

2017-2027 - A Decade of Renewal

Water Meter Program Update



April 20, 2021

DeKalb County
Contractor
New Day Project

NEW DAY PROJECT
WATER METER
REPLACEMENTS IN
PROGRESS
Questions?
Call (404) 378-4475 or visit www.dekalbcountyga.gov/newdayproject



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A NEW DAY

Celebrating what has been accomplished

02

OUR ASK

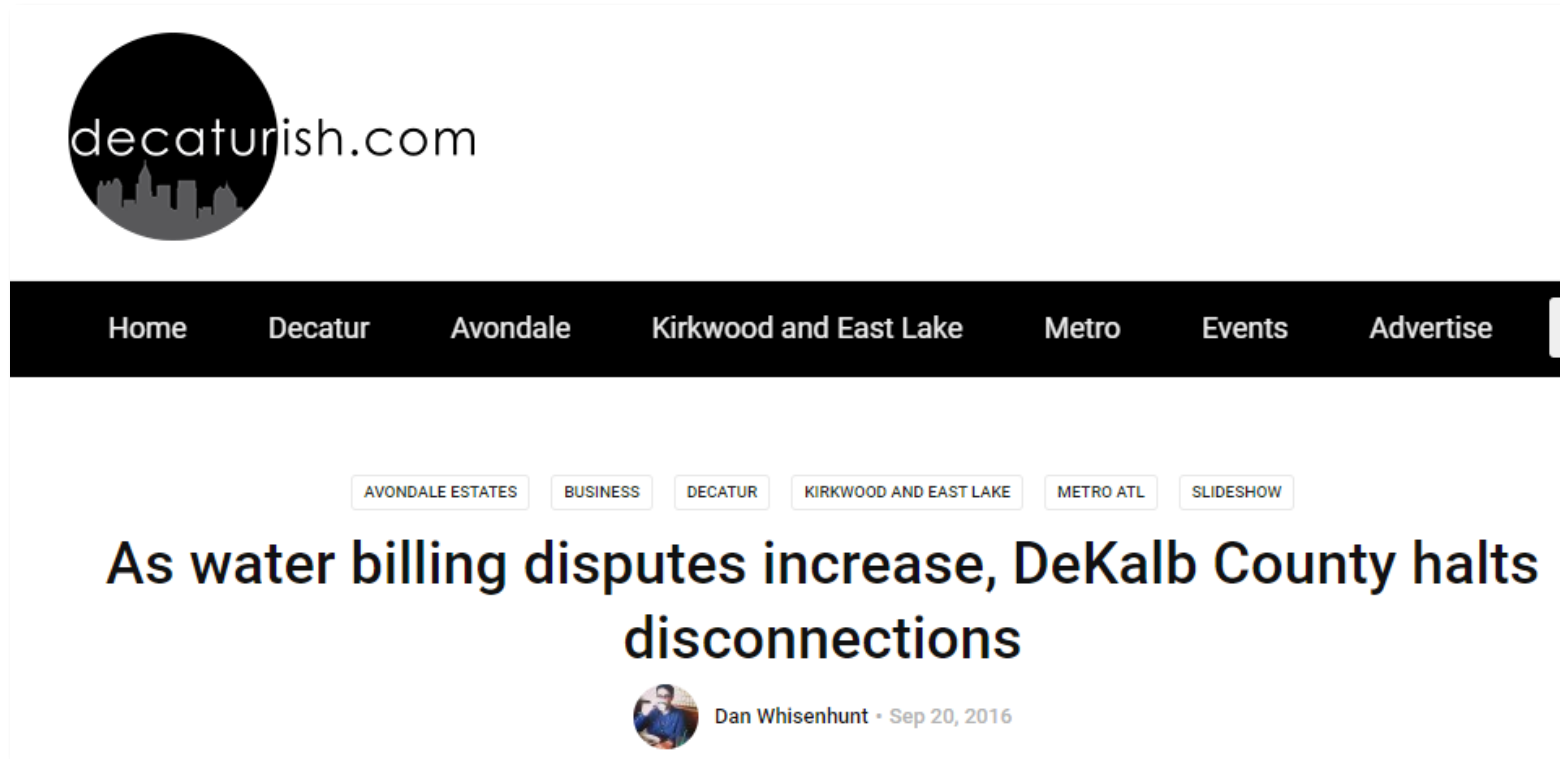
What is next?



CONTEXT

How did we get here?

