

COUNTY OF YORK

MEMORANDUM

DATE: July 7, 2020

TO: York County Board of Supervisors

FROM: Neil A. Morgan, County Administrator



SUBJECT: Moore's Creek Drive Parking Issue

At its June 16 meeting, the Board tabled a proposal to add Moore's Creek Drive to the list of areas in the County where on-street parking of large recreational, commercial, and passenger-carrying vehicles is prohibited. This proposal was generated by complaints from residents of Moore's Creek Drive about people parking their boat trailers on that street when parking is not available at the Rodgers Smith Boat Landing at the end of Tide Mill Road. A number of issues were raised during the Board's discussion, including the possibility of prohibiting parking on just one side of the street, the likelihood that prohibiting parking on one street would merely shift the problem to other streets, and the potential for expanding boat trailer parking at the boat landing.

Although the Board tabled the issue to its July 21 meeting, I believe the fundamental issue – the lack of sufficient parking space at the boat landing to accommodate demand – will require more than one month to fully study and address. I have asked staff to take a comprehensive look at the problem and possible solutions, to include not just signage and/or parking restrictions but also physical and/or operational improvements at the boat landing. I recommend the Board take no action at this time while the issue is fully analyzed and the possible solutions are identified.

Cross/3496

COUNTY OF YORK

MEMORANDUM

DATE: July 10, 2020

TO: York County Board of Supervisors

FROM: Neil A. Morgan, County Administrator



SUBJECT: Service Upgrade – Newport News Waterworks

On July 8, Deputy County Administrator Bellamy and I participated in an on-line briefing with officials from Newport News Waterworks (NNWW). The purpose of this meeting was for NNWW officials to share their plans to upgrade water meters within their service area, which includes most of York.

The initiative, Advanced Metering Infrastructure (AMI), converts mechanical water meters over to digital meters that communicate over radio frequencies. The drivers to do this include; labor cost savings, operational savings, revenue protection, increased billing accuracy, improved customer service, more knowledgeable customers through a customer portal, and improved employee safety. NNWW intends to begin with four Initial Deployment Areas (IDA). These areas include the City of Hampton, City of Poquoson and York County. The IDA in York will include the Lightfoot area, NNWW northern most customers. Using the IDA concept will provide NNWW the opportunity to streamline the installation and implementation process for the remainder of their customers, approximately 130,000 meters. While the IDA installation begins this month and carries through till late summer the projection for the total project is 42 months. As AMI advances we will share updates as appropriate. Attached for your convenience is a map of the affected area and the slide presentation from the briefing.

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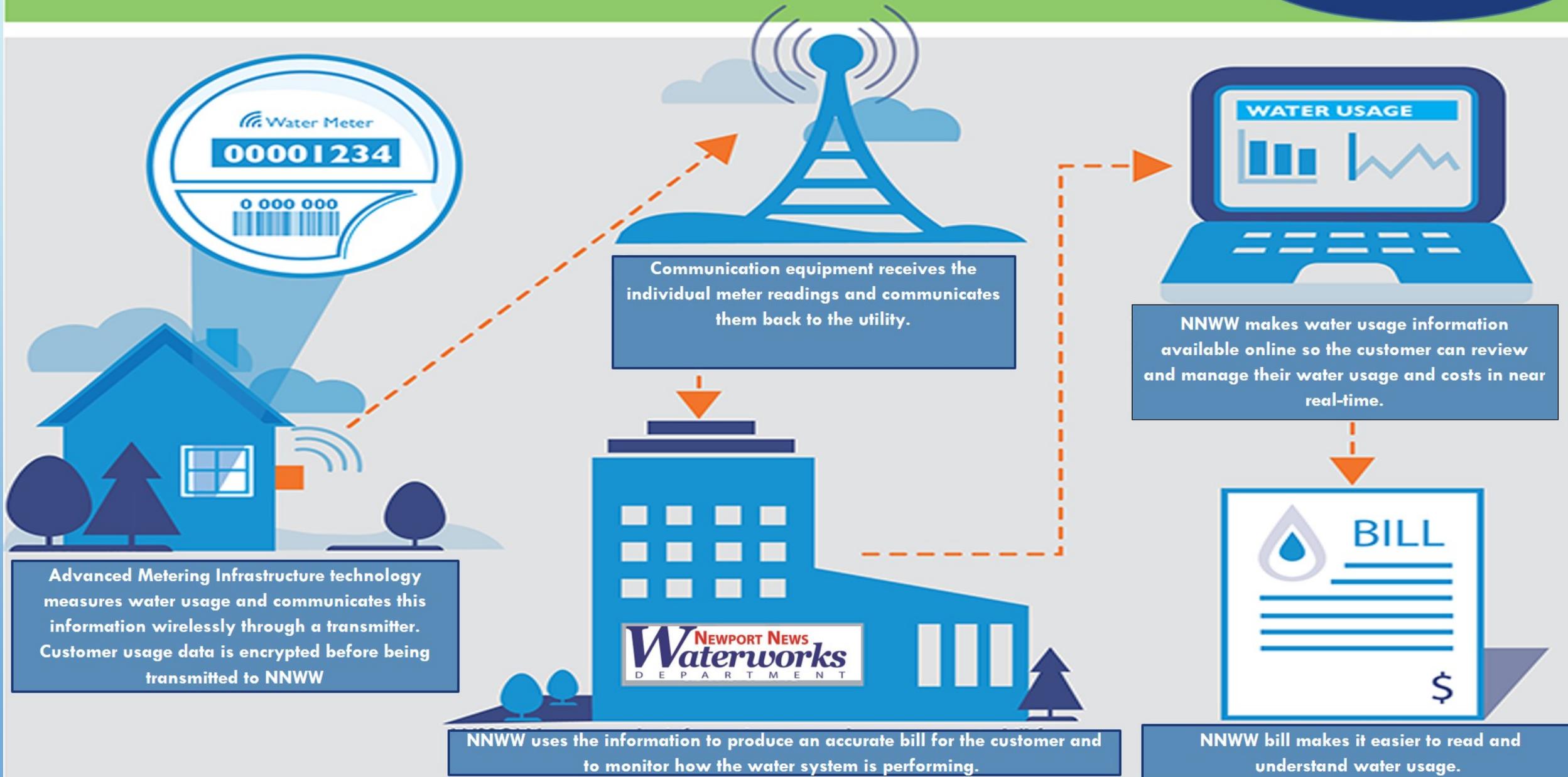


