



**Water & Sewerage
Department**

Meter Operations Update

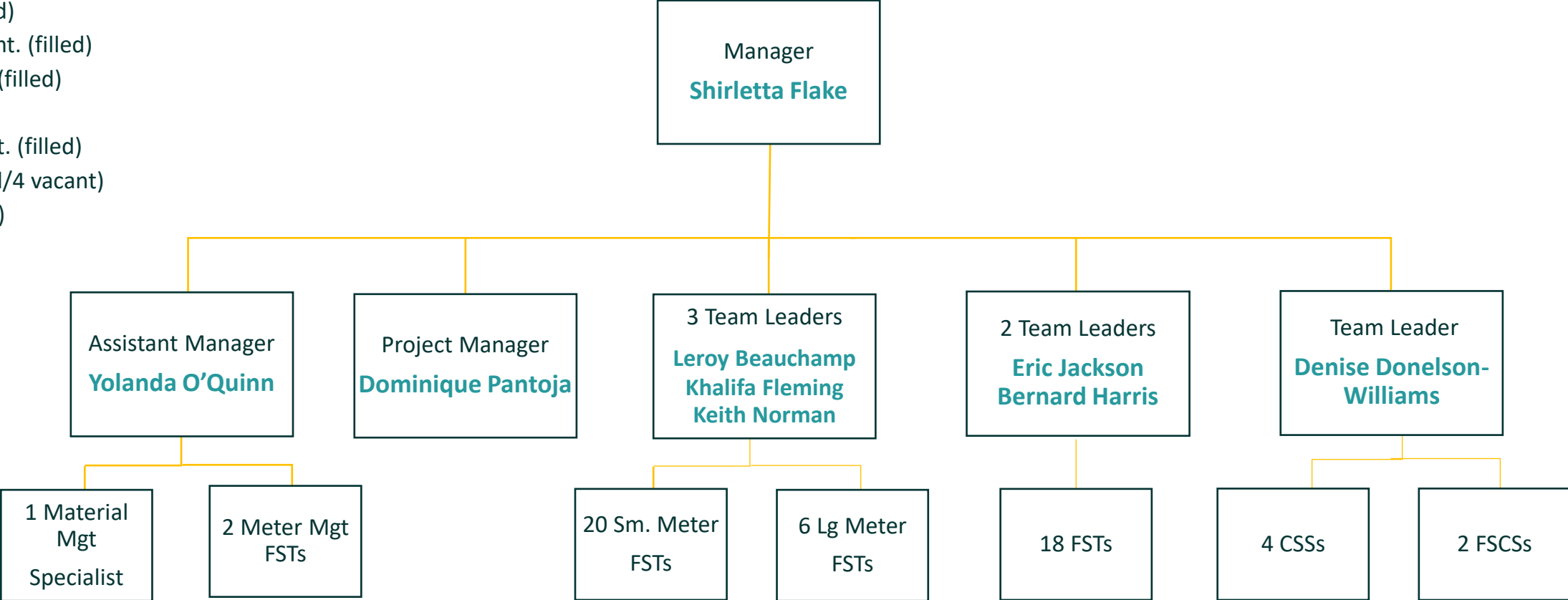
Achieve More In



Organizational Chart

Positions Filled/Vacant CC#482432

- 1 Manager (filled)
- 2 Executive Mgmt. (filled)
- 6 Team Leaders (filled)
- 4 CSSs (filled)
- 1 Material Mgmt. (filled)
- 46 FSTs (42 filled/4 vacant)
- 2 FSCS (1 vacant)





