



City of Needles, California Board Information

CITY COUNCIL/NPUA Board of Public Utilities Regular Special

Meeting Date: August 2, 2022

Title: NPUA Electric and Water Automatic Metering

Background: The City is pleased to announce that the Automatic Metering Infrastructure (AMI) project is scheduled to begin September 6, 2022, with the rollout of electric meters. Water meters are scheduled to be changed starting in October 2022.

Enclosed is a flyer that will be in every bill notifying the public. In addition, an article will be placed in the Needles Desert Star.

Fiscal Impact: Information Only

Recommended Action: Information Only

Submitted By: Rainie Torrance, Assistant Utility Manager

City Management Review: Rick

Date: 7/25/22

Approved:

Not Approved:

Tabled:

Other:

Agenda Item: 7.



August 1, 2022

Dear Customer,

RE: The Needles Public Utility Authority is changing all electric and water meters to automatic metering!

Smart meters are coming to all customers beginning in September!

A smart meter is a water or electric meter that can digitally send meter readings without the need to manually read each meter. They enable a secure, two-way communication between the meters and the NPUA's billing system.

Installation is scheduled to begin **September 6, 2022**. The NPUA anticipates that it will take approximately 3-4 months to complete the process. Once all smart meters are installed, the NPUA can begin the process of connecting them to the billing system. That phase of the process is also expected to take several months.

Once connected, what will this mean for you?

- No more manual meter reading, this will provide accurate and in real-time meter reads!
- No more estimated bills!
- You will also be able to use the information to monitor your water or electricity use and make more informed decisions on how you use energy and water.
- If there is a power outage, we will automatically be informed immediately, allowing us the NPUA to send repair crews faster and restore your power or water supply quicker.

Installation of your smart meter is easy

Wellington Energy, our certified contractor, will install your smart meter. All Wellington Energy vehicles are marked with a sign for easy identification. Wellington Energy employees also carry photo identification that verifies they are an authorized contractor for the NPUA.

Exchanging your current meter with a smart meter takes very little time and even less effort from you. In fact, if your meter is readily accessible, you may not even need to be home when it occurs. On the day of the installation, an installer will come to your door to let you know they are installing your meter.

Unless your meter is located inside your premises, the installer will not need to enter your premises. If your meter is not exchanged a door hanger will be placed for you to contact the business office, please contact as soon as possible. Please keep in mind that the number of billing days on your bill may fluctuate during this transition.

If an installer cannot show you an identification card, or if you have a concern about that person's identity, please call Kim Mitchell at (760)326-5700 X119.

We appreciate your patience while we make this transition to automatic metering!