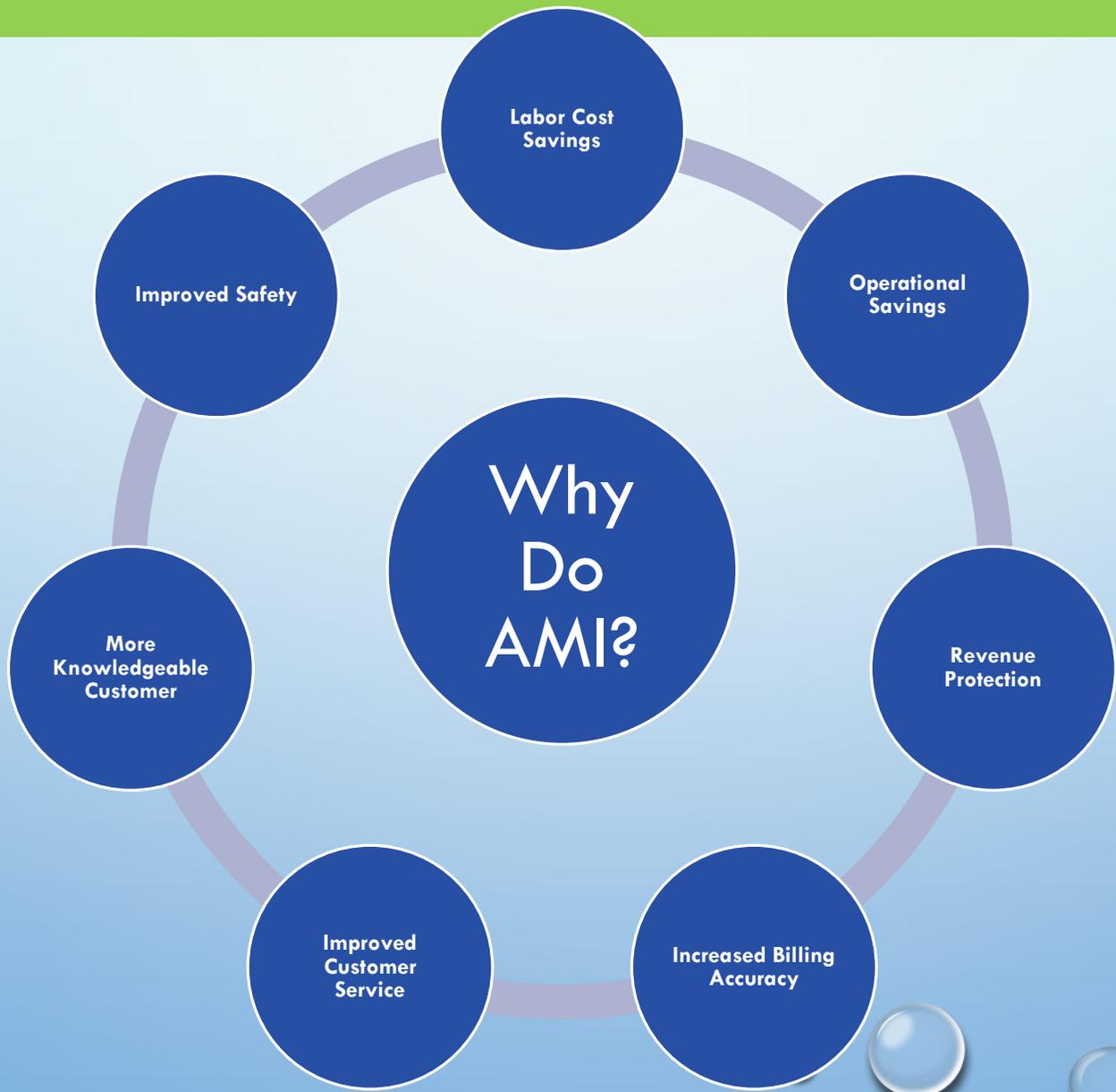
AMI Overview “Smart Metering”

July 2020

Advanced Metering Infrastructure (AMI)