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Meter Installation Team

2024 Calendar Year: 12,000 Installations

Meter Installations by Size																				
Meter Installed Month	5/8"	3/4"	1"	1 1/2"	2"	3"	4"	6"	8"	10"	12"	16"	24"	5/8 X 3/4"	2 X 4"	4 X 2"	6 X 1 1/2"	6 X 1"	UNKNOWN METER SIZE	Totals by Month
Jan	565	150	43	1	8	1	1	2	1											772
Feb	665	193	53	6	8	2	4													931
Mar	740	215	51	9	14		2			1										1,032
Apr	781	225	41	13	19	3														1,082
May	810	180	41	17	12	3	8													1,071
Jun	686	191	41	9	10	2	2													941
Jul	696	199	46	14	15	1														971
Aug	838	232	57	8	20	1	1								1					1,158
Sep	550	165	32	6	6	3	1													763
Grand Total	6,331	1,750	405	83	112	16	19	2	1	1	0	0	0	0	1	0	0	0	0	8,721

❖ Meter Operations Team goal for the calendar year is to install and/or exchange a minimum of **12,000 meters**.

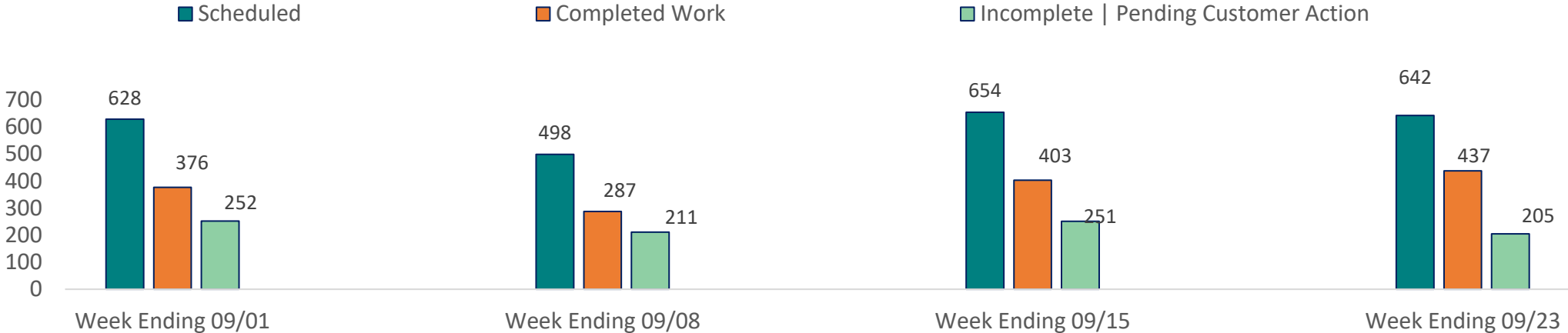
❖ Meter Operations Team has installed more than 8,700 meters thus far for this year.



Meter Operations: Scheduled Meter Work



Scheduled Work



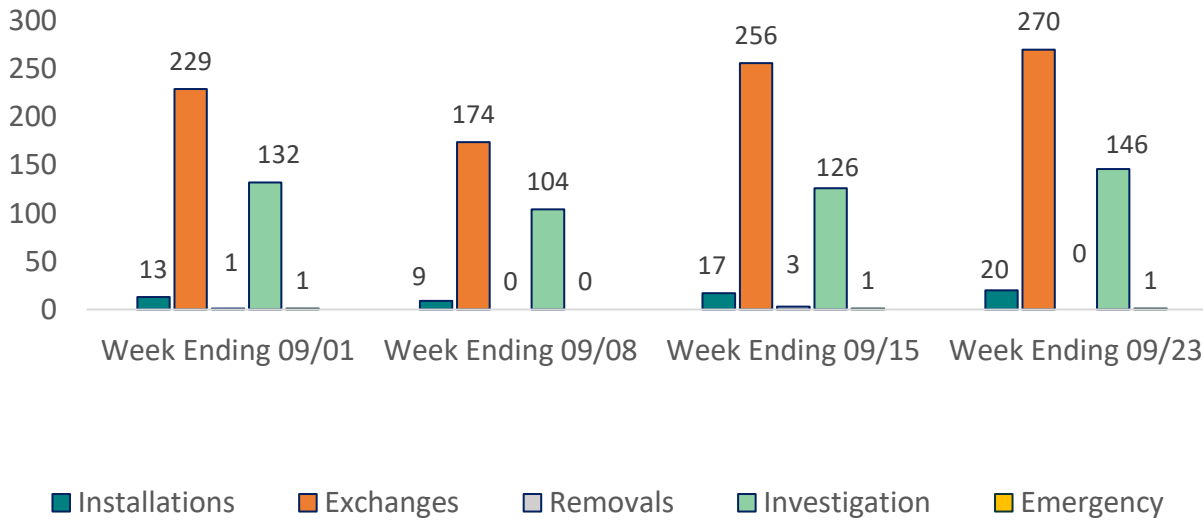
- ❖ Scheduled Meter Appointments have increased with an average of over 500 work orders weekly.
 - ❖ Completed work has increased compared to this time last year by more than 30%.
 - ❖ Although pending customer issues exists for some.



