

Advanced Metering Infrastructure (AMI): Meter Installation Vendor Contract and Customer Side Repair Policy Discussion

Public Utility Board

Reports of the Director

August 12th, 2020

1. Meter Installation Vendor (MIV) Contract

- Deployment Background
- Selection Process & Scope
- Contract Amount & Recommendation

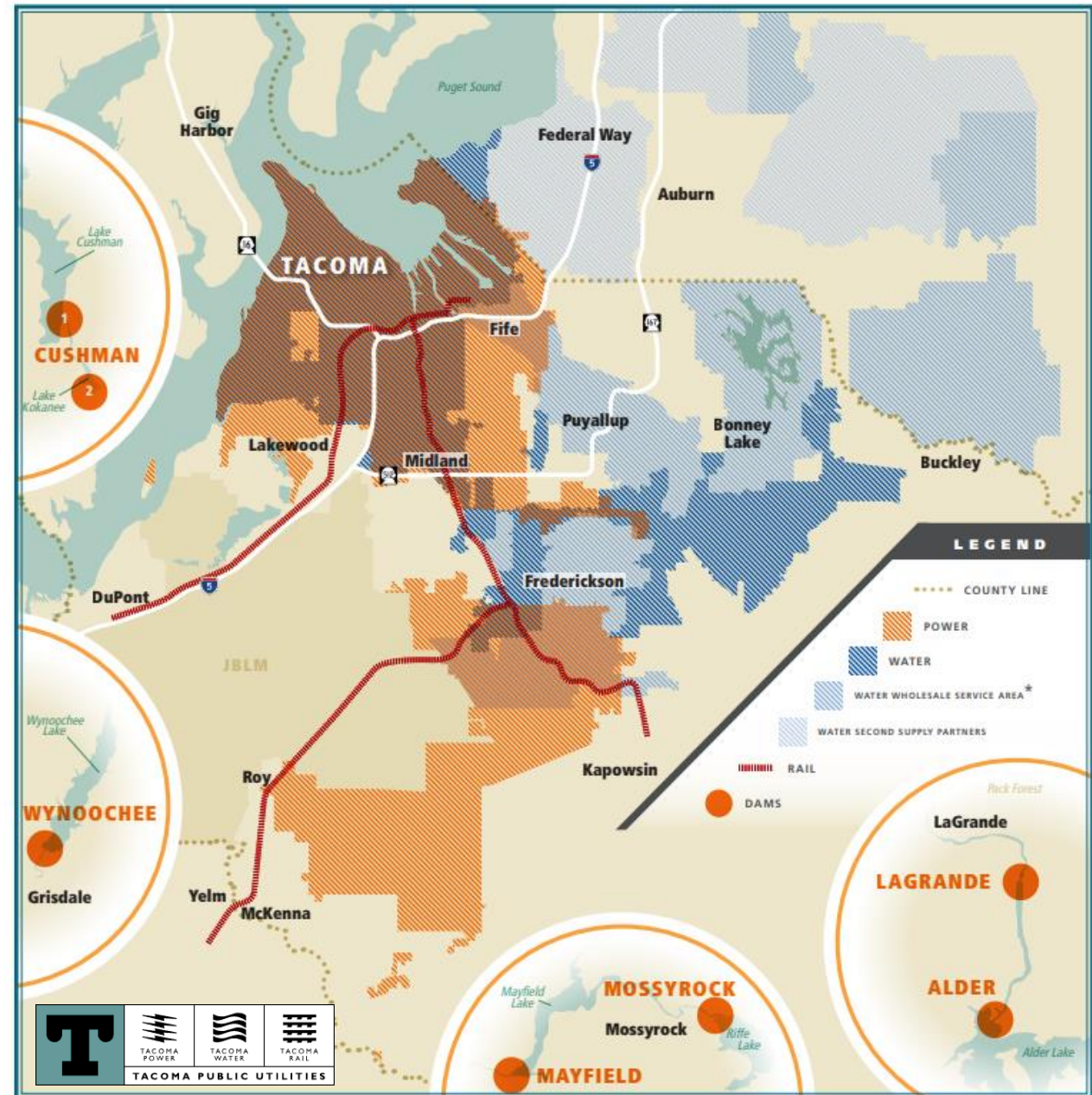
2. Customer Side Repair Policy

- Overview
- PUB Discussion

Program Scope - Infrastructure



- Power
 - 180,000 meters
 - 170,000 residential
 - 10,000 commercial & industrial
 - 180 mi² of service area
- Water
 - 107,000 meters
 - 102,000 residential
 - 5,000 commercial & industrial
 - 117 mi² of service area
- Communication Network
 - Approx. 65 base stations



