1											
2											
2											
3											
4	In the Matter of:										
5	APPLICATION OF SHELBY ENERGY) COOPERATIVE, INC. FOR A CERTIFICATE OF) CASE NO.										
6	PUBLIC CONVENIENCE AND NECESSITY FOR) 2010-00244 ITS 2010 ~ 2014 CONSTRUCTION WORK PLAN)										
7											
8											
9	RESPONSE OF										
10	SHELBY ENERGY COOPERATIVE, INC. ("SEC") TO THE										
11	<u>"SECOND INFORMATION REQUEST OF COMMISSION STAFF TO SHELBY ENERGY COOP, INC."</u>										
12	FOR COMMISSION'S ORDER 2010-00244										
13	DATED DECEMBER 15, 2010										
14											
15											
16	FILED: DECEMBER 27, 2010										
17											
18											
19	The Witness for All Response Contained Hereinafter:										
20	Gary Grubbs, P.E.										
21	SEC/P&D Engineers, Inc.										
22											
23											
24											
25											
26											
	-1- Case No. 2010-00244										

1		TABLE OF CONTENTS		
2	Question 1a			
3	Response 1a			
4	Question 1b			
5	Response 1b			
6	Question 1c			9
7	Response 1c			9
8	Question 1d			
9	Response 1d			
10	Question 1e			11
11	Response 1e			11
12	Question 1f			
13	Response 1f			
14	Exhibit A			
15	Exhibit B			
16	Exhibit C			15
17				
18				
19				
20				
21				
22				
23				
24				
25				
26				
		-2- Cas	e No	2010-0024
	1	00.5		

 1
 QUESTION
 1: Refer to Exhibit B filed on October 29, 2010 in response to Commission Staffs First

 2
 Data Request.

3

4

5

6

7

8

9

10

11

12

13

14

15

16

17

18

19

20

21

22

23

24

25

26

QUESTION 1a: Explain and provide all supporting calculations of each cost and savings associated with the conversion to Automated Metering Infrastructure meter reading and each cost associated with existing contract meter reading.

 RESPONSE 1a:
 It should be stated first that Exhibit B was developed as a break-even / sensitivity tool and the inputs may not necessarily reflect exact past, present or expected future values. Said input values are selected to produce a conservative analysis and then reviewed via the analysis program as to the sensitivity of said selected variables on the project breakeven timing. Following are the explanations of each cost and savings associated with the conversion to Automated Metering Infrastructure meter reading (Note that many of the input variables may be rounded off from what is actually used in the calculations, spread over multiple years, and altered by growth, inflation and present value ("PV") factors):

{Instructions: Lower case letters preceded by numbers indicate cells from within the Exhibit B spreadsheet (i.e. (b5)); uppercase letters indicate the "costs" or "savings" section from within the Exhibit B spreadsheet (i.e. (C)). The sections (i.e. A, B, etc) below correspond to the "Lettered" cost and savings calculations indicated on Exhibit B.}

A. "Cost to Replace Existing Meters with AMR Meters" ~ this is the purchase of the AMI meters plus all of the costs of replacing the existing meters with the AMI meters. Using Exhibit B this would be represented basically as: (7b)(12b) + (8b)(13b) + ((b7 + b8)(b43 + b44)) B. "Cost of AMI (TWACS & Sub Make-Ready)" ~ this is the cost of substation AMI and communication equipment. Using Exhibit B this would be represented basically as: \$677,580 + (b45) + (b46) where "\$677,580" is the substation AMI cost.

1

2

3

4

5

б

7

8

9

10

11

12

13

14

15

16

17

18

19

20

21

22

23

24

25

26

- C. "Cost to Install AMR Meters for New Members" ~ this is the PV of 15 years worth of AMI meters installed on the yearly new members. Using Exhibit B this would be represented basically as: PV of (b11)(b12) per year and inflated yearly by (b5).
- D. "Cost of Operation and Maintenance (O&M) Expenses" ~ this is the O&M cost of the new AMI. Using Exhibit B this is calculated basically as: PV of (A+B+C)(b3) per year.
- E. "Cost of Annual Fixed Charges of AMR Equipment" ~ this is the Fixed Charge cost of the new AMI. Using Exhibit B this is calculated basically as: PV of (A+B+C)(b2) per year.
- F. "Cost of Annual Licensing and Maintenance Fee" ~ this is the licensing and maintenance fee for the new AMI. Using Exhibit B this is calculated basically as: PV of (b42) per year.
- G. "Cost to Manual Read Meters Until AMR is Operational" ~ this is the cost to manually read the meters until the AMI is functional. Using Exhibit B this is calculated basically as: (129,167)(b9) + (b41)(.74) where ".74" is the fraction of a year that manual meter reading is expected for power meters and "129,167" is the number of manual kWh meter readings expected.
- H. "Cost for One Additional Metering Tech" ~ this is the cost of one additional metering tech to support the AMI. Using Exhibit B this is calculated basically as: PV of (b20) grown by (b10) per year.