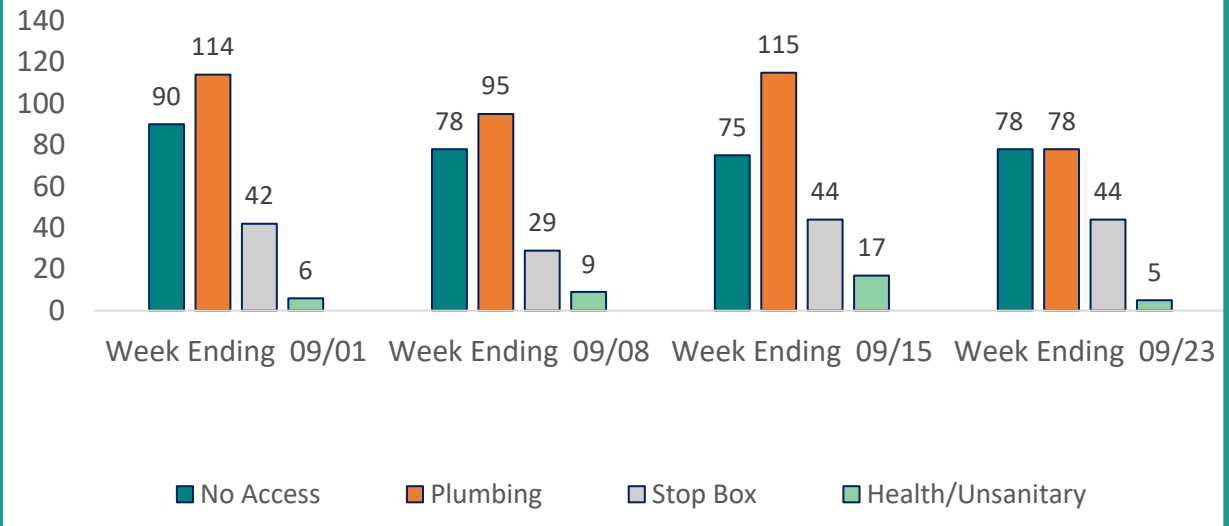
Meter Operations: Scheduled Meter Work



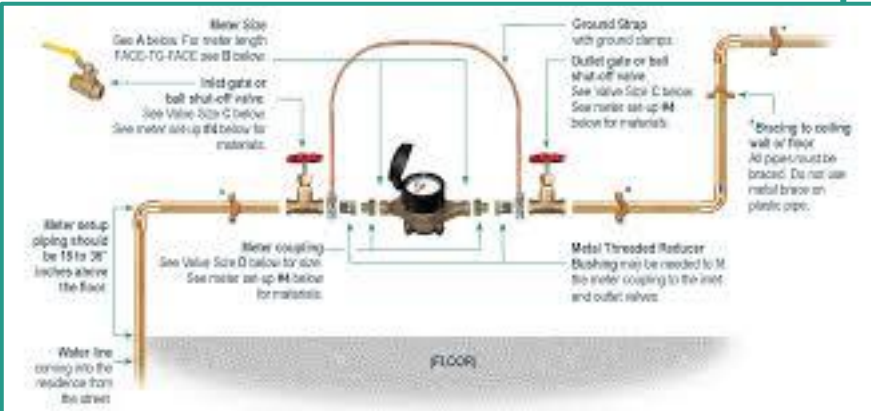
Completed Work



Customer Issues



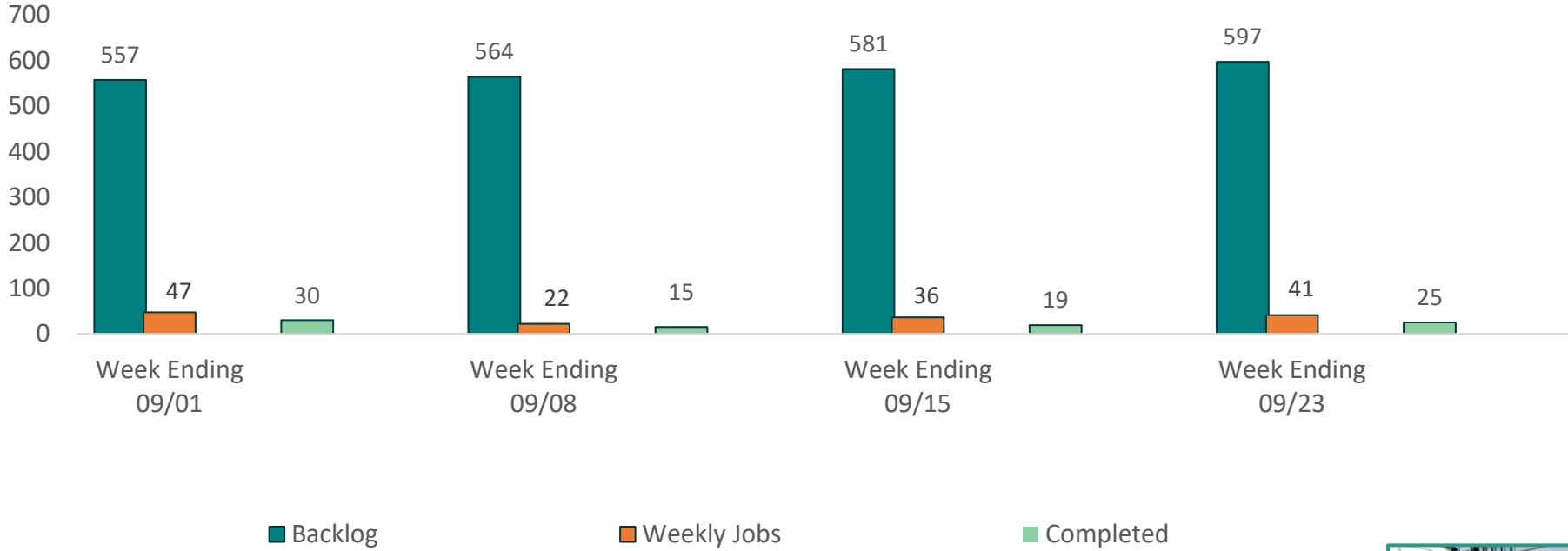
- ❖ Every week we install or exchange more than 200 water meters.
- ❖ An average of over 20 new service accounts are metered weekly.
- ❖ Meter work order are a result of customer request.



Meter Operations: Real Estate Reads



Real Estate Read



- ❖ We are working to increase the number of real estate work orders completed by making this work type a scheduled appointment.
- ❖ We have been able to keep the wait for a meter appointment down to an average of 7 days or less.



