



RESOLUTION NO. U-11341

1 A RESOLUTION approving the extension of the Advanced Metering
2 Infrastructure Project, which is a project of limited duration, for Tacoma
3 Power, and designating general salary classifications and benefits for
4 persons employed on the project, pursuant to, pursuant to Tacoma
5 Municipal Code Sections 1.12.155, 1.24.187, 1.30.300 and Section
6 6.1(h) of the Tacoma City Charter.

7 WHEREAS the City of Tacoma, Department of Public Utilities, Light
8 Division (dba "Tacoma Power"), requests approval to extend the time frame for
9 the establishment of the Advanced Metering Infrastructure Project ("Project"),
10 as a special project of limited duration from a termination date of December 31,
11 2022, to an end date of December 31, 2024, and

12 WHEREAS the AMI program involves replacing all non-communicating
13 power and water meters with advanced two-way communicating electric (with
14 disconnect) and water meters, and installing new AMI two-way communication
15 modules on water meters that are not replaced, and

16 WHEREAS AMI captures interval data, enables two-way
17 communications, includes remote capabilities, and provides advanced
18 outage/issue detection and verification, and

19 WHEREAS the Project provided for the transfer of 10 temporary
20 positions and the hiring of 19 employees within UTS, Tacoma Water, Tacoma
21 Power, and the Customer Services departments, to work on the integration and
22 implementation phases of the Project, to upgrade power and water meters
23 across Tacoma Public Utilities' Service Territory at all homes and businesses,
24 and
25
26



1 WHEREAS the transferring of positions and hiring of employees was
2 required to address an aging meter population, meet customer needs with time
3 access to consumption data, and align TPU with metering technology common
4 to other utilities in the region, and

5 WHEREAS approval of the Project enabled Tacoma Power's Utility
6 Technology Services Section ("UTS") to staff the planning and design phases of
7 the Project with technology and business process subject matter experts, and

8 WHEREAS due to issues created by the COVID-19 Pandemic and meter
9 supply chain issues, the implementation of the AMI Project has been delayed
10 and the AMI Project will not be completed by December 31, 2022, the current
11 end date for the Project, and

12 WHEREAS Tacoma Power is requesting that the Project be extended as
13 a special project of limited duration from the current termination date of
14 December 31, 2022, to a new end date of December 31, 2024, and

15
16
17 WHEREAS, pursuant to the provisions of Section 1.24.187 of the
18 Tacoma Municipal Code, employees who are not regular employees, and are
19 hired as special project employees, are paid as provided for by ordinance or
20 resolution of the City Council, and

21
22 WHEREAS it is in the best interest of the City of Tacoma to establish the
23 Project as a special project of limited duration; Now, Therefore,

24 ///

25 ///

26 ///



BE IT RESOLVED BY THE PUBLIC UTILITY BOARD OF THE CITY OF TACOMA:

1 Section 1. That the Board's approval of the designation of the Advanced
2 Metering Infrastructure Project, as a special project of limited duration is hereby
3 reapproved and extended.

4 Section 2. That in accordance with the applicable provisions of
5 TMC 1.12.140 and 1.12.155, the salaries and classes set forth in the
6 Compensation Plan for regular City employees shall be applied, contingent
7 upon funding, to similar project positions of the Project.

8 Section 3. That in accordance with TMC 1.24.187 and 1.30.300,
9 employees who have been hired or may be hired for positions expected to be of
10 limited duration shall be designated unclassified special project employees as
11 of the date of hire.

12 Section 4. That those special project employees who have been hired or
13 may be hired to work on the special project, as identified in this resolution, shall
14 receive benefits, all in accordance with and pursuant to the provisions of the
15 compensation plan of the City of Tacoma. They shall be given a one-time
16 binding and irrevocable election to participate in the City's Retirement System,
17 pursuant to the retirement provisions of TMC 1.30.300.

18 Section 5. That because the positions to be filled pursuant to this
19 resolution are of a temporary nature and are unique in that they pertain only to
20 the aforementioned special project, they are deemed temporary positions, and
21 persons so employed in such positions shall have no claim to further or
22 continued employment with the City after cessation of such special project or
23
24
25
26



1
2
3
4
5
6
7
8
9
10
11
12
13
14
15
16
17
18
19
20
21
22
23
24
25
26

after cessation of activities funded by said programs, except pursuant to their obtaining status as regular City employees under the provisions of the Tacoma Municipal Code or pursuant to further action of the City Council relating to this special project.

Section 6. That all acts by agents or employees of the City consistent with the intent of this resolution taken prior to the effective date of this resolution are hereby ratified.

Section 7. That the term of this special project shall not exceed the expiration of December 31, 2024, unless extended by appropriate action.

Section 8. That the Director of Utilities is hereby authorized to direct the appropriate City officers to proceed with the necessary actions for Project completion, including the hiring or retaining 26 employees within UTS, Tacoma Water, Tacoma Power, and the Customer Services departments, as set forth in the original approval of the Project, to support the required activities for the duration of the Project.

Approved as to form:

/s/	Chair
Chief Deputy City Attorney	Secretary
Clerk	Adopted



Board Action Memorandum

TO: Jackie Flowers, Director of Utilities
COPY: Charleen Jacobs, Director and Board Offices
FROM: Chris Robinson, Power Superintendent/COO
Scott Dewhirst, Water Superintendent/COO
MEETING DATE: August 24, 2022
DATE: August 17, 2022

SUMMARY: Tacoma Public Utilities requests a resolution for approval to continue 23 positions and hire an additional three positions in support of the Advanced Metering Infrastructure Project. This project was established as a "Special Project of Limited Duration" by Resolution No. U-11055 and U-11148, which approved a total of 29 positions. This request will bring the total number of authorized project positions to 26. These positions are essential to support the continuation of meter deployment and manual meter reading activities of the program, from January 2022 through December 31, 2024.

BACKGROUND: On January 9th, 2019 the Public Utility Board adopted Resolution No. U-11055 establishing the Advanced Metering Infrastructure Project as a special project of limited duration.

Tacoma Public Utilities (TPU) plans to deploy Advanced Metering Infrastructure (AMI) across its entire water and electric service territories. The AMI project will replace all non-communicating power and water meters with advanced two-way communicating electric (with disconnect) and water meters, and installing new AMI two-way communication modules on water meters that are not replaced. AMI technology will capture interval data, enable two-way communications, include remote capabilities, and provide advanced outage/issue detection and verification. Advanced metering will modernize utility operations and be a cornerstone to deliver customers improved services and benefits.

As a transformative initiative, the AMI Program has and continues to require a significant effort across TPU to implement the new processes, applications, technologies, and integrations needed to fully enable the functions and features of the AMI solution. In addition, customer and stakeholder engagement and organizational change management are essential to project success.