Deployment Background



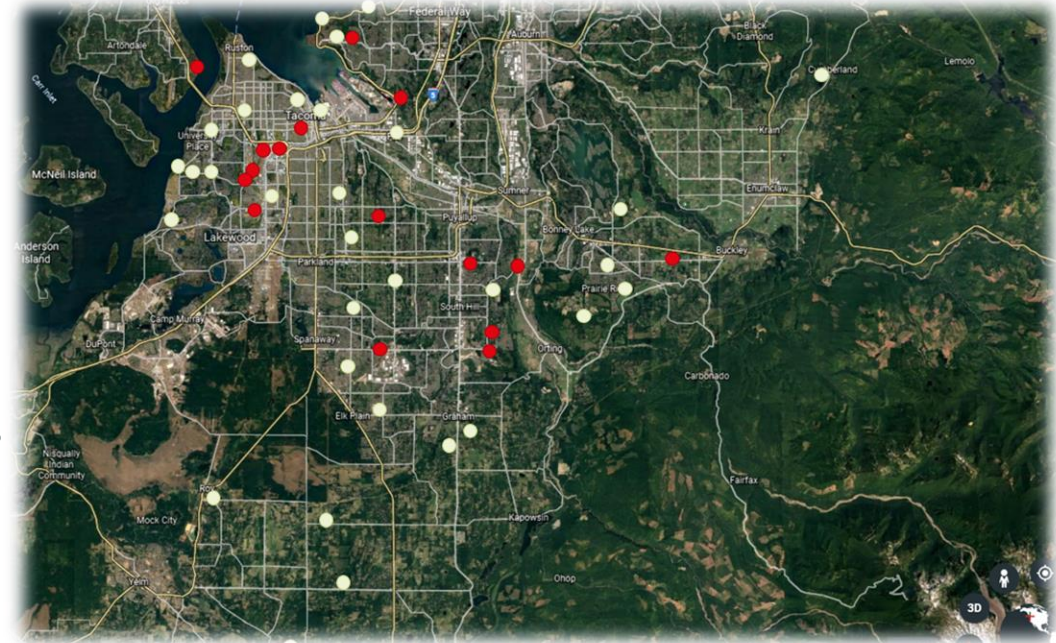
Deployment team will consist of:

- Internal TPU Staff from:
 - Power Transmission & Distribution
 - Power Meter Shop
 - Water Meter Shop
- Project of Limited Duration Staff
- Meter Installation Vendor (MIV): Tribus

At full speed, the team will install up to (approximately):

- 1,000 electric meters/day
- 300 water meters/day

Draft Communication Network Locations



Red: Existing Pole/Structure
White: New Pole/Structure

Meter Deployment Approach



Residential Meters: Primarily Meter Installation Vendor (MIV)

Commercial & Industrial (C&I) Meters: Primarily TPU Meter Shop Staff

- Considerations:
 - Safety for C&I installations
 - System knowledge and potential service interruptions
 - Meter shop capacity
 - Utilizing TPU staff before MIV contractor
- Blended Approach for Risk Mitigation
 - Utilizing MIV resources as required and when needed, beyond TPU meter shop capacity
 - Reviewing and including union representatives in planning

Communications Network: Primarily Contractors

Meter Installation Vendor (MIV)



- Selected Tribus Services Inc. through competitive RFP process
- Status: Preparing contract for PUB Approval
- Primary Scope Includes:
 - Residential electric meter installs
 - Residential/small water meter installs
 - Field data collection
 - Targeted customer communication
- Optional Scope Includes:
 - Select commercial electric meter installs
 - Select commercial/medium size water meter installs



Detailed Statement of Work Provisions



Provisions Include:

- Installation process
- Customer contact and installation attempts
- Minor repairs done by Meter installation vendor
- Major repairs performed by third party contractors
- Service disconnect and required inspections
- Emergency situations
- Tamper/Diversion procedures
- Contractor identification and vehicles
- Warehouse inventory, audits, return to Utility
- Waste and recycle procedures

Competitive Solicitation:



Selected Tribus Services Inc. through competitive RFP process

- 5 firms submitted and 3 interviewed
- Bids were evaluated and scored by a selection advisory committee

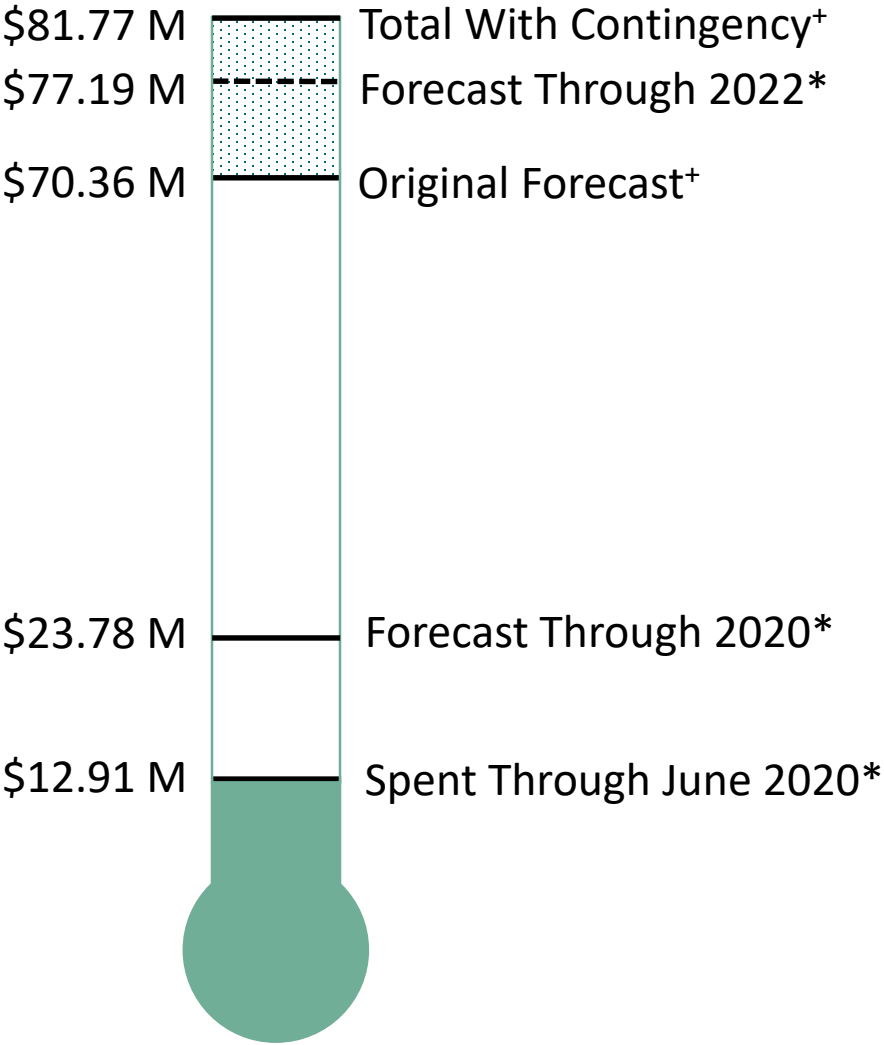
<u>Respondent (RFP)</u>	<u>Location</u> <i>(city and state)</i>	<u>Score</u>
Tribus Services Inc	Wauwatosa, WI	71.961
Aclara		64.966
Elster Solutions LLC (Honeywell)		60.846
Ferguson		50.096
Anixter		43.794

Recommended Contract Mechanism & Amount



- City Master Business & Services Agreement
 - Terms and Conditions
- Statement of Work
 - Meter Installation Scope: \$14,883,573.00, plus applicable taxes
 - Includes:
 - Approx. \$11.9M in primary scope
 - Approx. \$1.0M in optional scope
 - Approx. \$2.0M in contract contingency
 - 2 year term with optional 1 year renewal
 - Pre-bid Estimate \$14,000,000.00
 - TPU recommended award is 6% above the pre-bid estimate