Smart Metering





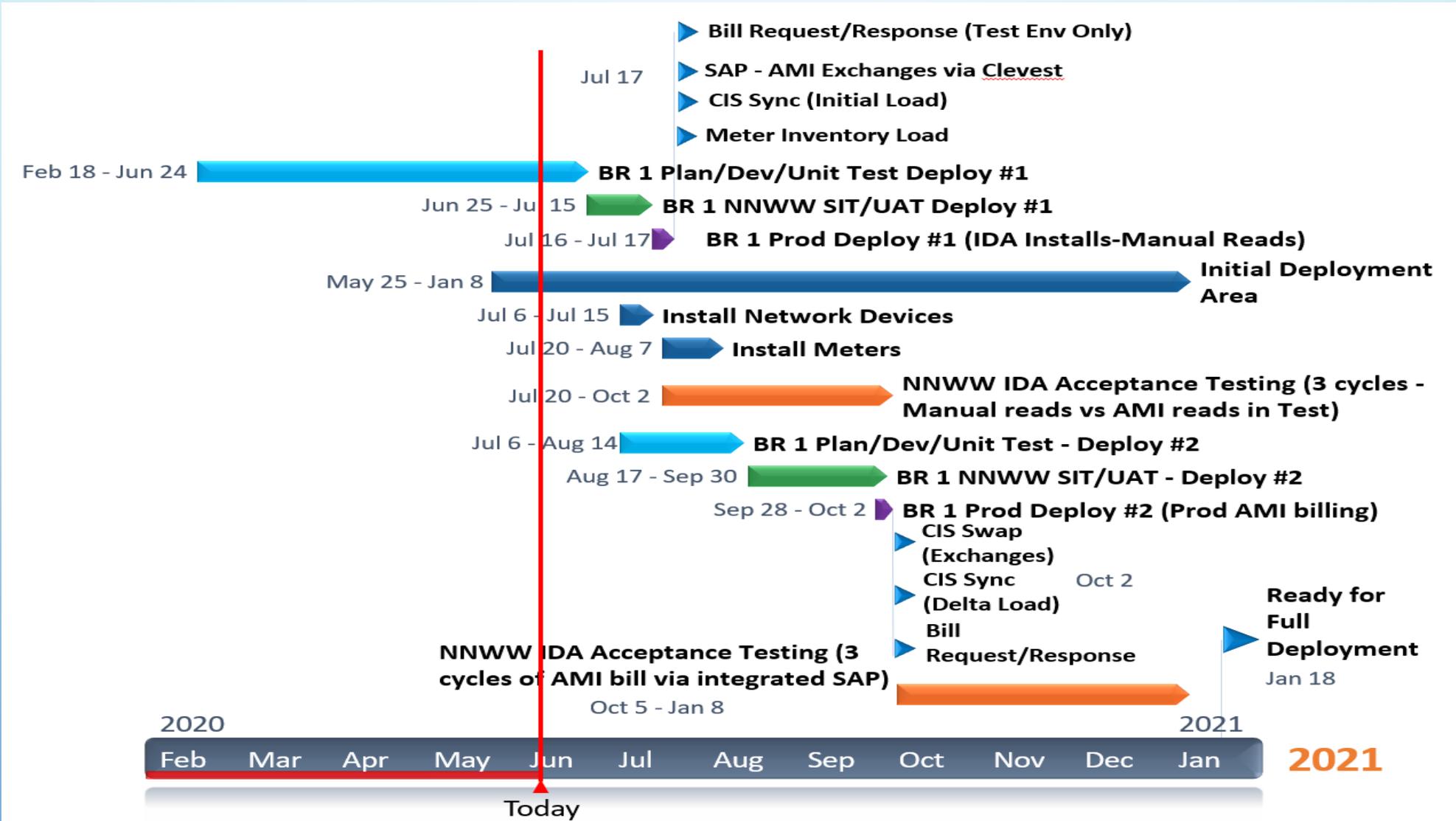
MAJOR HIGHLIGHTS

- EXCHANGING OUT APPROXIMATELY 130,000 METERS (118,000 WILL HAVE THE REMOTE DISCONNECT/RECONNECT CAPABILITY)
- INSTALLING OVER 100 NETWORK DEVICES (COLLECTORS/REPEATERS) THROUGHOUT OUR SERVICE AREA
- REPLACING ALL DROP-IN CAST IRON LIDS WITH LOCKABLE COMPOSITE LIDS (APPROXIMATELY 130,000)
- METER BOX INSPECTIONS (CLEAN-OUT / RE-SETS) (APPROXIMATELY 130,000)
- INTEGRATING THE AMI SOFTWARE (HES & MDM) WITH OUR BILLING SYSTEM AND AUTOMATING PROCESSES
- CREATING A MORE ROBUST CUSTOMER SERVICE PORTAL
- 42 MONTH SCHEDULE FROM NOTICE TO PROCEED (JANUARY 14, 2020)
 - 4 PHASES TO PROJECT SCHEDULE



- CONSISTS OF 4 METER READING ROUTES
- APPROXIMATELY 1254 METERS
- NNWW WILL INSTALL THE METERS DURING IDA. AMI VENDOR WILL INSTALL ALL METERS AFTER IDA.
- 2 ROUTES IN HAMPTON (LANGLEY) - HIGH CUT-OFF /MOVE-IN & MOVE-OUT AREAS – TEST REMOTE DISCONNECT/RECONNECT VALVE. CLOSE TO MILITARY INSTALLATION.
- 1 ROUTE IN YORK COUNTY (LIGHTFOOT) – TEST DISTANCE BARRIERS.
- 1 IN POQUOSON (MESSICK) – SALTWATER CORROSION.
- **INSTALL METERS IN JULY/AUGUST 2020**
- **INSTALL NETWORK DEVICES JULY/AUGUST 2020**
- JULY, AUGUST, SEPTEMBER – METERS STILL READ BY METER READERS BUT COMPARED TO AMI READS
- OCTOBER, NOVEMBER, DECEMBER – METERS READ STRICTLY BY THE AMI NETWORK
- ALL AMI METER FUNCTIONS (VALVE & ALARMS) WILL GO LIVE ONCE THE METERS ARE INSTALLED.
- IF FIELD AND SOFTWARE SYSTEM TEST PASSES, VENDOR GIVEN THE GREEN LIGHT TO START FULL DEPLOYMENT (JANUARY 2021)
(4,200MO/50,400YR)

