



Enhancing Customer Service through Advanced Metering Infrastructure

Community and Government Affairs Committee
October 22, 2024



NEW ERA OF WATER MANAGEMENT

- **Advanced Metering Infrastructure (AMI)**
 - Built-in leak detection tool
- **Leak Detection and Notification**
 - System-generated notifications of potential leaks
- **Water Use Portal**
 - 24/7 access to hourly consumption
 - Personalized leak alerts

AMI PROJECT UPDATE

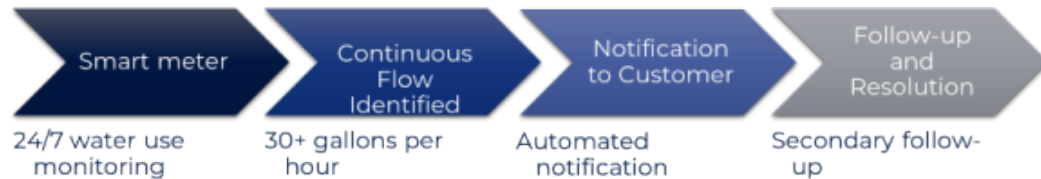
- Phase III began in May 2024
- Customers are notified via letter and door hanger of pending meter replacement
- Over 1,700 meters within Riverside and Murrieta will be replaced
- Over 50% complete as of August 30
- February 2025 completion date



