

RFI

Request for Information



for
**LADWP Advanced Metering Infrastructure (AMI) Meter
Deployment**

RFI Number: 08.19.25-POWER-YMK

Release Date: 08/26/2025

**CITY OF LOS ANGELES
DEPARTMENT OF WATER & POWER**

REQUEST FOR INFORMATION (RFI) NO. 08.19.25 – POWER - YMK

LADWP Advance Metering Infrastructure (AMI) Meter Deployment

INTRODUCTION:

The Los Angeles Department of Water and Power (LADWP) is requesting interested parties to provide information and feedback that will assist the LADWP to:

1. Obtain information on smart meter deployment best practices, timelines and required resources for mass meter deployment.
2. Obtain feasibility information on the replacement of 2.3 million meters by December 31, 2026
3. Obtain high-level cost estimates for budget purposes
4. Obtain information on potential new technologies or approaches

This RFI is issued with the intent to survey the industry, to obtain information on large-scale advanced electric and water meter deployment, and to solicit additional guidance, input, new ideas, and best practices which may be used in the preparation of a Request for Proposal (RFP), Request for Qualifications (RFQ) or Invitation for Bid (IFB); or used to evaluate the feasibility of pursuing a Request for Single/Source Proposal (RSSP) or a Cooperative Agreement (piggyback contract) in accordance with the Los Angeles Charter Section 371(e). To fully comprehend the information contained within a response to this RFI, LADWP may request further clarification from one or more respondent(s) in the form of brief verbal communication by telephone, written communication, electronic communication, presentation, interview, or by conducting a site visit at no cost to LADWP.

Responses should include information and recommendations regarding best practices in providing full-scale AMI meter deployment and could result in a clarification of the requirements, cost saving opportunities, and the identification of potential problem areas. All responses should be concise and focused. LADWP will use the information generated as a result of this RFI to determine a solution that is in the best interest of LADWP. In addition, LADWP does not intend to award a contract on the basis of this request or otherwise pay for the requested information.

BACKGROUND:

LADWP is a utility that is created by and exists under the Charter of the City of Los Angeles. It is the largest municipal utility in the United States and serves approximately 4 million residents and 1.5 million registered customers. LADWP has more than 100 years of experience in the generation, transmission and distribution of electricity.

As the nation's largest municipal utility, LADWP delivers up to 8,100 megawatts of power and serves an average of more than 426 million gallons of water per day. To support operational efficiency, grid modernization, and enhanced customer engagement, LADWP is embarking on a full-scale smart meter replacement program covering both electric and water meters.

Smart meters enable two-way communication between customers and LADWP. They capture, record, and transmit key data, such as electricity usage, in intervals, which provides the granular data needed to help customers better manage their electric usage and costs, and provides a foundation for developing new, intelligent, and customized energy efficiency and demand response programs. Through this communication technology, LADWP will provide customers access to their usage information throughout the billing period, implement monthly billing, and identify power outages more quickly and accurately. Smart meters are also equipped with an integrated remote service switch, which allows service connections and disconnections to be performed remotely, over-the-air at the customer's convenience.

These are just a few of the foundational features that will deliver utility operational and customer benefits, resulting in reduced operating costs, while enhancing customer experience and helping build customer satisfaction. To maximize on these benefits, LADWP's goal is to complete the installation of both electric and water meters by December 31, 2026.

INFORMATION REQUESTED:

LADWP is requesting information from qualified vendors with demonstrated experience in planning, managing, and executing large-scale AMI deployments. The proposers must have successfully installed a minimum of 1.5 million smart electric meters and 800,000 smart water meters, including residential and commercial form factors within the past five years and be able to provide verifiable references for projects of comparable scale.

The requested information will be used to evaluate the feasibility of LADWP's readiness, and risk analysis for the replacement of 2.3 million meters in the LADWP service territory by December 31, 2026. The deployment will require high-volume installation capacity, strict adherence to safety and quality standards, and minimal impact to customers. The vendor shall provide information on the feasibility, best practices, and project approach for LADWP's full-scale AMI deployment.

Please answer the following questions and provide information related to large-scale advanced electric and water meter deployment, including other current and commercially available technologies collectively referred to as the "Suggested Solution":

1. What is the recommended organizational structure and key personnel (project manager, field personnel, etc.) required to support a large-scale meter deployment?
2. What is the work break down structure, deployment areas, materials, warehouse locations, and supporting resources required to deploy 1.5 million electric meters and 800,00 water meters by December 31, 2026?

