ADVANCED METERING INFRASTRUCTURE (AMI) FOR WATER UTILITIES

September 12-13, 2019
EUCI Office Building Conference Center
Denver, CO
OVERVIEW

Water utilities are continually looking for ways to more effectively and efficiently meet the needs of their customers. AMI provides a unique opportunity for water utilities to meet those needs while saving money, improving utility operations and enhancing conservation opportunities.

AMI implementation can be challenging because, unlike many other utility projects, it is a “system of systems.” This means that many groups and IT/OT systems within the utility must work together to achieve a successful outcome. Metering, Customer Service, Billing, Engineering and Information Technology all play an important part in implementing an AMI system. In addition, excellent customer engagement and organizational change management are critical success factors. This course will walk you through all these aspects of implementing an AMI project to achieve success.

LEARNING OUTCOMES

- Identify the main benefits and costs associated with a water AMI business case
- Review the basic communications technologies involved in AMI
- Discuss integration challenges and opportunities between new and existing systems
- Identify the customer communications improvements available with AMI
- Address key factors in selecting AMI vendors
- Discuss the business process transformation and associated organizational change necessary to effectively implement AMI
- Recognize best practices in AMI project implementation and management
- Discuss how to leverage AMI assets after deployment

WHO SHOULD ATTEND

- Executives, management and staff from the following utility departments:
  - Metering
  - Engineering
  - Billing
  - Customer service
  - Information technology
  - Communications
  - Rates
  - Utility general management
  - Board/Council members
  - Municipality management
  - Any stakeholder involved with a utility considering AMI
AGENDA

THURSDAY, SEPTEMBER 12, 2019

12:30 – 1:00 pm  Course Registration
1:00 – 5:00 pm  Course Timing

Introduction

Smart Meter/Module Basics
• Definitions and Drivers
• Industry Trends
• Key Solution Components (Meter/Module, Network, Head End Software, Meter Data Management Software)
• AMI – Smart Water Network

The Business Case
• Do You Need One?
• Costs (Products, Services, Support, Internal)
• Benefits (Tangible, Intangible)
• Return on Investment (ROI)/Net Present Value (NPV)
• Case Study

System Implementation Roadmap
• Solutions Architecture/Systems Engineering
• What and When

Vendor Selection
• Overall Procurement Strategy
• Basic Recipe (Strategy, Requirements, Pricing, Evaluation, Shortlist, Selection, Contract Negotiations)
• Lessons Learned
• Case Study

Business Process Transformation
• Benefit Tiers
• As-Is/To-Be Process Mapping
• Lessons Learned
• Case Study
AGENDA
FRIDAY, SEPTEMBER 13, 2019

8:00 – 8:30 am  Continental Breakfast

8:30 am – 5:00 pm  Course Timing

12:00 – 1:00 pm  Group Luncheon

Establishing a Baseline
  • Detailed Requirements/Features
  • To-Be Business Processes
  • Solutions Architecture
  • Project Management Deliverables

The Science of Implementation Success
  • Governance
  • Monitoring and Controlling Schedule and Budget
  • Risk Management
  • Project Status
  • Configuration Control

Project Team Organization
  • Organization Chart
  • Role/Responsibilities

Change Leadership
  • Change Model
  • Customer/Stakeholder Engagement
  • Organizational Change Management
  • Lessons Learned
  • Case Study

The Art of Implementation Success
  • Project Leadership
  • Stakeholder Management
  • Managing Scope Creep

Transition and Ongoing Operations
  • Pre-Transition Planning
  • Transition Execution
  • Post-Transition Evaluation and Correction

Leveraging the Smart Water Foundation
  • Definitions
  • Vendor Perspectives
  • How Perspectives Change

Integration to Other IT Systems
  • Small Data to Big Data
  • Why Integrate
  • How to Integrate

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FRIDAY, SEPTEMBER 13, 2019 (CONTINUED)

Leveraging the AMI System – Operations
• Distribution Automation (DA)
  o Leak Detection – District Metering Areas (DMAs)
  o Pressure/Temperature Monitoring
  o Water Quality Monitoring
  o AMI System Challenges in Supporting DA