INITIAL DEPLOYMENT AREA SCHEDULE



Waterworks AMI Consultant



Waterworks CIS (Billing) Consultant



Prime Contractor

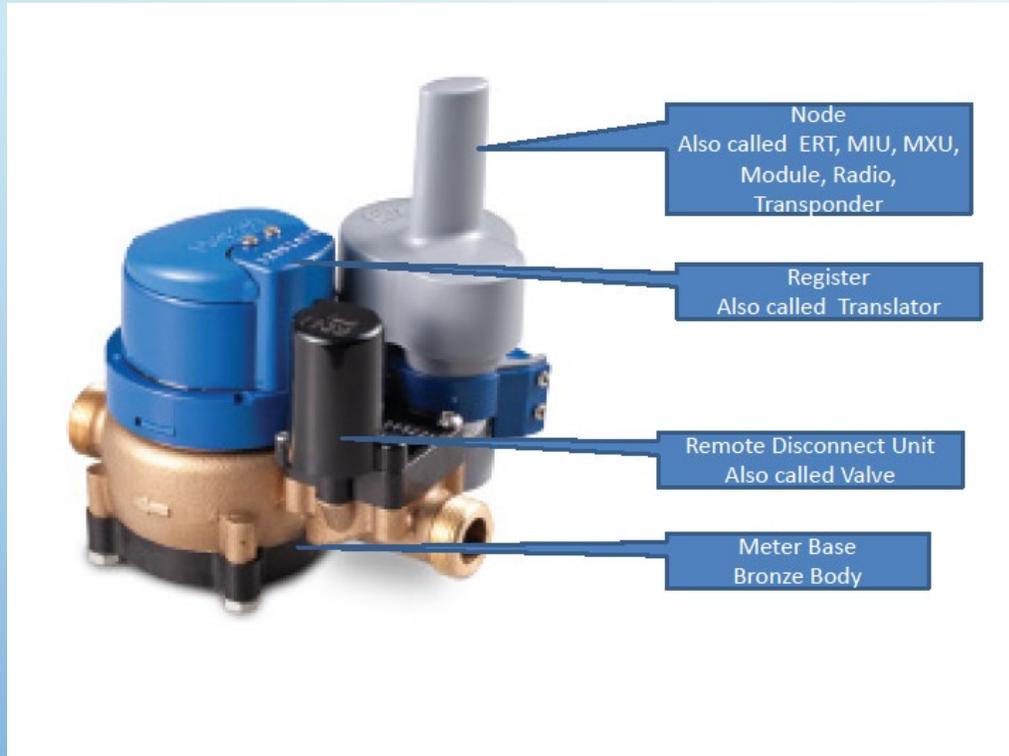


Sub-Contractor



Sub-Contractor





- METERS STORE AND COLLECT HOURLY READS
- METER HOLDS 511 DAYS OF HOURLY READS
- ONCE A DAY (@ MIDNIGHT) METERS WILL TRANSMIT THE PREVIOUS 24 HOURLY READS
- BILL READ MONTHLY DATE WILL STAY THE SAME
- CURRENTLY - 12 MONTHLY READS
- FUTURE - 8,760 READS PER METER PER YEAR