"Savings from Reduction of High Bill Complaints" ~ this is the Ι. savings expected from a reduction in high bill complaints brought about by AMI. Using Exhibit B this is calculated basically as: PV of (b7)(b31)(b33)(b32) per year. SEC E&O staff discussion yielded (b31), (b32) and (b33). J. "Savings from Reduction of Stopped Meters" ~ this is the savings expected from a reduction in repair of "stopped" meters. Using Exhibit B this is calculated basically as: PV of (b28)(b29)(b7) per year. SEC E&O staff discussion yielded (b28) and (b29). K. "Savings from Avoidable KWH Energy Theft" ~ this is the savings expected from a reduction in energy theft. Using Exhibit B this is calculated basically as: PV of (b17)(b27) per year. SEC E&O staff discussion yielded (b27). L. "Savings from Avoidable Damaged Transformers" ~ this is the savings expected from a reduction in damaged transformers from over-loads. Using Exhibit B this is calculated basically as: PV of (b25)(b26) per year. SEC E&O staff discussion yielded (b25) and (b26). M. "Savings from Soft Disconnects / Reconnects" ~ this is the savings expected from a reduction in certain site visits for disconnects and reconnects. Using Exhibit B this is calculated basically as: PV of (b23)(b24)(b7) per year. SEC E&O staff

1

2

3

4

5

б

7

8

9

10

11

12

13

14

15

16

17

18

19

20

21

22

23

24

25

26

Case No. 2010-00244

-5-

discussion yielded (b23) and (b24).

N. "Savings from Avoidable Meter Re-Reads" ~ this is the savings

expected from a reduction in required meter re-reads. Using

Exhibit B this is calculated basically as: PV of (b21)(b22)(b7) per year. SEC E&O staff discussion yielded (b21) and (b22).

1

2

3

4

5

б

7

8

9

10

11

12

13

14

15

16

17

18

19

20

21

22

23

24

25

26

- O. "Savings from Reduction of Line Losses (Ph Balancing)" ~ this is the savings expected from a reduction in line losses due to the ability for easier / better phase balancing. Using Exhibit B this is calculated basically as: PV of (b17)(b47) per year. SEC E&O staff discussion yielded (b47).
- P. "Savings from End of Line PSC Voltage Recordings" ~ this is the savings expected from a reduction in expenses incurred in obtaining end-of-line voltage reading for the PSC and RUS. Using Exhibit B this is calculated basically as: PV of (b37) per year. SEC E&O staff discussion yielded (b37).
 - Q. "Savings from Improved Outage Management" ~ this is the savings expected from improved outage management. Using Exhibit B this is calculated basically as: PV of (b16) per year. SEC E&O staff discussion yielded (b16).
 - R. "Savings from not Admin. Contract Meter Reading" ~ this is the savings expected from not having contract meter reading administration. Using Exhibit B this is calculated basically as: PV of (b18) per year. SEC E&O staff discussion yielded (b18).
- S. "Savings from Reduction in "No-Voltage" Calls" ~ this is the savings expected from not having to respond to as many consumer "no-voltage" calls. Using Exhibit B this is calculated basically as: PV of (b38)(b39) per year. SEC E&O staff discussion yielded (b38) and (b39).
 - Case No. 2010-00244