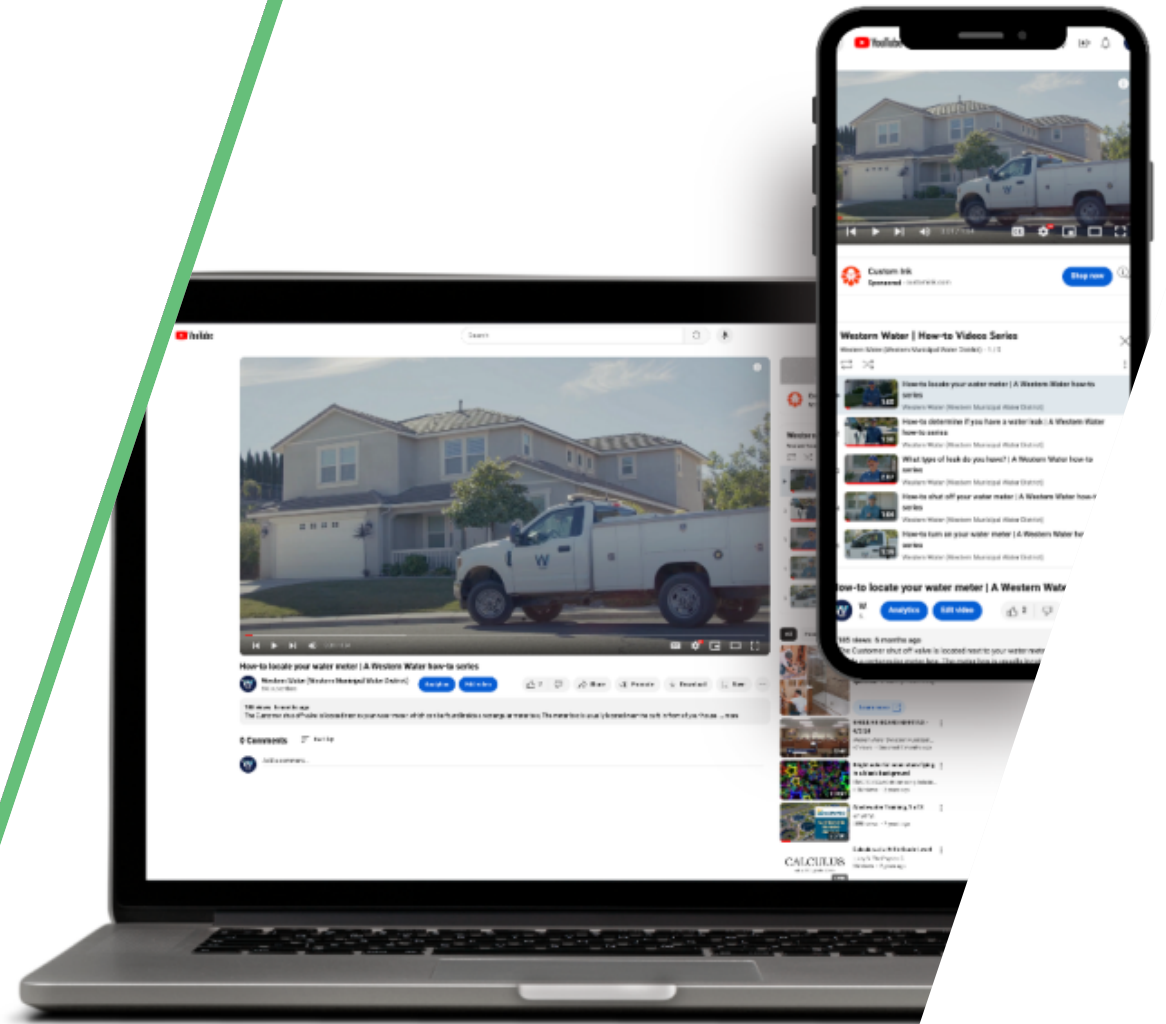
LEAK DETECTION PROGRAM UPDATE

- **November marks 1-year anniversary**
 - Nearly 2,500 leak notifications were sent between November 2023 and September 2024
- **Reduced notification period**
 - From 48 to 24 hours of continuous use of 30 gallons per hour to trigger leak notification
- **Water efficiency tools**
 - Updated informational videos on [YouTube.com/@WesternWaterCA](https://www.youtube.com/@WesternWaterCA) to assist with locating and repairing leaks

