



AMI WATER METER PROJECT FAQ

What is Advanced Metering Infrastructure (AMI)?

AMI uses state-of-the-art metering and communication technology to permit secure two-way remote communication with utility water meters located at businesses and residences in the City. The two-way communication will be used to collect daily water meter readings for billing and provide identification of water leaks. Overall, AMI will provide proactive customer service, improve system reliability, and permit more efficient delivery of utility services.

What is an Advanced Meter?

Advanced meters use two way radio communications for the purpose of gathering water meter readings for billing. Staff can also communicate with the meter to collect readings for move-ins and check status.

When will Advanced Meters be installed?

Second Sight Systems is the outside contractor for the City of Waterloo who will be providing installation services of the water meters. Beginning in **November 2019** Second Sight will be working with several technicians to install meters throughout the entire City. All Second Sight technicians will be driving vehicles marked with "Utility Contractor" along with the company name / logo clearly marked on the sides of the vehicles. All technicians will also be wearing City-issued ID badges and company logo'd shirts. We plan to have all water meters replaced by mid-2020.

Will I be notified when the meter is being installed?

Second Sight will be handing out door hanger notifications prior to the anticipated replacement date. For most properties the water meters are located either outside the residence in the yard or inside in the basement. If your water meter is located in the basement of your residence, then an appointment will need to be scheduled with the homeowner. In this case a representative from Second Sight will be in touch with the homeowner to schedule an installation date and time. We anticipate a typical installation of a new water meter to take approximately 45 minutes to an hour. During this time the water service will need to be turned off.

At the time of installation a Second Sight technician, with appropriate uniform and identification, will knock on your door before replacing the meter. If no one answers and the water meter is located outside, installation will still proceed. A door hanger will be left when the water meter is successfully replaced. If we cannot access the meter, or if there is a safety concern, we will leave a door hanger and be in contact to make further arrangements.

Will my service be interrupted during the meter replacement?

Normally the water meter replacement will require the water service to be interrupted during the installation of the new meter. It can last anywhere from 45 minutes to an hour.

How will the new AMI water meter benefit me?

Some of the immediate benefits of AMI include:

- More accurate billing due to fewer estimates
- Reduced costs in labor and equipment for monthly reading and special readings
- Quicker response to customer question on water consumption
- Promotes water conservation with homeowners due to the information provided by the smart metering system

Will Advance Metering cause an increase in my utility bills?

Energy usage is dependent on the appliances used in your home and water use habits. The AMI metering technology is the same as meters we have been using for the last 10 years. So no increase in water consumption will result from use of Advanced Metering.

If I have further questions about AMI, who can I contact?

Please contact the City of Waterloo with any questions at (618) 939-8600.

The City of Waterloo's utility contractor information:

Second Sight Systems

618-368-2600

meters@ssrf.com

www.SSSRF.com