1 T. "Mechanical Meter Replacement (5% year)" ~ this is the cost for 2 having to replace 5% of the aged mechanical meters per year. 3 Using Exhibit B this is calculated basically as: PV of ((b7) + 4 (b8))(b14)(0.05) per year. SEC E&O staff discussion yielded (b14) 5 and (0.05). б U. "Cost of Meters for New Members" ~ this is the cost expected for 7 meters for new members. Using Exhibit B this is calculated 8 basically as: PV of (b11)(b14) per year. SEC E&O staff discussion 9 yielded (b11). 10 V. "Cost of (O&M) Operation and Maintenance Expenses" ~ this is 11 the cost expected for meter O&M if remaining with existing 12 mechanical meters. Using Exhibit B this is calculated basically 13 as: PV of (b36 + T + U)(b4) per year. 14 W. "Cost of Annual Fixed Charges of Metering Equipment" ~ this is 15 the cost expected for meter facility charges if remaining with 16 existing mechanical meters. Using Exhibit B this is calculated 17 basically as: PV of (T + U)(b2) per year. 18 X. "Cost to Read Large Commercial Meters" ~ this is the cost for 19 continuing to manual read the large power meters. Using Exhibit 20 B this is calculated basically as: PV of (b41) per year. 21 Y. "Cost to Read Residential & Commercial Meters" ~ this is the cost 22 for continuing to manual read residential and commercial meters. 23 Using Exhibit B this is calculated basically as: PV of 24 (b7+b8)(b9)(12) per year. 25 26

QUESTION 1b: Explain how the present worth rate of six percent was determined. 1

2	RESPONSE 1b:	For typical investments, with costs concentrated	in early periods and
3		benefits following in later periods, raising the discou	nt rate tends to reduce
4		the net present value. The annualized US inflation rate	e for the most recent 10
5		war paried is 2.47% Present Worth ("PW") rates a	f 4% 6% and 8% wara
5		year period is 2.47%. Present worth (PW) rates o	
0		used in the sensitivity analysis; breakeven results of	stained were 5.0 years,
./		5.1 years and 5.3 years respectfully. The 6% PW	ate was thus selected
8		based on our conservative criteria.	
9			
10			
11			
12			
13			
14			
15			
16			
17			
18			
19			
20			
21			
21			
22			
23			
24			
25			
26			
		-8-	Case No 2010-0024
		Ŭ	2

1 QUESTION 1c: Explain how the annual fixed charge of 13.85 percent was determined. 2 RESPONSE 1c: The Fixed Charge Rate ("FCR") is also frequently referred to as Carrying 3 Charge. It is made up of components that comprise the annual cost 4 associated with an investment. As outlined in RUS Bulletin 1724D-104, 5 section 4.2; components typically considered when calculating the FCR б include: 7 **Cost of Capital** 8 Taxes 9 Depreciation 10 **Operations** 11 Maintenance • 12 The Fixed Charge Rate can vary significantly based upon various economic 13 conditions. Please refer to Exhibit A of this response to review the 14 calculation of SEC's current overall FCR. The rationale to use an FCR of 15 13.85% for the AMI evaluation instead of the overall calculated value of 16 14.45% was based upon the fact that the O&M portion of the FCR is less 17 for metering projects than the overall calculated O&M of 5.83% as 18 calculated in Exhibit A. 19 20 21 22 23 24 25 26

QUESTION 1d: Explain the reason for the difference in the operation and maintenance cost rate of one percent for the AMR Meters and two percent for the Mechanical Meters. **RESPONSE 1d:** The historical O&M charge for the existing mechanical meters is estimated to be 3% and the anticipated O&M charge for the new electronic meters is 0.5% based on review of reported industry-wide actual experience. The difference in O&M rates between the mechanical and the electronic meters is based upon age, technology and repairs made to the metering installations at the time of AMI meter installation. The O&M rates of 2% and 1% respectfully were used in the breakeven analysis based on our conservative criteria as the use of the actual estimated rates of 3% and 0.5% respectfully resulted in a breakeven period of 4.0 years. -10-Case No. 2010-00244

1	QUESTION	1e:	Explain the reason for the difference in the inflation rate of	of one	perc	ent for AMR
2			Meters and three percent for the Mechanical Meters.			
3	RESPONSE	1e:	The use of 1% for AMR Meters was an error as we int	tende	d to	use 3% for
4			both the AMR Meters and Mechanical Meters. The err	roneo	us 1º	% occurred
5			due to not replacing it with 3% after conducting its sen	sitivit	y stu	dy; refer to
б			Exhibit B of this response for the corrected breakeven	outp	ut. I	Please note
7			that the inflation rate has very little effect on the breakey	ven po	oint (numerically
8			it changed from 5.13 years for the incorrect 1% to 5.14 y	/ears	for tl	he intended
9			3%).			
10						
11						
12						
13						
14						
15						
16						
17						
18						
19						
20						
21						
22						
23						
24						
25						
26						
			11	"aee	No	2010-0024/
				LUBC	110.	2010 0021-

QUESTION 1f: Explain the rationale for using 15 years as an evaluation period.

