

DOUBLE HORN CREEK WATER SUPPLY CORPORATION

Smart Meter Program



March-2023

The Double Horn Creek Water Supply Corporation (DHCWSC) has installed an Advanced Metering Infrastructure (AMI) meter at your residence. These are also referred to as **smart meters**.

Why Smart Meters?

After a successful pilot program, DHCWSC is rolling out implementation of *smart* water meters in our community. The purpose of the smart meter water program is to provide our members with the information needed to better manage your water usage, your water bill and offset rising costs. The smart meters allow members to:

1. *Conserve water during drought conditions we are currently experiencing.*
2. *Detect leaks more quickly.*
3. *Monitor usage daily, weekly, or monthly to meet your personal water management needs.*
4. *Eliminate potential errors and related costs associating with manually reading meters.*
5. *Eliminate the need for service personnel and the associated costs for reading the meters monthly.*
6. *Be more responsive to solving member questions and issues.*

Combined, these benefits help us to do our part in maintaining Double Horn as a safe, desirable, and responsible city.

IDENTIFYING UNDETECTED LEAKS

The current drought conditions being experienced in our area combined with our growing community makes it necessary for us to implement a conservation program aimed at maintaining an adequate supply of safe potable water to our community without the need for extreme and expensive measures. Finding leaks on both sides of the water meter plays a key part of a responsible conservation program. In the past, undetected leaks represented a sizeable amount of water usage in our community. For example, in 2022 DHCWSC had 17 leak or unintended use incidents that lost over 460,000 gallons of water. To put this into context, this is equivalent to what the average person uses in 10 to 12 years. The pilot program supported by results from other communities implementing

smart meter programs have demonstrated that smart water meters save hundreds of thousands of gallons of potable water through leak detection.

MONITORING WATER USAGE

A smart meter allows you to personally monitor your water usage on a daily, weekly, or monthly basis through an application you can access through a Personal Computer (PC), tablet, or smart phone. This tool provides you a dashboard and analysis tools that allows you to proactively manage your water usage whether you are home or away on vacation. You can look at your consumption history, set consumption targets, monitor usage against your target, look at consumption by category (e.g., irrigation, washer, kitchen, etc.) and more. You are automatically notified in the event of a leak above a minimum threshold as soon as it is detected. The application provides you with everything you need to meet your water management requirements and help in protecting your home. The pilot program demonstrated that with the right information, more effective water usage was possible saving thousands of gallons of water.

RESPONSIBLE AND COST EFFECTIVE

The pilot program demonstrated the ability to identify leaks at several of the installed residences. In addition, total water usage was also reduced. Extending the program to the city of Double Horn will save tens if not thousands of gallons of potable water annually. This allows us to meet the needs of our members, achieve drought conservation goals and reduce costs.

Several other communities neighboring Double Horn have also implemented smart meter programs and have experienced similar results further justifying the use of smart meters.

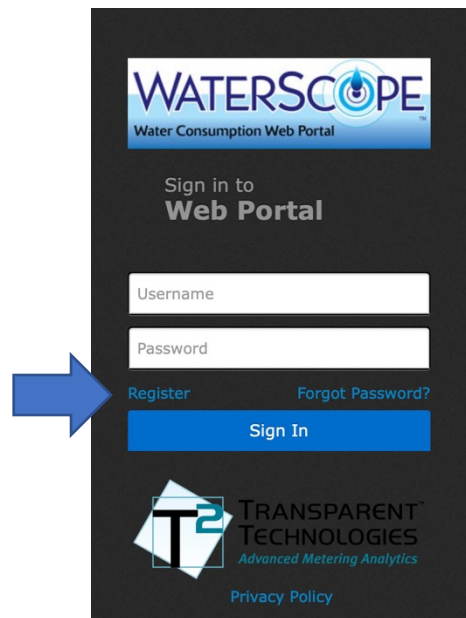
What Do I Need To Do?

