



CITY OF HAYWARD

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Cover Memo

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DATE: March 9, 2020

TO: Council Sustainability Committee

FROM: Director of Public Works

SUBJECT

Advanced Metering Infrastructure (AMI) Customer Portal Pilot Program: Review and Comment on the Customer Portal Pilot Program Informational Report

That the Council Sustainability Committee reviews and comments on this informational report.

SUMMARY

In October 2019, the City solicited proposals via a competitive Request for Proposals (RFP) process for the implementation of an Advanced Metering Infrastructure (AMI) Customer Portal Pilot Program (Pilot). AMI technology enables two-way communication over a fixed network between a utility system and its respective meters, thus allowing meters to be read, monitored, and managed from an online portal rather than relying on the physical read of a meter in-field by an employee.

Of the three responses received in November 2019, two vendors' proposed software solutions and were selected for the Pilot: "AquaHawk" (a product developed by American Conservation & Billing Solutions, Inc.), and "WaterSmart" (a product developed by WaterSmart Software). Both vendors will participate in the Pilot by developing a customer engagement portal that will be available to a select group of City staff (Pilot Staff) and Hayward water customers (Pilot Customers) for approximately four months, during which time feedback will be sought from both groups. This feedback will help inform staff's eventual recommendation to the City Council regarding which vendor, if either, the City should select to implement a City-wide customer portal.

ATTACHMENTS

Attachment I Staff Report