



TOWN OF WICKENBURG

AMI Collectors

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Agenda



Overview

- AMR vs. AMI
- Water System 1 vs. System 2
- Current Meter Reading Process
- What does a collector look like?
- Proposal
- Neptune My360
- Benefits of Neptune My360
- Cost & Options
- Q&A

AMR vs. AMI

AMR – Automatic Meter Reading

- Requires a meter reader driving by to collect consumption reads/data
- Less efficient due to manual process of collecting data, leading to higher labor and fuel costs
- The labor portion affects both the Utility and Finance Departments
- Lacks real time data collection compared to AMI
- Manual checks required for maintenance of meter; generally reactive rather than proactive in addressing issues such as leaks

AMI – Advance Metering Infrastructure

- Provides real time data collection, allowing utilities to access meter data instantly and continuously.
- Real time data availability enhances decision making and allows for immediate responses to issues.
- The ability to access meter reads remotely reduces labor/fuel costs and increases efficiency.
- Ability to enhance customer engagement through Neptune My360 App. Enabling customers to monitor usage and receive alerts.
- Decreases maintenance by early detection; Creates proactive response



Water System 1 vs. Water System 2

- The Town currently uses the newest version of Neptune Software to read water customers meter each month. All meters installed throughout town already have AMI reading capabilities
- System 1 has no meters utilizing the AMI capability – Need to install collectors to collect data in real time. (At least 3 collectors are needed)
- System 2 - majority of meters using AMI. A 2nd collector is needed due to growth of System 2

