

Established NS Programs – Opening

- How likely are you to recommend us to a friend or college?
- NS is looking to sign 2-3 new meter sense customers per month
- Re-vamped NS Implementation Methodology
- New Products
- Reports Anywhere
- Automation & Workflow
- GIS Integration
- CIS Touch
- Kiosk is bilingual

New Support Structure

- Team leads for each city
- Dedicated programmers
- Ability to complete/close more calls

6.3.4

- Process Complete Updates
- SQL DTS Flow Statements
- Key Values get pushed in to more automation

San Marcus

- Is going to Interval Bill and not Time of Use
- Utiliworks consultant for Smart Metering
- EKA Systems
- NS Utilities
- They paid for meter base repair for customer because they were wanting this project to move
- Angela to share slide show presentation
- EKA verified meter reads
- Meter readers readings with date/time stamp
- Took EKA read information with date/time stamp merged the two to find the differences

Smart Meter Lessons Learned

- Develop project plant expiations of the project with the vendors
- Update inventory
- Communicate and educate city staff, vendors, upper mgmt & customers
- Test, verify, audit, Q/A & test again
- Select MDM vendor prior to installing Smart Meters
- Put expectations on paper for both utility & vendor

MDM FYI

- MDM vendor will tell you what you will get out of a meter
- MDM allows you to test once you have it in place
- MDM can be used as a service order audit
- There is a lot of data that you can get off a meter that is not related to the reads

Advanced Analytics

- Allows you to ID billings usage issues sooner & contact customers sooner than waiting for the monthly billing statement

IVR

- Attaches to last 4 of SS#
- Interactive connection that is linked up with NS
- Has terms and agreements

Ageing Reports

- Use Summary report because by service report is not correct

Maintenance Plans

- NS can help with this by reviewing your plans or helping you to create a customized plan for your organization
- Contact Support for quote

Data Base Backup Procedures

- Develop written plan for backup procedures that include protection from theft, fire & data corruption
- Test backup plan from time to time before you need it
- SQL includes mgmt tools that allow db back up & restoration

System Purge

- Purge & store in warehouse
- NS can push data to another part of system that the system will not look at unless needed
- Purge should allow you select active/inactive accounts (not in 6.2.9)

2011 Board Members

Cyndi Williams – President
Rita Herrera – VP
Jim – Secretary
Ernest – Member at Large
Nadine – Liaison

Next meeting end of March 2011