

**MINUTES FROM THE ADVANCED METERING
INFRASTRUCTURE (AMI) WORKSHOP
THE UTILITY BOARD OF THE CITY OF KEY WEST, FLORIDA,
HELD AT 10:30 A.M. ON TUESDAY, APRIL 13, 2021 AT
THE KEYS ENERGY SERVICES BOARD ROOM**

The above referenced workshop of the Utility Board of the City of Key West, Florida, convened at 10:30 A.M., on the above date and location and was called to order by Utility Board Chair Mona Clark.

Utility Board Members Present

Mona Clark, Utility Board Chair (in-person)
Timothy Root, Utility Board Vice Chair (in-person)
Robert Barrios, Member (in-person)
Pat Labrada, Member (in-person)
Steve Wells, Member (in-person)

Staff Present

Lynne Tejeda, General Manager & CEO (in-person)
Edee Delph, Executive Assistant to GM/CEO & UB (in-person)
Dan Sabino, Director of Engineering & Control Center (in-person)
Erica, Zarate, Director of Customer Services (in-person)
Michelle Adam, Asst. Director of Information Services (virtual)
Noy Rachanewan, Systems Analyst (virtual)
Sam Gaccione, Project Engineer (virtual)
Jay Hudkins, Project Engineer (virtual)
Jesse Perloff, Supervisor of Accounting & Analysis (virtual)
Julio Torrado, Director of Human resources & Communications (virtual)
Hugo Valdez, Supervisor of Customer Services (virtual)

Others Present

Dale Pennington, E Source, President of Technology Planning & Implementation (in-person)

Mrs. Tejeda introduced Mr. Pennington to the Board and informed the Board that a presentation will be provided regarding Advanced Metering Infrastructure (AMI) which will provide useful insight to help the Board during the upcoming Strategic Planning Session in June.

Agenda Item #2 –Discuss Advanced Metering Infrastructure (AMI)

Mr. Pennington informed the Board that AMI allows two-way communication between a customer's meter and the utility and provides near real-time information about usage.

Mr. Pennington provided the Board with a power point presentation and discussed following:

AMI System Components

- Network
 - Vendor Provided Network
 - Backhaul
- Hardware
 - Electric Meters
 - Endpoints
- Software
 - AMI head-end
 - Meter Data Management Systems (MDMS)
 - Data Analytics
 - Customer Engagement Platform

Meter Data Management System

- Long Term Storage
- Basic Analytics
- Source of Customer Portal Data
- Integrations Facilitate Greater Uses

AMI Data Value Chain

- Asset Management
- Operations
- Customer Care
- Meter Data

Benefits of AMI

Customer Benefits

Fewer Estimated Bills
Reduced Disputes
Low Voltage Alarms
Enhanced Online Tools & Experience
Energy Management
Improved Emergency Response
Improved Emergency Response Notification
Reduced Carbon Emissions
Conservation

Utility Benefits

Timely & Accurate Meter Reading
Reduced Truck Rolls
Blink Count Analysis
System Planning & Optimization
Enhanced Outage Detection
Demand Side Management
Reduced Bill Adjustments
Real Time Analytics & Modeling
Theft Detection
Energy Loss Reduction
Rate Design- TOU, EV Rate
Reduced Carbon Emissions
Conservation
Platform for expansion

Key Performance Indicators (KIP) Dashboard

- Dashboards are a common feature of an MDMS
- Dashboards can be Role Based
- KPIs can be found for Business, Operation, or through the System

Finance

- Maximize utility profits
 - Formulate an audit report comparing total production/generation to total billing
- Protecting against theft of service
 - Provide real-time notifications to enforcement team
 - Evaluate the situations which result in this condition and provide a solution that leads to an actual meter being used
- Properly designing rate structures
 - Analyze rate designs with information from typical consumption profiles; pilot new rates and see results in real-time
- Keeping the utility adequately funded and staffed
 - Bring rates in line with true cost of service; reduce non-revenue loss

Customer Service

- Improve customer satisfaction
 - Close-out common customer inquiries with short turnaround; offer self-service options
- Customer communication and notification schemas
 - Provide new tools for customer communications related to consumption behavior (consumption/billing alerts via text, email, IVR)
- Billing and payment processes
 - Hi/Lo validation and customer profiling tools to manage accurate reading info
- Account management
 - Real-time connection to meters "heard" and active meters in CIS
- Remote issue validation
- Provide functionality to remotely disconnect customer or perform on-demand reads and power quality investigations

Mr. Pennington states that the key steps to ensure success with AMI are to:

- Establish Project Goals and Objectives
- Institute Robust Project Governance / Program Management
- Develop a Project and Post-Project Staffing Plan
- Craft an Employee and Customer Education and Communication Campaign
- Capture Requirements across all Departments
- Publish a Comprehensive / Well-informed Request for Proposals (RFP)
- Define and Include clear Acceptance Criteria in all Vendor Contracts
- Create a Partnership with the solution vendors
- Prepare for the rollout starting with a Proof of Concept
- Re-Engineer your Business Processes to maximize your AMI investment

Mr. Pennington concluded his presentation and said he would answer any question the Board may have.

Mr. Root asked if or when AMI is implemented who would handle the Request for Proposal (RFP). Mr. Pennington said that ESource helps with the RFP process and the vendor would in turn hire the subcontractors.

Mrs. Tejada stated that many utilities including several within Florida Municipal Power Agency (FMPA) have deployed AMI. She said that if the Board decides against AMI its possible KEYS could be blocked from future projects.

Mr. Labrada asked if there are grants available. Mrs. Tejada stated that KEYS has applied for AMI grants in the past and was not awarded, which worked in KEYS favor since AMI was still new and other utilities had issues at the time.

Mr. Barrios stated his major concern is having to raise rates and feels this is the reason the Board keeps holding back.

After Board discussion Mrs. Tejada informed the Board that AMI will be discussed in more detail at the Strategic Planning Session and staff will look for direction from the Board at that time.

Item #3 – Public Input

There was no Public Input to come before the Utility Board.

(The power point presentation is available upon request)

Adjournment

The Utility Board Workshop of Tuesday, April 13, 2021, was adjourned by Utility Board Chair Mona Clark at 11:43 a.m.

APPROVE:

Mona C. Clark, Utility Board Chair

ATTEST:

Lynne E. Tejada, General Manager/CEO & Secretary

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