RESPONSE 1f: Industry research indicates the use of between 15 ~ 25 years is a reasonable range to use as an evaluation period when conducting AMI studies. We feel confident that our selection of Aclara's TWACS provides an AMI platform that meets the technology needs required of a system well into the future. If a time is reached that other technologies need to be evaluated then the evaluation of such must stand on its own as a cost effective replacement for TWACS AMI. Please refer to Exhibit C of this response as one sample of what other utilities have stated in regard to the life span of selected AMI platforms.

CALCULATE FIXED CHARGE RATE FACTORS

NOTES: If FCR factors are known, then go directly to Worksheet "INPUT" Enter data in the shaded (yellow) cells only.

ENTER the following amounts from the most recent RUS Form 7.

Α	53,169,212	NET UTILITY PLANT	Part C, Line 5
В	26,649,525	TOTAL MARGINS & EQUITIES	Part C, Line 35
С	33,826,163	TOTAL LONG-TERM DEBT	Part C, Line 42
D	1,332,167	DISTRIBUTION EXPENSE - OPER.	Part A, Line 5 (b)
Е	1,766,853	DISTRIBUTION EXPENSE - MAINT.	Part A, Line 6 (b)
F	1,855,080	DEPRECIATION & AMORT. EXPENSE	Part A, Line 12 (b)
G	0	TAX EXPENSE - PROPERTY	Part A, Line 13 (b)
н	34,070	TAX EXPENSE - OTHER	Part A, Line 14 (b)

ENTER the following construction loan data.

Loan Source	Interest Rate	% of Total
RUS	4.56	45.23
CFC	6.36	10.55
Other	4.78	44.22
Other		
	4.85	Blended Inte

COST OF EQUITY FACTOR

Κ	35.0
L	0.04

J

Μ

- ENTER the Capital Retirement Cycle. (Number of Years)
- ENTER Utility Plant Growth Rate. (Format: 0.XX)
- 5.357732237 Calculated Cost of Equity Factor (%) (Goodwin Formula)

 $M = (1+L)^{(K+1)} - (1+L)^{K} \times 100$ (1+L)^K - 1

FIXED CHARGE RATE FACTORS

2.71	Cost of Debt (%)	= (C / (B+C)) × J
2.36	Cost of Equity (%)	= (B / (B + C)) × M
5.07	TOTAL COST OF CAPITAL (%) (= Cost of Debt + Cost of Equity)
0.06	TAX RATE (%)	= ((G + H) / A) × 100
2.40		
3.49	DEPRECIATION RATE (%)	= (F / A) × 100
5.83	OPERATIONS and MAINTENA	NCE RATE (%)
		= ((D + E) / A) × 100
14.45	FIXED CHARGE RATE (%)	(Sum of the above)