AMI Deployment Budget: August 2020



Contingency	Amount*
Original Contingency+	\$11.41 M
Allocated Contingency	\$6.83 M
Remaining Contingency	\$4.58 M

AMI Program Workstream	Percent Complete*
Vendor Procurement	95%
System Integration	75%
Communication Network Deployment	60%
Electric Meter Deployment	0%
Water Meter Deployment	0%
Communications	20%
Overall	30%

*Updated August 2020, actuals through June 2020.
 +February 2019 AMI Business Case Values for the period 2018-2022.

Upcoming Target Dates



Initial Meter Deployment Area (IDA)
Communications Begin

August

IDA Meter Installations

September/October

Mass Meter Communications Begin

November/December

Mass Meter Installations

Q1 2021- Q3 2022

Customer Side Repair Policy

Tacoma Public Utilities

Policies in Progress



<u>Policy/Procedure</u>	<u>Approval Level</u>	<u>Target Date</u>
1. Water Customer Service Policy	PUB	✓ Complete
2. TPU Customer Privacy Policy	PUB	✓ Complete
3. Tacoma Power Staff Procedure A-7	Utilities Director	✓ Complete
4. Tacoma Municipal Code (TMC) , Title 12 – Utilities	PUB City Council	Aug. 12 th Aug. 25 th & Sept. 1 st
5. Customer Services Policies <ul style="list-style-type: none"> • Includes PrePay and Advanced Meter Opt-Out 	PUB	Aug. 12 th
6. *Advanced Meter Customer Side Repair Policy	PUB	Aug. 26 th

*New policy or procedure

Customer Side Repair Policy



Draft Policy Discussion

Specific policy outlining criteria for TPU to complete Power and Water customer owned infrastructure repairs during the Advanced Metering Project.

- Funded by Advanced Meter Program
- Focus on statistically highest equipment prone to problems in the immediate location of the meter
- Term:
 - Policy shall be in effect during the period that the Advanced Metering Infrastructure (AMI) Project is designated as a Special Project of Limited Duration
 - Currently through December 31, 2022
- Discretion:
 - Repairs or replacements are strictly at the discretion of TPU.
 - TPU does not assume or offer any ongoing replacement, repair, or maintenance obligation.
- Future, separate policies will outline proposed Water Grant and Loan Programs

Customer Side Repair Policy



Draft Policy Discussion

Power:

- TPU may replace customer owned equipment required to facilitate the meter exchange and safely provide the customer with electrical service.
 - Customer owned equipment related to electrical service is identified in Figure 1.
- Items that TPU will not replace or repair include, but are not limited to:
 - Service panels
 - Tampering
 - Code violation repairs



Customer Side Repair Policy



Draft Policy Discussion

Water:

- TPU may replace up to approximately 3 feet of customer owned pipe (Property Side Pipe).
- TPU may at its discretion:
 - Perform meter box adjustments
 - Perform minor repairs to hard surfaces (concrete, sidewalks, driveways, retaining walls, etc.)
 - Perform minor landscaping restoration (lawns, bark, gravel, etc.)
 - Repair or replace a customer owned pressure reducing valve (PRV)
 - Install a property side shutoff valve to facilitate a temporary water service installation
 - Install a temporary service line
- Items or circumstances that TPU will not replace or repair include, but are not limited to:
 - Accessibility of the pipe
 - Structures over or near the pipe
 - Major repairs to hard surfaces (concrete, sidewalks, driveways, retaining walls, etc.)
 - Major landscaping restoration (plants, trees, gardens, etc.)
 - Excessively deep or long runs of pipe, sprinkler system repairs
 - Repair of plumbing fixtures, piping, etc. within a dwelling
 - Backflow prevention assembly installation or repairs
 - Repair or replacement of an outdoor hose bib



Questions?