To meet the anticipated needs of the AMI project, 26 special project of limited duration positions were previously approved as part of Resolution No. U-11055. This was comprised of the transfer of 10 temporary positions to the special project of limited duration and the hiring of 16 new special project of limited duration employees. Furthermore, on March 11, 2020, an additional 3 special project of limited duration positions were approved as part of Resolution No. U-11148.

Due to meter supply chain delays leading to a new projected completion date of end of 2024 and the need to continue manual meter reading activities through the end of meter deployment, Tacoma Public Utilities recommends the continuation of 23 special project of limited duration positions plus the hiring of an additional three new special project of limited duration employees as part of the already approved special project of limited duration U-11055 and U-11148. This will bring the total number of AMI related project positions to 26 within the Utility Technology Services, Tacoma Water, Tacoma Power, and Customer Services departments. Briefly, the roles and services provided are described below:



Board Action Memorandum

- Continuation of 10 Project of Limited duration Meter Reader Positions plus an additional three Project of Limited Duration Positions for Customer Service; These positions will continue to report to Customer Service and are necessary for supporting the daily meter reading and collection services.
- Management Analyst II for Customer Service (CS); this position will report to the CS project team and is necessary to document and process map internal CS processes and hand offs within Customer Services and all TPU divisions. This work is an important and essential step to capture necessary changes for the successful implementation of AMI. Failure to approve this temporary position adds significant risk to CS' ability to properly serve the customer base with solid, reliable processes and systems.
- CSR Tech for Tacoma Power; this position is responsible for office work related to Power. Acting as a SME for the AMI Program, providing analysis, information, and technical assistance in the development of programs and operational support. This role will provide support by managing and tracking problems from the field.
- Engineering Sr. Principal for Utility Technology Services; this position is responsible for leading the planning and supervision of the meter and network deployment as well as leading the integration and management of the Meter Data Management System (MDMS).
- Management Analyst II for Utility Technology Services (Program Analyst); this position is responsible for meter deployment program coordination and administration, ensuring the meter installation vendor (MIV) is notified of timely utility data and meter read route updates. This position will also coordinate daily and weekly status reports with the meter deployment workstream lead and internal utility stakeholders.
- Management Analyst I for Utility Technology Services (Customer Liaison); this position will serve as the meter deployment customer liaison and is responsible for direct communications, planning and facilitating residential customer phone calls, and coordinating with utility account executives to ensure customers receive responsive, accurate information.
- Management Analyst III for Tacoma Water; this position is responsible for supporting the AMI program, the Tacoma Water AMI team, coordinating program activities, resources, and communication. Acting as a SME for the AMI Program and technical implementation, providing analysis, information, and technical assistance in the development of program work-streams.
- Management Analyst III for Tacoma Water; this position is responsible for field and office work related to the Water AMI meter implementation. Acting as a SME for the AMI Program, providing analysis, information, and technical assistance in the development and implementation of program work-streams.
- Two Water Service Workers for Tacoma Water; these positions are field staff members responsible for performing planned and emergency response at individual water services before and during the field deployment of water meters. A majority of this position's work will occur in preparation for and throughout the meter deployment project phase.
- Three Utility Service Workers for Tacoma Water; these positions are field staff members responsible for performing planned and emergency support at individual water services and meters before and during the field deployment of water meters. A majority of this position's work will occur in preparation for and throughout the meter deployment project phase.
- Water Meter Repair Worker for Tacoma Water; this position is a field staff member responsible for performing planned and emergency response at individual water meters before and during the field deployment of water meters. A majority of this position's work will occur in preparation for and throughout the meter deployment project phase.



Board Action Memorandum

ARE THE EXPENDITURES AND REVENUES PLANNED AND BUDGETED? Yes, expenses for additional project positions are budgeted within the planned and approved 2021-2022 biennium Advanced Meter Program contingency. Funds for the 2023-2024 biennium are planned and subject to budget approval.

IF THE EXPENSE IS NOT BUDGETED, PLEASE EXPLAIN HOW THEY ARE TO BE COVERED.

N/A.

IF THE ACTION REQUESTED IS APPROVAL OF A CONTRACT, INCLUDE LANGUAGE IN RESOLUTION AUTHORIZING \$200,000 INCREASE IN ADMINISTRATIVE AUTHORITY TO DIRECTOR?

N/A.

ATTACHMENTS: Resolution No. U-11055, Advanced Metering Infrastructure Project of Limited Duration; Resolution No. U-11148, Advanced Metering Infrastructure Project of Limited Duration

CONTACT: Andre' Pedefferri, Utility Technology Services, Advanced Meter Program Manager, (253) 502-8997



RESOLUTION NO. U-11055

1 A RESOLUTION authorizing the establishment of the Advanced
2 Metering Infrastructure Project, as a special project of limited
3 duration for Tacoma Power, and designating general salary
4 classifications and benefits for persons employed on the project,
pursuant to Tacoma Municipal Code Sections 1.12.155, 1.24.187,
1.30.300, and Section 6.1 (h) of the Tacoma City Charter.

5 WHEREAS the City of Tacoma, Department of Public Utilities, Light
6 Division, Utility Technology Services Section (d.b.a. "Tacoma Power") requests
7 Public Utility Board approval to establish the Advanced Metering Infrastructure
8 Project ("Project"), as a special project of limited duration from January 2019
9 through December 31, 2022, and

10 WHEREAS Tacoma Public Utilities ("TPU") plans to deploy Advanced
11 Metering Infrastructure ("AMI") across its entire water and electric service
12 territories that will modernize utility operations and improve services to
13 customers, and

14 WHEREAS the AMI program will involve replacing all non-
15 communicating power and water meters with advanced two-way communicating
16 electric (with disconnect) and water meters, and installing new AMI two-way
17 communication modules on water meters that are not replaced, and

18 WHEREAS AMI will capture interval data, enable two-way
19 communications, include remote capabilities, and provide advanced
20 outage/issue detection and verification, and

21 WHEREAS the Project will provide for the transfer of 10 temporary
22 positions for the Project, and the hiring of 16 employees within UTS, Tacoma
23 Water, Tacoma Power, and the Customer Services departments, to work on the
24
25
26



1 integration and implementation phases of the Project, to upgrade power and
2 water meters across Tacoma Public Utilities' Service Territory at all homes and
3 businesses. This is required to address an aging meter population, meet
4 customer needs with time access to consumption data, and align TPU with the
5 metering technology common to other utilities in the region, and
6

7 WHEREAS this resolution will enable Tacoma Power's Utility Technology
8 Services Section ("UTS") to staff the planning and design phases of the Project
9 with technology and business process subject matter experts, and
10

11 WHEREAS, pursuant to the provisions of Sections 1.12.155 and
12 1.24.187 of the Tacoma Municipal Code and Section 6.1(h) of the Tacoma City
13 Charter, employees who are not regular employees and are hired as special
14 project employees are paid as provided for by ordinance or resolution of the
15 City Council, and
16

17 WHEREAS it is in the best interests of the Department of Public Utilities
18 to establish a Special Project of Limited Duration and establish temporary
19 positions to support the required activities for the duration of the special project;
20

21 Now, Therefore:

22 BE IT RESOLVED BY THE PUBLIC UTILITY BOARD OF THE CITY OF TACOMA:

23 Section 1. That the Advanced Metering Infrastructure Project,
24 designation as a special project of limited duration, is hereby approved and
25 established as a special project of limited duration.