Row # to correspond with responses 1aA ~ 1aY

			_				-								
	A A	B	C	D	E	F	G	н	I	J	К	L	М	N	0
_1	Appual Fixed Charge (%)	13.85%	year	\square		YEARLY SUM C	F "COST" PW s		\neg		CONVE	ERSION TO AMR "B	REAK-EVEN POINT	•	
2	O & M Costs - AMP Motors (%)	1.00%	year												
3	0 & M Costs - Amic Meters (%)	2.00%	year		\$6,000,000		Shelliv Ener	ev.		\$1,400	,000				
4	Inflation Pote AMP Motors(%)	2.00%	year		\$5,000,000		Cooperative					-	Shelby Ener	rgy	*
5	Inflation Rate ~ Awk Meters(%)	3.00%	year	Ę						\$1.200		~	Cooperative	<u>e</u>	
6	Metero Regidential	15 000	2008	3yste	\$4,000,000				_	\$1,200	,000				
7	Meters ~ Residential	15,000	2008	ch S	\$3.000.000									/	
8	Meters ~ Small Commercial	500	2008	of Ea						\$1,000	,000			/	
9	weter Reading Cost per wonth per weter		each	Md	\$2,000,000										
10	Inflation Rate ~ SEC Labor	4%	year	arly	\$1.000.000			= Contract Docat							
11	Growth in Meters	250	year	Ye			AMR	Contract Read	ing	\$800	0,000			_/	
12	AMR Meter Cost ~ Residential (Avg)	_	each		\$0			0 11 10 10	44 45	ls				1	
13	AMR Meter Cost ~ Commercial (Avg)		each		1 2	3 4 5 6	7 8 9 1 Vear	0 11 12 13	14 15	A \$600	000			/	
14	Mechanical Meter Cost (Avg)	\$38	each				Tear			(RL)	,		/		
15	Energy Cost (\$/KWH)	\$0.06	each						=	ΥEΛ					
16	Cost Reduction from Improved Outage Mgmt.	\$9,000	year	ſ	\$12,000,000		Shellow For	7.01	—)I	<mark>፟</mark> ቴ \$400	,000				
17	Annual Power Cost (energy only) (2008)	\$21,500,000	year		£40.000.000		Conperative			MUR	Break	-Even Point			
18	Cost to Oversee Contract Meter Reading	\$7,500	year	s	\$10,000,000		COST LESS SAVIN	IGS" PW a			Dicak	LVCITTOIII			
19	Energy Rate Increase (%)	3.00%	year	avin	\$8,000,000					\$200	0,000				
20	Additional Meter Tech for AMR	\$60,000	year	S SSE											
21	Meter Re-Reads (%)	1.70%	year	a l	\$6,000,000	-AM	RContract Rea	ading			\$0				
22	Contract Cost per Re-Read		each	Syste	\$4.000.000						2 3	4 5 6	7 8 9 10	11 12 13	14 15
23	Soft Disconnects / Reconnects (% of Meters)	5.00%	year	ach (
24	Contract Cost per Disconnect or Reconnect		each	ofE	\$2,000,000			+++		-\$200	0,000				
25	Transformers with Avoided OL Damage	10	year	Wd /	60										
26	Cost of Replacing Failed Transformer	\$1,000	each	(early	\$0	1 2 3 4 5	6 7 8 9	10 11 12 13	14 15	\$400	000				
27	Line Loss due to Theft Deterrent (%)	0.30%	year	~			Year			-9400	,000		YEAR		
28	"Stopped" Meters (%)	0.35%	year												
29	Cost to Replace & Bill for "Stopped" Meter	\$70.00	each												
30	Inflation Rate ~ Contract Labor	2.40%	year				SUM OF C	OSTS & SAVINGS	ASSOCIATE	D WITH CONVERSION	TO AMR METER	READING			
31	High-Bill Complaints (%)	3.00%	year					Cost of Annual	Cost of Ann	Cost to Bood		South as from			Southers from
32	Cost of High-Bill Complaint Investigation (Avg)	\$200	each	Cost to Replace	Cost of AMI	Cost to Install	Cost of O&M	Fixed Charges	License &	& Meters Until	Cost for One	Reduction of	Savings from	Savings from	Reduction in
33	Reduction in High-Bill Complaints (%)	50%	year	Meters	Make-Ready)	New Members	Expenses	of AMR	Maintenan	ce AMR is	Metering Tech	High Bill	Stopped Meters	Energy Theft	"No-Voltage"
34	Voltage-Check Service Orders	50	year					Equipment	rees	Operational		Complaints			Galls
35	Cost of Voltage-Check Service Order	\$200	each		\$788,290		\$431,831				\$1,201,415	\$999,966	\$81,664	\$1,170,391	\$228,158
36	Net Meter Plant (2007)	\$1,460,664	net												
37	Cost Reduction of Eliminating PSC Voltage Rec.	\$2,000	year				SUM OF COSTS	& SAVINGS ASSO	CIATED WIT	H CONVERSION TO A	MR METER READ	ING (continued)			
38	No-Voltage Service Calls (No Problem Found)	60	year												
39	Cost of No-Voltage Service Call	\$200	each	Avoidable	Savings from	Savings from	Reduction of	End of Line PSC	Improved	d not Admin.	Conto	Carriera		Total Annual	Present Worth
40	Reduction in No-Voltage Service Calls	70%	year	Damaged	Disconnects &	Re-Reads	Line Loss (Ph	Voltage	Outage	Contract Meter	Costs	Savings		less Savings	or Lotal Annual Costs
41	Cost to Read 49 Large Power Meters	\$6,000	year	Transformers	Reconnects		Balancing)	Recordings	Manageme	Reading					
42	AMR License Fee (AVG)		year	\$190,132	\$420,383	\$95,287	\$1,101,429	\$38,026	\$171,119	\$142,599	\$8,029,175	\$4,639,154		\$3,390,021	\$2,479,252
43	Cost to Replace Existing Meter With AMR Meter	\$12	each												
44	Cost Associated with Meter Replacement	\$2.00	each				SUN	OF COSTS ASSO	CIATED WIT	H EXISTING CONTRA	CT METER READ	NG			
45	Cost for Sub Communication	\$55,200	10 Subs												
46	Cost for Sub Make-Ready (Labor & Material)	\$55,510	10 Subs	Mechanical Meter	for New	Cost of O&M	Fixed Charges	Cost to Read Large	Cost to Re Residentia	aci I&				Total Annual Costs of	Present Worth
47	Reduction of Line Losses for Ph Balancing, etc	0.30%	year	Replacement (5% Year)	Members	Expenses	of Metering	Commercial	Commerci	ial				Existing Meter	of Total Annual Costs
48	Evaluation Period	15	years	, , ,	Installations		Equipment	Meters	Meters					Reading	
49	Beginning Year	2010		\$547,738	\$176,690	\$431,553	\$747,487	\$120,142							
						1	the second s								