HOW THE PROGRAM WORKS

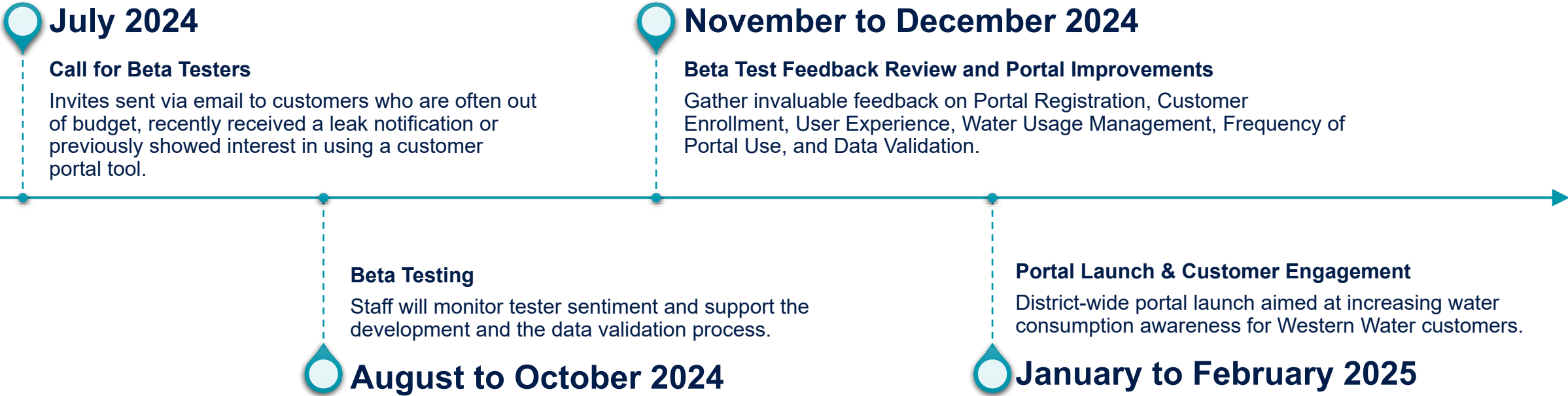


INFORMATIONAL VIDEOS

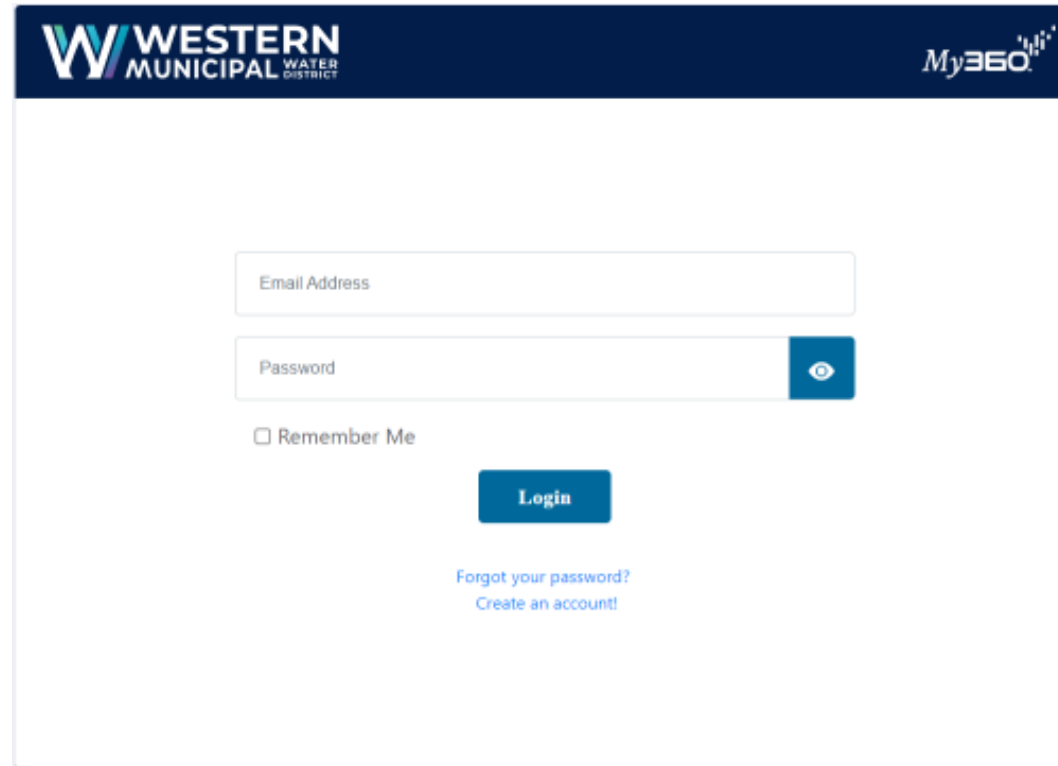




WATER USE PORTAL UPDATE

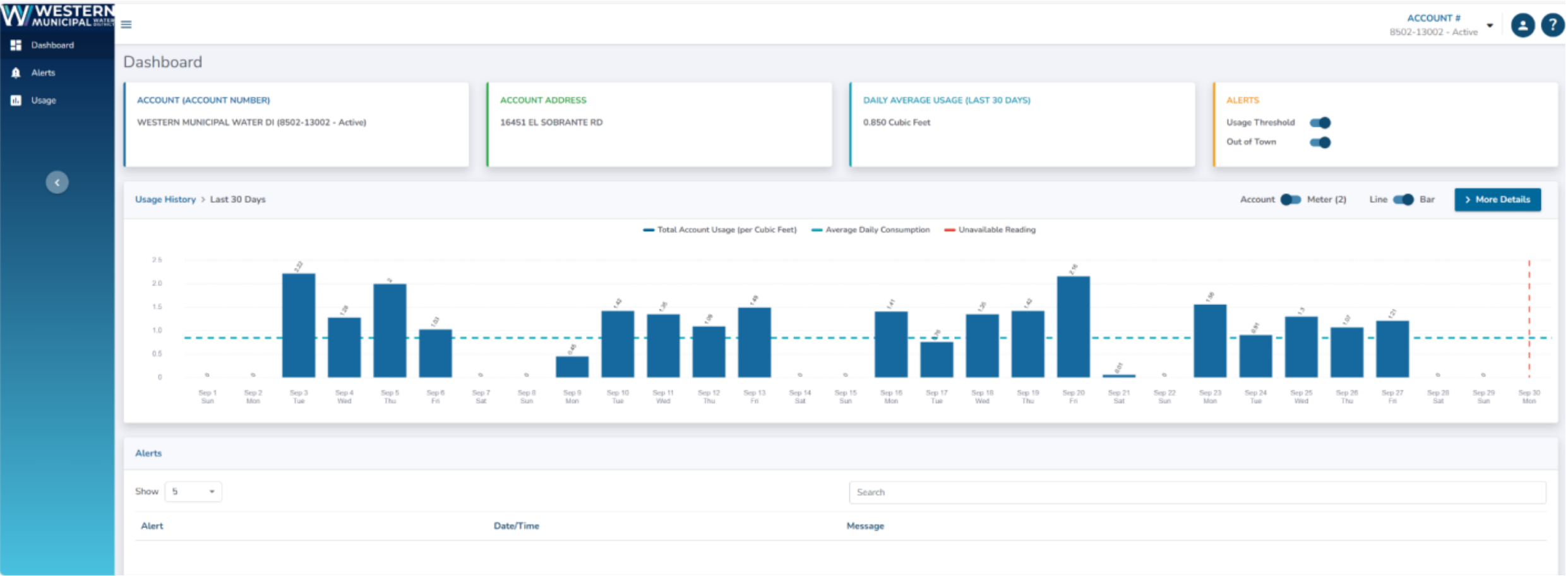


WATER USE PORTAL DEMONSTRATION



The screenshot displays the login interface for the Western Municipal Water District's My360 portal. At the top, a dark blue header contains the Western Municipal Water District logo on the left and the My360 logo on the right. The main content area is white and features a login form with the following elements: an 'Email Address' input field, a 'Password' input field with a blue eye icon for toggling visibility, a 'Remember Me' checkbox, a blue 'Login' button, and two links: 'Forgot your password?' and 'Create an account!'.

DASHBOARD



ALERTS

W

WESTERN
MUNICIPAL WATER

Dashboard

Alerts

Usage

<

ACCOUNT #
8502-13002 - Active

Alerts - Account # (8502-13002)

View and change your alert notifications preferences on the [Profile Page](#).

Usage Threshold

ACCOUNT - 8502-13002

This account's average daily usage for the last 30 days was 0.850 Cubic Feet

☒

Enabled

Send me an alert when my account uses more than

Cubic Feet

 per day.

Save Settings

Out Of Town (per meter)