26 Section 2. That, in accordance with the applicable provisions of
TMC 1.12.140 and 1.12.155, the salaries and classes set forth in the



1 Compensation Plan for regular City employees shall be applied, contingent
2 upon funding, to similar project positions of the Project.

3 Section 3. That, in accordance with TMC 1.24.187 and 1.30.300,
4 employees who have been hired or may be hired for positions expected to be of
5 limited duration shall be designated unclassified special project employees as
6 of the date of hire.
7

8 Section 4. That those special project employees who have been hired or
9 may be hired to work on the Project as identified in this resolution, shall receive
10 benefits, all in accordance with and pursuant to the provisions of the
11 compensation plan of the City of Tacoma. They shall be given a one-time
12 binding and irrevocable election to participate in the City's Retirement System,
13 pursuant to the retirement provisions of TMC 1.30.300.
14

15 Section 5. That because the positions to be filled pursuant to this
16 resolution are of a temporary nature and are unique in that they pertain only to
17 the aforementioned special project, they are deemed temporary positions, and
18 persons so employed in such positions shall have no claim to further or
19 continued employment with the City after cessation of such special project or
20 after cessation of activities funded by said programs, except pursuant to their
21 obtaining status as regular City employees under the provisions of the Tacoma
22 Municipal Code or pursuant to further action of the City Council relating to this
23 special project.
24
25
26



1
2
3
4
5
6
7
8
9
10
11
12
13
14
15
16
17
18
19
20
21
22
23
24
25
26

Section 6. That all acts by agents or employees of the City consistent with the intent of this resolution taken prior to the effective date of this resolution are hereby ratified.

Section 7. That the term of this Project shall not exceed the expiration of December 31, 2022, unless extended by appropriate action.

Section 8. That the Director of Utilities is hereby authorized to direct the appropriate City officers to proceed with the necessary actions for Project completion, including the transfer of 10 temporary positions for the Project, and the hiring of 16 employees within UTS, Tacoma Water, Tacoma Power, and the Customer Services departments to support the required activities for the duration of the Project.

Approved as to form and legality:

_____ Chair

[Signature]
Chief Deputy City Attorney

_____ Secretary

_____ Clerk

Adopted _____

Request for Board meeting

CITY OF TACOMA
DEPARTMENT OF PUBLIC UTILITIES

of January 9, 2019
Date: January 3, 2019

REQUEST FOR RESOLUTION

INSTRUCTIONS: File request in the Office of the Director of Utilities as soon as possible but not later than nine working days prior to the Board meeting at which it is to be introduced. Completion instructions are contained in Administrative Policy POL-104.

1. Summary title for Utility Board agenda: (not to exceed twenty-five words)
Requesting to expand the Advanced Metering Infrastructure (AMI) "Special Project" in the Utility Technology Services Section of Tacoma Power for additional resources. The project of limited duration for the Implementation and Deployment phase of the AMI Program is anticipated to begin January 2019 and will be completed by the end of 2021.

2. A resolution is requested to: (brief description of action to be taken, by whom, where, cost, et)
- Utility Technology Services recommends that the Public Utility Board approve the request to expand the special project under TMC Section 1.24.187 of the Administrative Code which will provide for the transfer of 10 Temporary Positions to Project of Limited Duration, hiring of two Project of Limited Duration positions for Customer Service, hiring of two Project of Limited Duration position for Utility Technology Services, hiring of two Project of Limited Duration positions and five Field Service Workers for Tacoma Water, and hiring of two Project of Limited Duration position for Tacoma Power to work on the integration and implementation phases of the AMI Program.
- Two Management Analyst I for Customer Service; These positions would report to the CS project team and are necessary to document and process map internal CS processes and hand offs within Customer Services and all TPU divisions. This work is an important and essential step to capture necessary changes for the successful implementation of AMI. Failure to approve these temporary positions adds significant risk to CS' ability to properly serve the customer base with solid, reliable processes and systems.
 - Engineering Sr. Principal for Utility Technology Services; This position is responsible for leading the planning and supervision of the meter and network deployment.
 - RF/Communications Engineer for Utility Technology Services; This position is responsible for the analysis, design review, implementation, optimization, monitoring and enhancement of the wireless AMI network.
 - MDMS/IT Lead for Utility Technology Services; This position is responsible for implementing the new AMI Meter Data Ops. Organization and associated processes to ensure the integrity, reliability, accuracy and availability of the meter data.
 - Management Analyst I for Utility Technology Services; This position is responsible for the resource coordination and capacity planning, planning and facilitation of project meetings, developing stakeholder communication materials.
 - Management Analyst I for Utility Technology Services; This position is responsible for AMI Program budget and analytics, development and coordination of reporting for AMI Operations – including managing the benefits realization and performance scorecards for the AMI program and organization, and developing reporting materials for the Executive Steering Committee and Business Advisory Council.
 - Management Analyst III for Tacoma Water; This position is responsible for supporting the AMI program, the Tacoma Water AMI team, coordinating program activities, resources, and communication. Acting as a SME for the AMI Program and technical implementation, providing analysis, information, and technical assistance in the development of program work-streams.
 - Management Analyst III for Tacoma Water; This position is responsible for field and office work related to the Water AMI meter implementation. Acting as a SME for the AMI Program, providing analysis, information, and technical assistance in the development and implementation of program work-streams.
 - Two Water Service Workers for Tacoma Water; These positions are field staff members responsible for performing planned and emergency response at individual water services before and during the field deployment of water meters. A majority of this position's work will occur in preparation for and throughout the meter deployment project phase.
 - Two Utility Service Workers for Tacoma Water; These positions are field staff members responsible for performing planned and emergency support at individual water services and meters before and during the field deployment of water meters. A majority of this position's work will occur in preparation for and throughout the meter deployment project phase.
 - Water Meter Repair Worker for Tacoma Water; This position is a field staff member responsible for performing planned and emergency response at individual water meters before and during the field deployment of water meters. A majority of this position's work will occur in preparation for and throughout the meter deployment project phase.
 - Lead Meter Technician for Tacoma Power; This position is responsible for acting as lead for Tacoma Power Meter Team, coordinating program activities, resources, and communication. Acting as a SME for the AMI Program, providing analysis, information, and technical assistance in the development of AMI programs.
 - Management Analyst I for Tacoma Power; This position is responsible for office work related to Power. Acting as a SME for the AMI Program, providing analysis, information, and technical assistance in the development of programs and operational support. This role will provide support by managing and tracking problems from the field.