WATER BILLING ISSUES



Metering/Billing issues led to:

- *37,000 held bills and the*
- *2016 disconnection moratorium*

*Image from Decaturish, September 20, 2016

A NEW DAY

Celebrating what has been accomplished

NEW DAY PROJECT
WATER METER
REPLACEMENTS IN
PROGRESS

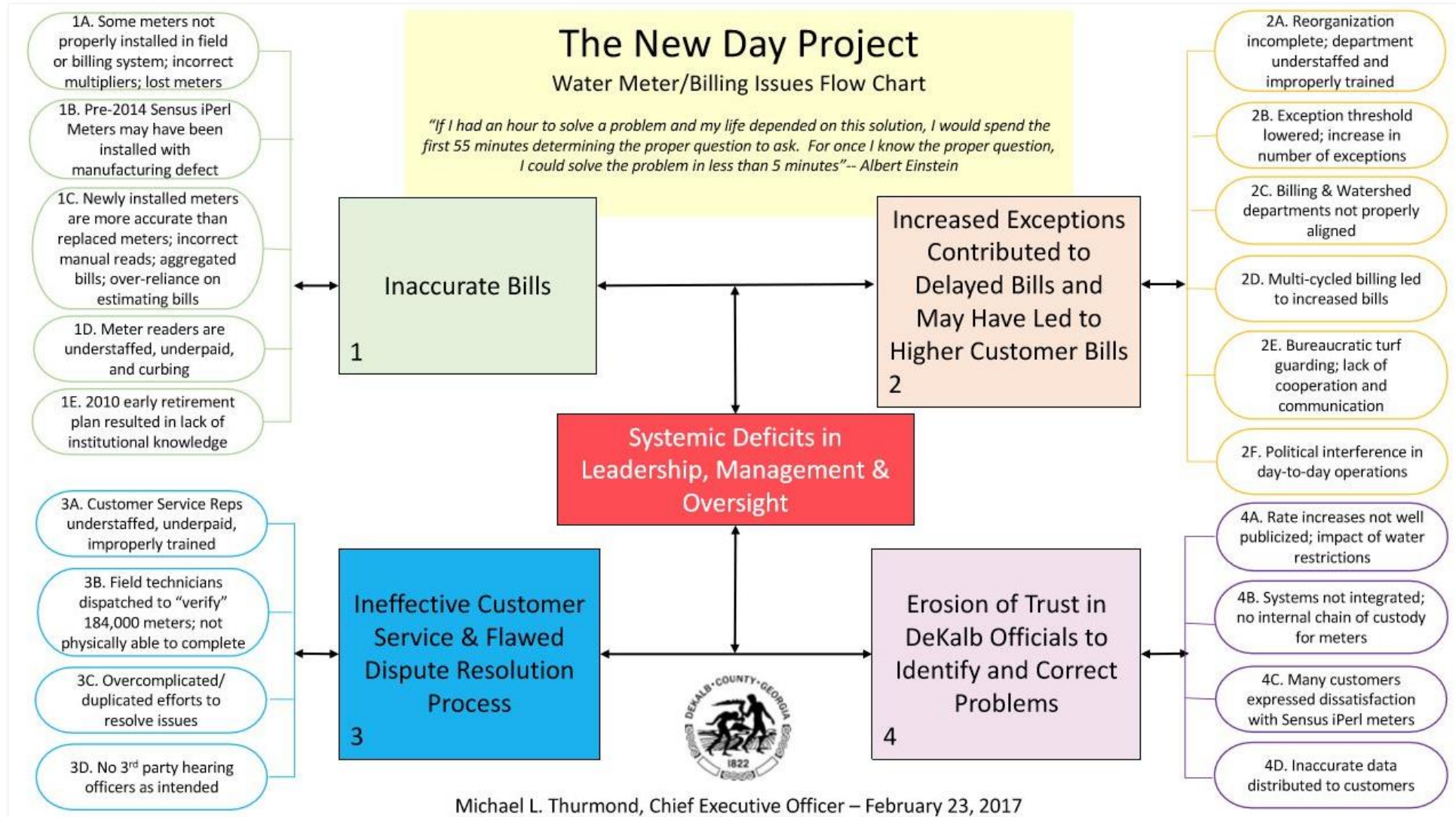
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DeKalb County
Contractor
New Day Project

