

SAWS ConnectH2O Program

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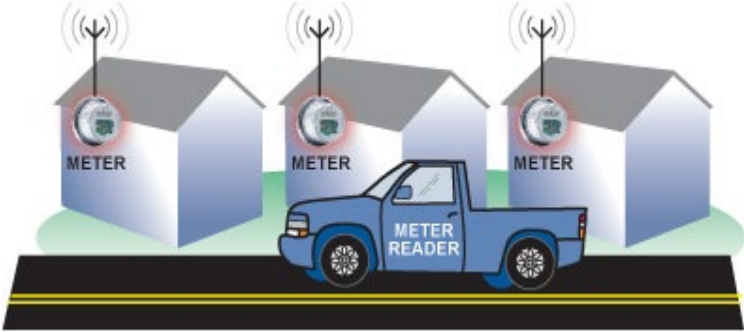
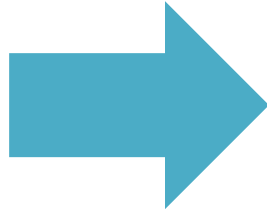


MAKING SAN ANTONIO
WATERFUL 

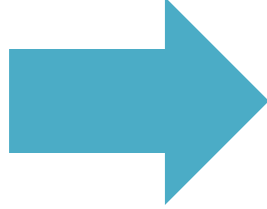
Meter Reading Options



Manual



Automated
Meter Reading
(AMR)



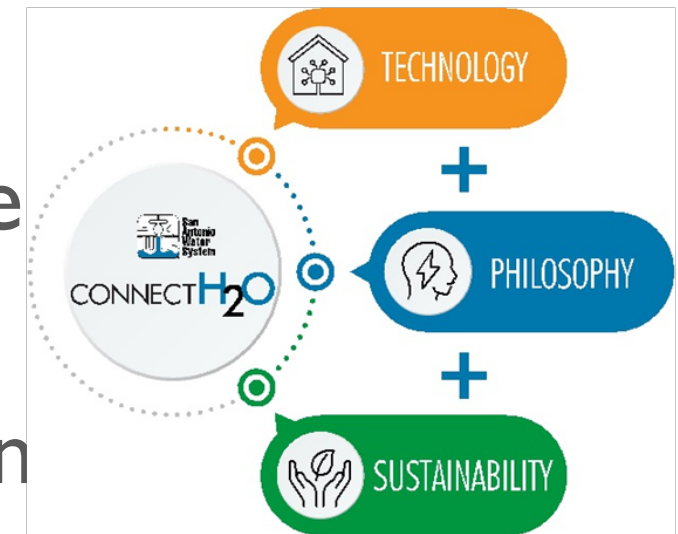
Advanced Metering
Infrastructure
(AMI)



ConnectH2O Program – Key Objectives

- Enhance customer experience by providing more water usage information
- Empower every customer to proactively manage their own water footprint
- Improve efficiency by reducing costs and non-revenue water

CONNECTH₂O



Electronic Meters and Communication Endpoints

- Electronic meters communicate with an endpoint or module installed with it.
- The endpoint will transmit data to SAWS through a secure wireless network owned by CPSE.



