



FREQUENTLY ASKED QUESTIONS

💧 What is AMI?

AMI stands for Advanced Metering Infrastructure. It is a two-way communication system between the City and the meter. This type of system will allow the City to perform customer leak detection more efficiently, implement water conservation measures, improve customer service, and provide more information for better water system operations and planning.

💧 Why do meters/radios need to be changed?

The City's current reading system is obsolete. The City is no longer able to purchase replacement equipment and maintenance on the existing equipment is not guaranteed.

💧 How will the new system read meters?

Meter reads will be transmitted by radio to infrastructure on the water towers and then to City Hall. The City will no longer need to drive by each property to obtain water meter reads; this will be done remotely via the radio system.

💧 What is the benefit to me having a new meter?

The new meters, iPerl meters manufactured by Sensus, are more accurate, provide more information for enhanced customer service, and provide several alarms, including leak detection, to ensure the performance of the system and conserve water.

💧 Will this new meter reading system give me access to my water usage history?

Customers will be able to obtain their water usage history through the City. If there is interest from our customers to be able to access their usage information through the web, the City may implement this feature.

💧 When will the meter replacements and cross connection surveys begin and how long will they last?

Meter replacements began in July of 2012. This project has a three year deployment schedule. The entire system is scheduled to be changed over and all cross connections surveys complete by mid-2015.

💧 Will you need access to my home?

Yes. The City will send each customer an appointment to change their meter. If the time will not work for them a number will be provided to call and reschedule. An adult resident, at least 18 years of age, must be present for the duration of the appointment. The appointment will take approximately one hour. For residential properties, a cross connection inspection will be performed at the same time the meter is replaced.

💧 Will the new meter/radio use power from my home?

The new meter/radio has a 20 year lithium battery. No household power is used.

💧 What do I need to do to prepare for the meter installation and cross connection inspection?

- Make sure the area around your water meter is clear and accessible for the installer.
- Operate your water valves on both sides of the City water meter a couple of times to ensure they are in working condition. If repairs are needed, please make them prior to your appointment. If you are unable to make the repairs prior to your appointment, please call the City to reschedule.
- Read through the "*Residential Water User Cross-Connection Hazards Bathrooms & Kitchens*" brochure that will be provided with your appointment letter and verify that you do not have any cross-connection within these rooms. Correct any cross-connections found.

◆ **How will I recognize the meter installer/cross connection inspector?**

Meter installers and cross connection inspectors are City employees. They will identify themselves at the door and present their employee ID. They will drive City marked vehicles and be in City uniforms.

◆ **What will happen if the meter/radio does not work?**

The meter installer will be testing your meter/radio on site before they leave. If the radio is not transmitting, they may need to adjust the location of your radio to obtain more signal strength.

◆ **How did the City determine the installation schedule?**

The City will be replacing all meters/radios for customers with Orion radios first. The City will then begin meter/radio replacements in the neighborhoods with the oldest Trace radios.

◆ **What options do I have if I am worried about Radio Frequency (RF) exposure?**

Please click [here](#) to read about the minimal RF exposures from this system. If customers are concerned, they may request the radio be installed on the outside of their home/business.