

ORACLE

Oracle Energy and Water  
Customer Edge  
Conference

# “Water” you building with your AMI program, a smart landscape or a data silo?

Workshop

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**Maria DeChellis**

Senior Director, Strategy and Value  
Oracle Energy & Water



## **Drops of knowledge**

Panel introduction

Status of current journey

Discussion

## **Sprinkling in some Oracle**

A few key takeaways from our AML initiatives...

## **Did I leave the water running?**

Open Q&A

# Meet your Experts in AMI

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**Tarja Nummela**

Customer Service Director  
City of Tempe



**Denis Demera**

Customer Care & Field  
Services Manager  
LVVWD



**Maria DeChellis**

Senior Director, Strategy and  
Value  
Oracle Energy and Water



**Rohan Charrett**

Chief Information Officer  
Greater Western Water





# Best Practices for Extending your AMI Data

How can your AMI program impact HR, Reporting, Operations, Customer Experience, Field Services

# AMI for CUSTOMER, BILLING, AND CREDIT AND COLLECTIONS

# 70%

Of Las Vegas customers receiving their  
off-cycle watering letter changed  
behavior

Dear LVVWD Customer:

Lake Mead's water level has dropped significantly since 2000, triggering the first federal shortage declaration on the Colorado River, our primary water resource. As a result, Southern Nevada's water supply has been reduced by 21,000 acre-feet (about 7 billion gallons) in 2022, and additional reductions are expected in the future. While the Las Vegas Valley Water District (LVVWD) and local water agencies continue to work with the Southern Nevada Water Authority (SNWA) to manage our community's water supplies, water conservation remains a top priority.

As part of our community's effort to use water resources responsibly, outdoor sprinkler irrigation is prohibited on Sundays, even during the summer months. **Based on analysis of water use at your property, it appears that your sprinkler system may be watering your landscape on Sundays.**

We ask you to check your irrigation controller (watering clock) today and ensure it is set to water only on your assigned water days. You can find your assigned watering days on [snwa.com](http://snwa.com). Sunday watering is prohibited year-round and could result in a water waste fine, which starts as high as \$80 in accordance with the LVVWD Service Rules.

If you do not have sprinkler irrigation on your property, the metered water use identified on Sundays could be representative of a leak, pool refill or other high-water use activity.

We appreciate your support of our community's conservation initiatives. If you have questions about how to set your irrigation controller or need helpful tips to identify a possible leak, visit [snwa.com](http://snwa.com).

