



AMI PROJECT FREQUENTLY ASKED QUESTIONS

1. What is AMI and how is it different from an AMR meter?

Advanced Metering Infrastructure (AMI) meters provide real-time usage data and allow for remote readings, eliminating the need for manual drive-by readings. AMR (Automatic Meter Reading) meters require a vehicle to collect readings via radio transmission.

2. How does an AMI meter work?

AMI meters use small, secure transmitter to send water usage data to the utility at regular intervals. This eliminates the need for on-site meter reading and provides real-time data access.

3. Will my water service be interrupted during the installation?

Yes, there will be a brief interruption, typically lasting no more than 10-15 minutes while the meter is being replaced.

4. How will this change affect my water bill?

Previously, usage was rounded to the nearest 100 gallons. Now, you will see exact usage down to the gallon, which provides more precise billing and better tracking of water consumption. Your first bill after the meter upgrade will include readings from both the old and new meters. It will show your final reading from the old meter and start reading from the new AMI meter.

5. Do I need to be home during the meter change out?

No, you do not need to be home during the change out.

6. Will there be any digging in my yard?

For most customers, no digging will be required. The new AMI meter will replace the existing meter in its current location. In some cases, existing water meters are installed too low or in locations that do not meet AMI installation requirements. Raising the meter to ensure proper operation may require some minor excavation.

7. I saw someone working on my meter box and it was left with a hole in the lid, but I did not receive a door hanger.

The meter replacement is being done in two steps. Prior to installation you may see a contractor perform brief preparation work on your meter box if necessary. Once the new meter is installed you will receive a door hanger notification.

8. How will I know when my new meter has been installed?

A blue door hanger will be placed at your service location.

9. Who do I contact if I have additional questions?

For more information, please call 877-860-8376