

Request for Information (RFI)
Meter Reading Solutions
Austin Energy - Revenue Measurement and Control
RFI GAL0600

1. **PURPOSE**

The City of Austin Electric Utility Department, Austin Energy (AE), seeks information on innovations commercially available in the utility meter reading marketplace; specifically, information on any innovations in technologies and full service meter reading methodologies currently available including but not limited to manual read, automated meter reading (AMR) and advanced metering infrastructure (AMI). These innovations should be applicable to both electric and water utility meter services.

2. **BACKGROUND**

A. AE is the nation's 9th largest community-owned electric utility and serves more than 400,000 customers and a population of almost 1 million within the City of Austin, Travis County, and a small portion of Williamson County.

B. AE currently reads more than 635,000 utility meters, both water and electric, for the City of Austin. Approximately 218,000 of these meters are read manually, including up to 1,300 Interval Data Recorders (IDR) with 15 minute intervals with multiple channels. Currently, about 950 IDR meters are read manually and the remaining IDR meters are primarily read by phone.

3. **CAPABILITIES**

A. Solutions presented should be compatible with the existing AE Customer Care and Billing (CC&B) system on Oracle. Specifically:

- i. remain within one release of the latest version of Oracle
- ii. accept and create meter record files that interface with the CC&B system
- iii. be adaptable to allow for future enhancements and upgrades.
- iv. support a deliverable file structure compliant with the CC&B system

B. Solutions should allow multiple instances on the same database.

C. Solutions should be scalable to support the City of Austin's entire meter population for business continuity, but focus mainly on reading meters daily as part of a monthly billing cycle.

4. **SUMMARY OF REQUEST**

Responses should include the following information:

A. Information about innovations in utility meter reading services, capabilities, interface approaches (tools)

B. Cost range information for solutions presented. This should be available in the public domain and will only be used for informational and planning purposes.

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- C. Estimated deployment schedules
- D. Product development timeline for each submitted solution (i.e. in-development, mid-cycle, end of life), release version and release notes, etc.
- E. Ideas and suggestions that might provide alternative approaches to simplify the end product
- F. Specific Utility / Government experience (if applicable)

5. **RESPONSE PREPERATION**

The following is a suggested outline intended to minimize the effort of the respondent and structure the responses for ease of analysis by AE. Nevertheless, respondents are free to develop their response as they see fit.

A. **Section 1 – Information about the services and/or products offered**

Present here information about the solution, its capabilities including any sales and marketing literature, white papers, endorsements, client recommendations you feel appropriate. Of particular interest would be information about tools used in and/or by the technology to capture, record, transfer and report on meter reads on a given day, as well as data security throughout the meter read process.

B. **Section 2 – Technical and Hardware issues**

Present here hardware requirements including servers (application, database, internet), languages, connectivity requirements, workstation requirements, security requirements, capacity requirements and any other hardware and/or technical requirements required to implement the solution outlined in Section 1 above.

C. **Section 3 – Cost and Schedule Estimates**

Provide cost and schedule estimates based on a similar implementation in an organization with a similar degree of difficulty. Any cost information must consistent with standard commercially available information to the general public. Nothing in this RFI is binding on either AE or any respondent (See Section 6 below).

D. **Section 4 – Value Added Resellers (VAR)**

Value Added Resellers present here your relationship to the primary and secondary (if applicable) product and/or service seller. State whether respondents authorized by the primary seller to resell and support the information presented in the response.

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E. Section 5 – Corporate Expertise

Briefly describe your company, your products and services, history, experience, and other information you deem relevant.

In particular, please describe any projects you have been involved in that are similar in concept to what is described in this RFI, including management and operations approach, security requirements, security assurance processes, and any relevant lessons learned.

F. Section 6 – Other/Additional Materials

Please provide any other materials, suggestions, and discussion that you deem appropriate.

6. DISCLAIMER

This RFI is issued solely for information and planning purposes only and does not constitute a solicitation for purchase. Any information submitted in response to this RFI should not be marked proprietary or confidential. Responses to the RFI will not be returned. Accordingly, responses to this notice are not offers and cannot be accepted by Austin Energy as such or to form or suggest a contract or commitment of any nature. Responders are solely responsible for all expenses associated with responding to this RFI.