’s especially critical now, as the many challenges of aging infrastructures put an increased burden on water utilities, which confront these issues:

• Managing capital and operational costs
• Water loss (also known as non-revenue water) due to leaks and other system failures
• Water scarcity/conservation

With advanced metering, water utilities are able to use big data to manage many critical challenges and decrease operating costs, identify performance issues, improve customer service and better prioritize infrastructure investments.

This symposium will bring together industry and utility experts to share their expert knowledge, experiences and aspirations regarding the use of advanced metering, with particular emphasis on lessons learned for application to water utilities. Attendees will take away additional knowledge and resources required to implement effective solutions within the areas of improving customer engagement for their company as well as network with industry peers.

LEARNING OUTCOMES

• Design a business plan that must address a variety of factors including economic and financial factors
• Discuss how to get executive approval for the smart meter project and leadership’s role moving forward
• Discuss ongoing initiatives to improve consumer engagement/satisfaction before, during and after an AMI/AMR implementation
• Explain how improved analytics through smart meters can improve utility performance and customer satisfaction
• Evaluate new initiatives for utilities that utilize the smart meter data
• Discuss how customers will benefit from smart meters and therefore why they can be expected to support smart grid technology deployment
• Design an internal change management plan for utility employees – a critical step in overall consumer buy-in
• Discuss programs and processes that enable the successful use of smart meters
AGENDA

Monday, July 25, 2016

8:00 – 8:30 a.m.       Registration and Continental Breakfast

8:30 – 8:45 a.m.       Opening Announcements

8:45 – 9:15 a.m.       Welcome Address from Denver Water
            “Big data and analytics” is an increasingly important concept in the operations of water utilities. Chris Dermondy, Chief Information Officer (CIO) at Denver Water, will kick off the EUCI conference with remarks on how Colorado’s oldest and largest water utility is pivoting around its current AMR system to future AMI plans. In addition, he will address the important role that a smart infrastructure will have in the future of the water utility industry.
            - Chris Dermody, Chief Information Officer (CIO), Denver Water

9:15 – 9:45 a.m.       Utility Innovation: Smart Water Outlook
            Smart networks and new technologies have the power to transform the water industry, but what progress is being made by utilities? What are leading utilities doing to drive change? Zpryme will share the result of its most recent smart water survey of 86 U.S. water utilities. Understand how your peers are approaching this quickly evolving space and how your organization compares.
            - H. Christine Richards, Research Director, Zpryme

9:45 – 10:15 a.m.      Networking Break

10:15 a.m. – 12:15 p.m. Positioning the Utility for Success: Building a Business Case for Advanced Metering
            There is no “one-size-fits-all” approach to building the business case. Each utility has its own vision and objectives for an advanced meter future and operates in a unique geographic and regulatory environment. The decision to move forward and implement advanced metering represents a critical decision for the future. There are many factors to consider including traditional economic and financial factors, but also important public, community and customer issues. The business case must address all of these factors using a combination of quantitative and qualitative analysis, as well as evaluation. This session will provide an overview of the various factors that need to be considered to position a utility for the future including:
            • Build a plan incorporating an understanding of the basic economic indicators that are utilized in making a decision
            • Manage the data with special emphasis on storage in a common repository and structured in a manner that makes sense for the utility’s unique needs
            • Use the data to enable managers to better understand the actual return on investment that can be achieved with using big data
            • Benefits documentation of advanced metering for the customer and utility
            • Executive approval is key and paves the way for utility leadership to confront the dilemma of deciding whether to self-manage the switch or out-source the project
            Presenters:
            - Tommy McClung, Senior Manager, West Monroe Partners
            - Andrew Dudley, Senior Project Manager, Landis+Gyr

12:15 – 1:15 p.m.      Group Luncheon
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Monday, July 25, 2016 (Continued)

1:15 – 4:45 p.m.   Smart Metering and Customer Engagement
Advanced metering gives utilities additional, accurate, and timely data to better serve their customers. It also gives customers the information they need to conserve water, thereby lowering their water bills. More accurate billing and reduced water losses can become a reality, along with cost-effective, targeted maintenance. Customer segmentation analytics can help utilities understand their customers better, enabling them to design targeted rate structures and other programs. This session will provide an overview of how advanced metering enhances the customers’ experience, including:
• Providing water management solutions for customers to better manage their bills
• Research the impacts of advanced metering to understand what programs should be introduced to customers
• Greater flexibility for new rates and programs
• New levels of service automation
• Gaining a more experiential relationship with customers through deeper insights