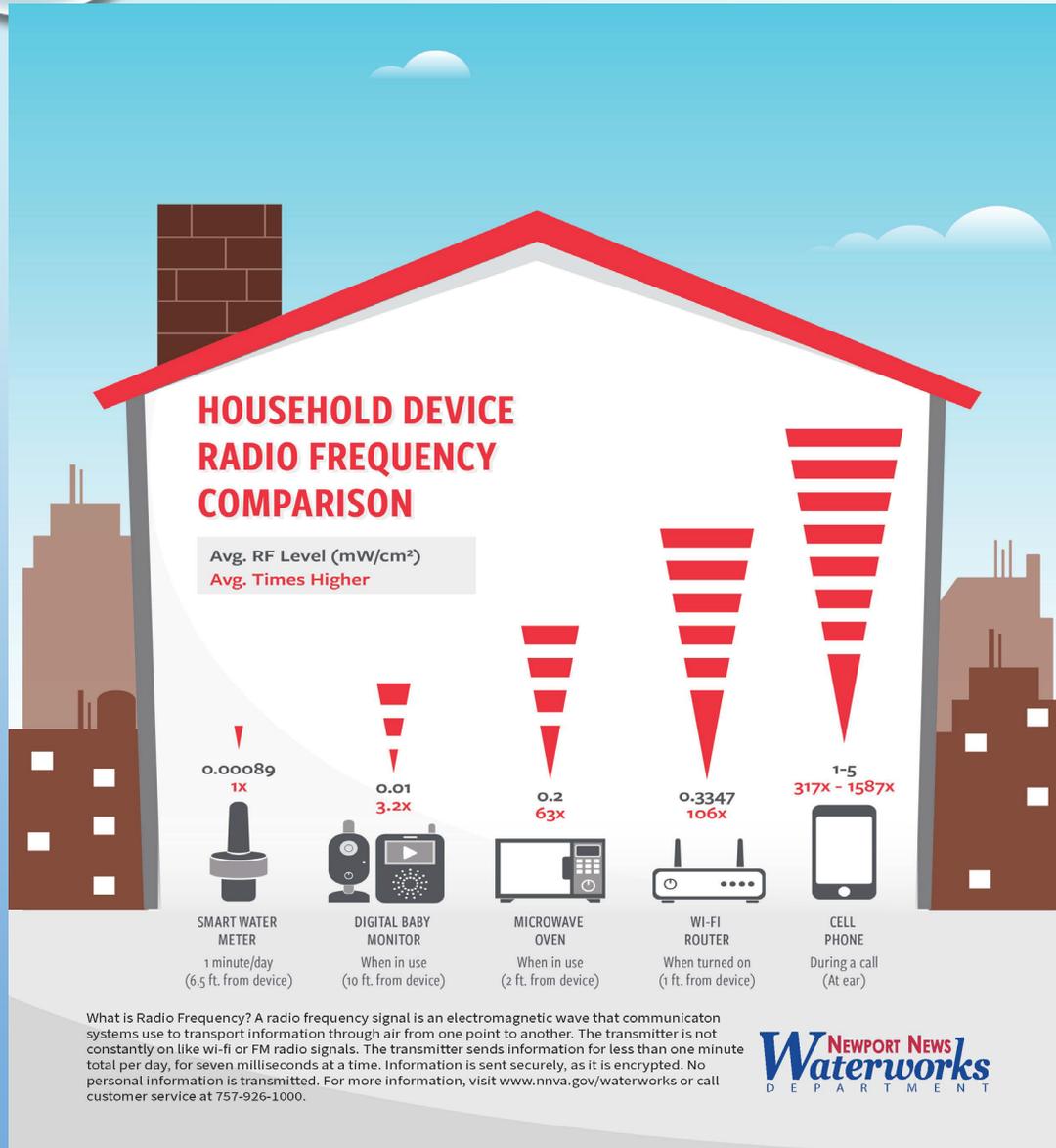
ALERTS & ALARMS

- LOW BATTERY
- BACK FLOW
- TAMPER DETECTED (MAGNETIC, RDM)
 - NO FLOW
 - NO READ
 - HIGH FLOW
- REGISTER REMOVED

AMI METER & METER LID PICS

Smart Metering





What is Radio Frequency? A radio frequency signal is an electromagnetic wave that communication systems use to transport information through air from one point to another. The transmitter is not constantly on like wi-fi or FM radio signals. The transmitter sends information for less than one minute total per day, for seven milliseconds at a time. Information is sent securely, as it is encrypted. No personal information is transmitted. For more information, visit www.nnva.gov/waterworks or call customer service at 757-926-1000.

- 100% COVERAGE OF ALL METERS/NODES INSTALLED
- 2-WAY AMI COVERAGE
- READ RATE OF AT LEAST 95% OVER 1-DAY WINDOW OF THE INSTALLED BASE OF ACTIVE METER/MODULES.
- READ RATE OF AT LEAST 99% OVER 3-DAY WINDOW OF THE INSTALLED BASE OF ACTIVE METER/MODULES.
- AVERAGE ON-DEMAND READ TIME 30-45 SECONDS
- AVERAGE REMOTE DISCONNECT/RECONNECT TIME IS 30-45 SECONDS
- FIRMWARE UPDATES AND UPGRADES OVER THE NETWORK REMOTELY

- ABILITY TO HAVE MORE THAN ONE COLLECTOR READ THE METER
 - 80% METER POPULATION – WILL HAVE THE ABILITY TO COMMUNICATE TO MORE THAN 1 DEVICE
- BACKUP MOBILE METER READING MODE (DRIVE-BY)
 - ALREADY INCLUDED IN AMI SOLUTION
 - NOTHING NEEDS TO BE DONE TO THE METER OR SYSTEM TO MAKE IT DRIVE BY CAPABLE.
- MUELLER PROVIDES A NATIONAL OPERATIONS CENTER (NOC)
 - MONITOR THE HEALTH OF OUR SYSTEM 24/7 -365 DAYS A YEAR
 - WILL AUTOMATICALLY RE-ROUTE METERS TO ANOTHER COLLECTOR
 - NOTIFY NNWW OF A PROBLEM BEFORE WE PROBABLY WILL DISCOVER IT
- METER OPERATIONS (NNWW) WILL HAVE COLLECTORS AND REPEATERS IN STOCK (SUPPLY) FOR REPLACEMENT AND REPAIRS
- METER HOLDS 511 DAYS OF HOURLY READS AND AUTO BACK-FILLS.