Meters Ages By District

	LESS THAN 5 YEARS	5-9 YEARS	10-14 YEARS	15-19	20 YEARS	OLDER THAN 20 YEARS	DISTRICT TOTALS
DISTRICT 1	7482	8326	13872	8476	547	5191	43894
DISTRICT 2	6296	7264	7580	13046	453	4482	39121
DISTRICT 3	3670	2905	2105	7235	303	2605	18823
DISTRICT 4	9847	7682	4507	15376	641	5149	43202
DISTRICT 5	4378	3498	2624	6837	277	3485	21099
DISTRICT 6	3786	4479	7265	5417	392	3987	25326
DISTRICT 7	8693	8026	12967	7056	505	5704	42951
DISTRICT TOTALS	44152	42180	50920	63443	3118	30603	234416

Meter History

More than 30,000 meters are 20+ years old

Approximately 160,000 meters are older than 5 years but less than 20 years

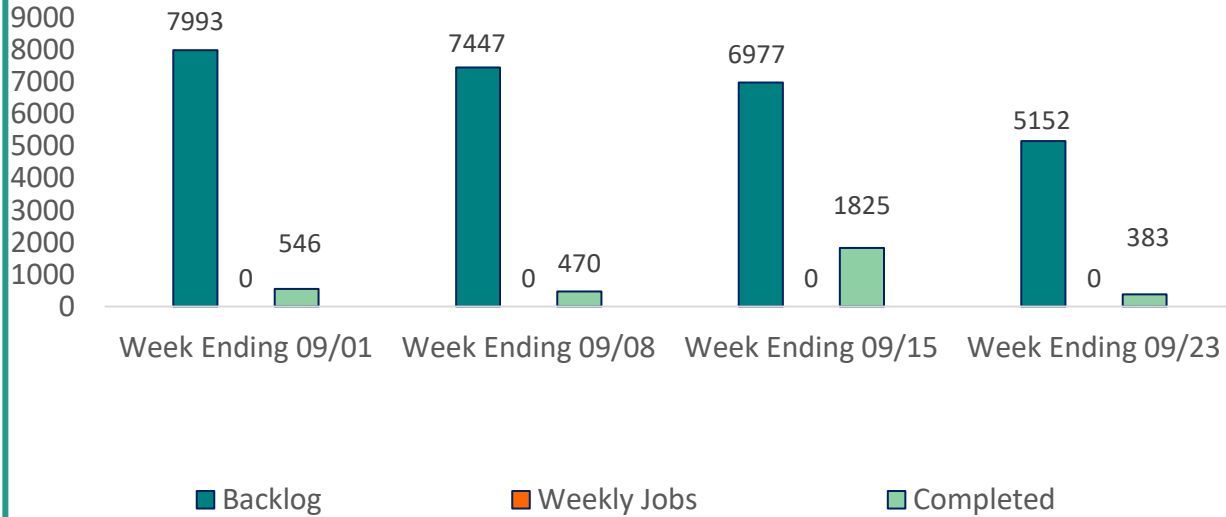


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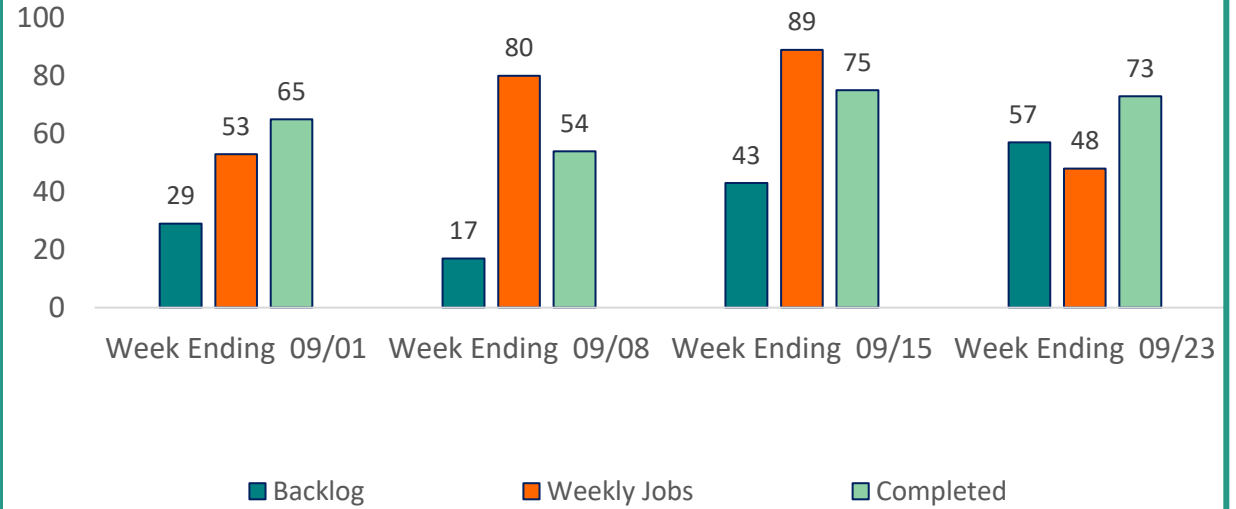
Service Interruption Restorations & Compliance Team (SIRC)

Scheduled Meter Work

Interruptions



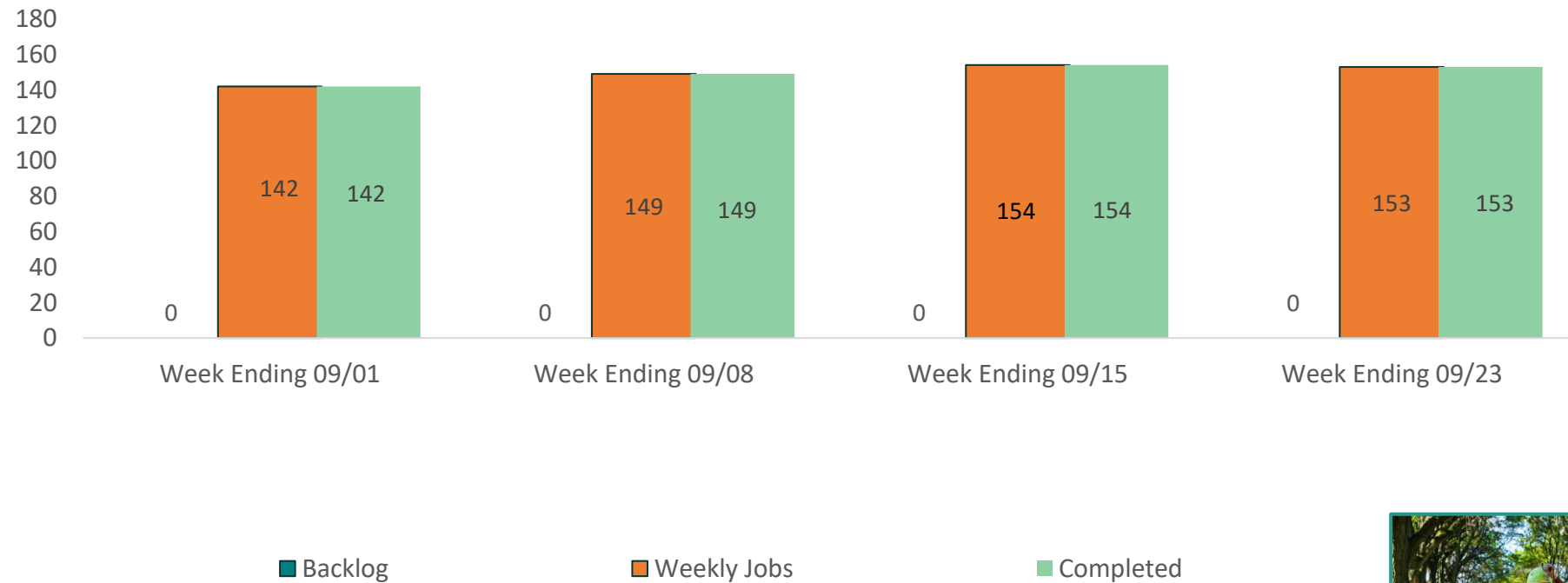
Reconditions



- ❖ Backlog continues to grow due to difficulty interrupting water service accounts.
- ❖ We continue to focus on water service accounts. As we slowly reinstate residential service interruptions for all account class types.

