Greenville Utilities Commission

Written Question Responses – Set 2
RFP – 25-49 Advanced Metering Infrastructure (AMI) Vendor Procurement

Issued: 9/2/25

Purpose of Document

This document serves as the second set of Written Question Responses for RFP 25-49. It is intended to formally address questions submitted by prospective vendors in response to the RFP. The responses provided herein are for clarification purposes only and shall be considered an official part of the RFP package.

Structure of Responses

- Questions are presented in the order received.
- Responses provided represent the official position of GUC.
- In cases where the RFP language is modified, the response will clearly indicate such changes and reference the associated Addendum.

Future Responses

Additional Written Question Response sets may be issued as further questions are received, or clarifications are deemed necessary. Vendors are responsible for ensuring that they have received and reviewed all Written Question Responses prior to submitting their proposals.

Written Question Responses

ID	Question	GUC Response
60	(Ref: "section-e-ami-requirements Greenville NC" / "E.5 PMO & Installation" / "Ref # E5 6.5") Is it mandatory that the Installation Contractor must use / assign "2 person" crews, or is that to be left up to the discretion of the Installation Contractor	The contractor should determine the correct crew size to ensure all jobs are performed safely.
61	(Ref: "section-f-pricing-sheet Greenville NC" / "Water Installation" tab / "Other Equipment" / "Meter pit lid for vault size 72" x 48" or 36" x 24"") Is the reference to 36" x 24" here in error, as it is noted in the line item above?	The lids could be 72"x48" or 36"x24". Exact sizes are not currently known.
62	(Ref: "section-f-pricing-sheet Greenville NC" / "Water Installation" tab / "Other Equipment" / "Meter pit lid for vault size 72" x 48" or Bigger") Should this line item just reflect "Bigger than 72" x 48"", as 72" x 48" is noted in the line item above?	The lids could be 72"x48" or bigger. Exact sizes are not currently available.
63	(General) Will secure, or non-secure, overnight parking be made available for the Contractor's contract related fleet vehicles at GU's facility and / or warehouse?	Secure parking is available, dependent upon the number of vehicles.
64	(General) As part of the in-field scope, is the Installation Contractor required to perform a service line pipe material survey in conjunction with the water meter retrofit?	No. Since this should be an ERT replacement only, we would see the survey as a significant extension of scope based on previous efforts for our lead and copper rule compliance survey.
65	(General) Please confirm whether a Contractor is required to have a licensed plumber on staff.	No.

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66	RFP 25-49 uses the phrase "Prime Vendor." Is this intended to carry the same licensing implications as the use of "Prime Contractor" would? Under section 87-1(a) of NC statutes, any person acting, or offering to act, as a general contractor must be licensed if the project is more than $40,000. Section 87-1(a) also defines general contracting as constructing, or managing the construction of, "any improvement." It is our understanding that replacing meters would be considered an improvement to the structures and is also an improvement to GUC's systems. Consequently, because the project is over $40,000, requires construction of improvements, and requires the management of subcontractors for the installation, we understand that any bidder offering a turnkey solution must hold an active, NC general contractor's license. Does GUC agree that the prime bidder for RFP 25-49 who offers a full turnkey solution with installation must itself hold an active, NC general contractor's license?	A general contractor's license will not be required to perform the removal or installation of meters and ERTs. However, it should be noted that specific trade licenses may be required based on subsets of work. Ex. An electrical or GC license is required for attachments on an electric pole or a water tower. An electrical license is required for the installation of Load Control switches on the customer side of the meter.
67	When damaged meter sockets are found during installation, both single phase and three phase, who is responsible for replacing them?	GUC will handle and coordinate the repairs unless the damage occurred due to contractor negligence.
68	Some network hardware (e.g. collectors/repeaters) might make use of existing GUC utility poles. Will GUC install this equipment that might be placed above or below the power lines on the same pole, or is this the installer's responsibility?	Contractors will be required to follow all NESC guidelines for the installation of hardware. GUC will install the hardware required for the electric supply space. The vendor shall provide a comprehensive list of all installations within the electric supply space in the RFP submittal.
69	Please provide a copy of GUC's 'Do not hire' vendor list as noted in E5.3.5.	GUC will communicate on this topic at the appropriate time.
70	What is the timing of the proposed water tower? Can we use it as an asset in our RF design?	GUC anticipates it will be the Summer of 2027 before the tank is complete.
71	Do your water towers have any other radio/antenna equipment installed at the top which would preclude us from using them in our design?	Both of our existing tanks have multiple entities with RF equipment installed, including Verizon, AT&T, US Cellular, and COG/GUC. There are corrals on top of the tank, and we would need to inspect to for space relevant to your equipment.
72	Fiber Structure: Can you provide the height and availability of these towers?	This information is not readily available.
73	Do you have steel structures (monopoles / lattice towers) which can be used in our design? If so, can you supply those heights?	This information is not readily available.
74	Technology Implementation Phase (TIP). Will GUC deploy the meters/endpoints for the pilot or will the installation contractor if GUC chooses the 5-year deployment plan?	The installation contractor will deploy the meters/endpoints for the pilot if GUC chooses the 5-year deployment plan.
75	If the installation contractor installs the meters/endpoints for the pilot, what is the time between pilot acceptance and Mass Deployment?	GUC does anticipate a shutdown period between the completion of the Technology Implementation Phase (TIP) and the commencement of the Mass Deployment Phase. The purpose of this pause is to allow sufficient time for User Acceptance Testing (UAT) and network validation activities. At