Presenters:
- Maria DeChellis, Chief Customer Support and Services, City of Baltimore
- Jon Brock, President, Desert Sky Group
- Pete Mulvaney, Senior Manager, West Monroe Partners

Tuesday, July 26, 2016

8:00 – 8:30 a.m.   Continental Breakfast

8:30 – 11:30 a.m.  Lessons Learned from the Trenches
Traditionally, utilities have been incentivized to be risk-averse by the regulations and regulators that control the industry. Yet, in today’s digital age, customers expect from their utilities faster, more efficient customer service, as well as increased opportunities to reduce their bills. These advanced meter investments give utilities an efficient path to incorporate a host of new tools and improve their customer engagement. As a result, many utilities are either upgrading or considering upgrading their legacy metering and data-exchange infrastructure to convert this newly-available information capability into meeting modern customer expectations and demand. In this session, attendees will hear case studies from several utilities in different stages of the advanced metering cycle.

Presenters:
- Maria DeChellis, Chief Customer Support and Services, City of Baltimore
- Tommy McClung, Senior Manager, West Monroe Partners
- Jon Haukaas, Operations Manager, City of Fort Collins Water Engineering & Field Services
- Jim Ketchledge, CEO & President, Exergy

11:30 a.m.   Conference Adjourns
INSTRUCTIONAL METHODS

Case Studies and PowerPoint presentations will be used during the training.

REQUIREMENTS FOR SUCCESSFUL COMPLETION OF PROGRAM

Participants must sign in/out each day and be in attendance for the entirety of the course to be eligible for continuing education credit.

CREDITS

EUCI has been accredited as an Authorized Provider by the International Association for Continuing Education and Training (IACET). In obtaining this accreditation, EUCI has demonstrated that it complies with the ANSI/IACET Standard which is recognized internationally as a standard of good practice. As a result of their Authorized Provider status, EUCI is authorized to offer IACET CEUs for its programs that qualify under the ANSI/IACET Standard.

EUCI is authorized by IACET to offer 1.1 CEUs for the conference.

EVENT LOCATION

A room block has been reserved at the Hyatt Regency Denver Tech Center, 7800 E. Tufts Ave, Denver, CO 80237, for the nights of July 24-25, 2016. Room rates are $179 for single & double occupancy, plus applicable tax. Call 1-303-779-1234 for reservations and mention the EUCI course to get the group rate. The cutoff date to receive the group rate is July 1, 2016, but as there are a limited number of rooms available at this rate, the room block may close sooner. Please make your reservations early.

PROCEEDINGS

A copy of the conference proceedings will be distributed to attendees at the event.
### PLEASE REGISTER THE FOLLOWING

|---------------------------------------------------------------------------------------------------------------|

- **How did you hear about this event?** (direct e-mail, colleague, speaker(s), etc.)

- **Print Name**
  - **Job Title**

- **Company**

- **What name do you prefer on your name badge?**
  - **Address**

- **City**
  - **State/Province**
  - **Zip/Postal Code**
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- **Telephone**
  - **Email**

- **List any dietary or accessibility needs here**

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- **OR Enclosed is a check for $_________ to cover ___________ registrations.**

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### Substitutions & Cancellations

Your registration may be transferred to a member of your organization up to 24 hours in advance of the event. Cancellations must be received on or before June 24, 2016 in order to be refunded and will be subject to a US $195.00 processing fee per registrant. No refunds will be made after this date. Cancellations received after this date will create a credit of the tuition (less processing fee) good toward any other EUCI event. This credit will be good for six months from the cancellation date. In the event of non-attendance, all registration fees will be forfeited. In case of conference cancellation, EUCI’s liability is limited to refund of the event registration fee only. For more information regarding administrative policies, such as complaints and refunds, please contact our offices at 303-770-8800. EUCI reserves the right to alter this program without prior notice.