



SMART WATER METER STANDARD

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AGENDA

- Background
- Recommendations/ Guidance



BACKGROUND

WHY IS THERE A SMART WATER METER STANDARD?

- Meets our customers' demand for timely leak detection
- Greater customer access to consumption information for budgeting and conservation
- Current water meters are nearing end of life
- Best use of time and resources
- Maximizes the impact of the investment made
- Supports *Bellevue Smart* plan



ISSUE

- A small number of individuals don't like technologies that employ wireless communications citing potential adverse health effects, risks to privacy, and safety concerns



RESEARCH

Item	Research	Conclusion
Adverse Health Effects	Numerous studies find no credible link between electromagnetic frequencies (EMF)/ radio frequencies (RF) and adverse health effects	RF risk to health not proven; some individuals report a sensitivity
Privacy	High profile hacks of sensitive financial, health and personally identifiable information (PII) raise valid concerns among many	<p>Meter consumption data is a “low-value” target.</p> <p>Nonetheless, Utilities requirements are for secured network communications and encrypted data</p> <p>The City complies with stringent state laws and is updating its privacy protection standards</p>
Safety	Safety issues are tied to electric meter devices and installation practices	Safety is not a high-level concern for water service

DISCUSSION

Thirteen customers have contacted Utilities citing personal reasons for not wanting a smart water meter.

Options

- All customers receive the same standard smart water meter
- Customers seeking an alternative to the smart meter, get a new non-smart, digital meter (no communications module)
 - Incur fees
 - Administrative charge to cover costs of setting up a non-standard service
 - Manual meter reading fee for Utility expense each billing cycle



POTENTIAL IMPACT

Choice	Pros	Cons
Standard smart water meter for all	<ul style="list-style-type: none"> • Reductions in leak adjustment requests and credits • Minimize “lost” water • Empowers customers to better manage consumption • Equal benefits access • No special record keeping/billing • No add-on fees • Maintains environmental goals • Aligns with Utilities Asset Management Strategy • Supports <i>Bellevue Smart</i> plan 	<ul style="list-style-type: none"> • Complaints/ dissatisfaction from those who have reported RF sensitivity or privacy concerns
Individuals apply for non-smart water meter	<ul style="list-style-type: none"> • Avoid complaints/ dissatisfaction from those with RF sensitivity or privacy concerns 	<ul style="list-style-type: none"> • Responsible for all undetected leaks • Additional costs to customers and utility for manual meter reading • Reduced ability to manage consumption • Special recordkeeping/ billing • Diminishes environmental benefit

RECOMMENDATIONS

1. SHOULD UTILITIES ACCOMMODATE NON-SMART METERS?

Recommendation – Yes

- Allowing customers to choose non-transmitting meters aligns with Bellevue's customer-focus
- Utilities is responsive to customers who might have specific concerns
- Customers who received non-standard meters with PSE, may have similar expectations for Utilities

2. WHO IS ELIGIBLE?

Recommendation

- Residential-only customers
- Industry practice is residential-only
- Current account holders

3. SHOULD THERE BE COST RECOVERY?

Recommendation – Yes

- Utilities should recover the associated direct costs and recurring manual meter reading fees.
- Special billing practices and manual meter reading needed, so it's reasonable for these customers to pay

4. COSTS TO BE RECOVERED

Recommendations

Fee Description	
One-Time Set Up/ Future Update A one-time setup and processing fee for requests prior to installation of the new smart meter	\$190
Recurring – Manual Meter Reading A manual meter reading each billing cycle	\$20
Transmitter removal after “smart” install De-installation of transmitter following a smart meter install	\$85

5. NON-SMART SERVICES NOT ELIGIBLE FOR LEAK ADJUSTMENTS

- Without visibility to interval consumption data, as is the case with the smart water meters, Utilities cannot provide earlier detection of leaks as with smart water meter customers
- By choosing non-smart meters, customers forgo the ability to detect leak losses early

THANK YOU!