3. Summarized reason for resolution:

The Advanced Metering Infrastructure (AMI) Project will upgrade power and water meters across Tacoma Public Utilities' Service Territory at all homes and business. This is required to address an aging meter population, meet customer needs with time access to consumption data, and align TPU with the metering technology common to other utilities in the region. This request to expand the resolution will support Customer Service to convert 10 permanent positions into Projects of Limited Duration as positions are vacated by incumbents. It will also support the AMI Program Management Team to hire a Management Analyst I to assist the coordinating and managing of meetings, resources, and administrative tasks, a Management Analyst I to manage Budget and Analytics, and the Deployment Manager, RF/Communications Engineer, and the MDMS/IT Lead for the integration and implementation phases of the project. It will enable Tacoma Water to hire two Management Analyst III's to support both AMI and Water as a SME and an Engineer for field and office work to support both Water and the AMI Program, along with Two Water Service Workers, Two Utility Service Workers, and a Water Meter Repair Worker. It will also enable Tacoma Power to hire an AMI Electric Lead to act as a lead and SME for the Meter Team and a Management Analyst I to responsible for the field support of managing and tracking problems. Funding has been included in Tacoma Power's and Tacoma Water's 2019/2020 O&M and Capital budgets for these new positions except for the two UTS MA I and Power Lead Meter Technician. The AMI Project budgeted four positions for 19/20 that included an Engineering Sr. Principal, Power Engineer III, IT Analyst SR, and Power Eng IV, these new positions will supplement areas of need that have been identified after the original request was made.

4. Attachments:

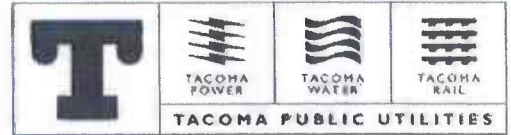
a. Memo to Jackie Flowers, Director of Utilities/CEO from Chris Robinson, Power Superintendent/COO, Scott Dewhirst, Water Superintendent, Steve Hatcher, Manager or Customer Service dated November 30th, 2018

5. Funds available Proposed action has no budgetary impact

Funds for the integration and implementation phases of the Special Project are included in the approved 2019-20 Capital Budgets for Tacoma Power and Tacoma Water. Additional funds will need to be made available for the new positions

6. Deviations requiring special waivers:

<p>Originated by:</p> <p><i>John Lawrence</i></p> <p>Section Head</p>	<p>Requested by:</p> <p><i>Scott Dewhirst</i></p> <p>Division Head</p>	<p>Requested by:</p> <p><i>Chris Robinson</i></p> <p>Division Head</p>
<p>Requested by:</p> <p><i>Steve Hatcher</i></p> <p>Division Head</p>		<p>Approved:</p> <p><i>Jackie Flowers</i></p> <p>Director of Utilities</p>



TO: Jackie Flowers, Director of Utilities

FROM: Chris Robinson, Power Superintendent
Scott Dewhirst, Water Superintendent
Steve Hatcher, Customer Services Manager

DATE: January 3, 2019

RE: Request for Resolution to establish a new "Special Project of Limited Duration" in support for TPU's Advanced Metering Infrastructure Program.

RECOMMENDATION: Tacoma Public Utility is requesting to establish a new "Special Project of Limited Duration" to hire 26 positions in support of the Advanced Metering Program. These positions will support the systems integration and deployment phases of the program beginning January 2019 through 2022.

EXPLANATION:

Tacoma Public Utilities plans to deploy Advanced Metering Infrastructure (AMI) across its entire water and electric service territories. The AMI Program will involve replacing all non-communicating power and water meters with advanced two-way communicating electric (with disconnect) and water meters, and installing new AMI two-way communication modules on water meters that are not replaced. AMI technology will capture interval data, enable two-way communications, include remote capabilities, and provide advanced outage/issue detection and verification. Advanced metering will modernize utility operations and improve services to customers.

This is required to address an aging meter population, meet customer needs with time access to consumption data, and align TPU with the metering technology common to other utilities in the region.

The Advanced Metering Infrastructure Program's objective is to plan, design, build, implement, and stabilize a comprehensive advanced metering solution for TPU that will be critical for delivering a range of benefits to the utilities and their customers.

As a transformative initiative, the AMI Program will require a significant effort across Tacoma Public Utilities to implement the new processes, applications, technologies, and integrations needed to fully enable the functions and features of the AMI solution. In addition, customer and stakeholder engagement and organizational change management will be essential to project success.

After extensive resource planning and mitigation efforts, Tacoma Public Utilities recommends approval of the designation, which includes the transfer of 10 temporary positions to Project of Limited Duration and providing the hiring of 16 employees within UTS, Tacoma Water, Tacoma Power and the Customer Service department. Briefly, the 26 roles and services provided are described;

- Convert 10 permanent Customer Service Meter Reader Positions to Project Status of Limited Duration as positions are vacated by incumbent. These positions would continue to report to Customer Service and are necessary for supporting the daily meter read collection services.
- Two Management Analyst I for Customer Service (CS); These positions would report to the CS project team and are necessary to document and process map internal CS processes and hand offs within Customer Services and all TPU divisions. This work is an important and essential step to capture necessary changes for the successful implementation of AMI. Failure to approve these temporary positions adds significant risk to CS' ability to properly serve the customer base with solid, reliable processes and systems.
- Engineering Sr. Principal for Utility Technology Services; This position is responsible for leading the planning and supervision of the meter and network deployment.
- RF/Communications Engineer for Utility Technology Services; This position is responsible for the analysis, design review, implementation, optimization, monitoring and enhancement of the wireless AMI network.
- MDMS/IT Lead for Utility Technology Services; This position is responsible for implementing the new AMI Meter Data Ops. Organization and associated processes to ensure the integrity, reliability, accuracy and availability of the meter data.
- Lead Meter Technician for Tacoma Power; This position is responsible for acting as lead for Tacoma Power Meter Team, coordinating program activities, resources, and communication. Acting as a SME for the AMI Program, providing analysis, information, and technical assistance in the development of AMI programs.
- Management Analyst I for Tacoma Power; This position is responsible for office work related to Power. Acting as a SME for the AMI Program, providing analysis, information, and technical assistance in the development of programs and operational support. This role will provide support by managing and tracking problems from the field.
- Management Analyst I for Utility Technology Services; This position is responsible for the resource coordination and capacity planning, planning and facilitation of project meetings, developing stakeholder communication materials.
- Management Analyst I for Utility Technology Services; This position is responsible for AMI Program budget and analytics, development and coordination of reporting for AMI Operations – including managing the benefits realization and performance scorecards for the AMI program and organization, and developing reporting materials for the Executive Steering Committee and Business Advisory Council.
- Management Analyst III for Tacoma Water; This position is responsible for supporting the AMI program, the Tacoma Water AMI team, coordinating program activities, resources, and communication. Acting as a SME for the AMI Program and technical implementation, providing analysis, information, and technical assistance in the development of program work-streams.
- Management Analyst III for Tacoma Water; This position is responsible for field and office work related to the Water AMI meter implementation. Acting as a SME for the AMI Program, providing analysis, information, and technical assistance in the development and implementation of program work-streams.
- Two Water Service Workers for Tacoma Water; These positions are field staff members responsible for performing planned and emergency response at individual water services before and during the field deployment of water meters. A majority of this position's work will occur in preparation for and throughout the meter deployment project phase.
- Two Utility Service Workers for Tacoma Water; These positions are field staff members responsible for performing planned and emergency support at individual water services and meters before and during the field deployment of water meters. A majority

of this position's work will occur in preparation for and throughout the meter deployment project phase.