80% REDUNDANCY

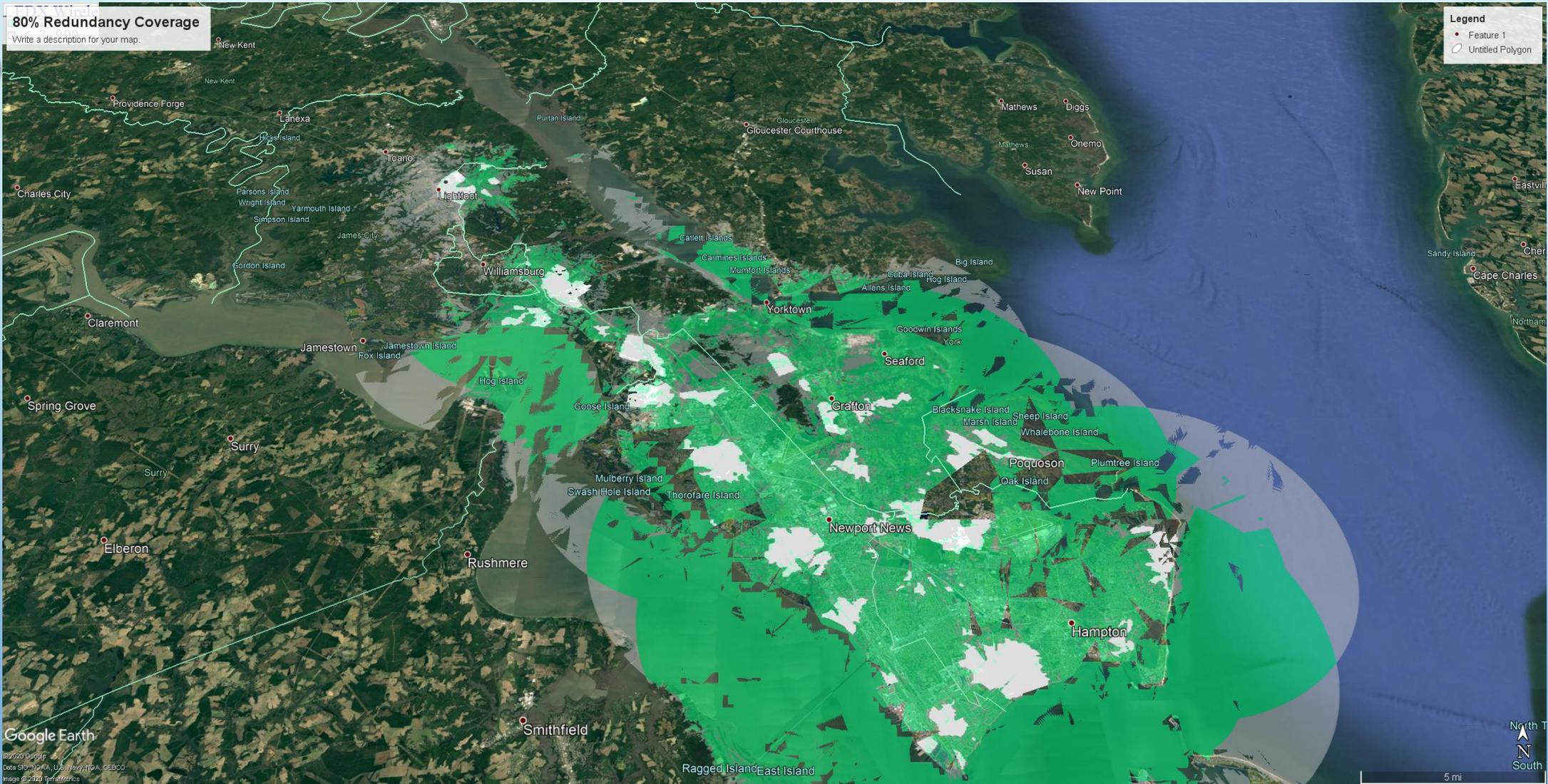
Smart Metering



- 34 COLLECTORS
- 67 REPEATERS
- 104K METERS

80% BASE COVERAGE

Smart Metering



Network devices operate in the unlicensed ISM 900MHZ band and have FCC approval. They do not cause interference on licensed frequencies.



Collectors antenna height will range from 50ft to 200ft.

IDA Network Devices

City of Hampton

- 3 Collectors
 - Langley View Water Tower (NNWW)
 - Nasa Drive (American Tower)
 - Shuttle Court (American Tower)
- 2 Repeaters
 - Research Drive (Hampton ROW)
 - Sacramento / Brinkman (Dominion)

City of Poquoson

- 1 Collector
 - Poquoson Avenue (American Tower)
- 2 Repeaters
 - Ridge Road (Dominion)
 - Poquoson Ave / Trinity (Poquoson ROW)

York County

- 2 Collectors
 - Roy Lane (American Tower)
 - Well Site #1 (NNWW)
- 1 Repeater
 - Well Site #3 (NNWW)



Typical Repeaters antenna height will range from 25ft and less.

- START THIS INTEGRATION AFTER THE IDA HAS BEEN ACCEPTED AND PASSES PERFORMANCE CRITERIA.
- GIVES NNWW & AMI VENDORS TIME TO CONFIGURE AND START THE PROCESS AND NOT RUSH IT.
- CUSTOMERS /CITIZENS WILL NOT SEE ANYTHING IMMEDIATELY, BUT WILL PRIOR TO THE PROJECT COMPLETION.
- **OF THE 1254 CUSTOMERS SELECTED IN THE IDA PHASE LESS THAN 12% OF THEM HAVE SIGNED UP FOR THE PORTAL AS OF TODAY.**

SMART METERS, SMART WATER USE



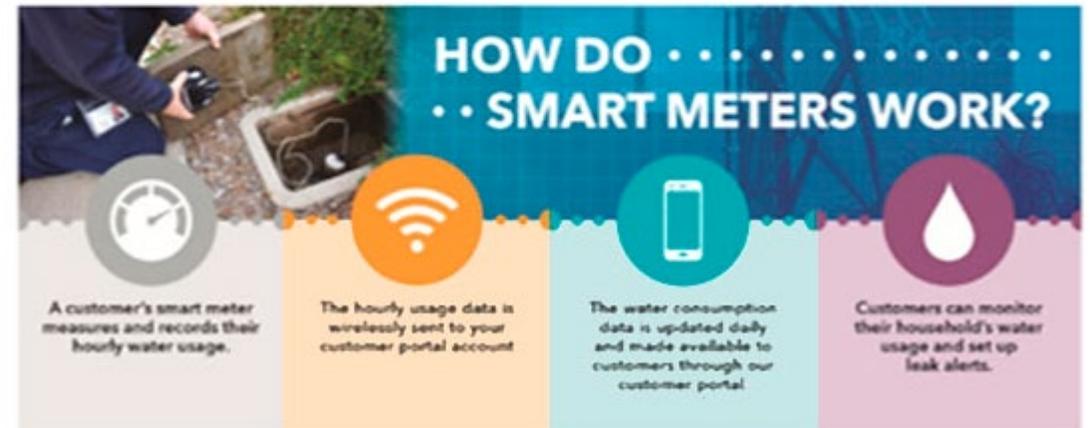
Receive Alerts About Potential Leaks in Your Home



