Town of Drumheller COMMITTEE OF THE WHOLE MEETING AGENDA May 28, 2012 at 4:30 PM

Council Chamber, Town Hall 703-2nd Ave. West, Drumheller, Alberta



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- 1.0 CALL TO ORDER
- 2.0 DEVELOPMENT OR REVIEW OF STRATEGIC PLAN
- 3.0 DEVELOPMENT OR REVIEW OF POLICIES
- 4.0 DELEGATIONS
- 5.0 REPORTS FROM ADMINISTRATION
- 5.1. CAO'S REPORT

5.2. DIRECTOR OF INFRASTRUCTURE SERVICES' REPORT

- 5.2.1 Meter Pilot Program
 - 5.2.2 Badlands Community Facility Site Works Update
 - 5.3. DIRECTOR OF CORPORATE SERVICES' REPORT

5.4. DIRECTOR OF COMMUNITY SERVICES' REPORT

- 5.4.1 Badlands Community Facility Program / Membership Update (Guy Latour)
- 6.0 ANNUAL BUDGET REVIEW
- 7.0 COUNCIL MEMBERS ROUND TABLE DISCUSSION
- 8.0 IN-CAMERA MATTERS



Tuesday, May 15, 2012

2011 Pilot Program Summary

In 2011 the Town of Drumheller introduced a 'Smart Meter' Pilot Program in an effort to improve the water meter reading system. The intent was to establish a cost effective approach to water meter reading that would also provide the customer with the most information possible. Staff spent many hours researching all options available and it was decided to proceed with a pilot program utilizing smart meter technology provided through Neptune water meters.

While the program implementation was not without its initial issues, employees have become quite proficient and knowledgeable of the system. In the preliminary stages there were minor software issues, as well as data entry errors, but with the exemplary support from the water meter provider Town staff are confident they have a solid understanding of the software and product. Based on the pilot program the staff has identified the following benefits:

Field staff:

- Installation of the new meter takes approximately ½ hour as opposed to the hour plus it took under our old system.
- As this system is wireless we no longer have to worry about drilling holes in homes to run wires, renting trenchers to bury the wire, nor spent time determining the 'wiring code' specific to each style of meter.
- Utilizing the easy to use mobile handheld we are confident that all the meters could be read in a single day (see attached example of reading distance).

Administration Staff:

- Water meter setup in the system is simple and straight forward, dials and decimals are the same with all the standard size meters.
- Downloading of the meter reads from the handheld takes minimal time.
- It is now simple to attain monthly meter reads, we no longer would be required to estimate many accounts every second month.
- The system is virtually error free, all meters should read and be accurate, thus saving on the time we currently spend investigating error codes from our current service provider.
- Year end water reports will show greater accuracy based as we are installing new meters with greater precision (see attached examples of reports and data logger).

Town of Drumheller 703 2 Avenue West Drumheller, AB T0J 0Y3



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Meter Pilot Program

Agenda Item # 5.2.1

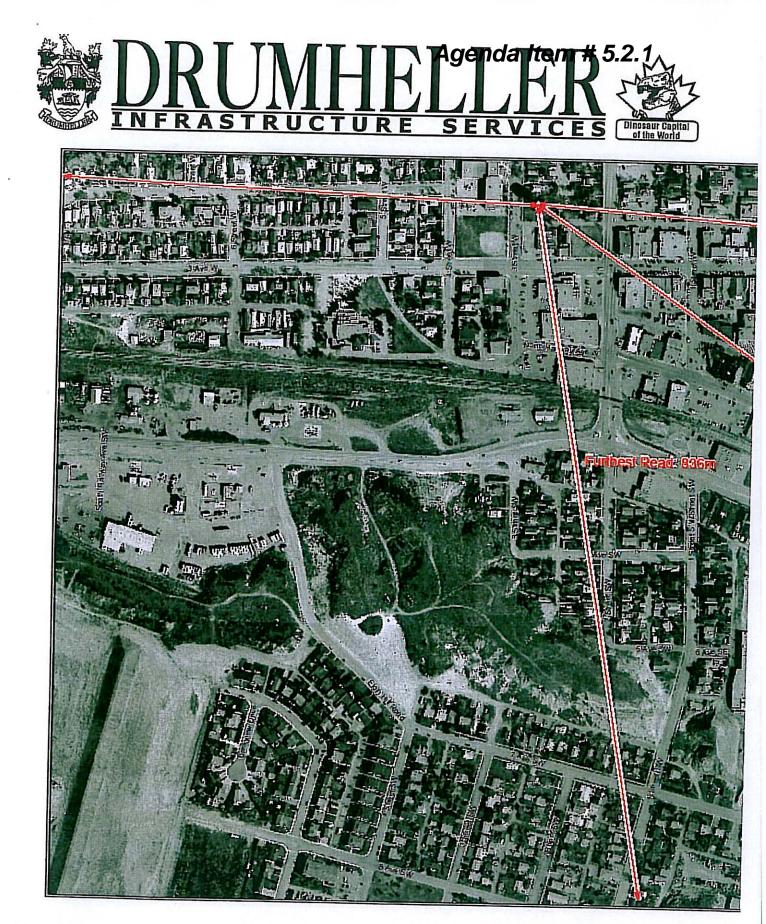
Customer / End Result:

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- Consistent monthly meter reads which enable the customer the ability to budget.
- Utilization of the data logger allows the Town to address all customer concerns regarding their water bills.
- Customers themselves also have the ability to detect their own leaks by shining a flashlight on the meter and looking for the leak symbol.
- Reports can be generated to show leak detection, backflow/reverse flow, no flow, and meter tampering.

Feedback from the customer has been very positive, so much so that we are now receiving requests from the public to get these meters installed. Recently the Town of Drumheller utilized the new leak detection information provided with these smart meters to determine a customer had a leak in a broken irrigation line, and a Community Hall had a leaking toilet.

To date we are very pleased and believe our pilot program was a complete success. This new smart meter technology has achieved everything we had expected and is already saving countless hours in labour. We would recommend that we move forward with a replacement program utilizing the smart meter selected for the Pilot Program. Our suggested approach would be a two part program for replacement, the first part would be Town staff replacing problem meters as well as new installations, while the second part would be to tender a selected number of replacements by a contractor. Upon review of the tenders, if costs prove too high, we could also look at hiring an additional employee for the installs, or even possibly utilize our staff for the project. It is our firm belief after seeing the benefits of these new smart meters that we press on with the program so that we may provide our customer with all the advantages this technology offers.



Town of Drumheller 703 2 Avenue West Drumheller, AB T0J 0Y3

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Meter Pilot Program

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ARB N_SIGHT Mobile Report ECoder - Plus Report

Route: FOUNDMTRS Sched Date: 04/19/2012

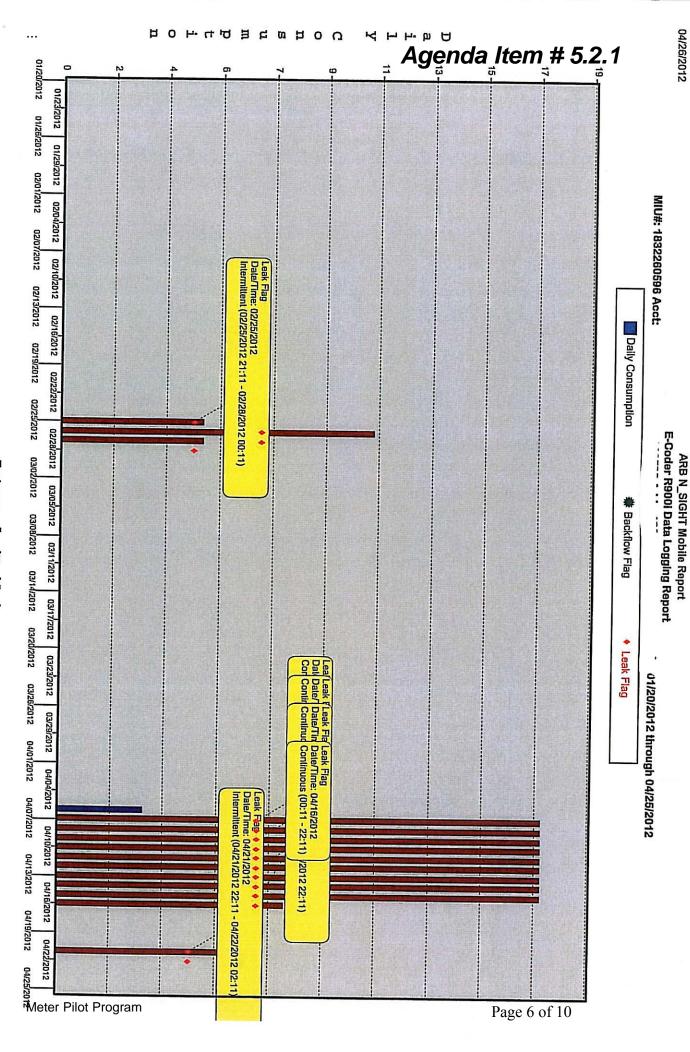
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Neptune Technology Group 2012