3. What are the challenges and risks with a deployment of this magnitude with a schedule of this duration?
4. What are some recommendations and key factors for successfully deploying smart meters under labor agreements and with union represented labor.
5. What is the proposed project management approach to installing 1.5 million electric and 800,000 smart water meters in LADWP's service territory by December 31, 2026? (Please see attached **Appendix A** for a map of the LADWP service area.)
6. What is the estimated costs for the large-scale meter deployment with a completion date of December 31 ,2026?
7. What is the recommended strategy to ramp up and sustain high-volume installations while maintaining safety and quality?
8. What are best practices for handling deployment schedule delays?
9. What are best practices for risk mitigation and contingency plans for workforce, labor, schedules, planning, and field conditions.
10. Describe minimum qualifications, certifications, and licensing requirements for installers and subcontractors?
11. What is the process for corrective actions following safety incidents.
12. What are the best practices to meter receiving, warehousing, inventorying, and distribution.
13. What is best practice for tracking inventory, including meters in quarantine pending testing?
14. What is the process for adhering to meter acceptance testing in accordance with ANSI standards without impacting deployment?
15. What are corrective actions required when defects are identified?
16. What is the proposed process for replacing failed meters within six months after installation?
17. What is the process for ensuring real-time updates of installation progress, customer communications, and field issues?
18. What is the process to schedule customer appointments?
19. What is the best practice regarding the escalation process for customer complaints, including meter installation disputes.
20. What is the process for managing and reporting on customer opt-out requests?
21. What is the best process for handling abnormal conditions, unsafe sockets, and defective panels.
22. What is the process for escalating unsafe field conditions and unresolved issues?
23. What is the best process for obtaining required permits for panel replacements?
24. What is the recommended approach for deploying 800,000 water meters?
25. What are the best practices for replacing and/or upgrading communication modules for water meters?

26. What are the best practices for preparing for meters for future regulatory or technological changes?
27. What are the resources and skillsets required from an operations and maintenance perspective after AMI meter deployment.

SCHEDULE OF EVENTS AND CONTACT INFORMATION:

RFI Release Date	8/26/25
Respondents’ Questions Due Date (optional)	9/3/25
Responses to Written Questions (optional)	9/8/25
RFI Submittal Deadline	9/16/25

All questions or concerns related to this RFI should be submitted via electronic mail to Yul “Michael” Kwon, Utility Buyer, at SCS4Purchasing@ladwp.com by the date and time prescribed herein.

The LADWP’s responses to questions will be posted on the Regional Alliance Marketplace for Procurement (RAMP), found at <http://www.rampla.org>. It is the responsibility of respondents to check RAMP periodically for responses to questions.

USE OF INFORMATION:

Participation in this RFI is optional and not required in order to respond to any subsequent procurement LADWP may take. The RFI is not a competitive solicitation method. Neither LADWP nor the interested party responding has any obligation under the RFI. Interested parties are encouraged to submit responses to all or part of the RFI even if they do not have a current intention to responding to any future RFP or RFQ. Respondents are specifically requested not to submit any type of price proposal other than high-level cost estimates for budget purposes, if requested.

All documents submitted in response to the RFI will become a matter of public record and shall be thereupon considered public records. If a respondent believes that any portion of its response is exempt from public disclosure, such portion shall be clearly marked “Trade Secret,” “Confidential,” or “Proprietary.” By submitting information with portions marked in this manner, the respondent represents that it has a good faith belief that such material is exempt from disclosure under the California Public Records Act, California Government Code §§ 6250, et. seq.

GENERAL INFORMATION AND INSTRUCTIONS:

Companies responding to this RFI shall designate a single point of contact within that company for receipt of all subsequent information regarding this RFI. If subsequent bidding opportunities are issued, LADWP is under no obligation to advise any vendor responding to this RFI.

LADWP employs the electronic Request-Solicit-Procure (eRSP) system for posting its bidding opportunities and receiving bid documents. Vendors are advised to monitor the LADWP eRSP website for such opportunities.

All entities or individuals interested in conducting business with LADWP are required to register in the web-based eRSP system. Registration is free and enables the registered entity or individual to gain access to certain information, services and/or materials maintained in eRSP at no charge. Registration may be accomplished at www.ladwp.com/ersp.

LADWP reserves the right to amend or cancel this RFI.

All information gathered as a result of the RFI is subject to provisions of the California Public Records Act. Respondents to this RFI consent to LADWP incorporating any ideas, concepts, approaches, or strategies into any design, procurement or contractual activities related to any aspect of the project without any liability or consideration on the part of LADWP.

CONTACT INFORMATION:

Please provide your contact information including a brief company profile, and the name, phone number, and email of the key contact person(s).

RFI SUBMITTAL INSTRUCTIONS:

Please submit your response via email to SCS4Purchasing@ladwp.com no later than **9/16/25**. Responses submitted via facsimile will not be accepted.

Appendix A

LADWP Service Territory

