

*Del Oro Water Company – River Island District Territories 1 and 2
2024-2025 Service Improvement Plan*

NOTICE

IN ACCORDANCE WITH THE STANDARD PRACTICE U-36-W
OF THE CA PUBLIC UTILITIES COMMISSION

In Del Oro Water Company's (DOWC) continued efforts to reduce water usage and improve our operations, DOWC is announcing a new project for its River Island District: **Automated Metering Interface (AMI) Project**. The AMI project will include installing smart meter reading technology at each service location, including irrigation connections. The AMI project is expected to cost approximately \$140,000 (there will be no rate impact at this time). Customers will be able to have real time access to their water meter data, set up usage alerts in the event of a leak, and self-monitor the household water usage.

In conjunction with the California State Water Resources Control Board – Division of Drinking Water as well as the California Public Utilities Commission (CPUC), addressing water scarcity and the efficient utilization of water resources have become increasingly pressing issues statewide. By implementing AMI, we can effectively address these challenges and pave the way for sustainable water management practices. Here are some key reasons why DOWC has chosen to implement **AMI beginning January 2025**.

Real-time Data and Consumption Monitoring: AMI provides accurate, real-time data on water usage. This allows both consumers and water utility companies to monitor consumption patterns closely. With this information, consumers can make informed decisions regarding their water usage, identify potential leaks or inefficiencies, and adjust their behavior accordingly. DOWC will be able to identify high-demand areas, detect customer leaks promptly, and optimize the distribution network for efficient water supply.

Water Conservation: AMI promotes water conservation by raising awareness among consumers about their water consumption habits. Online access to detailed consumption data, available 24/7, empowers consumers to take proactive steps in reducing their water usage. Studies have shown that when people have visibility into their consumption, they tend to be more mindful and tend to reduce their water usage significantly.

Leak Detection and Reduction: Customer leaks can lead to substantial water wastage and inflated bills, which can often be a source of frustration. AMI technology can detect even minor leaks, enabling timely repairs and reducing water losses. This proactive leak detection not only conserves water but also saves costs for both consumers and DOWC.

Billing Accuracy: AMI technology ensures transparent usage data, fostering trust and accountability.

Operational Efficiency and Cost Savings: AMI eliminates the need for manual meter reading, reducing labor costs and potential human errors. We look to streamline our field operations, allocate resources more efficiently, and proactively respond to maintenance issues. The overall cost savings can be significant, benefiting the River Island customers.

Sustainability and Environmental Impact: By promoting water conservation, AMI contributes to the broader goal of sustainability. It helps to safeguard our precious water resources for future generations and reduces the energy required for water treatment and distribution. Furthermore, it supports the Sustainable Goals, for Clean Water.

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Right to Opt Out: Participation in the River Island AMI project gives you access to your water use data that can help save money in addition to automatic alerts indicating unusual water use. That being said, customers are able to opt out of this program, but there are fees associated with manually reading your meter each month on top of your normal charges for water service. Current **monthly meter reading fee is \$25.00 for each meter. There is also a removal or re-installation of an AMI meter fee of \$36.00, a one-time fee applied per action.** (Advice Letter No. 547, filed September 18, 2024).

In addition to the \$25.00 manual meter reading fee, customers who opt out of the AMI project will no longer be eligible for a courtesy leak adjustment should a leak occur.

Customers are also invited to comment in writing on this project. Comments must reference “River Island 2024-2025 Service Improvement Plan”. Comments must be mailed within 20 days of the date of this notice (no later than December 18, 2024) and should be mailed to Del Oro Water Co., River Island District, Drawer 5172, Chico, CA 95927, or be emailed to CommunityRelations@delorowater.com.

Should you have any questions, please feel free to contact DOWC’s Customer Care Center at (530) 717-2514.