

AMI AND WATER USE REPORT PROGRAM CRITERIA

2023

Valley Water offers a cost sharing program for Advanced Metering Infrastructure (AMI) meters and Water Use Reports, as described below. This cost sharing program is intended for both residential, and commercial, institutional, or industrial (CII) sites. Water use reports are intended for residential customers at a minimum but expansion to CII is encouraged.

General Administrative Requirements:

1. Water retailers must provide documentation of the total number of meters (AMI and non-AMI) by account type (e.g., single-family residential, commercial, etc.) in the service area. Water retailers must include in the documentation:
 - a. a description of the retailer's account types, and
 - b. how they will provide Valley Water accurate and up-to-date meter counts once per fiscal year.
2. Water retailers must provide an approximate implementation plan for AMI deployment, including the anticipated schedule. An implementation plan could include relevant excerpts from planning documents such as Water Supply Master Plans, Urban Water Management Plans, etc.
3. Provide customers with Water Use Reports to provide a detailed and relevant account of their water usage. Water Use Reports must be sent to residential customers and are encouraged for CII customers. Water Use Reports may differ between water retailers, but there are some required criteria, as described below:
 - a. Their water usage history covering at least the most recent reporting and/or billing period;
 - b. A specific water-use comparison between the target property and water usage to similar properties in their service area;
 - c. Programmatic and behavioral recommendations to save water that are relevant to the property;
 - d. Easy access to an online water usage portal; and
 - e. Usage/leak alerts using industry best practices.
4. Water retailers must provide Valley Water with leak alert thresholds and report templates at least once per fiscal year unless no template changes occurred. The provision of other examples of program-related messaging (mailers and water-saving recommendations) is encouraged.
5. General administrative requirements affecting Water Use Reports, leak alert notifications, and leak alert thresholds may be adjusted for the purposes of conducting experiments to quantify water savings within specific service areas. Adjustments for this provision require written agreement between Valley Water and the water retailer. These adjustments are limited to a not-to-exceed period of 24 months.

There are two options for water retailers to cost share with Valley Water on the AMI and Water Use Report Program (water retailers may only choose one option). Each option will have an annual not-to-exceed cap relative to the full term of the agreement, and a budget for the full term of the agreement based on the number of qualifying meters. Valley Water funding will be available as Valley Water's budget allows, which is subject to annual Board approval (approximately every Spring). Please inform Valley Water of intent to participate in the program as soon as possible.

OPTION 1: AMI Conversion Combined with Water Use Reports¹

Valley Water will rebate \$10 per AMI conversion currently in operation annually for the next seven years and will fund 50 percent of the cost of the software linked to AMI, up to \$2.25 per connection per year, when combined with Water Use Reports. Valley Water's funding may be used for either capital and/or operations and maintenance costs. Funding for this option in years 2 through 7 will be contingent upon documentation of water savings achieved in the previous year(s).

Requirements for Option 1:

1. AMI meters eligible for funding must have been active for seven years or less;
2. AMI meters must be read at a minimum of once an hour;
3. AMI meters must be linked to a customer-accessible water usage portal with online access;
4. AMI Alerts:
 - a. Data on leak and high usage alerts by account and zip code are required for the most recent invoicing period. In lieu of identifying leaks by account number, a unique-identifier system for each record in the dataset can instead be provided to aid Valley Water with long-term data querying and tracking.
 - b. Leak alert settings for continuous leaks must not exceed 5 gallons per hour for single-family residential accounts with a duration not to exceed 72 hours; and duration of burst leaks is not to exceed 8 hours. Depending on metering technology advancements, these thresholds can be adjusted with mutual agreement between Valley Water and retailers.
 - c. Leak alert settings (volume and duration thresholds) for continuous leaks or spikes in water use on CII properties must be set by the utility using industry best practices²
 - d. Utilities must have a plan in place for contacting customers with large leaks³ who cannot be contacted through standard procedures (letters, emails, SMS, or phone calls). Retailers must have a process in place to contact customers whose irrigation does not comply with local restrictions.
5. If Water Use Reports through the online portal are optional, the water retailers shall provide an opt-out option, as opposed to requiring opt-in sign-ups to access Water Use Reports;
6. Water Use Reports must be sent out a minimum of four times per year indicated clearly in supporting documentation (Item 7);
7. Water retailers must coordinate with Valley Water to promote Valley Water's conservation programs through Water Use Reports;
8. Water retailers must provide to Valley Water the number of Water Use Reports sent, number of sites Water Use Reports were sent to, number of leak alerts sent, estimated leak volumes and duration, and estimated water savings associated with leak alerts. Data must be sent semi-annually, broken down by utility billing period, provide dates and durations of every leak alert, and include a total water savings estimate based on volume and duration of identified leaks. A data template may be provided by Valley Water.
 - a. Providing Valley Water access to an aggregated dashboard with the above content is preferred over reports or Excel files. Excel files are acceptable.

¹ If a water retailer has previously received funding from Valley Water for AMI conversions, those conversions will not be eligible for additional funding.

² Individual customers may modify their individual use baseline and reset their notifications at their discretion. CII water use is more varied, making it more complex to analyze and making leaks harder to identify. Water retailers may choose to rely on long-term usage averages and multiples thereof to assess CII leak alert notifications and thresholds. CII leak alert notifications and thresholds should align with current industry best practices as demonstrated by primary research or applicable case studies. Custom CII leak alert notifications and thresholds should be provided to Valley Water in the water retailer's supporting documentation.

³ "Large leaks" may be defined by the water retailer and defined in supporting documentation the water retailer provides Valley Water.

- i. If providing reports or Excel files, data must include the applicable cost-share agreement section reference that this requirement is fulfilling.
 - ii. Data must cover the period from the effective date of the contract through the most recent invoicing period. If providing reports or Excel files, data redundancy between the reports/files of subsequent invoicing periods should be avoided.
- b. Corresponding metadata describing variables, attributes, and analysis conducted to estimate water savings shall be provided or embedded within delivered data.

OPTION 2: Water Use Reports Only

Valley Water will rebate 50 percent of the cost of Water Use Reports, up to \$4.50 per connection per year. No AMI or meter type requirement. Valley Water currently has this program in place.

Requirements for Option 2:

1. Customer accessible water usage portal, with mobile and online access;
2. If Water Use Reports through the online portal are optional, the water retailers shall provide an opt-out option, as opposed to requiring opt-in sign ups to access Water Use Reports;
3. Water Use Reports must be sent out a minimum of four times per year indicated clearly in supporting documentation (Item 5);
4. Water retailers must coordinate with Valley Water to promote Valley Water's conservation programs through Water Use Reports;
5. Water retailers must provide to Valley Water the number of water use reports sent and the number of sites the reports were sent to. Data must be sent semi-annually, broken down by utility billing period. A data template may be provided by Valley Water.
 - a. Providing Valley Water access to an aggregated dashboard with the above content is preferred over reports or Excel files.
 - i. If providing reports or Excel files, data must include the applicable cost-share agreement section reference that this requirement is fulfilling.
 - ii. Data must cover the period from the effective date of the contract through the most recent invoicing period. If providing reports or Excel files, data redundancy between the reports/files of subsequent invoicing periods should be avoided.
 - b. Corresponding metadata describing variables, attributes, and analysis conducted to estimate water savings shall be provided or embedded within delivered data.

Valley Water staff will work with water retailers to create new cost sharing agreements or amend existing agreements to include the AMI and Water Use Report Programs.

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