Leveraging the AMI System – Customer Communications
• Customer Portal
  o High Bill Complaint Resolution
  o Customer Leak Detection

Leveraging the AMI System – Rates
• Demand/Consumption Analysis and Forecasting
• Rate Programs (Pre-Pay/Time of Use Pricing)

Leveraging the AMI System – Analytics
• Data Storage
• Analytics Tools
• Case Studies

Sharing the AMI Network
• Use by the Municipality – Street Light Control
• Use by Other Utilities

Conclusion and Wrap Up

COURSE INSTRUCTOR

Joel Westvold
Executive Consultant, Excergy

Joel Westvold brings a unique perspective to addressing smart grid issues facing utilities based upon his 30 years of experience implementing programs at utilities and providing technology solutions to utility customers. Joel has experience in a senior management capacity for a large electric utility as well as executive management experience with a technology solutions provider to the utility industry. During his 20-year career at Portland General Electric, Joel led a team that implemented an award winning AMI project that involved the installation of over 800,000 electric meters, the network to communicate with the meters and integration of the technology with utility systems to gain the most financial benefit and efficiency possible. In his role with a technology provider prior to joining Excergy in 2015, Joel led teams of engagement directors and project managers in the delivery of nearly a hundred smart grid projects, including an area of focus on several large projects of over 1 million meters/ endpoints. Joel is passionate about doing everything possible to see clients succeed in their smart grid projects. He brings a number of skills ranging from project management, engineering expertise, strong people management, and communications at all levels within the organization to assure that success is achieved. He holds an Executive MBA from the University of Washington and a B.S. in Chemical Engineering from Oregon State University.
EVENT LOCATION

EUCI Conference Center
4601 DTC Blvd., B-100
Denver, CO 80237

NEARBY HOTELS

Preferred Hotel
Hyatt Place Denver Tech Center
8300 E. Crescent Parkway, Greenwood Village, CO 80111 (0.9 miles away)
Call Central Reservations at 1-888-492-8847 and ask for the corporate rate under the Group Code: EUCI
*(Hot Breakfast included and Free Shuttle to and from EUCI)*

Other Nearby Hotels
Hyatt Regency Denver Tech Center
7800 E. Tufts Ave
Denver, CO 80237
Phone: 303-779-1234
0.3 miles away

Hilton Garden Inn Denver Tech Center
7675 E. Union Ave
Denver, CO 80237
Phone: 303-770-4200
0.6 miles away

Denver Marriott Tech Center
4900 S. Syracuse St
Denver, CO 80237
Phone: 303-779-1100
0.7 miles away

IACET 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 1.2 CEUs for the course.**

REQUIREMENTS FOR SUCCESSFUL COMPLETION

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

INSTRUCTIONAL METHODS

This program will use PowerPoint presentations, Excel demonstrations, group discussions, as well as active participation

REGISTER 3, SEND THE 4TH FREE

Any organization wishing to send multiple attendees to this course may send 1 FREE for every 3 delegates registered. Please note that all registrations must be made at the same time to qualify.
To Register, Click Here, or

Mail Directly To:
PMA Conference Management
PO Box 2303
Falls Church, VA 22042
OR, scan and email to:
register@pmaconference.com

p: 201-871-0474
f: 253-663-7224

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See nearby hotels on page 6

ADVANCED METERING INFRASTRUCTURE (AMI)
FOR WATER UTILITIES COURSE
September 12-13, 2019: US $1395
Early bird on or before August 23, 2019: US $1195

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 Country

Phone Email

List any dietary or accessibility needs here

CREDIT CARD INFORMATION

Name on Card
Account Number
Exp. Date
Security Code (last 3 digits on the back of Visa and MC or 4 digits on front of AmEx)

Billing Address
Billing City Billing State

Billing Zip Code/Postal Code

OR Enclosed is a check for $_________ to cover __________ registrations.

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 August 9, 2019 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 course 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 EUCI reserves the right to alter this program without prior notice.