Most importantly, you don't need to do anything. The process is transparent, and no actions are required on your part. There will be a short interruption (less than 30-minutes) of water service while the new water meter is installed. After installation, your normal service will continue as before. Billing and bill payment have not changed.

What Do I Need To Know?

The first thing to understand is that how you choose to manage your water usage is up to you. You can choose to create an account that provides usage information and tools to both monitor and manage your daily water consumption. Or, if you are comfortable with your water consumption, conservation, and bill, you can choose not to create an account or actively manage your usage.

In either case, you will be notified if a potential leak is identified. The smart meter system identifies any potential leak of 0.1-gallons per minute (approximately 144-gal per day) and automatically notifies DHCWSC who will in turn notify you. If you decide to create an account and set up notifications by providing an email address, or phone number or both along with preferences, you will receive an email or text or both if a leak or other unexpected consumption is identified.



How Do Smart Meters Work?

The smart meter digitally records household water consumption and then each night automatically transmits the encrypted raw data via a cellular link to a secure database that processes the data into useable information for viewing the next day. When the system identifies a potential leak, a notification is automatically sent to you as soon as it is detected. This also allows us to be more responsive to your questions and issues by having ready access to information without the need of sending out someone to read the meter. And, it provides the basis for the information on your dashboard to manage your water consumption. Integrated together this lowers costs and makes us more responsive to our members.

How Do I Setup My Account

Each smart water meter installed has a unique serial number and account number that allows you to create an account on the Waterscope web portal. Here is a link to a video that describes the registration process:

https://www.youtube.com/watch?v=DW_MHkG-JLc

After reviewing the video, simply go the web portal at:

www.waterscope.us

and click on “**Register**” just above and to the left of the “Sign In” button. Then enter your Serial Number and Account Number provided in a separate email in the appropriate boxes and click on “**Apply**.”

Next, click “**NO**” in the next dialogue box that appears regarding adding additional meters.

Next, click on the “**I am not a Robot**” box and enter your email address into the box and click “**Apply**.” Waterscope will send you an email to authenticate your account. Click on the link provided in the email to complete validating your account. A temporary password will then be sent to you in a separate email.

Use your email address and the temporary password to login into your account. After reading and scrolling down through the Terms and Conditions, click on the “**I Agree**” button at the bottom of the Terms and Condition dialogue box.

From here, we recommend changing your temporary password to a permanent password that you can remember. To change your password, click on your email address at the upper right-hand side of the page and then click on “**Manage**.” First enter your temporary password in the “old password” box, then enter your new password in the next two boxes and finally click on the “**Set Password**” button.

You are now able to access your smart meter information.



The screenshot shows the Waterscope Water Consumption Web Portal registration page for consumers. At the top, the logo reads "WATERSCOPE Water Consumption Web Portal". Below the logo, the text "Register Consumer" is displayed. There are two input fields: "VN ID" and "Account ID". Below these fields are two buttons: "Apply" (highlighted in blue) and "Cancel". At the bottom of the page, there is a logo for "TRANSPARENT TECHNOLOGIES Advanced Metering Analytics" and a link for "Privacy Policy". Two blue arrows point to the "VN ID" and "Account ID" input fields.

The Data Doesn't Seem To Correlate To My Actual Use

Unfortunately, the flow meter can only use a single metric (flow rate) and generalized average data to break your usage down into meaningful categories that can help you in managing consumption. If you run the dishwasher at the same time as the washing machine, the system may not properly separate the two activities or mistake it for something else. Or it might see usage at 2:00am in the morning and think it is an intermittent leak when it is just the regeneration cycle of your water softener. Finally, while the system uses generic usage information, not everyone's usage is the same; this in conjunction with your appliances or fixtures can lead the system to misidentify the category. This is expected and there are techniques you can use on the web portal to properly categorize usage information making it more useful to you specifically.

What Should I Do If There Seems To Be An Issue or Leak At The Meter?

Should you have any difficulties, please contact us at dhcwsc@gmail.com. Of course, if you have a water emergency, call us at (512) 839-4320 at any time.