

AMR Project Frequently Asked Questions (FAQ's)

1. How long will I be without water service? You will not be without water service for more than 10 minutes.
2. Do I need to be home for this new meter installation? No, you do not.
3. Will there be any digging in my yard? No, there will not be.
4. Which days and what hours will you be working in my area? The work will be completed Monday through Friday between the approximate hours of 8:00 am and 5:00 pm.
5. Who is the contractor working for ONWASA? Vanguard Utility Service, Inc.
6. How will I know when my new meter has been installed? An orange door hanger will be placed at your service location.
7. What if the contractor damages my lines? The contractor will make the repairs to your lines immediately at no cost to you.
8. How will you read my new meter? Your meter will be read using radio transmission.
9. What will happen to my old meter? All old meters will be recycled.
10. Is this new technology for ONWASA? No, currently over 50% of our meters are read by radio transmission.
11. Can you give me a comparison between the energy the ERT emits and the energy emitted by other types of RF devices? ERT emits 800 times less energy than a cell phone. Because the cell phone is used close to your head, the exposure level is more than 3,500 times greater.
12. Are there any health hazards or safety issues associated with AMR technology? None whatsoever. The equipment operates at very low levels comparable to electromagnetic fields that are already present in the environment. All equipment has been designed to operate within state and federal standards.