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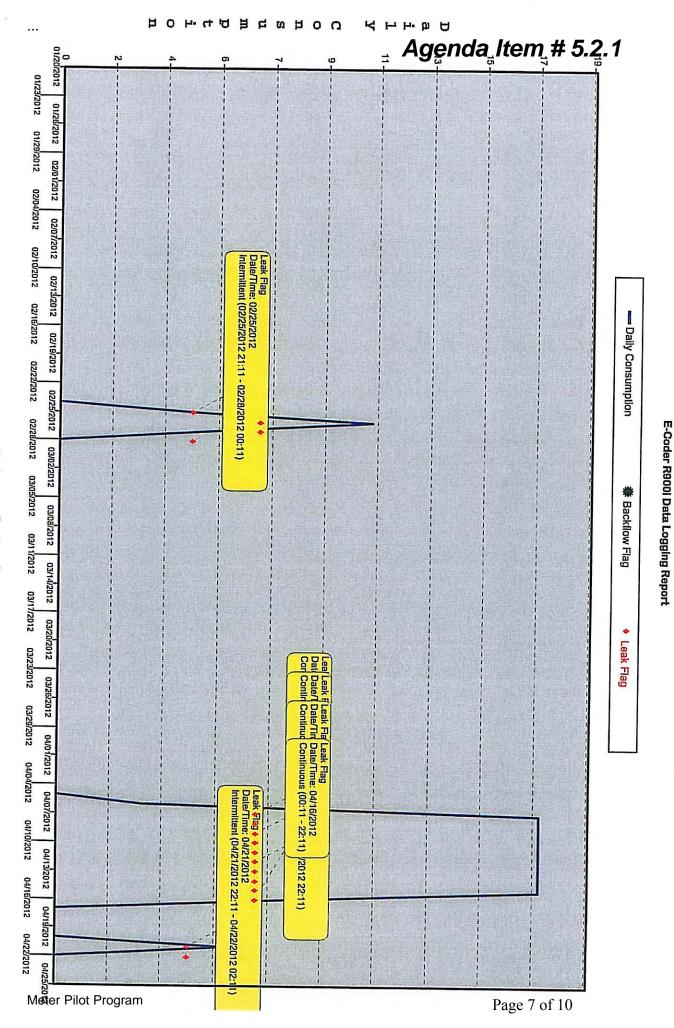
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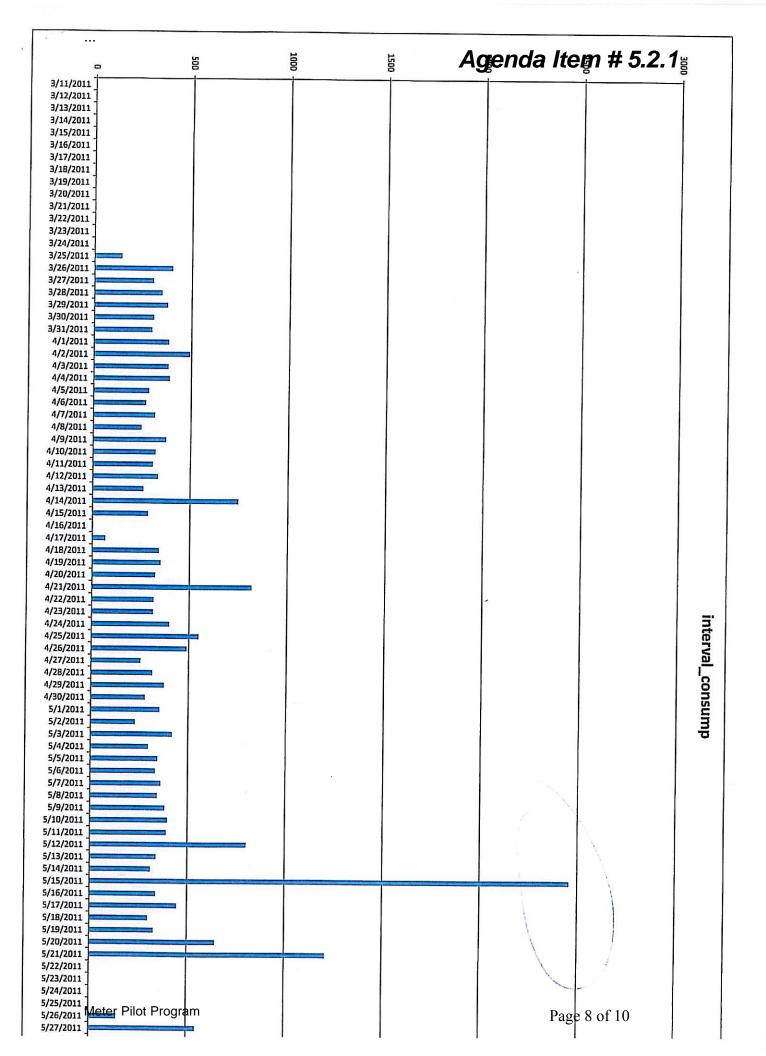
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Page 1 of 1 05/24/2012

ARB N_SIGHT Mobile Report

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