Sincerely,

Customer Care



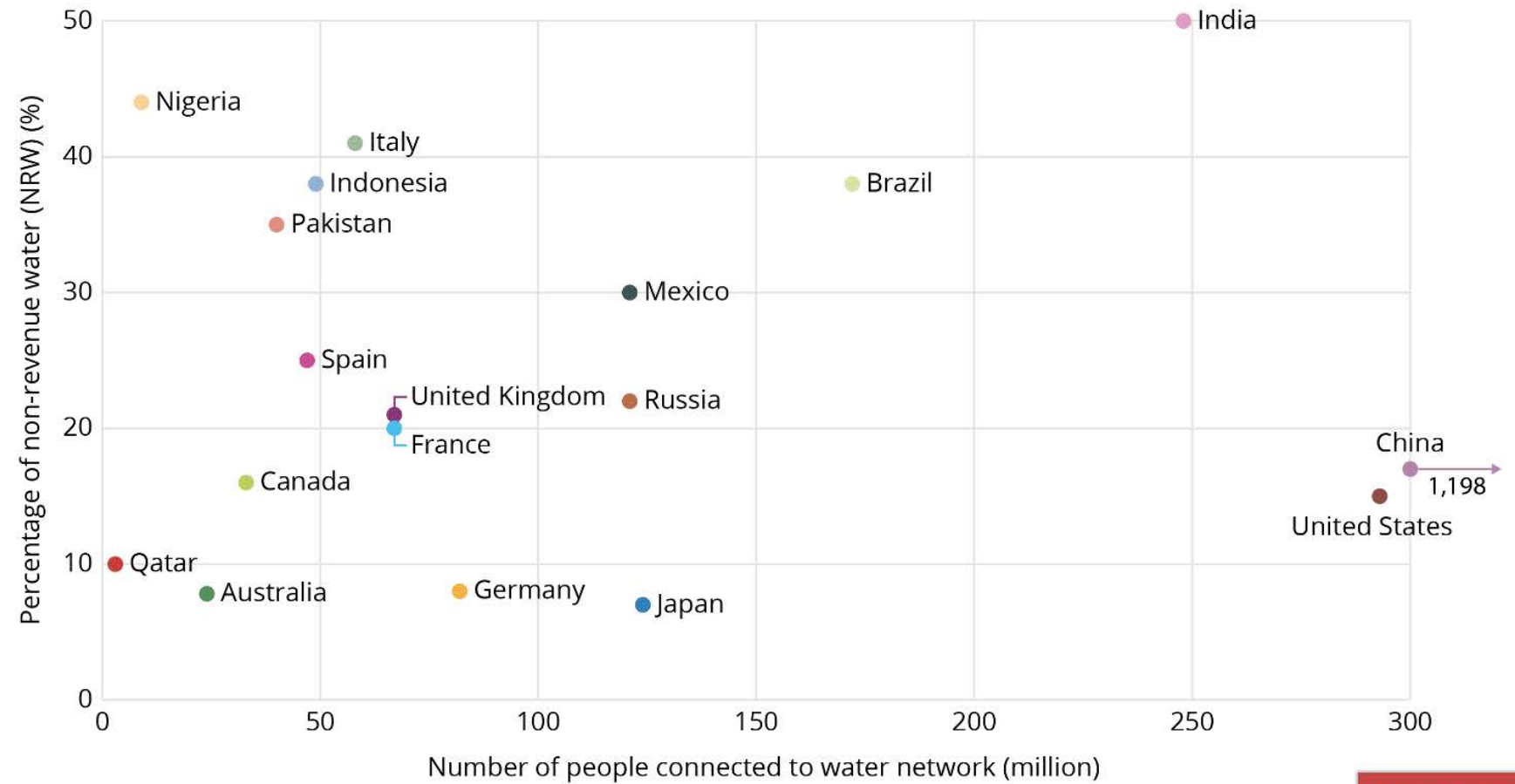


# WATER CONSERVATION, FIELD, AND SYSTEM PLANNING

## Non-Revenue Water

\*\* GWI Water Data