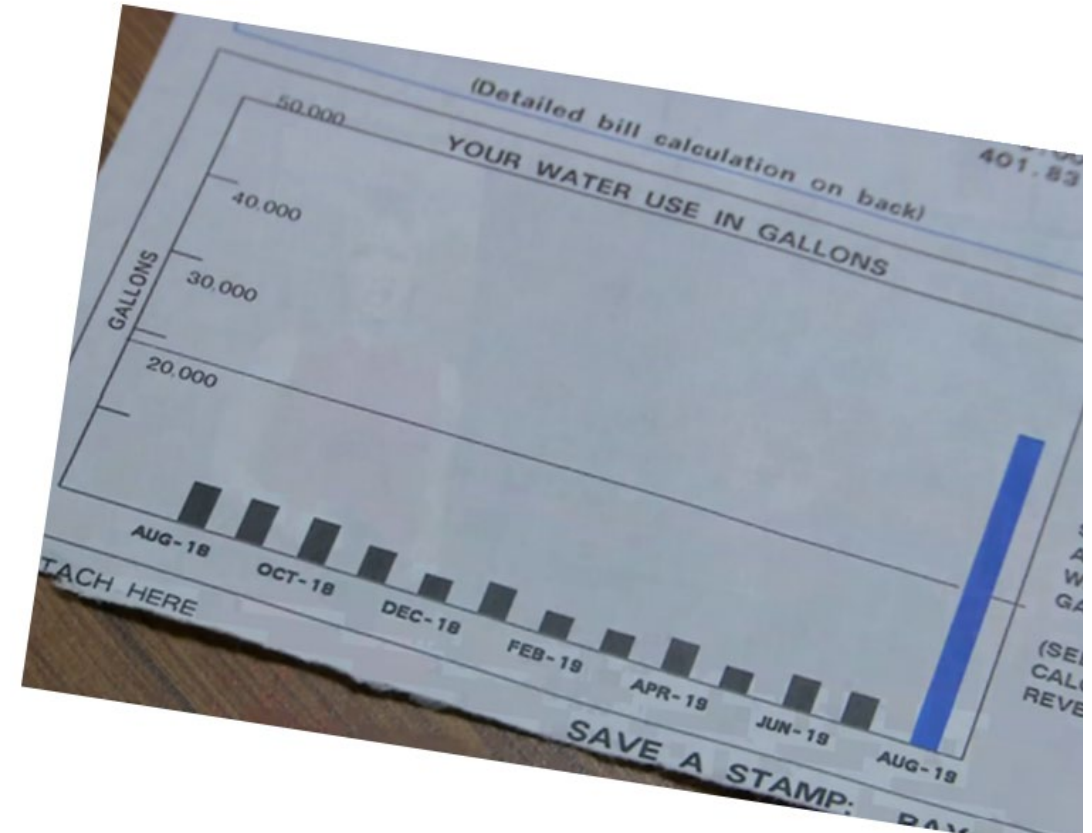
Pilot Test Areas

- Three pilot areas selected
- These areas consist of ~2,500 total meters and endpoints for testing of Itron AMI technology
- Utilizes CPSE electric AMI network through an agreement with Itron



Pilot Achievements

- Leak Detection/High Use Notification
- Customer Engagement
- Low Flow Registration
- Avoided Field trips
- Immediate Tamper Identification
- Transitioned to over the air billing of AMI reads earlier than planned

