

CITY OF CAMBRIDGE
MASSACHUSETTS

WATER DEPARTMENT
250 FRESH POND PARKWAY
CAMBRIDGE, MA 02138

RECEIVED
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OFFICE OF THE CITY MANAGER

Michael A. Nicoloro, P.E.
Managing Director

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**SUBJECT: RESPONSE TO COUNCIL ORDER #32, DATED 11/23/98 – “INCREASE THE
NUMBER OF OUTSIDE WATER METERS ON HOMES AND REPORT ON THE
PROGRESS OF ALL METHODS TO READ METERS WITHOUT ENTERING
HOMES”**

DATE: DECEMBER 7, 1998

FROM: MIKE NICOLORO *mike*

TO: ROBERT W. HEALY, CITY MANAGER

In an effort to enhance customer service, the Cambridge Water Department (CWD) has assembled a Metering & Billing Steering Committee to assess, develop and implement improvements to the metering and billing operations. Staff from the water, finance and budget departments participate on the Steering Committee. The Committee is currently evaluating automated meter reading (AMR) technologies which would not only eliminate the need for CWD personnel to enter the customer site but would also improve customer service in the following ways:

- Eliminates estimated meter readings.
- Increases billing accuracy.
- Capable of increasing the billing frequency (i.e. potential for monthly billing).
- Provides more frequent consumption data to aid in identifying higher than normal usage.

The Committee is currently evaluating radio frequency and telephone-based AMR technologies. Both technologies are being used throughout the country in the water, electric and gas industries with great success. The CWD ran a successful pilot program utilizing radio frequency in collaboration with the Commonwealth Gas Company. However, in order to migrate to AMR, the water meters must be compatible to accept the electronic components of an AMR system. Over the last 4 years, the CWD has been aggressively replacing antiquated water meters to improve billing accuracy and to prepare for a future “phase-in” of AMR. The Committee is also evaluating costs, public outreach and an implementation schedule. I will keep you informed of this very important matter as information becomes available. Please advise if you require further information or assistance with this matter. Thank You.

c:j.palomba,r.rossi,b.schellbach,d.ring
file:a:cwd/city manager/co32amr
date:120998



CITY OF CAMBRIDGE
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EXECUTIVE DEPARTMENT
ROBERT W. HEALY
City Manager

RICHARD C. ROSSI
Deputy City Manager

December 14, 1998

To The Honorable, The City Council:

Please find attached a response to Awaiting Report Item No. 34, regarding a report on the number of outside water meters on homes and report on progress of all methods to read meters without entering homes, received from Managing Director of the Water Department Michael Nicoloro.

Very truly yours,

Robert W. Healy
City Manager

RWH/mec
Attachment

Consent Agenda #17

8095

Relative to AW. Report
#34, regarding a report on
the number of outside water
meters on homes and a report on the
progress of all methods to
read meters without entering
homes.

In City Council December 14, 1998

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