- **Water Meter Repair Worker for Tacoma Water;** This position is a field staff member responsible for performing planned and emergency response at individual water meters before and during the field deployment of water meters. A majority of this position's work will occur in preparation for and throughout the meter deployment project phase.

HISTORY: In 2014, UTS conducted an assessment and prepared a strategy towards implementing Advanced Metering Infrastructure across Tacoma Power and Tacoma Water. In 2015, an initial business case was developed and refined further in 2016. The business case was supported with customer research on level of interest of products and services enabled by AMI and aligns with new technology initiatives in Tacoma Power's and Tacoma Water's Strategic Plans.

PROJECT MANAGER: Andre' Pedefferri, Utility Technology Services, Power UTS AMI Program, (253) 502-2308

AUTHORIZED:



Jackie Flowers
Director of Utilities



RESOLUTION NO. U-11148

1 A RESOLUTION authorizing approval to hire three additional positions
2 for the Advanced Metering Infrastructure Project, a special project
3 of limited duration for Tacoma Power.

4 WHEREAS the City of Tacoma, Department of Public Utilities, Light
5 Division, Utility Technology Services Section (d.b.a. "Tacoma Power")
6 established the Advanced Metering Infrastructure Project ("Project"), as a
7 special project of limited duration from January 2019 through December 31,
8 2022, and

9 WHEREAS the Project of limited duration was approved through
10 Resolution No. U-11055, on January 2, 2019, by the Public Utility Board, and
11

12 WHEREAS since that time, and after an extensive review of resource
13 planning and mitigation efforts, in order to meet the fast paced schedule
14 demanded during the Advanced Metering Infrastructure ("AMI") Project, an
15 additional three new special project of limited duration employees are
16 recommended, and

17 WHEREAS the three additional positions are classified as:

- 18 • Management Analyst II for Utility Technology Services;
- 19 • Management Analyst I for Utility Technology Services; and
- 20 • Water Utility Worker for Tacoma Water, and

21
22 WHEREAS this resolution will enable Tacoma Power's Utility Technology
23 Services Section ("UTS") to staff the planning and design phases of the Project
24 with technology and business process subject matter experts, and

25 WHEREAS, pursuant to the provisions of Sections 1.12.155 and
26 1.24.187 of the Tacoma Municipal Code and Section 6.1(h) of the Tacoma City



1 Charter, employees who are not regular employees and are hired as special
2 project employees are paid as provided for by ordinance or resolution of the
3 City Council, and
4

5 WHEREAS it is in the best interests of the Department of Public Utilities
6 to establish three additional temporary positions to support the required
7 activities for the duration of the special project; Now, Therefore:

8 BE IT RESOLVED BY THE PUBLIC UTILITY BOARD OF THE CITY OF TACOMA:

9 Section 1. In accordance with the applicable provisions of TMC 1.12.140
10 and 1.12.155, the salaries and classes set forth in the Compensation Plan for
11 regular City employees shall be applied, contingent upon funding, to similar
12 project positions of the Project.
13

14 Section 3. That, in accordance with TMC 1.24.187 and 1.30.300,
15 employees who have been hired or may be hired for positions expected to be of
16 limited duration shall be designated unclassified special project employees as
17 of the date of hire.

18 Section 4. That those special project employees who have been hired or
19 may be hired to work on the Project as identified in this resolution, shall receive
20 benefits, all in accordance with and pursuant to the provisions of the
21 compensation plan of the City of Tacoma. They shall be given a one-time
22 binding and irrevocable election to participate in the City's Retirement System,
23 pursuant to the retirement provisions of TMC 1.30.300.
24

25 Section 5. That because the positions to be filled pursuant to this
26 resolution are of a temporary nature and are unique in that they pertain only to



1
2
3
4
5
6
7
8
9
10
11
12
13
14
15
16
17
18
19
20
21
22
23
24
25
26

the aforementioned special project, they are deemed temporary positions, and persons so employed in such positions shall have no claim to further or continued employment with the City after cessation of such special project or after cessation of activities funded by said programs, except pursuant to their obtaining status as regular City employees under the provisions of the Tacoma Municipal Code or pursuant to further action of the City Council relating to this special project.

Section 6. That all acts by agents or employees of the City consistent with the intent of this resolution taken prior to the effective date of this resolution are hereby ratified.

Section 7. That the term of this Project shall not exceed the expiration of December 31, 2022, unless extended by appropriate action.

Section 8. That the Director of Utilities is hereby authorized to direct the appropriate City officers to proceed with the necessary actions for Project completion, including adding three additional temporary positions to support the required activities for the duration of the Project.

Approved as to form and legality:

_____ Chair

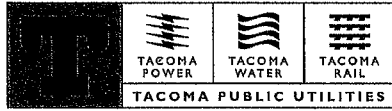


Chief Deputy City Attorney

_____ Secretary

Clerk

Adopted _____



Board Action Memorandum

TO: Jackie Flowers, Director of Utilities
COPY: Charleen Jacobs, Director and Board Offices
FROM: Chris Robinson, Power Superintendent/COO
Scott Dewhirst, Water Superintendent/COO
MEETING DATE: March 11, 2020
DATE: March 2, 2020

SUMMARY: Tacoma Public Utilities requests a resolution for approval to hire an additional three positions in support of the Advanced Metering Infrastructure Project. This project was established as a "Special Project of Limited Duration" by Resolution No. U-11055, which approved a total of 26 positions. This request for three additional positions will bring the total number of authorized project positions to 29. These additional positions are essential to support the system integration, training, and deployment phases of the program, from January 2019 through December 31, 2022.

BACKGROUND: On January 9th, 2019 the Public Utility Board adopted Resolution No. U-11055 establishing the Advanced Metering Infrastructure Project as a special project of limited duration.

Tacoma Public Utilities (TPU) plans to deploy Advanced Metering Infrastructure (AMI) across its entire water and electric service territories. The AMI project will replace all non-communicating power and water meters with advanced two-way communicating electric (with disconnect) and water meters, and installing new AMI two-way communication modules on water meters that are not replaced. AMI technology will capture interval data, enable two-way communications, include remote capabilities, and provide advanced outage/issue detection and verification. Advanced metering will modernize utility operations and be a cornerstone to deliver customers improved services and benefits.