Water Service Turn-Ons

Water Service Turn Ons



- ❖ Service interruptions drives turn-ons which is slowly increasing on a weekly basis.
- ❖ For those accounts that are interrupted, we will not restore services until all meter issues are resolved.





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Itron Upgrade Project – Status Update

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PROJECT PHASE	STATUS
Phase 1: Project Initiation & Project Management Phase	COMPLETE
Phase 2: Requirements/Test Plan Defined, QAQC Defined & Deployment Planning Phase	COMPLETE
Phase 3: Development/Build, Testing and Training Phase	COMPLETE
Phase 4: Deploy and Operate	IN-PROGRESS
Phase 5: Project Close-out and Transfer	IN-PROGRESS

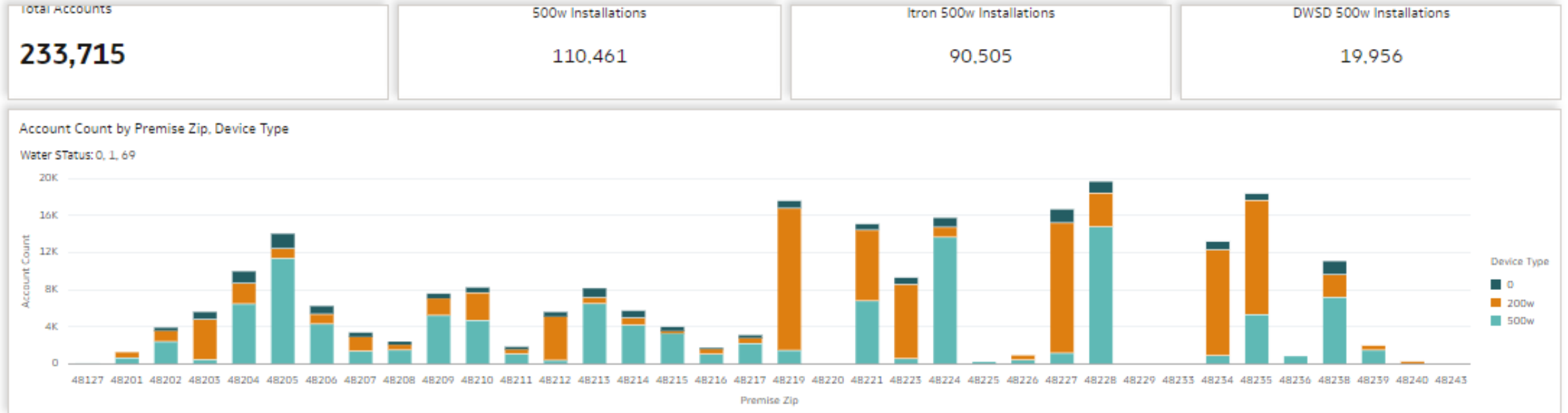
Risks

- No Access to customer home to update defective equipment (aging meters and wiring issues)
- Customers who have plumbing issues that prevents installation of a Meter/MIU

Project Budget

Total Contract Amt.	Total Invoiced Amt.
\$18,240,000	\$12,805,620.09

Itron Upgrade Project – Itron Installs Update



Itron installation team is projected to finish installs by June 30, 2025 – Approx. total installs for Itron will be 170,000

Total Hired Detroiters reported from Reconn (Itron's contracted installation team) stated 12 of 20





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THANK YOU

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For more information visit: www.detroitmi.gov/dwsd

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