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		this time, GUC estimates the shutdown period will be approximately 4–6 months.
76	The RFP states that GUC will install the meters/endpoints for the 8-year schedule. E.5.11.2 asks if the installer will provide the phased installation for the 8-year schedule. Does GUC want the installer to price installation for the 8-year schedule as well as the 5-year schedule?	No.
77	Is the mass deployment period flexible? Can it be compressed to maximize installation efficiency?	GUC may, at its discretion and subject to budgetary approvals, adjust installation quantities during the deployment period. However, GUC is currently unable to commit to a balanced number of installations per annum.
78	Will the installation contractor be responsible for the installation of load control devices?	Yes. The installation contractor will be responsible for installing load control devices.
79	Are locking rings utilized? If so what type and what percentage?	The majority rings are just rings that utilize cut seals, maybe 1% or less locking bands that utilize a transformer lock.
80	Will locking rings require cutting to remove? If so, what percentage? Are keys available?	No cutting required, keys will be supplied to the locks.
81	Are other types of security devices used? If so what type and what percentage?	No other security devices are used.
82	Are bypass sockets used? If so what percentage for residential and commercial self-contained?	Only the FM2S CL320 have bypass handles: See charts on the type and quantities of self-contained vs transformer rated. No exact percentage number of residential and commercial self-contained breakout.
83	Are there indoor meters? If so, what is the percentage broken out by residential and C&I?	No indoor meters.
84	What percentage of meter services are fed overhead and underground?	No percentages for this metric.
85	Do residential services have a line-side or load-side disconnect? If so what percentage of each are expected to be functioning?	No residential services have line-side disconnects and not all residential services have load-side disconnects. All load-side disconnects are the customer's equipment so the known percentages of breakers functioning properly is not known.
86	Are sockets expected to have corrosion problems? If so, what percentage?	None expected but sure they may be some in a system this size. No percentages.
87	Are socket jaws expected to have "lack of tension" issues? If so, what percentage?	No percentages known on this.
88	What is the standard height of residential sockets?	Five to six feet.
89	What type of meters are currently installed? Manufacturer, type, and what age?	See tables of these in the RFP. Some residential can be up to fifteen years old. GE, Itron, Elster, ABB, Westinghouse.
90	Are legacy meters solid state? If not, what type of registers? Plain dial or cyclometer?	There are a lot of mechanicals left. Rough assumption is 25-35k and these include odometer and sundial. No known percentages of each.
91	Are legacy meters expected to have grease on the terminals? If so, what percentage and will	No known percentages.