NRW RATES FROM SELECTED COUNTRIES



Source: GWI 06/07/2022

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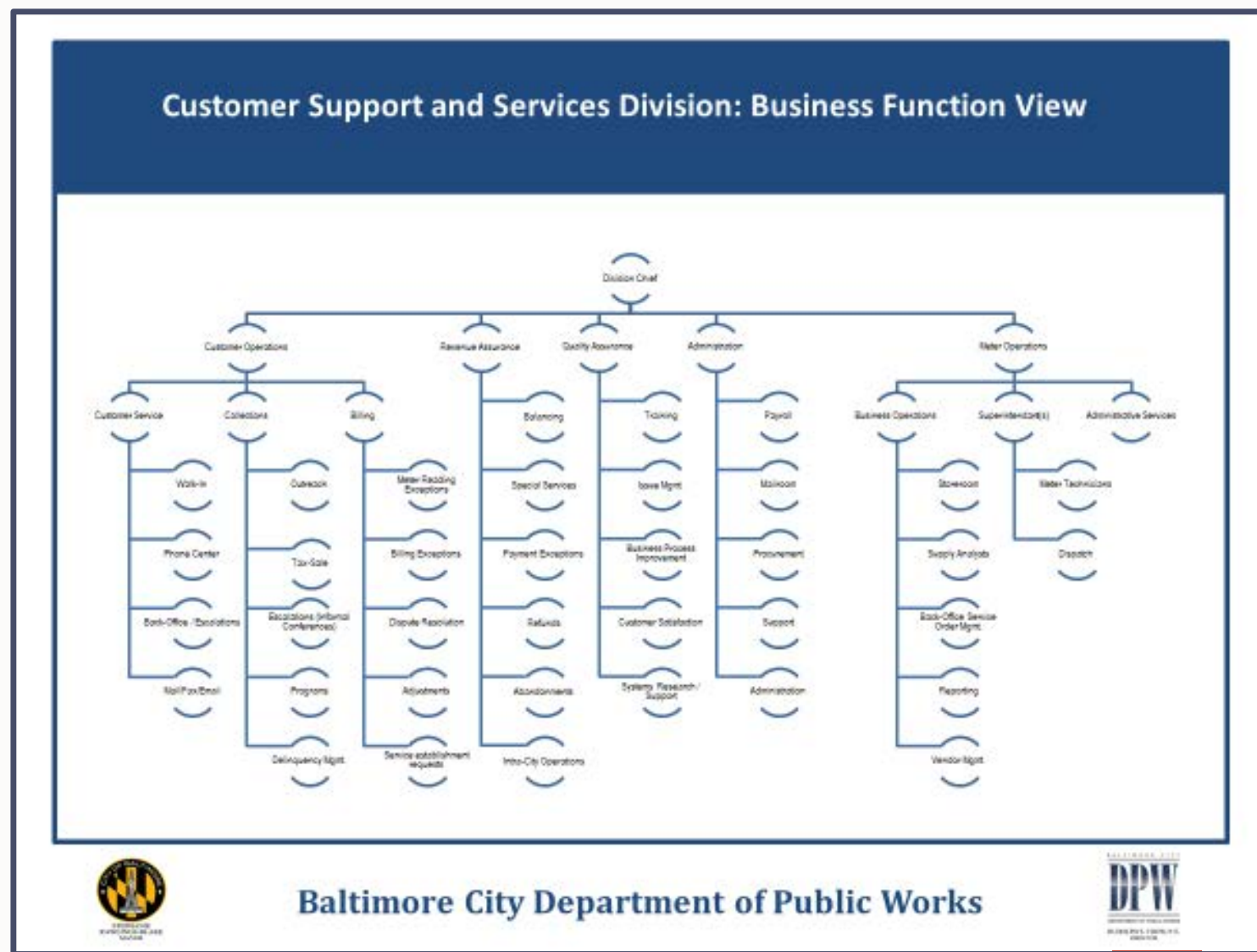
# THE PEOPLE SIDE OF CHANGE - HR