METER # 700011536/54271475WT

☒

Enabled

From to Please send me an alert when my

Daily

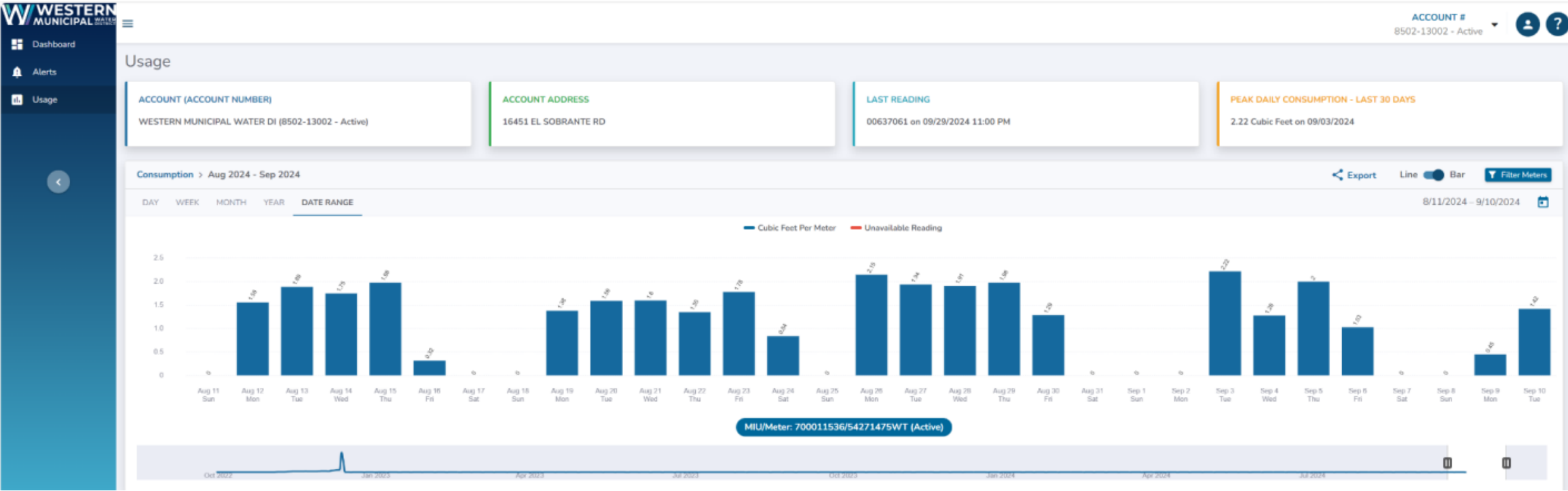
 usage exceeds

Cubic Feet

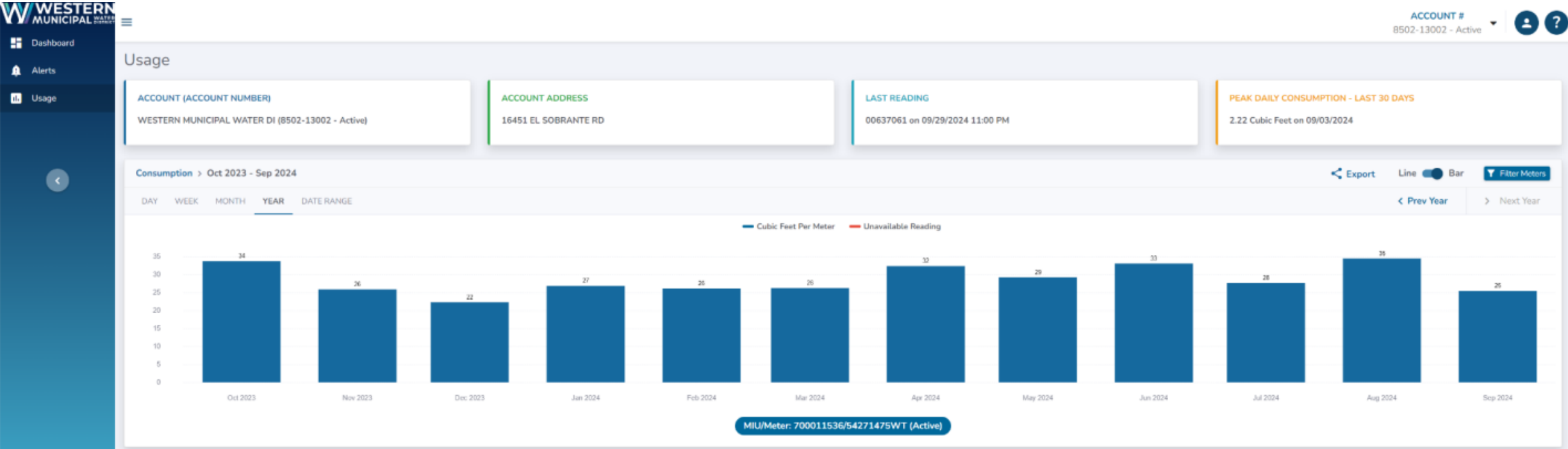
Save Settings

Contact us

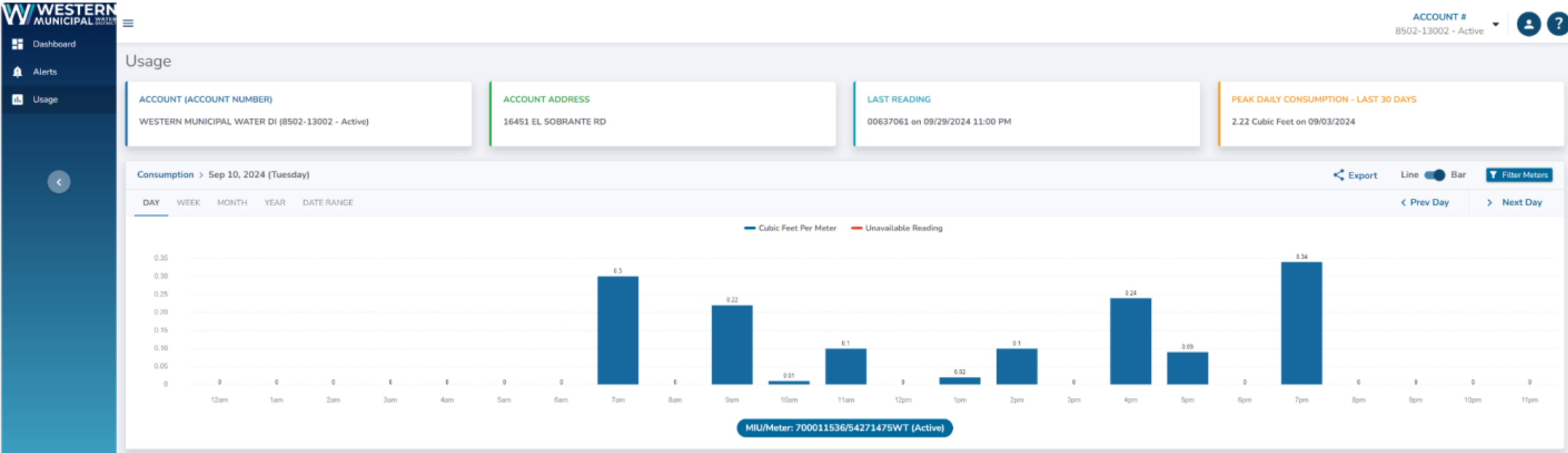
USAGE- BY DATE RANGE



USAGE- BY MONTH



USAGE- BY HOUR





Questions?