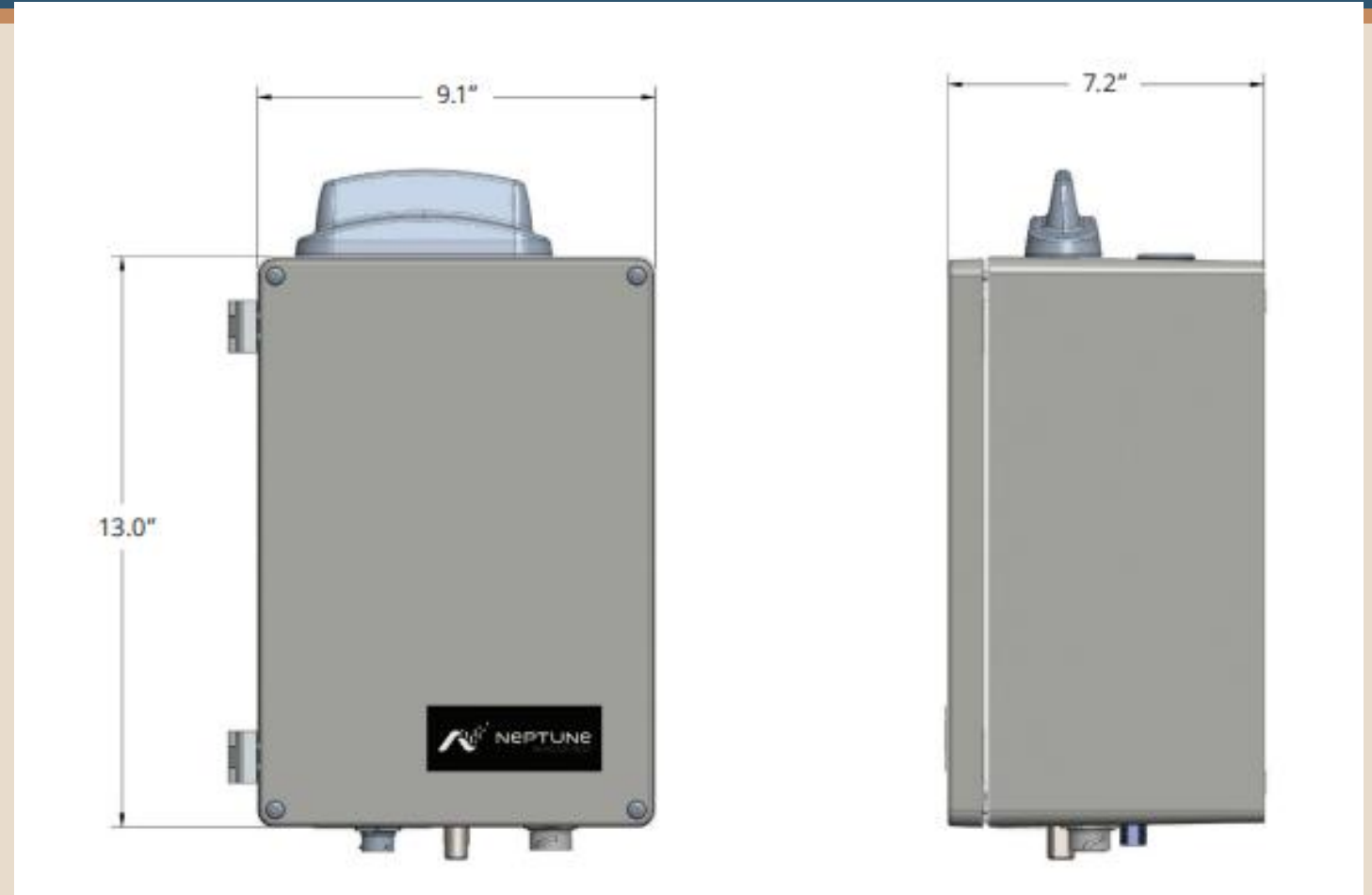
Current Meter Reading Process

- A file with AMR meter data is generated each billing cycle and uploaded for the meter reader, who drives the route based on the current cycle.
- After completing the route, a report is generated for unread meters. The meter reader must revisit these meters to resolve issues and re-read them.
- Meter data from System 2's AMI-utilized meters can be accessed remotely, eliminating the need for the meter reader to drive the full route.

What Does a Collector Look Like?

A cable and antenna extend from the collector unit to reach the highest elevation possible

Power Options –
120V or Solar Power
w/ battery backup



Proposal

- **Purchase of 5 Collectors**

- 4 - System 1 (Wickenburg)
- 1 – System 2 (WR)

*Investing in these upgrades is essential for the Town's water system's long-term sustainability and will significantly benefit the community through cost savings and enhanced service reliability.

- **Staff Recommended Purchase**

- Neptune My360 Customer Portal APP



Neptune My360 App



- Easily customize to utility branding
- Visibility into consumer portal usage and adoption
- Intuitive dashboard that highlights potential issues faster
- Responsive design works on desktop, laptop, tablet, and mobile devices
- Self-service access to consumer data reduces customer calls and high bill complaints

Benefits Neptune My360 App

- Enhance utility customer service and operational efficiency by providing consumers with a convenient, proactive way to monitor their own water consumption 24/7. Users no longer need to wait for a bill to detect possible issues, which means less water lost and fewer high bill complaints.
- Users can set water thresholds and out-of-town alerts for greater peace of mind. And water conservation is encouraged when consumers can see how much they use with easy-to-read charts and graphs.
- Neptune My360 is web-based to work on all devices and is always up-to-date. Get up and running quickly without the need for complex integrations.

Costs & Options

Costs

- Collectors
 - Each Collector estimated cost is \$20,000 not including tax
 - Quote total \$109,072.73
 - Not to exceed 110,000 for any additional material to install collectors
- Neptune My360 (Staff Recommended)
 - Quote total \$27,275 for software
 - Annual cost of \$15,000

Recommendation

- Purchase Collectors & App for a total NTE \$140,000
- Annual Cost Option
 - Town to fund set up and fund Year 1 cost of App
 - Add \$15,000 fee to Water Customers bill (\$0.30/per month/customer)
 - Town Pays for Annual cost



Recommended Motion

I move to approve a purchase contract with Ferguson Enterprises LLC to purchase AMI collectors and Neptune My360 in the amount of \$140,000 from the Water Fund Contingency and authorize the Town Manager to execute the contract.

Questions?