## BEFORE

1 Smart Meter Program  
20+ job titles for 200 employees  
3 Collective Bargaining Units

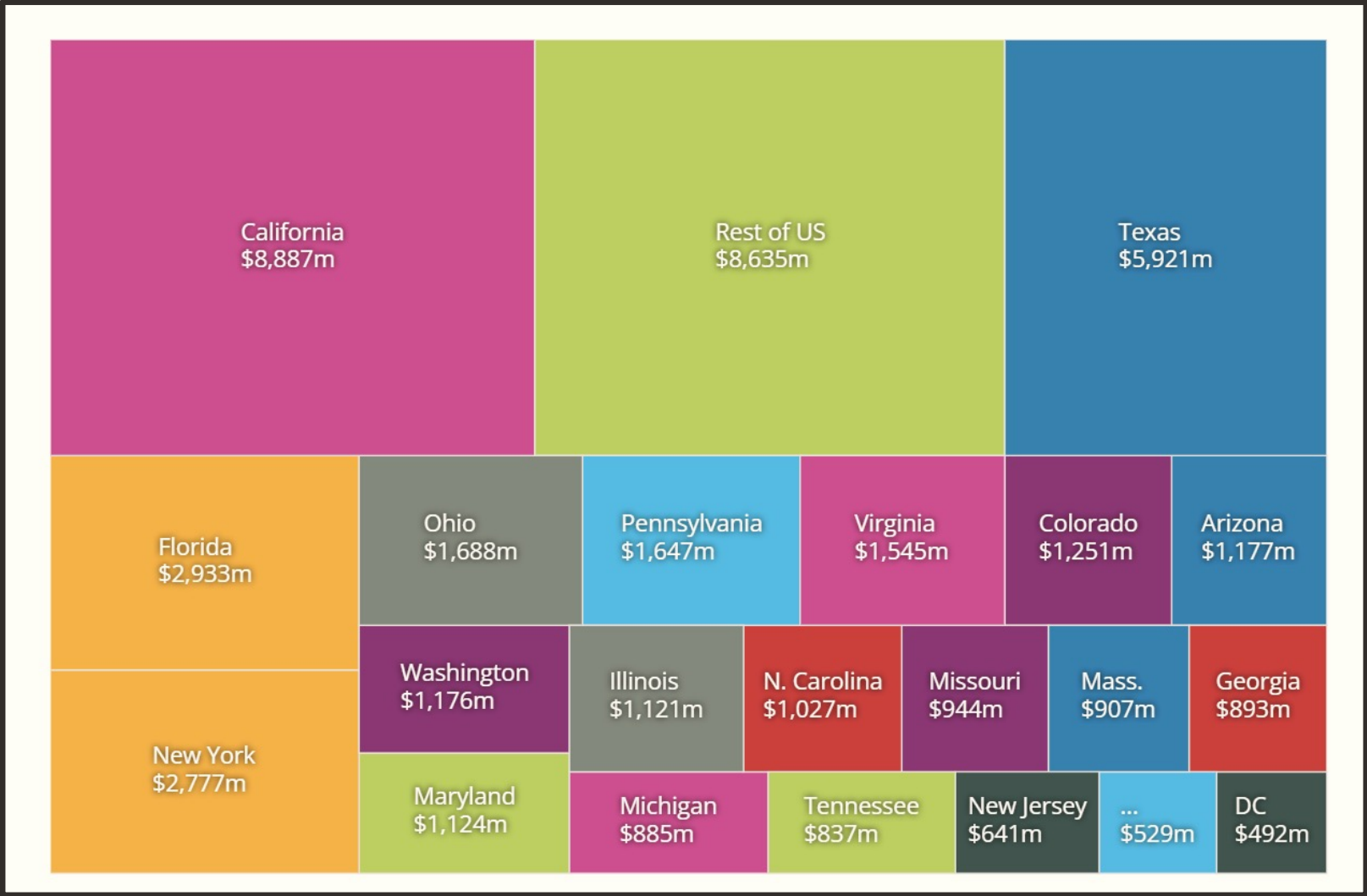
## AFTER

5 job titles for 200 employees  
Path towards escalating salary



# US Expenditures on Water

Source: GWI Water Data



Source: eMarketer, 2019





The background features a dark blue textured field. At the top, there are stylized, abstract shapes in orange, blue, and cream, resembling hands or flowing fabric. Some of these shapes contain intricate line patterns, such as concentric circles or wavy lines. The overall aesthetic is modern and artistic.

**How Oracle's technology can help you  
enable your business goals using the AMI  
data you are collecting**



# How Can Oracle Help?

## **Oracle Utility Analytic Tools (OUAI – OAC)**

Having tools that allow you to mix meter data with other operational data to change the future but also have methods of working with large amount of meter data in a practical way to focus on what needs to get done is the purpose of our insights and visualization tools.

## **Digital Solutions (CX- DCS – Low and Moderate Income - OPower**

The same customers facing water affordability challenges are facing challenges around being able to access call center hours and having internet at home. Moving as many frequently transacted processes to self-service gives you a chance to focus on items that NEED specialized attention.

## **Customer To Meter and SaaS applications (CCS – MSCS)**

Having Customer To Meter gives utilities access to detailed meter data married to billing information. This highlights issues with high usage, meter errors, quick access for repairs or communication to customer, and reconciliation for non-revenue water. SaaS provides the security that is hard to keep in house at most municipal environments.

# 5 TAKEAWAYS

**1**

**Customers don't value and use the data like we will – spend accordingly**

**2**

**Test your hypothesis first with a small cohort, before you go deep in**

**3**

**Build customer confidence in the data – trust the data you receive**

**4**

**Give customer confidence in your ability to maintain customer privacy and prevent hacking**

**5**

**Work with HR early and often**