

The background of the slide is a light gray gradient with several realistic water droplets of various sizes scattered across it. The droplets have highlights and shadows, giving them a three-dimensional appearance. The main title is centered in a large, bold, blue font.

# **WATER BILLING/CUSTOMER SERVICE DEPARTMENT**

**SUPERVISOR IRENE FATTIG**

**BILLING CLERK II ANDREA RIVERA**

**BILLING CLERK I TERESA GAGNE**

**CUSTOMER SERVICE REPRESENTATIVE CRISSIE COLUMBUS**

**CS FIELD TECHNICIAN XAVIER WELLS**

**CS FIELD TECHNICIAN AMY ROBERTS**

# BEACON (SMART METER) REPLACEMENT PROJECT

- 2016-BEGAN SEEKING OUT A BETTER SOLUTION TO REPLACE MANUAL METER READING.
- 2017-MET WITH SEVERAL COMPANIES TO COMPARE THREE TECHNOLOGIES.
  - CELLULAR
  - SATELLITE
  - RADIO FREQUENCY
- 2018-DECIDED ON A BADGER PRODUCT. BEACON® ADVANCED METERING ANALYTICS (AMA) CELLULAR SYSTEM.
  - 4/2019-BEGAN METER CHANGE OUTS.
  - 2020-CONTINUED CHANGING METERS.
  - 12/2021-ALMOST COMPLETE.
  - 12/2022-UNDER 100 METERS TO CHANGE. BADGER MANUFACTURING IS HAVING ISSUES SHIPPING OUT 2" METERS.

GO COMPLETED

# BEACON (SMART METER) REPLACEMENT PROJECT

- 12/2020 APPROX. 11,800 METERS IN THE GROUND.
- 12/2021 APPROX. 16,200 METERS IN THE GROUND.
- 12/2022 APPROX. 17,800 METERS IN THE GROUND.
- **12/2023 APPROX. 19,000 METERS IN THE GROUND.**
- **2024--STILL GROWING...**

# CHANGES IN CELLULAR TECHNOLOGY

- IN NOVEMBER 2022, BADGER MOVED FROM 3G/4G TO 5G.
- APPROXIMATELY 300 METERS WERE AFFECTED INITIALLY.
  - BADGER REPLACED THESE ENDPOINTS WITH NO COST TO THE CITY.
- WE CURRENTLY HAVE ABOUT 250 ENDPOINTS OFFLINE.
  - BADGER IS CHANGING THESE OUT THIS WEEK AND NEXT.
- WE EXPECT MORE CHANGES IN THE FUTURE THAT WOULD MOST LIKELY AFFECT OUR SYSTEM.
- THERE ARE COORDINATED EFFORTS BETWEEN THE BILLING AND UTILITIES DEPARTMENTS, AND BADGER AND ACCURATE METER SUPPLY TO MAKE THESE TRANSITIONS AS SMOOTH AS POSSIBLE.

# GROWTH IN TEXAS CITY

- NEW/UPCOMING CONSTRUCTION

- LAGO MAR

- COBBLESTONE

- CENTRAL PARK/CENTRAL PARK SOUTH

- VIDA COSTERA

- BROOKWATER

- SUNRISE COVE

- STEED LANDING

# GROWTH IN TEXAS CITY

- WITH ONGOING GROWTH COMES GROWING PAINS IN OUR DIFFERENT DEPARTMENTS.
- NEW PROCEDURES IMPLEMENTED IN COORDINATION WITH THE ENGINEERING, INSPECTIONS, UTILITIES, AND CUSTOMER SERVICE DEPARTMENTS.
  - PERMITTING
  - INSPECTIONS
  - WATER BILLING ACCOUNTS
- MONTHLY MEETINGS WITH RESPECTIVE DEPARTMENTS.



# Texas City



EST. 1911