Meter Readers Near End of Road

Russell Aragon recently sprinted from meter to meter in the Stratmoor Hills neighborhood, avoiding yapping dogs, navigating messy yards and slipping through gates that hardly deserve the name.

The Colorado Springs Utilities meter reader, a five-year veteran, relishes the challenges of "getting the read." He can read 600 meters in five hours -- 10,000 to 12,000 meters a month -- with more than 99.5 percent accuracy.

"I walk fast, and I read fast, too," said the personable Aragon, who despite his hustle takes time to chat with lonely elderly people on his route and pet the dogs that have proved themselves friendly.

Still, Aragon, 45, knows he's a walking anachronism. The small, gray boxes recently installed on gas meters in Stratmoor Hills tell him so.

The boxes are electronic modules capable of transmitting meter readings back to the utility instantaneously. They are the wave of the future, here and at utilities across the country. And they mean Aragon and the 55 or so meter readers employed by the utility will be doing something else.

By 2010, Colorado Springs Utilities plans to have its 500,000 gas, water and electric meters either retrofitted or replaced with equipment that will automatically transmit customers' energy usage to the billing department.

The first wave of the automated meters were installed recently in outlying areas, where the utility offers only selected services and where the cost of reading meters is higher. About 2,400 gas meters in Falcon and about 1,000 electric meters south on Colorado Highway 115 and west on U.S. Highway 24 in Ute Pass have been converted.

The utility also has conducted a pilot program in the city, installing automated water meters near Hancock Avenue.

Beginning in June or July, subcontractor Honeywell will begin installing 10,000 to 15,000 retrofitted gas and water meters and new electric meters each month, and those meters will begin transmitting billing data soon after.

The utility plans to install more than 100,000 meters a year until the city is completely automated. It also requires new developments to install the equipment so those homes and businesses don't have to be retrofitted. The equipment and technology is supplied by Georgia-based Cellnet.

The utility says there are good reasons to invest in the technology: safety and cost.

Last year, despite monthly safety seminars, the utility had almost 50 meter readers hurt, either by dog bites or slips and falls. Others over the years have been threatened by irate customers, and a few have had guns drawn on them. In fact, every month the utility asks police to escort meter readers to a few homes whose residents have been deemed dangerous.

EXHIBIT C page 1 of 2

"Almost every meter reader got injured (last year)," said John Smith, the utility's principal engineer for the automated meter project. "How many work forces do you have where every employee is injured?"

Aragon has never been injured on the job. But he said he's the exception.

"The hazards are unbelievable -- icy sidewalks, broken cinder block walkways, nails."

The automated meters, the utility has determined, will save utility customers money. Disbanding the meter reading department, with 75 readers and support personnel, will save an immediate \$6 million a year, a cost that would grow through normal salary and benefit increases and workers' compensation cases.

Smith said the system also will reduce the costs of estimating bills for the 5 percent of meters that can't be read every month for one reason or another -- usually dogs in the yard -- and it will minimize the number of times trucks and crews must be dispatched to read problematic meters.

Because meters are read every day instead of once a month, the utility will be able to spot and deal with meter problems or energy theft quickly. The daily readings also could help the utility more accurately forecast how much energy it needs, Smith said.

The utility estimates the \$80 million investment in automated meters, which have a life span of 20 to 25 years, will be paid off in 10 to 15 years.

The utility expects to absorb the meter readers and support staff into other jobs in the utility because of attrition and retirements.

Aragon hopes to stay with the utility. He understands the reasons to adapt 21st-century technology, but he's going to miss his brisk walks around the city, the people, even many of the chained-up dogs who enjoy a quick pat and rub.