As a transformative initiative, the AMI Program has and continues to require a significant effort across TPU to implement the new processes, applications, technologies, and integrations needed to fully enable the functions and features of the AMI solution. In addition, customer and stakeholder engagement and organizational change management are essential to project success.

To meet the anticipated needs of the AMI project, 26 special project of limited duration positions were previously approved as part of Resolution No. U-11055. This was comprised of the transfer of 10 temporary positions to the special project of limited duration and the hiring of 16 new special project of limited duration employees.

After an extensive review of resource planning and mitigation efforts, and in order to best meet fast paced schedule demands during AMI mass meter deployment, Tacoma Public Utilities recommends the hiring of an additional three new special project of limited duration employees as part of the already approved special project of limited duration. In addition to the 26 positions identified in adopted Resolution No. U-11055, this will bring the total number of AMI related project positions to 29 within the Utility Technology Services, Tacoma Water, Tacoma Power, and Customer Services departments. Briefly, the three additional roles and services provided are described below:

- Management Analyst II for Utility Technology Services (Program Analyst); This position is responsible for meter deployment program coordination and administration, ensuring the meter



Board Action Memorandum

installation vendor (MIV) is notified of timely utility data and meter read route updates. This position will also coordinate daily and weekly status reports with the meter deployment workstream lead and internal utility stakeholders.

- Management Analyst I for Utility Technology Services (Customer Liaison); This position will serve as the meter deployment customer liaison and is responsible for direct communications, planning and facilitating residential customer phone calls, and coordinating with utility account executives to ensure customers receive responsive, accurate information.
- Water Utility Worker for Tacoma Water; This position is a field staff member responsible for performing planned and emergency support at individual water services and meters before and during the field deployment of water meters. A majority of this position's work will occur in preparation for and throughout the meter deployment project phase.

ARE THE EXPENDITURES AND REVENUES PLANNED AND BUDGETED? Yes, expenses for additional project positions are budgeted within the planned and approved 2019-2020 biennium Advanced Meter Program contingency. Funds for the 2021-2022 biennium are planned and subject to budget approval.

IF THE EXPENSE IS NOT BUDGETED, PLEASE EXPLAIN HOW THEY ARE TO BE COVERED.

N/A.

IF THE ACTION REQUESTED IS APPROVAL OF A CONTRACT, INCLUDE LANGUAGE IN RESOLUTION AUTHORIZING \$200,000 INCREASE IN ADMINISTRATIVE AUTHORITY TO DIRECTOR?

N/A.

ATTACHMENTS: Resolution No. U-11055, Advanced Metering Infrastructure Project of Limited Duration

CONTACT: Andre' Pedefferri, Utility Technology Services, Advanced Meter Program Manager, (253) 502-8997



RESOLUTION NO. U-11055

1 A RESOLUTION authorizing the establishment of the Advanced
2 Metering Infrastructure Project, as a special project of limited
3 duration for Tacoma Power, and designating general salary
4 classifications and benefits for persons employed on the project,
pursuant to Tacoma Municipal Code Sections 1.12.155, 1.24.187,
1.30.300, and Section 6.1 (h) of the Tacoma City Charter.

5 WHEREAS the City of Tacoma, Department of Public Utilities, Light
6 Division, Utility Technology Services Section (d.b.a. "Tacoma Power") requests
7 Public Utility Board approval to establish the Advanced Metering Infrastructure
8 Project ("Project"), as a special project of limited duration from January 2019
9 through December 31, 2022, and
10

11 WHEREAS Tacoma Public Utilities ("TPU") plans to deploy Advanced
12 Metering Infrastructure ("AMI") across its entire water and electric service
13 territories that will modernize utility operations and improve services to
14 customers, and

15 WHEREAS the AMI program will involve replacing all non-
16 communicating power and water meters with advanced two-way communicating
17 electric (with disconnect) and water meters, and installing new AMI two-way
18 communication modules on water meters that are not replaced, and
19

20 WHEREAS AMI will capture interval data, enable two-way
21 communications, include remote capabilities, and provide advanced
22 outage/issue detection and verification, and

23 WHEREAS the Project will provide for the transfer of 10 temporary
24 positions for the Project, and the hiring of 16 employees within UTS, Tacoma
25 Water, Tacoma Power, and the Customer Services departments, to work on the
26



1 Integration and implementation phases of the Project, to upgrade power and
2 water meters across Tacoma Public Utilities' Service Territory at all homes and
3 businesses. This is required to address an aging meter population, meet
4 customer needs with time access to consumption data, and align TPU with the
5 metering technology common to other utilities in the region, and

6
7 WHEREAS this resolution will enable Tacoma Power's Utility Technology
8 Services Section ("UTS") to staff the planning and design phases of the Project
9 with technology and business process subject matter experts, and

10 WHEREAS, pursuant to the provisions of Sections 1.12.155 and
11 1.24.187 of the Tacoma Municipal Code and Section 6.1(h) of the Tacoma City
12 Charter, employees who are not regular employees and are hired as special
13 project employees are paid as provided for by ordinance or resolution of the
14 City Council, and

15
16 WHEREAS it is in the best interests of the Department of Public Utilities
17 to establish a Special Project of Limited Duration and establish temporary
18 positions to support the required activities for the duration of the special project;

19 Now, Therefore:

20 BE IT RESOLVED BY THE PUBLIC UTILITY BOARD OF THE CITY OF TACOMA:

21 Section 1. That the Advanced Metering Infrastructure Project,
22 designation as a special project of limited duration, is hereby approved and
23 established as a special project of limited duration.
24

25 Section 2. That, in accordance with the applicable provisions of
26 TMC 1.12.140 and 1.12.155, the salaries and classes set forth in the



1 Compensation Plan for regular City employees shall be applied, contingent
2 upon funding, to similar project positions of the Project.

3 Section 3. That, in accordance with TMC 1.24.187 and 1.30.300,
4 employees who have been hired or may be hired for positions expected to be of
5 limited duration shall be designated unclassified special project employees as
6 of the date of hire.

7
8 Section 4. That those special project employees who have been hired or
9 may be hired to work on the Project as identified in this resolution, shall receive
10 benefits, all in accordance with and pursuant to the provisions of the
11 compensation plan of the City of Tacoma. They shall be given a one-time
12 binding and irrevocable election to participate in the City's Retirement System,
13 pursuant to the retirement provisions of TMC 1.30.300.

14
15 Section 5. That because the positions to be filled pursuant to this
16 resolution are of a temporary nature and are unique in that they pertain only to
17 the aforementioned special project, they are deemed temporary positions, and
18 persons so employed in such positions shall have no claim to further or
19 continued employment with the City after cessation of such special project or
20 after cessation of activities funded by said programs, except pursuant to their
21 obtaining status as regular City employees under the provisions of the Tacoma
22 Municipal Code or pursuant to further action of the City Council relating to this
23 special project.
24
25
26



1 Section 6. That all acts by agents or employees of the City consistent with
 2 the intent of this resolution taken prior to the effective date of this resolution are
 3 hereby ratified.