MyTPU.org/AdvancedMeters

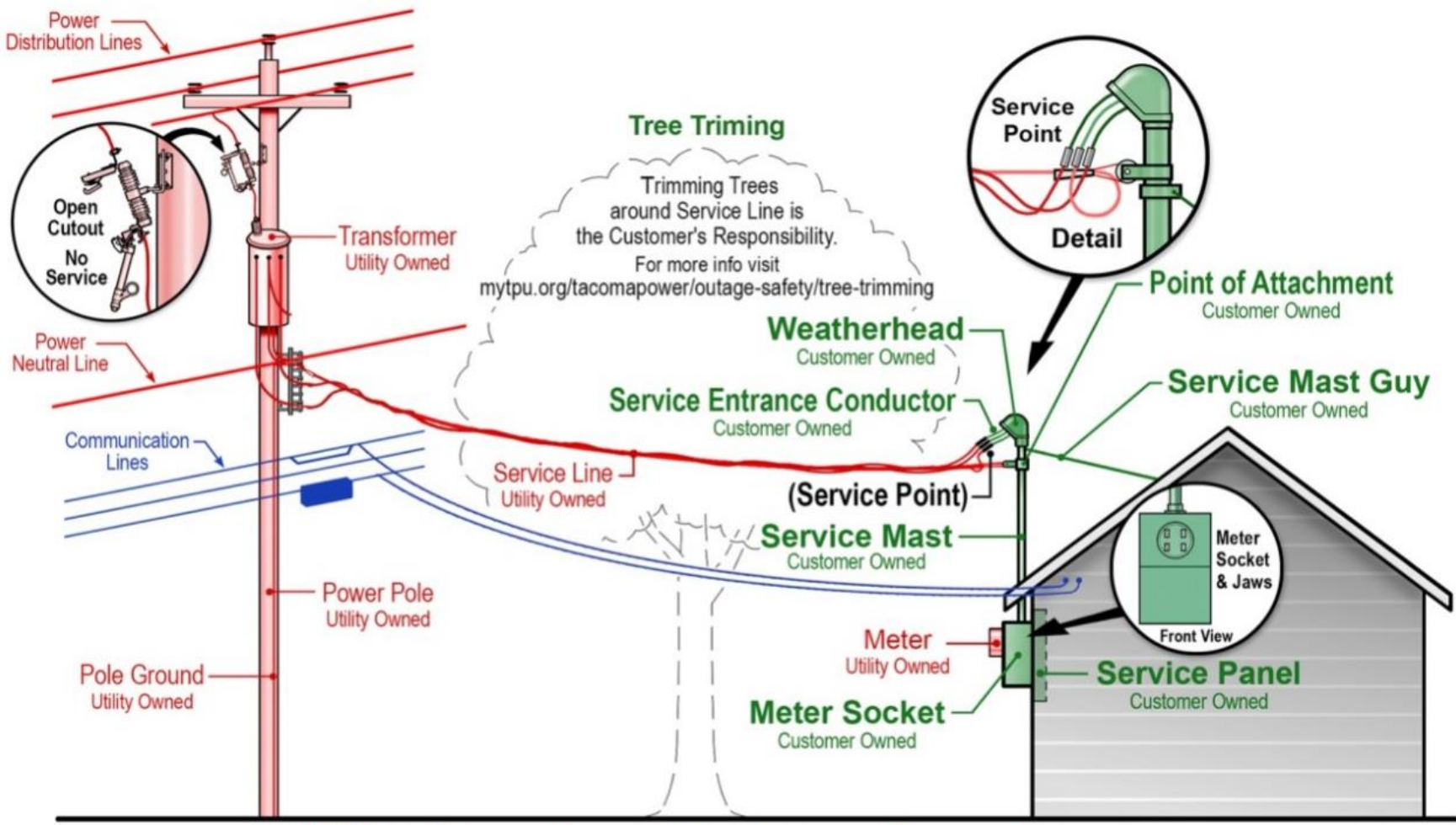


Reference Slides

Customer Side Repair Policy – Fig. 1



Draft Policy Discussion



Utility Owned and Customer Owned Equipment

Figure 1.
Power Owned vs.
Customer Owned
Equipment

(<https://www.mytpu.org/wp-content/uploads/new-electric-service-handbook.pdf>, page 9)

(blue is non-utility owned equipment, typically cable, phone or internet providers)