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	grease removal or re-application be part of the scope?	
92	Do all transformer rated sites have test switches? If not what percentage?	No, single phase transformer rated do not have test switches, but three phase transformer rated ones do.
93	How many 480 Volt meters are in scope? Can service be de-energized prior to exchange?	There is an estimated 400-450 services that are 480V. None of these can be de-energized prior to exchange.
94	Is there a functioning AMR/AMI system in place now?	The GUC current business systems are listed in section B.2.2, Table 2.
95	Are meters being manually read? If so, how often?	The GUC current meter reading and billing information is listed in section B.2.2, Table 3.
96	Are new AMI meters on-site now or on order?	The procurement of new AMI meters will begin upon selection of an AMI vendor and during the AMI Deployment Project.
97	How many meters and which forms require multiple register reads? How many registers?	The breakout of meters with multiple reads is unknown. These reads would include both kWh and kW demand. It can be assumed that all meters have demand functionality, except for FM2S class 200 meters.
98	Are load profile reads required? If so, what percentage?	No.
99	Will contractor be responsible for exchanging all forms of meters? If no, please indicate which forms will be exchanged by the utility?	Yes, see tables.
100	Are meter registers legible without missing segments or blank displays? If this is expected to be an issue, please describe it.	Yes, may run across some of the LCDs where they have faded too much to read.
101	Can GUC provide GPS locations for all electric, water, and gas meters?	See section D.2 Service Location Data and the process to obtain.
102	What are the blackout days?	Blackout days associated with the route billing cycles will be published during the AMI Deployment project and coordinated with the installation vendor.
103	E.5.6.5 Asks if the installer will provide crews of at least 2 people. Please clarify this requirement. Is GUC requiring a 2-person crew to install a meter or requiring that the entire installation team is greater than 2 people?	The contractor should determine the correct crew size to perform all jobs safely.
104	E.5.7.1 Asks if the installer will make unlimited attempts to install the meter if it is not readily accessible. What is GUC's RTU / UTC policy? Typical industry standard is three attempts to install a meter. Two physical attempts and the third attempt via a letter to the customer and an appointment. If by the third attempt the meter cannot be installed, the meter will be RTU'd to GUC. Please confirm that this is acceptable to GUC.	Contractor is expected to make 4 documented onsite installation attempts and 4 documented contact attempts.
105	Is the installation contractor responsible for procuring mailers and door hangers?	GUC will be responsible for the provision/management of end-use customer related consumables for the purpose of this project.
106	E.5.7.4 Asks if customer interactions will be recorded. Is this a requirement? This is not industry standard practice.	The requirement is to document on-site customer field visits.

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107	Where are meters located on the house?	Majority are located on the side of a house or building.
108	What percentage of residential meters are in fenced in yards?	This information is not readily available.
109	What percentage of meters will require homeowner cooperation to access?	This information is not readily available.
110	Are dogs expected to be a problem when accessing meters?	This information is not readily available.
111	Are keys and or codes available to locked gates, etc.?	Yes, but GUC doesn't warrant quantity or quality.
112	Are hostile customers known and documented in the CIS data?	Yes, but GUC doesn't warrant quantity or quality.
113	Are critical care services known and documented in the CIS data?	Yes, critical care service customers, referred to within GUC as Priority Customers, are noted in the CIS. There are 315 in total. The meters have a white seal with med alert symbol to help identify them at the premise.
114	What percentage of meters does the utility consider "hard to access"?	The information requested related to "hard to access" or potentially inaccessible is not readily available.
115	Are customers understanding of utility workers being on their property?	This information is not readily available.
116	Will a customer communication program be executed prior to and during deployment?	Yes.
117	Will the installation contractor be expected to propose and provide the customer notification program?	No.
118	E.5.7.3 asks if the installer will provide a call center. Is a call center be required? If so, what are the required RTUhours of operation?	No. GUC does not want the selected vendor to provide a call center.
119	Will ladders be required or allowed to access meters behind locked gates?	GUC doesn't anticipate the need for step ladders, but vendors should be prepared.
120	E.5.11.4 States that 100% of pits are located outdoors. Are there any water meters located in vaults?	Yes.
121	E.5.11.6 States installer is required to replace non-composite lids with composite lids. Is GUC supplying composite lids?	Composite lids are being procured as part of this project. See Section F - Pricing Matrix - Revised spreadsheet, specifically on tabs "Water Endpoints" and "Water Installation."
122	Are vac services or excavation of pits required?	If the pits have water that needs to be removed, it will need to be removed. None are as big as vac services. The majority in the past have had water removed by hand pumps.
123	If vac services are required will GUC provide access to water and sludge disposal locations?	No vac truck services required.
124	Are pits located in landscape or hardscape?	Both the majority are in the landscape, but some are in driveways.
125	Where are the gas meters located on the premises? In a utility easement? Hardscape? Grass/ residential yard? Against building?	Against buildings in the residential yards for most homes. Some in concrete in alleyways or town locations.
126	Do all gas meters currently meet standard gas meter clearance requirements?	Clearance requirements were met at the time of installation.
127	Do all gas meters currently face public access?	No.

