



## ***Memo***

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To: Board of Directors  
From: Alan E. Clanin, General Manager  
Date: March 01, 2019  
Subject: Changes to Aclara Meter Reading System

Crestline Village Water District has utilized the Aclara 3G Fixed Network Meter Reading System since 2010. Over the years, due to changes in technology, the District has been forced to upgrade the system to maintain meter reading capability. Verizon Wireless Communications is retiring its CDMA (Code Division Multiple Access) 3G Network at the end of 2019. Due to this discontinuance of service, it will be necessary for the District to upgrade the current Data Collector Units. This upgrade will be included in the upcoming 2019-2020 budget.

**Recommendation:**

This is an information only item. No action is required.

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## Alan Clanin

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**From:** LaJeunesse, Dave <dlajeunesse@aclara.com>  
**Sent:** Monday, August 27, 2018 12:52 AM  
**To:** Alan Clanin  
**Cc:** Steve Wood; Larrie A Davis  
**Subject:** RE: DCU Upgrade Quotes

Hello Alan,

I understand that these upgrades are no bargain and the District has already incurred significant costs to date – as we discussed during my last visit, the LTE upgrade is required because of the sunseting of Verizon’s 3G service at the end of next year so every water utility that is currently running an AMI system, not just Aclara’s, is having to deal with this change. As for the T-board upgrade, this is technically optional and CVWD would still be able to read all currently installed MTUs as well as the next generation series 3400 MTUs with your current equipment based on the last DCU upgrades but by including the T-boards you would be able to take advantage of the advanced features of the newer MTUs as well as the extended services currently available (distribution leak detection) and those in development (sanitary sewer overflow monitoring, system pressure & flow monitoring, etc.). Of the 30 or so accounts I manage all have either completed the LTE & T-board upgrades or have committed to get them done by the end of 2019 – I would be glad to provide contacts at accounts who have completed the upgrades if you’d like to get some feedback to inform your decision on which path to take.

I know that your budget dollars are limited and to complete the upgrades would require a significant investment – I am committed to do everything possible to minimize the impact of the upgrades but in order to maintain your Aclara system the LTE upgrade will need to be done before the end of 2019. If you determine that the costs involved are too much to bear and you want to explore other meter reading solutions I will do whatever I can to assist during the transition.

I will be in town next week and will be available to come up to discuss this in more detail if you’d like – my only current commitment is on Wednesday so please let me know if you’d like to get together another day and what time works for you.

Thanks - Dave

Dave LaJeunesse  
Sales Director – Water – Western US



Save the date for AclaraConnect'19  
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# CDMA Network Activation Retirement

◇ Verizon Wireless is retiring its CDMA (3G) network at the end of 2019. As a result, we are no longer allowing activation of CDMA-only devices, including CDMA-only basic phones and smartphones, or 4G LTE smartphones that do not support HD Voice service.

Current users of CDMA-only devices or 4G LTE voice-capable devices that do not support HD Voice service can continue to use their current devices until we retire our CDMA network, or can change devices as follows:

- Users of CDMA-only devices can only change to other CDMA-only devices or to 4G LTE devices that support HD Voice.
- Users of 4G LTE smartphones that do not support HD Voice can only change to other 4G LTE smartphones that do not support HD Voice or 4G LTE HD Voice devices.

🗨 The following types of devices can no longer be activated:

- CDMA (3G)-only devices, including 3G basic phones and 3G smartphones
- 4G LTE smartphones that do not support HD Voice
- Apple® iPhone® 5s or prior
- Connected devices with CDMA (e.g., GizmoPal, GizmoPal2, GizmoGadget and some Hum + models).

Related Topics:

- HD Voice FAQs
  - [Android \(http://www.verizonwireless.com/support/hd-voice-for-android-faqs/\)](http://www.verizonwireless.com/support/hd-voice-for-android-faqs/)
  - [iOS \(http://www.verizonwireless.com/support/hd-voice-for-ios-faqs/\)](http://www.verizonwireless.com/support/hd-voice-for-ios-faqs/)
- Activate HD Voice
  - [Android \(/support/knowledge-base-130983/\)](/support/knowledge-base-130983/)
  - [Apple iPhone \(/support/knowledge-base-206700/\)](/support/knowledge-base-206700/)

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