



City of Kamloops

Heading in the Right Direction by Implementing a Metering Program

Kamloops is situated in the beautiful Thompson Valley in south-central British Columbia, Canada. The city centre is located in the valley and the suburbs extend along the north and south branches of the Thompson River, and along the lower northeast and southern hillsides. The summer climate in Kamloops is considered semi-arid with weather that is traditionally hot, dry, and sunny. As such, several components of the water utility's infrastructure were nearing capacity on peak summer days.

Many water utilities in British Columbia remain unmetered but that trend is steadily changing. Environment Canada data shows that residential metering in British Columbia is now at 40 percent which is up 23 percent from the previous report conducted three years earlier. As a best practice, it is commonly known that universal water metering is one of the most effective tools to reduce a community's water consumption and peak day demands. Communities with full metering use less water with an average daily consumption rate of 229 litres (60.5 U.S. gallons) per capita. Comparatively, those charged a flat or fixed rate (unmetered) use 376 litres (99.3 U.S. gallons) per capita or 65% higher than metered users.

Prior to metering, most single-family homes in Kamloops paid fixed-rate water charges.

Under this system, households paid a fixed rate for each billing period regardless of actual water consumption; and there was no incentive for customers to conserve water. The city's choice to universally meter is expected to defer or potentially eliminate significant capital upgrades that are currently scheduled for the next ten years. Additionally, with the introduction of water meters, the community will be taking a very important step towards managing their



CUSTOMER

City of Kamloops,
British Columbia, Canada

SERVICE TERRITORY

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SOLUTION BENEFITS

Moved from flat-rate billing to a metered system

Educates and encourages customers to conserve water

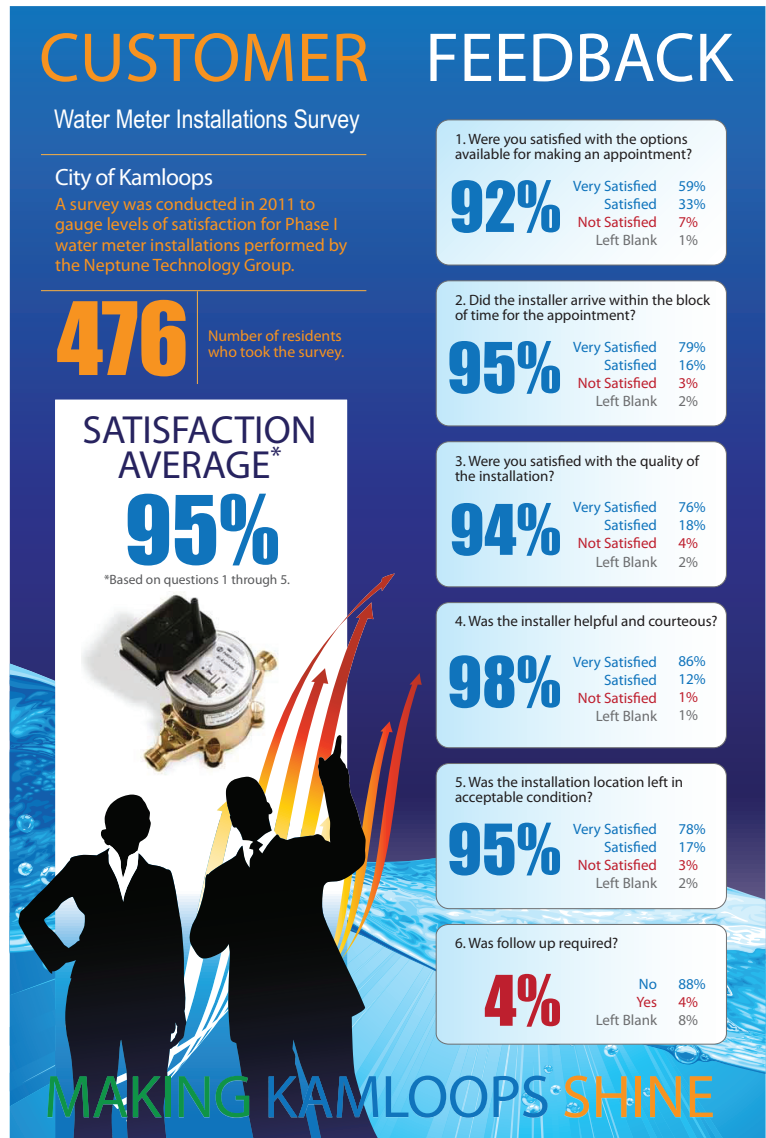
Achieved higher-than-expected customer satisfaction rating of 95%

drinking water and conserving one of their most precious resources. Water meters make people aware of their water use and give homeowners the power to change their consumption patterns. Water meters are an important tool for measuring and reducing the demand for treated water. By predicting water consumption patterns, the utility will be able to control the treated volume of water and will defer millions of dollars for the water utility system, resulting in cost savings to the City of Kamloops' water utility customers.

OFF TO A STRONG START

The City of Kamloops' project is the largest single universal metering initiative to date in British Columbia. In the summer of 2010, the City issued a request for proposal to select a company that could provide a complete turnkey solution for the supply and installation of 20,000 water meters. Neptune Technology Group (Canada) was selected as the preferred proponent to provide complete turnkey project management services for the supply and installation of Neptune's integrated E-CODER®R900i™ meters and Neptune® R900® mobile AMR System.

The universal metering program kicked off in June 2011 under the direction of Neptune's local project manager, Jeff Flewelling. A program of this magnitude requires effective project execution. Neptune's unique single-source integrated service approach integrates all of the essential components through a proven methodology including; project management, installation services, appointment setting and call centre services, public information/communication, and data management. The project team offers seamless integration of Neptune's R900 System ensuring an impressive 100 percent read success rate.



PROJECT DASHBOARD

- **Product of Choice:** Neptune's E-CODER)R900i meter provides the city with exceptional value including 15-minute interval flags for leak, tamper, and reverse flow detection, and 96 days of hourly data logging.
- **Success through Partnership:** An integrated approach between the City of Kamloops and Neptune has allowed the project teams to work closely together, focused on common goals as business partners. The foundation of this success has been based on open and timely communication.

- **Public Information:** Neptune's multifaceted approach provides homeowners with information about the program and about how to schedule appointments. This communication strategy is the foundation to gaining community acceptance and support for water meters in order to get the meters installed quickly and efficiently.
- **Customer Care Performance:** Measuring customer satisfaction is an important metric for the overall program and the city is pleased that the project is achieving higher-than-expected results with a 95% satisfaction rating.
- **Data Management with Integrity:** Neptune's project team utilizes an electronic work order system to manage project data and quality. This technology provides immediate checks and balances with seamless transition and integration of project data.

TRANSITION PLAN AND OUTCOMES

The project is scheduled to take place in three phases with completion by 2013. Metered billing is not scheduled to begin until 2013 and customers will continue to pay fixed-rate charges until that time. The city will provide each customer with at least two quarterly simulated bills prior to implementing metered billing. The simulated bills will show each household's consumption. The introduction of water meters will help customers become more aware of the water they use and encourage customers to conserve water. The advanced features provided through the newly metered system will also help identify leaks within homes to further help save water and money.



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