Customer Side Repair Policy – Fig. 2



Draft Policy Discussion

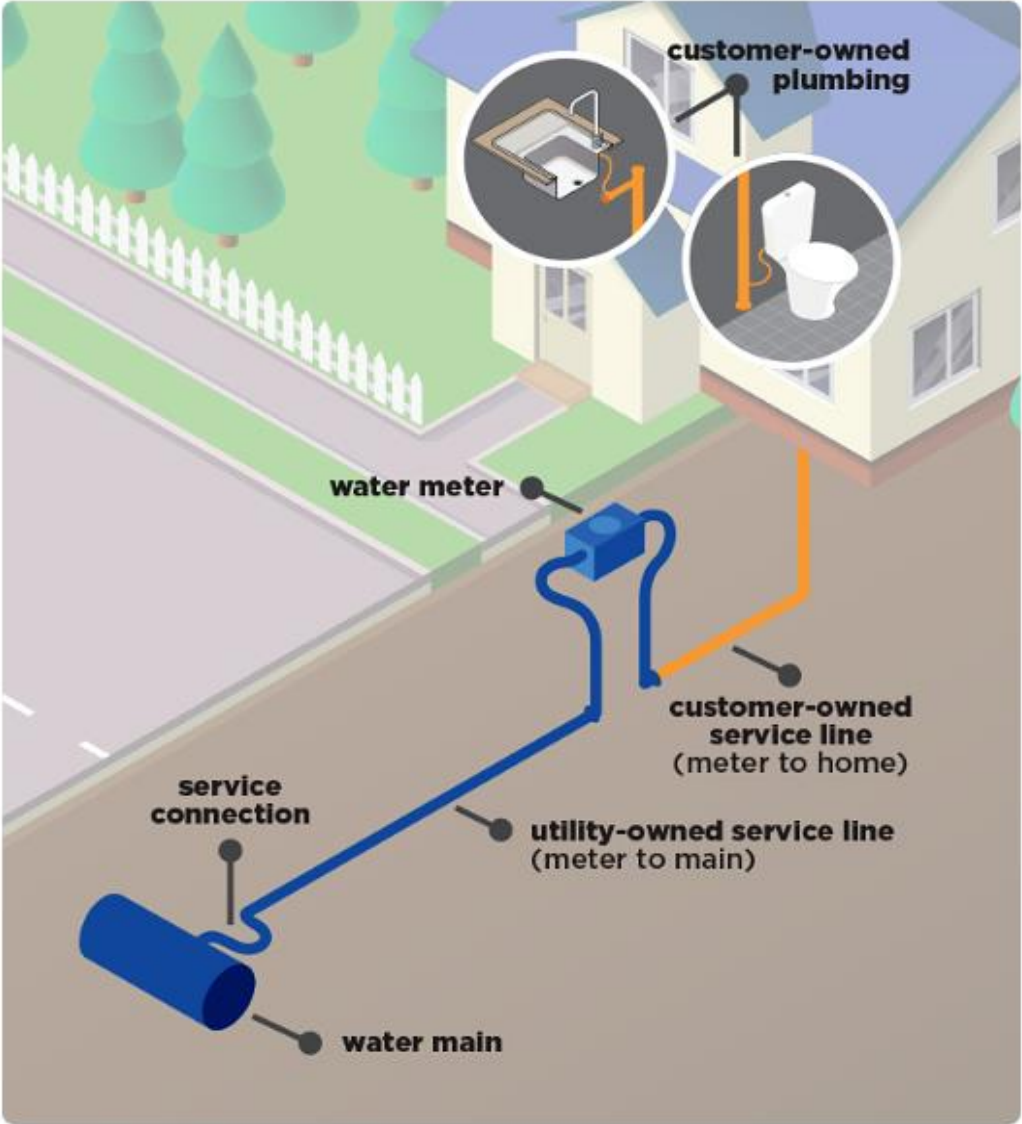


Figure 2.
Water Owned vs. Customer Owned Equipment

[\(https://www.mytpu.org/out-ages-safety/water-trouble/\)](https://www.mytpu.org/out-ages-safety/water-trouble/)

(in blue, the water main, and water meter are what we own and maintain. You own the property side service lines and plumbing, shown in orange.)