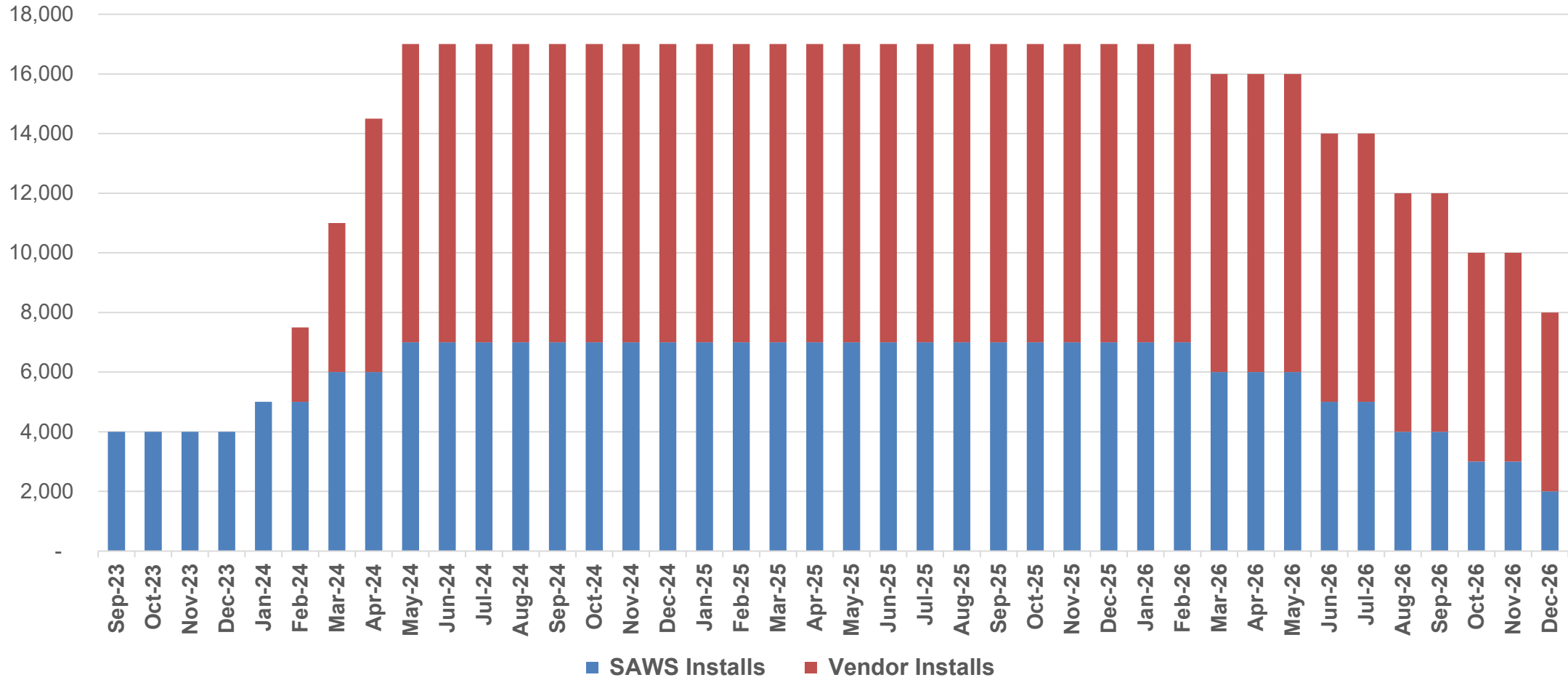


SAWS as Installation Program Manager

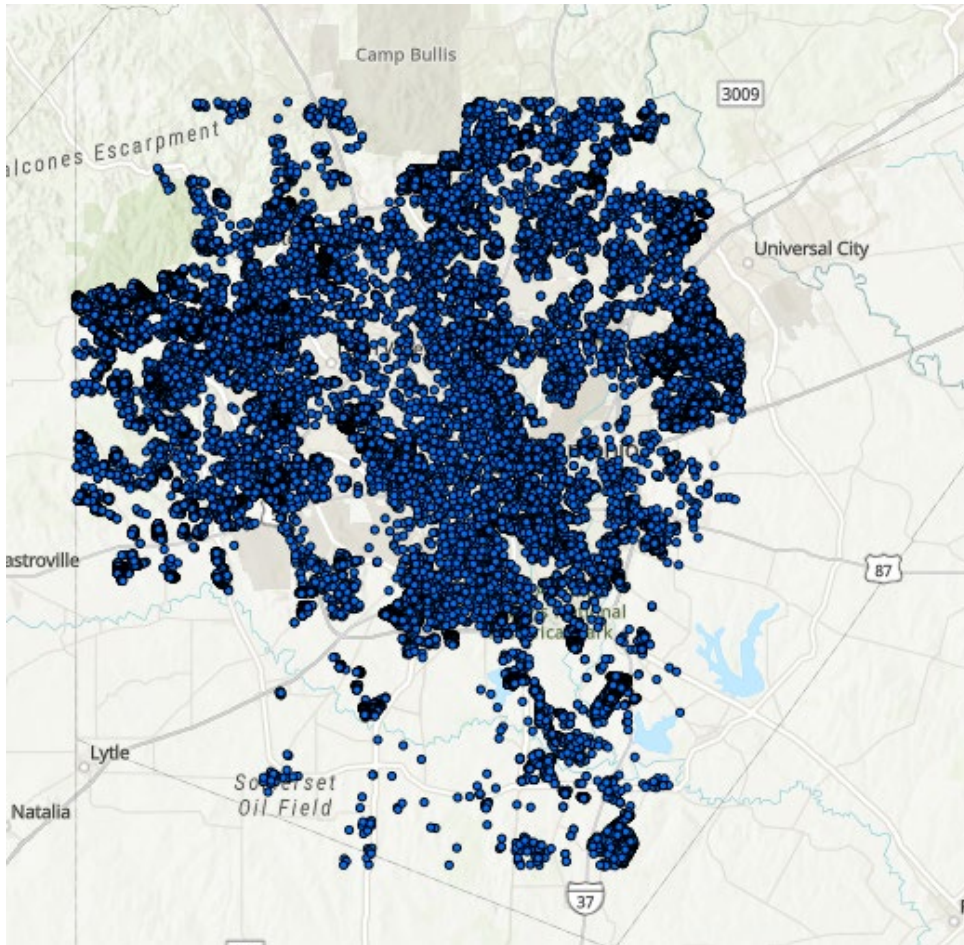
- Installations would be performed through some combination of SAWS employees and contractors
- SAWS to provide all installation project management
 - Identification of route deployment and assignment of work to installers
 - Logistics support including warehousing and inventory management
 - Perform Quality Reviews of work performed
 - Staff Program Call Center (scheduling and customer installation concerns)

