



## *Memo*

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To: Board of Directors  
From: Staff  
Date: April 21, 2023  
Subject: AclaraConnect '23

Manager Weddle, Sale and Quine were able to attend the AclaraConnect '23 Conference in San Diego, CA from April 11-14, 2023. With the newly integrated Aclara One software to our system, we were able to gain more knowledge and a better understanding of how Aclara One operates. Aclara is a large company that provides services to water, electric and gas utilities.

With the recent integration, there have been a few hurdles with migration. While at the conference, we were able to discuss, in length, our struggles thus far.

One hurdle the District is facing is the continued use of the NCC server which is onsite, as well as being on a cloud-based storage. We were able to troubleshoot our 2 DCU's that are preventing us from discontinuing the NCC server. The DCU's, in their current location, do not send the read files regularly. We have looked into upgrading our phone lines to Fios or installing internet at both locations, and were advised at the conference to not do these upgrades. Our current DCU's would not be compatible with the cellular upgrades. The cost to upgrade the DCU's as well as the cost to have Fios or internet monthly, would be exponential. We now are in contact with a technician at Aclara who is intrigued by our situation. He has offered to come to Crestline, to troubleshoot onsite, at no cost to the District. We will be reaching out to him to get a visit scheduled.

In the office, we have other hurdles when learning the new Aclara One platform. We were able to meet up with the Project Manager, Kristin and her boss, Jill, to clarify the different reports to run and what each report will accomplish. Working with them was beneficial to our billing cycles, obtaining reads, leak reports, and updating account information.

We attended a training class to show the new and improved mobile programmers and software. They were able to show us, step by step, how to set up individual accounts for different users within the software, how to pair a puck (mobile programmer), and how to program new MTU's. The new software is more user friendly and stores about 100 previous programming records. We have a mobile programmer that Aclara that is no longer supported but still works. We are waiting for a shipment of the new programmers.

Funding has been approved by the new IIJA (Infrastructure Investment and Jobs Act) and IRA (Inflation Reduction Act) laws focusing on upgrading electric and water infrastructures across the country. With the upgrade of Aclara One to our system, we can reach out to our Project Manager to see if we are eligible for funding to offset some of the cost of the integration of Aclara One to our system.