4 Section 7. That the term of this Project shall not exceed the expiration of
 5 December 31, 2022, unless extended by appropriate action.

6 Section 8. That the Director of Utilities is hereby authorized to direct the
 7 appropriate City officers to proceed with the necessary actions for Project
 8 completion, including the transfer of 10 temporary positions for the Project, and
 9 the hiring of 16 employees within UTS, Tacoma Water, Tacoma Power, and the
 10 Customer Services departments to support the required activities for the duration
 11 of the Project.
 12

13 Approved as to form and legality:

Woodrow Jones
 Chair

15 *Ken C. Harris*
 16 Chief Deputy City Attorney

[Signature]
 Secretary

17 *Madison Jacobs*
 18 Clerk

Adopted 1-9-19

19
20
21
22
23
24
25
26

Request for Board meeting

CITY OF TACOMA
DEPARTMENT OF PUBLIC UTILITIES

of January 9, 2019

REQUEST FOR RESOLUTION

Date: January 3, 2019

INSTRUCTIONS: File request in the Office of the Director of Utilities as soon as possible but not later than nine working days prior to the Board meeting at which it is to be introduced. Completion instructions are contained in Administrative Policy POL-104.

1. Summary title for Utility Board agenda: (not to exceed twenty-five words)
Requesting to expand the Advanced Metering Infrastructure (AMI) "Special Project" in the Utility Technology Services Section of Tacoma Power for additional resources. The project of limited duration for the Implementation and Deployment phase of the AMI Program is anticipated to begin January 2019 and will be completed by the end of 2021.

2. A resolution is requested to: (brief description of action to be taken, by whom, where, cost, et)
- Utility Technology Services recommends that the Public Utility Board approve the request to expand the special project under TMC Section 1.24.187 of the Administrative Code which will provide for the transfer of 10 Temporary Positions to Project of Limited Duration, hiring of two Project of Limited Duration positions for Customer Service, hiring of two Project of Limited Duration position for Utility Technology Services, hiring of two Project of Limited Duration positions and five Field Service Workers for Tacoma Water, and hiring of two Project of Limited Duration position for Tacoma Power to work on the integration and implementation phases of the AMI Program.
- Two Management Analyst I for Customer Service; These positions would report to the CS project team and are necessary to document and process map internal CS processes and hand offs within Customer Services and all TPU divisions. This work is an important and essential step to capture necessary changes for the successful implementation of AMI. Failure to approve these temporary positions adds significant risk to CS' ability to properly serve the customer base with solid, reliable processes and systems.
 - Engineering Sr. Principal for Utility Technology Services; This position is responsible for leading the planning and supervision of the meter and network deployment.
 - RF/Communications Engineer for Utility Technology Services; This position is responsible for the analysis, design review, implementation, optimization, monitoring and enhancement of the wireless AMI network.
 - MDMS/IT Lead for Utility Technology Services; This position is responsible for implementing the new AMI Meter Data Ops. Organization and associated processes to ensure the integrity, reliability, accuracy and availability of the meter data.
 - Management Analyst I for Utility Technology Services; This position is responsible for the resource coordination and capacity planning, planning and facilitation of project meetings, developing stakeholder communication materials.
 - Management Analyst I for Utility Technology Services; This position is responsible for AMI Program budget and analytics, development and coordination of reporting for AMI Operations – including managing the benefits realization and performance scorecards for the AMI program and organization, and developing reporting materials for the Executive Steering Committee and Business Advisory Council.
 - Management Analyst III for Tacoma Water; This position is responsible for supporting the AMI program, the Tacoma Water AMI team, coordinating program activities, resources, and communication. Acting as a SME for the AMI Program and technical implementation, providing analysis, information, and technical assistance in the development of program work-streams.
 - Management Analyst III for Tacoma Water; This position is responsible for field and office work related to the Water AMI meter implementation. Acting as a SME for the AMI Program, providing analysis, information, and technical assistance in the development and implementation of program work-streams.
 - Two Water Service Workers for Tacoma Water; These positions are field staff members responsible for performing planned and emergency response at individual water services before and during the field deployment of water meters. A majority of this position's work will occur in preparation for and throughout the meter deployment project phase.
 - Two Utility Service Workers for Tacoma Water; These positions are field staff members responsible for performing planned and emergency support at individual water services and meters before and during the field deployment of water meters. A majority of this position's work will occur in preparation for and throughout the meter deployment project phase.
 - Water Meter Repair Worker for Tacoma Water; This position is a field staff member responsible for performing planned and emergency response at individual water meters before and during the field deployment of water meters. A majority of this position's work will occur in preparation for and throughout the meter deployment project phase.
 - Lead Meter Technician for Tacoma Power; This position is responsible for acting as lead for Tacoma Power Meter Team, coordinating program activities, resources, and communication. Acting as a SME for the AMI Program, providing analysis, information, and technical assistance in the development of AMI programs.
 - Management Analyst I for Tacoma Power; This position is responsible for office work related to Power. Acting as a SME for the AMI Program, providing analysis, information, and technical assistance in the development of programs and operational support. This role will provide support by managing and tracking problems from the field.

3. Summarized reason for resolution:

The Advanced Metering Infrastructure (AMI) Project will upgrade power and water meters across Tacoma Public Utilities' Service Territory at all homes and business. This is required to address an aging meter population, meet customer needs with time access to consumption data, and align TPU with the metering technology common to other utilities in the region. This request to expand the resolution will support Customer Service to convert 10 permanent positions into Projects of Limited Duration as positions are vacated by incumbents. It will also support the AMI Program Management Team to hire a Management Analyst I to assist the coordinating and managing of meetings, resources, and administrative tasks, a Management Analyst I to manage Budget and Analytics, and the Deployment Manager, RF/Communications Engineer, and the MDMS/IT Lead for the integration and implementation phases of the project. It will enable Tacoma Water to hire two Management Analyst III's to support both AMI and Water as a SME and an Engineer for field and office work to support both Water and the AMI Program, along with Two Water Service Workers, Two Utility Service Workers, and a Water Meter Repair Worker. It will also enable Tacoma Power to hire an AMI Electric Lead to act as a lead and SME for the Meter Team and a Management Analyst I to responsible for the field support of managing and tracking problems. Funding has been included in Tacoma Power's and Tacoma Water's 2019/2020 O&M and Capital budgets for these new positions except for the two UTS MA I and Power Lead Meter Technician. The AMI Project budgeted four positions for 19/20 that included an Engineering Sr. Principal, Power Engineer III, IT Analyst SR, and Power Eng IV, these new positions will supplement areas of need that have been identified after the original request was made.