Projected Installation Timeline

Monthly Installs - Dec 2026 Completion



Deployment Update



- Over 78k meters installed
- Current focus is replacement of sick meters and new services

Installation Experience

We'll see you soon!

San Antonio Water System's ConnectH2O program is installing electronic water meters for all customers. Installers from Vanguard Utility Services will begin installation in your neighborhood in the next few weeks.

What to expect:

- You will receive notification via phone call a few days prior to installation of the electronic water meter at your address.
- You do **not** need to take any action.
- During installation, your water service will be interrupted for less than 30 minutes.

For important information on what happens during installation, more details about the ConnectH2O program, and frequently asked questions, please visit saws.org/ConnectH2O. You may also call us at **210-704-7297** with questions.



Coming Soon!

- Better understand your water use.
- Stop high water bills before they happen.
- Save water *and* money.

¡Próximamente!

- Comprenda mejor su uso del agua.
- Detenga las facturas de agua altas antes de que sucedan.
- Ahorre agua y dinero.

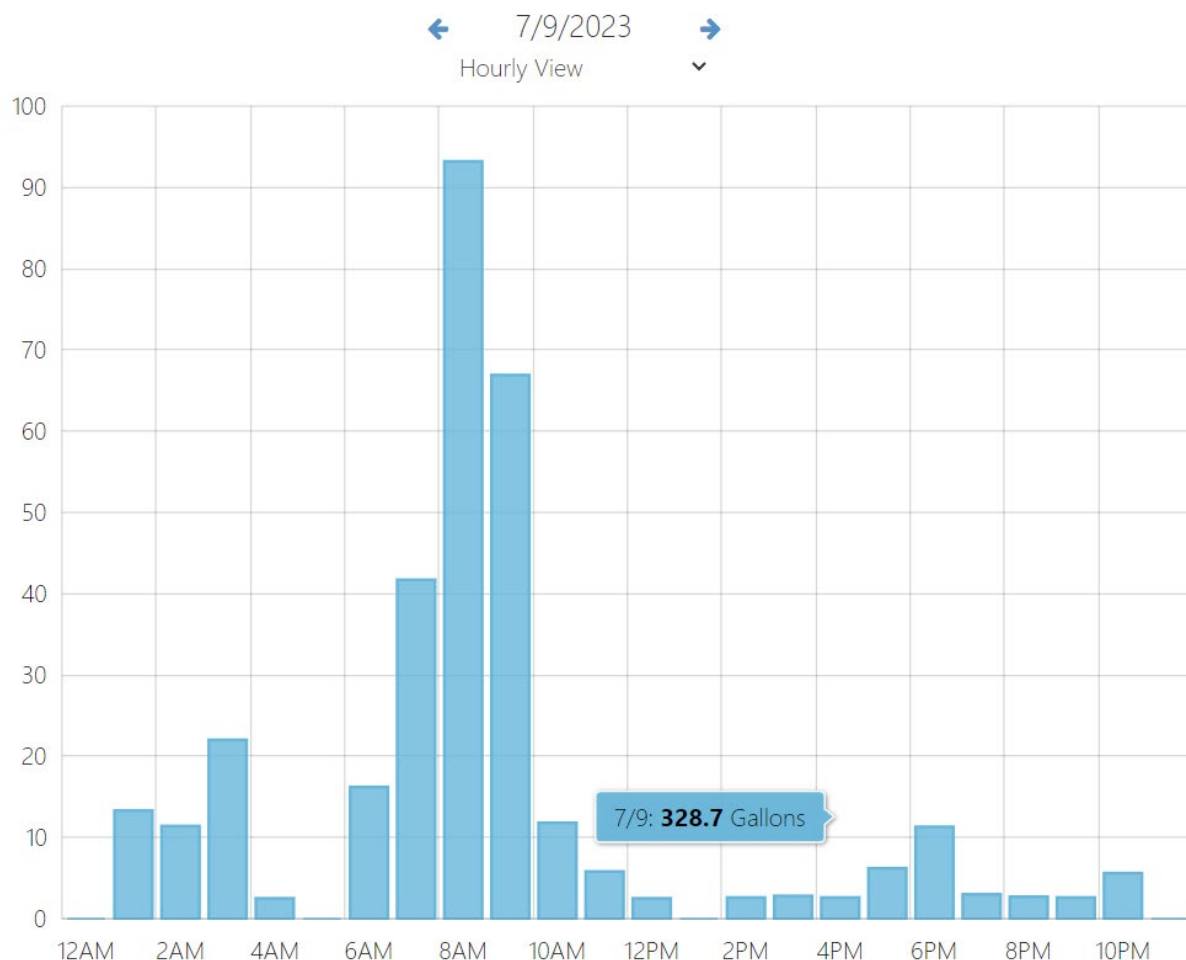



- Customer is notified in advance for proactive replacements
 - Customer receives a postcard 2 weeks in advance that directs them to CH2O Program webpage (saws.org/connecth2o)
 - Customer receives a phone call 7 days in advance of installation
 - A doorhanger is placed on the day of installation with any notes or instruction
 - Customer will start to receive a new mailer focused on portal engagement one week after installation

Customer Care

- Customers with CH2O meters are automatically routed to a separate Call Center queue staffed with agents trained to handle CH2O questions/issues
 - Agent can view customer data and provide insight to potential issues
 - Eventually all agents will be trained to handle calls and walk customers through usage data
- Customer issues are escalated to CH2O team as needed
 - CH2O team or Conservation staff may be deployed to customer address to help determine the cause of high usage and ensure that customer understands the technology

Customer Engagement



- Customer usage data is available on SAWS customer portal – My Account within a few days of installation
 - My Account is currently mobile friendly
 - Mobile app expected in 2024
- SAWS will notify residential customers of continuous hourly usage of at least 5 gallons for more than 48 consecutive hours through a phone call or letter while emails and texts are tested in the pilot
 - On average, we contact about 250 customers a day.
 - Roughly 2-3% of our AMI customers are in CU at any given time.

Customer Engagement Pilot

September through December 2023

- Pilot Objectives
 - Determine which method of contact is the most effective in reducing water use (e-mail, text or call) and what that water savings on average would be
 - Determine which wording or visuals is the most effective reducing water use
- Pilot Methodology
 - Identify two intervention groups and one control group with similar attributes and compare usage before and after intervention

What's next for SAWS?

- Leverage AMI data across all SAWS operations
 - Call Center
 - Emergency Operations
 - Distribution and Collections
 - Production
 - Water Resources
 - Non-Revenue Water
 - Engineering
 - Recycled Water