Contractor working on New Day Project

The NEW DAY PROJECT is created to respond



NEW DAY PROJECT

Key Successes

METER ISSUES ADDRESSED

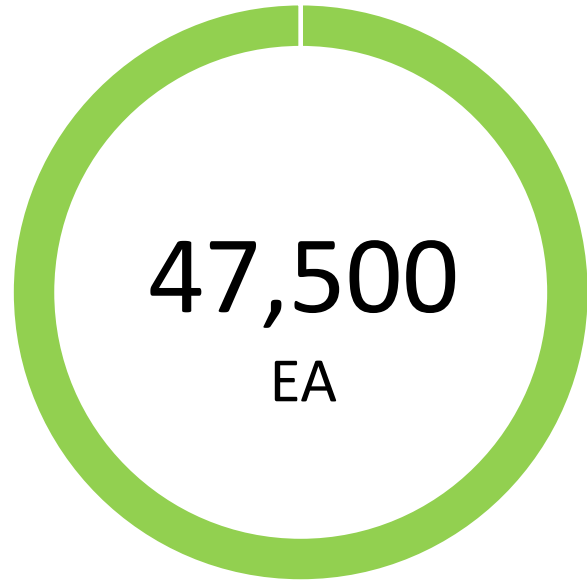
**Over 82,000 meters
have been replaced!**

- Settlement agreed for potentially defective meters
- All 47,500 Pre-2014 iPerls meters replaced
- Over 34,000 out-of-life cycle meters replaced to date



METER EXCHANGE PROGRESS

47,500, 100% Work Completed

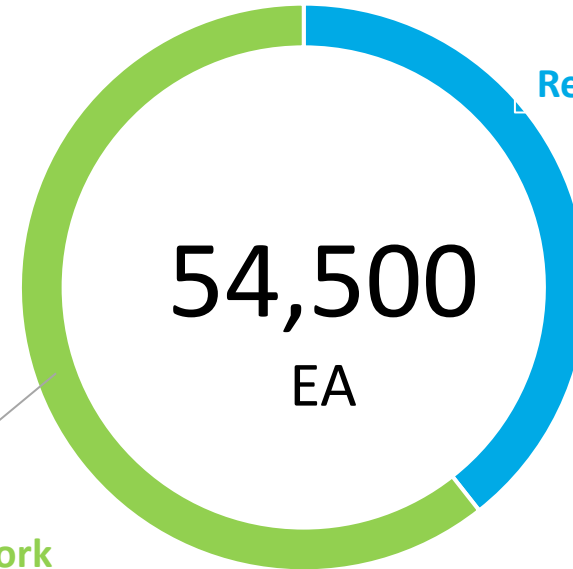


■ Remaining ■ Completed

Water Meter Exchange Initiative (Pre-2014 iPERL)

21,468, 39%
Work
Remaining

33,032, 61% Work
Completed

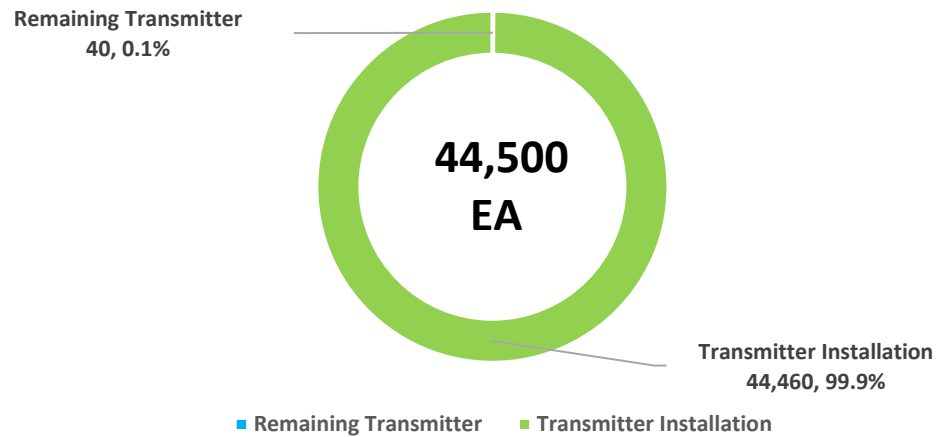


■ Remaining ■ Completed

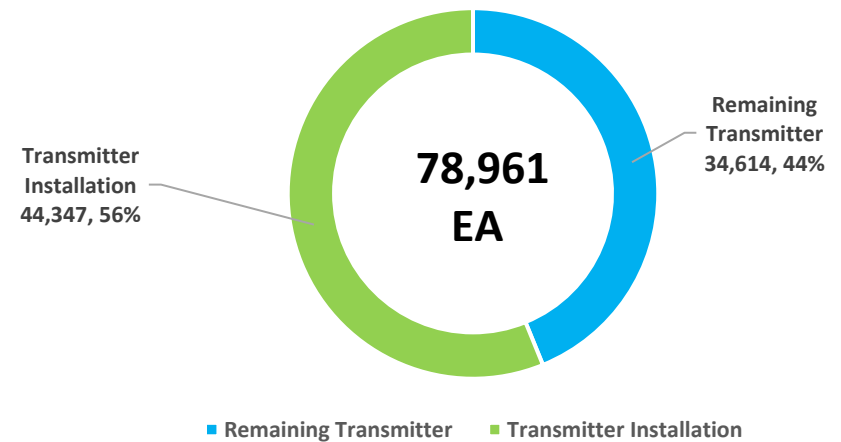
Water Meter Upgrade Initiative (Out-Of-Life-Cycle)