Monitor Your Hourly Water Usage



Avoid Unintentional High Water Consumption



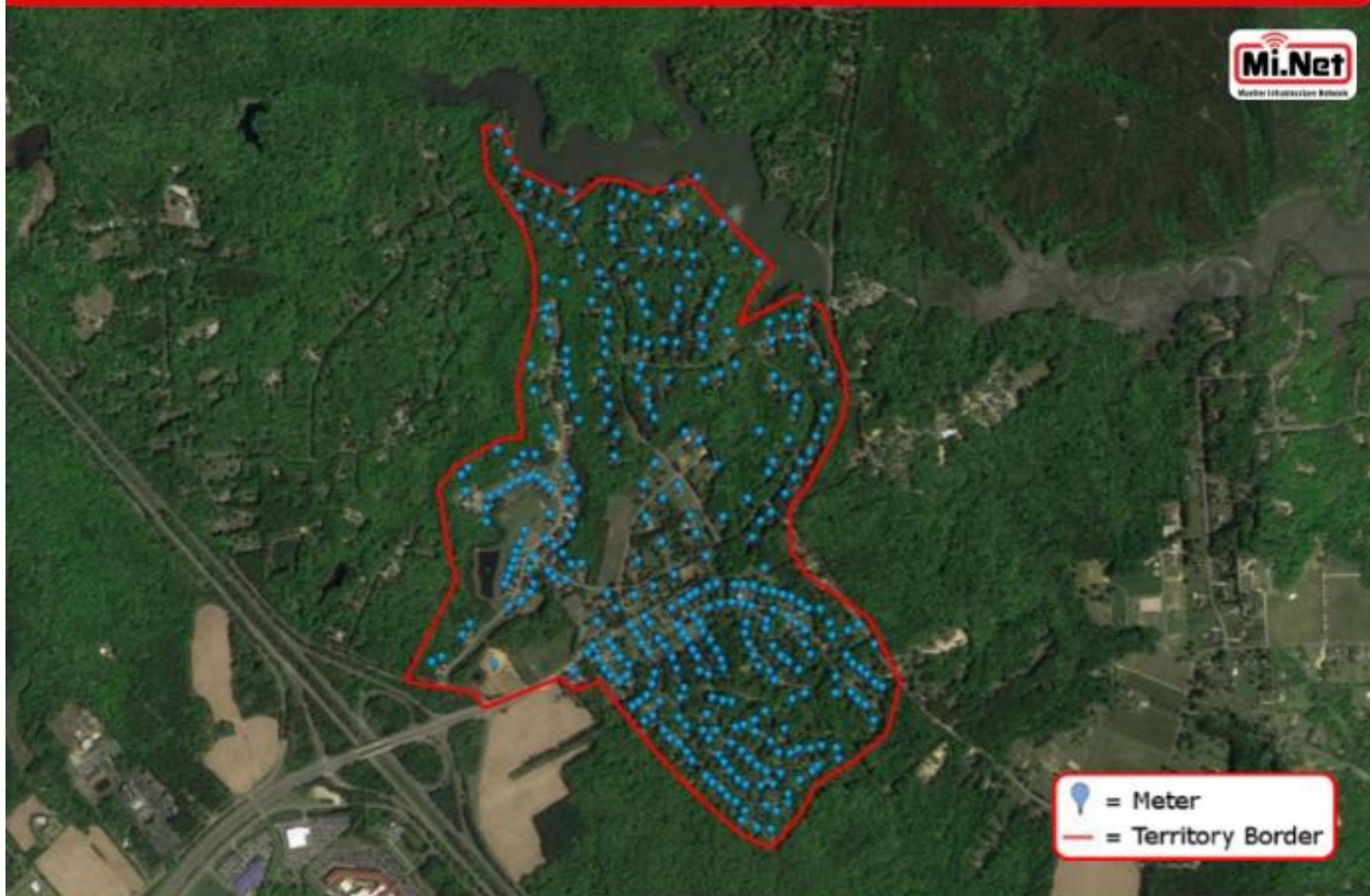
Questions?



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General Services Division
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srohrbach@nnva.gov*

Newport News Waterworks (VA) - IDA Network - Mi.Net RFv4 Propagation Study

Estimated Service Area and Meter locations - Lightfoot



GO GREEN EXPO GOES VIRTUAL



Due to the Covid-19 pandemic and our concern for your safety and well-being, this year's Go Green Expo, scheduled for September 12, has been canceled. However, we're establishing other ways to offer some of the events we had planned. For only \$60, you can pick up your own rain barrel, and DIY while you follow along with online video instructions. Advance purchase of the rain barrel is required. Barrels will be available for pickup at the Brittingham-Midtown Community Center on Sept 12 from 1-2pm. Call 757-591-4838 for details and to make arrangements to pay for and pick up your barrel along with all the parts needed to follow along. For more information, go to nngogreenexpo.org.