4. Attachments:

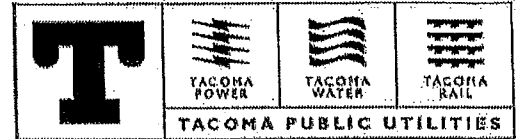
- a. Memo to Jackie Flowers, Director of Utilities/CEO from Chris Robinson, Power Superintendent/COO, Scott Dewhirst, Water Superintendent, Steve Hatcher, Manager of Customer Service dated November 30th, 2018

5. Funds available Proposed action has no budgetary impact

Funds for the integration and implementation phases of the Special Project are included in the approved 2019-20 Capital Budgets for Tacoma Power and Tacoma Water. Additional funds will need to be made available for the new positions

6. Deviations requiring special waivers:

<p>Originated by:</p> <p style="text-align: center;"><i>John Lawrence</i></p> <p style="text-align: center;">Section Head</p>	<p>Requested by:</p> <p style="text-align: center;"><i>Scott Dewhirst</i></p> <p style="text-align: center;">Division Head</p>	<p>Requested by:</p> <p style="text-align: center;"><i>Chris Robinson</i></p> <p style="text-align: center;">Division Head</p>
<p>Requested by:</p> <p style="text-align: center;"><i>Steve Hatcher</i></p> <p style="text-align: center;">Division Head</p>		<p>Approved:</p> <p style="text-align: center;"><i>Jackie Flowers</i></p> <p style="text-align: center;">Director of Utilities</p>



TO: Jackie Flowers, Director of Utilities

FROM: Chris Robinson, Power Superintendent
Scott Dewhirst, Water Superintendent
Steve Hatcher, Customer Services Manager

DATE: January 3, 2019

RE: Request for Resolution to establish a new "Special Project of Limited Duration" in support for TPU's Advanced Metering Infrastructure Program.

RECOMMENDATION: Tacoma Public Utility is requesting to establish a new "Special Project of Limited Duration" to hire 26 positions in support of the Advanced Metering Program. These positions will support the systems integration and deployment phases of the program beginning January 2019 through 2022.

EXPLANATION:

Tacoma Public Utilities plans to deploy Advanced Metering Infrastructure (AMI) across its entire water and electric service territories. The AMI Program will involve replacing all non-communicating power and water meters with advanced two-way communicating electric (with disconnect) and water meters, and installing new AMI two-way communication modules on water meters that are not replaced. AMI technology will capture interval data, enable two-way communications, include remote capabilities, and provide advanced outage/issue detection and verification. Advanced metering will modernize utility operations and improve services to customers.

This is required to address an aging meter population, meet customer needs with time access to consumption data, and align TPU with the metering technology common to other utilities in the region.

The Advanced Metering Infrastructure Program's objective is to plan, design, build, implement, and stabilize a comprehensive advanced metering solution for TPU that will be critical for delivering a range of benefits to the utilities and their customers.

As a transformative initiative, the AMI Program will require a significant effort across Tacoma Public Utilities to implement the new processes, applications, technologies, and integrations needed to fully enable the functions and features of the AMI solution. In addition, customer and stakeholder engagement and organizational change management will be essential to project success.

After extensive resource planning and mitigation efforts, Tacoma Public Utilities recommends approval of the designation, which includes the transfer of 10 temporary positions to Project of Limited Duration and providing the hiring of 16 employees within UTS, Tacoma Water, Tacoma Power and the Customer Service department. Briefly, the 26 roles and services provided are described;

- Convert 10 permanent Customer Service Meter Reader Positions to Project Status of Limited Duration as positions are vacated by incumbent. These positions would continue to report to Customer Service and are necessary for supporting the daily meter read collection services.
- Two Management Analyst I for Customer Service (CS); These positions would report to the CS project team and are necessary to document and process map internal CS processes and hand offs within Customer Services and all TPU divisions. This work is an important and essential step to capture necessary changes for the successful implementation of AMI. Failure to approve these temporary positions adds significant risk to CS' ability to properly serve the customer base with solid, reliable processes and systems.
- Engineering Sr. Principal for Utility Technology Services; This position is responsible for leading the planning and supervision of the meter and network deployment.
- RF/Communications Engineer for Utility Technology Services; This position is responsible for the analysis, design review, implementation, optimization, monitoring and enhancement of the wireless AMI network.
- MDMS/IT Lead for Utility Technology Services; This position is responsible for implementing the new AMI Meter Data Ops. Organization and associated processes to ensure the integrity, reliability, accuracy and availability of the meter data.
- Lead Meter Technician for Tacoma Power; This position is responsible for acting as lead for Tacoma Power Meter Team, coordinating program activities, resources, and communication. Acting as a SME for the AMI Program, providing analysis, information, and technical assistance in the development of AMI programs.
- Management Analyst I for Tacoma Power; This position is responsible for office work related to Power. Acting as a SME for the AMI Program, providing analysis, information, and technical assistance in the development of programs and operational support. This role will provide support by managing and tracking problems from the field.
- Management Analyst I for Utility Technology Services; This position is responsible for the resource coordination and capacity planning, planning and facilitation of project meetings, developing stakeholder communication materials.
- Management Analyst I for Utility Technology Services; This position is responsible for AMI Program budget and analytics, development and coordination of reporting for AMI Operations – including managing the benefits realization and performance scorecards for the AMI program and organization, and developing reporting materials for the Executive Steering Committee and Business Advisory Council.
- Management Analyst III for Tacoma Water; This position is responsible for supporting the AMI program, the Tacoma Water AMI team, coordinating program activities, resources, and communication. Acting as a SME for the AMI Program and technical implementation, providing analysis, information, and technical assistance in the development of program work-streams.
- Management Analyst III for Tacoma Water; This position is responsible for field and office work related to the Water AMI meter implementation. Acting as a SME for the AMI Program, providing analysis, information, and technical assistance in the development and implementation of program work-streams.
- Two Water Service Workers for Tacoma Water; These positions are field staff members responsible for performing planned and emergency response at individual water services before and during the field deployment of water meters. A majority of this position's work will occur in preparation for and throughout the meter deployment project phase.
- Two Utility Service Workers for Tacoma Water; These positions are field staff members responsible for performing planned and emergency support at individual water services and meters before and during the field deployment of water meters. A majority

of this position's work will occur in preparation for and throughout the meter deployment project phase.

- Water Meter Repair Worker for Tacoma Water; This position is a field staff member responsible for performing planned and emergency response at individual water meters before and during the field deployment of water meters. A majority of this position's work will occur in preparation for and throughout the meter deployment project phase.

HISTORY: In 2014, UTS conducted an assessment and prepared a strategy towards implementing Advanced Metering Infrastructure across Tacoma Power and Tacoma Water. In 2015, an initial business case was developed and refined further in 2016. The business case was supported with customer research on level of interest of products and services enabled by AMI and aligns with new technology initiatives in Tacoma Power's and Tacoma Water's Strategic Plans.

PROJECT MANAGER: Andre' Pedferri, Utility Technology Services, Power UTS AMI Program, (253) 502-2308

AUTHORIZED:



Jackie Flowers
Director of Utilities