



Department of Public Works

AMI Meter Update

Program Review

Advanced Metering Infrastructure (AMI): Toledo's smart water meters provide accurate water usage measurements, improve the reliability and sustainability of our water system, and reduce overall cost for residents.

Smart meters are water meters that measure and communicate water usage to the City of Toledo's Department of Public Utilities without requiring a manual read.

Benefits:

- Improved customer service and support.
- Eliminating estimated billing.
- Detailed hourly usage data captured from the previous day is available to customers online.
- Data to help resolve billing and usage questions.
- Faster service for customers who open and close accounts.
- Better data allows staff to plan, construct, and optimize the water distribution system.
- Ability to measure and target new water conservation programs.



AMI Overview

Total AMI Meters Exchanged To Date= 122,363

Number of Meters Remaining to be Exchanged = 2,410


Current Observations:

- Current read rate is 98%
- Final 2,410 have been difficult, however performing 240 exchanges on average per month
- Effective rate for non compliance is 67%
- Based on current production, completion is expected in approximately 18-24 months
- The completion may extend past the 24 months due to the new DPU customer service hours and the additional non-pay door tags/disconnects/call volume

Messaging to Residents

7- Points of Contact Prior to Disconnect

- **4-Letters or Post Cards**
- **2-Phone Calls**
- **1-Disconnect Door Tag**
- **Public Outreach**
- **Media Coverage**



iPERL+: The Future of Smart Water Metering

iPERL+ redefines water metering, offering an integrated solution that not only ensures seamless system compatibility but also maintains unmatched accuracy in water usage measurement for your utility. With enhanced data logging capabilities and a choice between polymer and metal flow tube casings, iPERL+ is tailored to meet the unique needs of your utility.





Thank you.

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