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128	Are there hard to access meters? If so, what is the percentage of hard to access meters? a. Is there 3-feet of clearance from the front of the meter to shrubs or fences? b. Is there 2-feet of clearance from the sides of the meter to shrubs or fences?	The information requested related to "hard to access" or potentially inaccessible is not readily available.
129	E.5.11.7 of Installation Requirements states that 98% of gas meters are outdoors, of the 2% that are indoors are these residential or commercial gas meters?	None are inside buildings. However, there are both residential and commercial that are inaccessible due to gates, decorative walls/doors, and designated utility alleys that are locked off. There also are some in tight alleyways.
130	Will the contractors be allowed to utilize the utility yard and facilities for the deployment? The contractor will need an office to conduct interviews and space for training.	GUC may provide space for a limited number of trucks. GUC cannot provide indoor space for interviews, nor training.
131	Can meters be stored at the utility facility during the deployment?	Yes.
132	Is the contractor required to provide warehouse facilities?	Not for electric meter or any modules.
133	Is CIS data accurate? Contain address, meter number, form, class, voltage, GPS coordinates?	Yes. Information typically provided: meter number, form (GUC ID such as AA1) and GPS coordinates, as determined by Cityworks, based on address. Class and voltage may not be available.
134	Are access and location notes available and accurate in the CIS data?	Yes.
135	Is a flat file transfer acceptable to the utility?	GUC prefers it as written to an ESRI webservice.
136	Will the utility be able to provide update files "from host" on a regular basis?	GUC anticipates being able to provide regular updates. The cadence of the updates will be determined during the AMI Deployment Project.
137	Can the previous read or average monthly usage be provided in the data?	This is not typically provided, but GUC is open to finding solutions if there is a business need.
138	Can contract utilize our own work order management system? If not, please provide details of system that will be utilized.	GUC expects work orders to be opened, closed, and updated through its Cityworks work and asset management system.
139	Will the utility require use of the contractor's work order system during the deployment?	GUC expects work to be managed through its Cityworks work and asset management system.
140	Will the utility provide on call support for emergency situations? Field and customer service?	Yes.
141	Will a licensed electrician and plumber be on call to complete any required repairs?	No.
142	Is legacy meter disposal required to be done by the contractor? If yes, please describe.	GUC will need the installation contractor to dispose of water and gas from the old ERTS in the field.
143	Do meters contain batteries or other hazardous materials which require removal before salvage? If yes, will additional information be required for pricing?	Water and Gas ERTS contain batteries that will need to be addressed by the installation contractor at disposal.
144	What type of covers are on the legacy meters? Lexan or glass?	Majority is Lexan but may run across a few glass covers.
145	Will as found testing be required? If so, what percentage?	GUC will handle any as found testing.

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146	Are seals, rings, security devices to be provided by the contractor? If yes, please list materials required?	Meter currently has seal rings and will be reused unless they break. GUC will provide all the security seals.
147	Will blank display reads be required to be done by the contractor? If yes, please provide details and the estimated percentage.	Reads will have to be done by the contractor as needed for the change meter orders to be completed by the system for all meters.
148	Please clarify the vendor's on-site demonstration dates.	GUC will schedule the on-site vendor presentations between 11/12 and 11/17. GUC anticipates a 4-hour block of time with finalized agendas to be provided to shortlisted vendors on 11/3.