TRANSMITTER INSTALLATION PROGRESS

Transmitter Installation Under Water Meter
Exchange Initiative (iPERL Settlement, New Day
Project)



Transmitter Installation Under Water Meter
Upgrade Initiative (New Day Project)



** Quantities are an approximation*

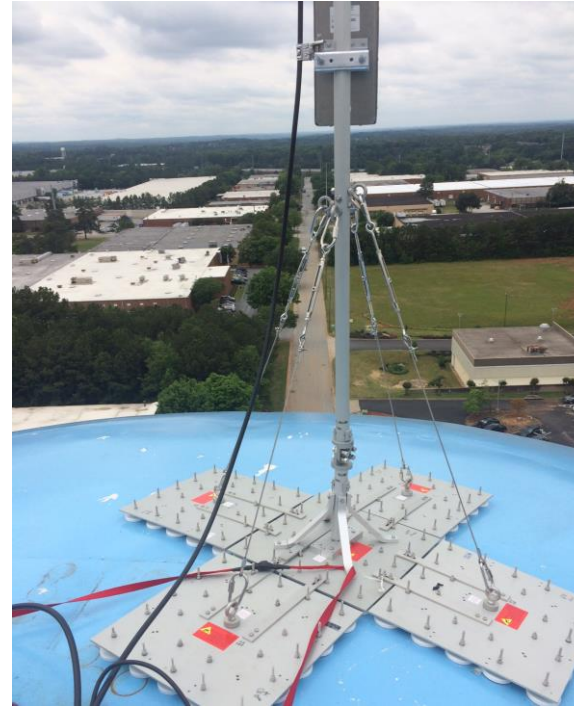
A NEW DAY



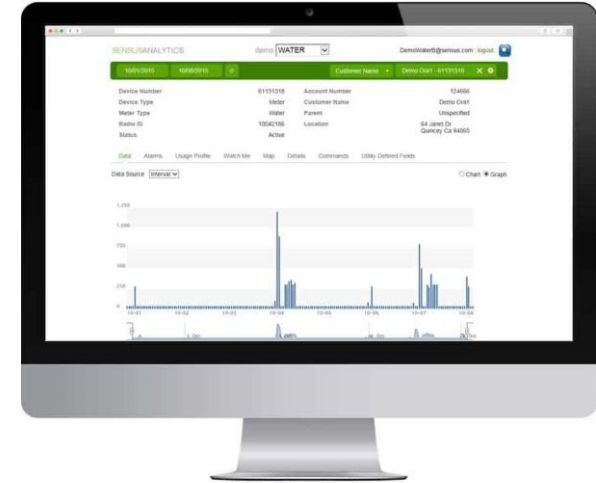
THE RIGHT METER



CORRECTLY INSTALLED AND
REPLACED TO SCHEDULE



PROVIDING TIMELY AND
ACCURATE DATA



FOR TRUSTED AND VERIFIABLE
BILLS

TRUST RESTORED

The New Day Project Water Meter / Billing Issues Flow Chart

Systemic Deficits in Leadership, Management & Oversight

Inaccurate Bills - Corrected

Some meters not properly installed in field or billing system; incorrect multipliers; lost meters

- Modernized the work order management system in 2017
- Researched and corrected multiplier issues
- Verified meter operations in the field
- Enhanced billing documentation and account verification
- Updated all meter information within the billing system

Pre-2014 Sensus iPerl Meters may have been installed with manufacturing defect

- Replaced 47,500 potentially defective pre-2014 iPerl meters
- In process of replacing 54,500 out-of-life cycle meters

Newly installed meters are more accurate than replaced meters; incorrect manual reads; aggregated bills; over-reliance on estimating bills

- The number of estimated bills has continued to decrease
- 37k held accounts were independently verified and released