Like us on Facebook to receive helpful tips, special announcements, and updates.

Plus, we get to hear from you!
[facebook.com/nnwaterworks](https://www.facebook.com/nnwaterworks)

Modern Technology Coming Your Way

In December 2019, City Council appropriated \$5 million for Waterworks to start the initial phase of the smart metering project to replace our existing meters and install advanced meters. The initial deployment area (IDA) begins in July for approximately 1,300 customers, and will include several months of testing. Waterworks selected



Waterworks is modernizing with new smart meters on the Peninsula.

the routes for the IDA based on distance from Waterworks main office, high volume of move-in/move-outs, and meters frequently underwater. Rollouts to the rest of the Waterworks service area will be based on lessons learned from the IDA and taking into consideration any financial impacts on Waterworks' revenues due to

the COVID-19 crisis.

Smart meters will increase Waterworks' operational efficiency with remote meter reading and connect/disconnect options, which will save labor, fuel and vehicle costs. Moreover, smart meters will enhance customer service through access to more timely and detailed consumption data with quicker

response times for move-in and move-outs, and the ability to identify high usage sooner. Faster leak detection means potential water and energy savings for you! Lastly, smart metering will reduce our carbon footprint due to fewer trucks sent out to read meters and turn service on or off.

Waterworks Is Here To Help

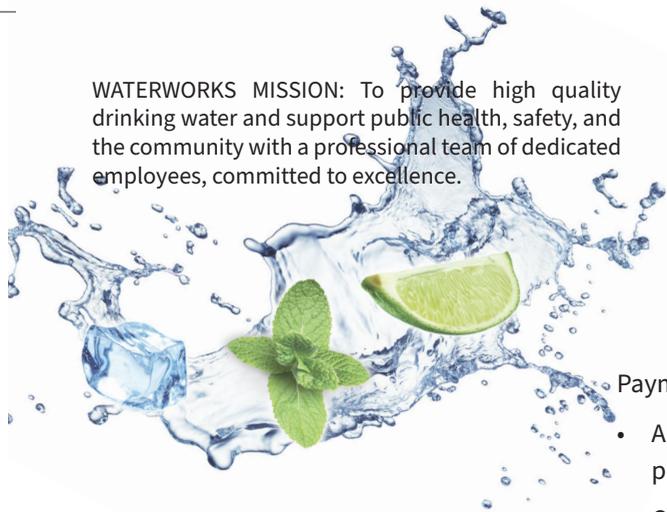
We understand the concerns you may have from the Coronavirus (COVID-19) pandemic, including how to keep up with bills. We can help and support customers who are experiencing financial difficulties due to COVID-19. You may email wwcs@nnva.gov, connect with us through your customer portal account, or call (757) 926-1000 to speak with a Customer Service Assistant and obtain more details about Installment Plans.

No Rate Increase This Year

Waterworks customers will be pleased to learn that, for the second year in a row, there will be no increase in water rates or service fees. Rates and fees will remain at current levels through June 2021. You can find our current rates online at nnva.gov/325/Rates-Fees.



WATERWORKS MISSION: To provide high quality drinking water and support public health, safety, and the community with a professional team of dedicated employees, committed to excellence.



Use Water Wisely

Your garden house can distribute 600 gallons or more in only a few hours, so don't leave the sprinklers running all day. Use a kitchen timer to remind yourself to turn your sprinkler off. Learn more about how to use water wisely at wateruseitwisely.com.



Glad You Asked!

Q. Is it safe to drink from a garden hose?
A. Substances used in vinyl garden hoses to keep them flexible can get into the water as it passes through the hose. These substances are not good for you or your pets. There are hoses made with "food grade" plastic that will not contaminate the water.



Water makes for outdoor summer fun, but only drink from a food grade hose.

Quick And Safe Ways To Pay

Payment options that fit your busy life:

- Automatic Payments – Set up one time or recurring payments through our customer portal (<https://myservices.nnww.nnva.gov>).
- Credit or Debit Card – Through our customer portal or over the phone (option 2)
- 24 Hour Drop Box – 2 convenient locations: 700 Town Center Drive or 2400 Washington Avenue - City Hall Treasurer's Office
- Online – From your bank account
- By Mail – Newport News Waterworks, P.O. Box 979, Newport News, VA 23607-0979
- Mobile App – Search MY NNWW Water App in the App Store or Google Play

For more details call 757-926-1000 or email wwcs@nnva.gov.

It's Hurricane Season: Time To Prepare

Hurricane season is June 1–Nov. 30. Waterworks has a response plan in place to minimize impacts if a hurricane should affect our area. Our goal is to continue supplying you with safe tap water while also protecting our employees and property from harm.

Waterworks makes its response decisions based upon several factors, including the speed, strength, and forecasted track of a coming storm. Of course, predicting the effects of a hurricane is difficult, so the best thing we can do is to prepare well in advance.

Preparation activities are completed in stages, as the conditions for each stage are met. These activities include:

- Assigning emergency crews to respond to damage to our facilities and/or distribution system
- Staging heavy equipment and other materials at predetermined locations
- Keeping you informed of our status



through news broadcasts, website updates, and Facebook posts

We don't wait to prepare, and neither should you. Go to readyvirginia.gov to learn how to make a family plan and what to put into your emergency supply kit.

Waterworks
NEWPORT NEWS
DEPARTMENT

Visit us:

nnva.gov/waterworks

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757-926-1000

Office Hours: 8 am - 5 pm | M-F
Emergencies (nights, holidays and weekends) call the Waterworks dispatcher at 757-234-4800.