

# Double Horn Creek Water Supply Corporation

---

PO Box 97  
Spicewood, TX 78669

October 24, 2023

## Advanced Metering Infrastructure Policy Statement

As presented in the January 14, 2023 annual membership meeting, the Board of Directors has undertaken a plan to install advanced metering infrastructure (AMI) water meters (commonly referred to as smart water meters) in the Double Horn Creek Water Supply Corporation (DHCWSC) system. Smart meters will significantly benefit our water supply system in two ways:

- Improve water conservation due to heightened consumption awareness by each member. Smart meters will provide a number of consumption details conveniently accessible on a home computer or iPhone or Android device.
- Enable much quicker leak detection. Smart meters will promptly alert DHCWSC members and DHCWSC if a leak is detected.

In order to establish and communicate the DHCWC intent for AMI operations, this document states the policies that will be applied to member accounts and DHCWSC operations as the transition to smart meters is implemented. Once the AMI transition is complete and operational learning is gained, these policies will be incorporated into a future revision of the Tariff and Policies. The policies are stated as follows:

1. For routine month-to-month operations, DHCWSC will only collect data for total water consumed for each member account. Typically, Spicewood Utility Services (SUS) operations personnel will monitor this consumption data. Individual members are encouraged to use the “smart” features of the WaterScope web portal to assess their consumption, such as irrigation water use or patterns for leaks. From time to time it may be necessary for DHCWSC board members or SUS operations personnel to use the precision consumption data for troubleshooting, leak detection/analysis, member assistance, or billing analysis. In order to perform these tasks, DHCWSC board members and SUS operations staff may access posted smart meter data. Precision water consumption data will be treated as sensitive but not private; all efforts will be made to minimize unnecessary disclosure. Only 4 people may access smart meter data using the WaterScope portal login credentials:
  - a. 2 members of the DHCWSC board
  - b. 1 member of the SUS operations staff
  - c. 1 member of the AMI support staff
2. In order to achieve consistency in operating processes and inventory configuration, the smart meter transition will be implemented throughout the DHCWSC system. DHCWSC will be responsible for the costs of smart meter procurement and installation. All analog/mechanical meters in the DHCWSC system will be replaced with smart meters. DHCWSC members may not “opt out” of smart meter installation.

# Double Horn Creek Water Supply Corporation

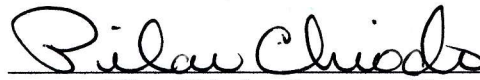
---

PO Box 97  
Spicewood, TX 78669

3. The Tariff and Policies provides for water bill reductions for leak incidents. Usually (but not exclusively) these leak incidents are discovered during the end of month meter readings. When properly configured, the smart meters will promptly notify members and SUS staff of a leak. In the event that a leak is detected and the DHCWSC member is aware of the incident, prompt attention should be directed to leak repair. If a member ignores the leak notification or fails to repair the leak in a timely manner (typically less than 5 days), the benefit of a water bill reduction shall be forfeited.
4. The smart meters have less than a 1% failure rate and they usually quit reading water consumption or read negative flow when they fail. However, if a member desires to contest a consumption reading, they may do so. In such a case, initial analysis will be conducted jointly with the member and SUS operations staff. If the member concludes that the initial analysis is not definitive, the smart meter can be removed and a temporary meter will be installed. The suspect meter will then be tested. If the suspect meter is found to be operating properly, the member will be billed for the cost of removing the smart meter, the testing, and reinstalling the meter. If the original smart meter is found to be faulty, DHCWSC will accept responsibility for all costs.
5. High fidelity consumption data obtained from the smart meters notwithstanding, billing will continue in 1,000-gallon increments.



Curtis Raetz, President



Pilar Chiodo, Secretary/Treasurer