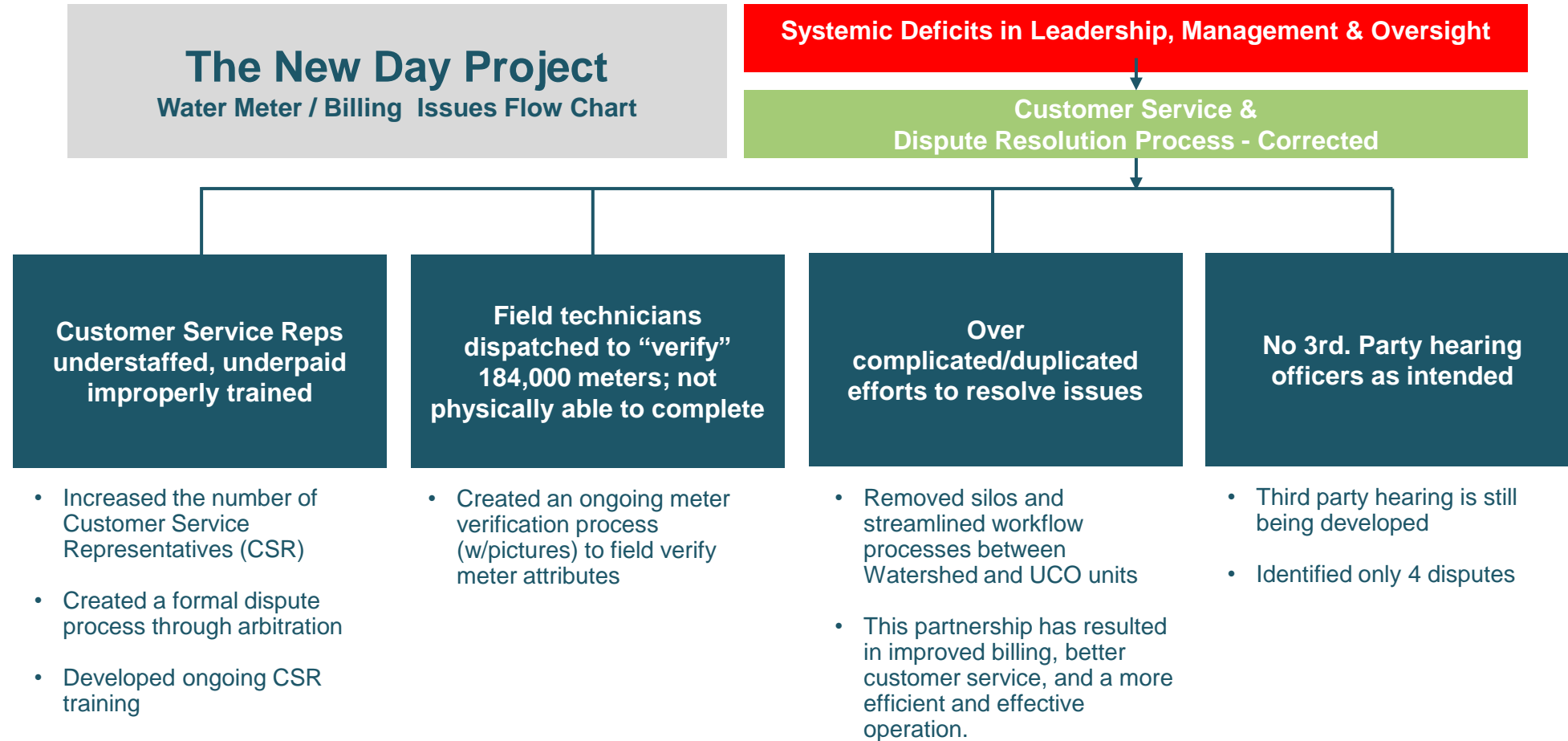
Meter readers are understaffed, underpaid, and curbing

- Hired 20 new Field Service Representatives and 4 new analysts.
- Retrained and promoted existing staff
- Added 1 General Foreman and 3 supervisors to provide greater supervision and oversight
- Minimized curb side meter reading

2010 early retirement plan resulted in lack of institutional knowledge

- Began a comprehensive review of all workflows
- Documented all processes
- Developed and conducted ongoing training with customer service, billing and field service teams

TRUST RESTORED



A blue-tinted photograph of a construction site. In the foreground, a deep trench is lined with corrugated metal sheet piling. Several workers in hard hats and safety vests are visible throughout the scene. A large pipe is lying on the ground to the right. In the background, there are trees, a street sign, and a piece of heavy machinery with 'CAT' visible on its side.

Moving Forward

Next Steps

SUMMARY

We are ready to lift the moratorium:

- The legacy problems have been corrected**
- Customers should pay their fair share**
- COVID-impacted customers, will receive extended payment arrangements.**

QUESTIONS?

