



Water Meter Replacement and Automatic Meter Reading (AMR) Installation Project

2015-2016

Frequently Asked Questions

◆ Why is my water meter being replaced?

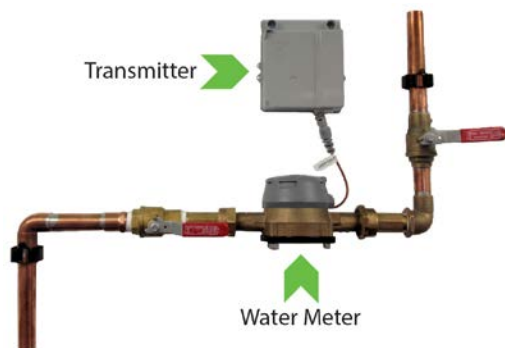
Water meters typically have a replacement life of 20 years. The City is investing in its infrastructure to replace old meters and upgrade reading technology to an Automated Meter Reading (AMR) system to provide enhanced customer service, including quicker detection of water leaks in the home and other benefits.

Water meters are being replaced at no cost to the residents.

◆ What is AMR?

AMR stands for Automated Meter Reading. The City is replacing existing old water meters with new meters that utilize AMR technology to remotely read water meters and relay the data to the City's Finance-Water Billing system, providing timely and reliable reading without having to gain access to your property.

◆ How does Automated Meter Reading (AMR) work?



A small box, called a Meter Interface Unit (MIU), or transmitter, is installed on the interior of your house or business near your water meter. It is connected to your new water meter inside your home, and transmits a radio signal to a data collector, which is then transmitted to the City. Each meter has a unique identification number that ensures only your reading is assigned to your account. This system reduces the need for meter readers to manually gather meter readings.

For those households or businesses whose meters are in meter pits in front yard, the MIU unit will be installed in the meter pit.

◆ How does installation work?

- The City hired Water Resources Incorporated (WRI) to install new water meters and MIU's. WRI will schedule an appointment with all residents and businesses that has a meter inside the house.
- For those residents and businesses with meters inside meter pits, a notification tag will be put on the front door. Additionally, prior to the change out of meters, WRI will knock on the door to confirm their presence.
- WRI employees will need access to meters in basements, utility rooms, behind locked fences, garages, etc. An adult (minimum of 18 years old) must be present while working inside the premises.
- Please make sure that there are no obstructions around the meter that may hamper access to the meter.
- Under normal circumstances, the installation will take approximately 30 minutes. Momentary water service interruptions will occur to change out the meter.
- WRI employees will provide proper identification when installing your meters.

◆ **Will my water bill increase?**

The water rate will not change as part of this project. Property owners will be billed for actual water used, so the bill could change if previous meter reading was under-reporting or over-reporting actual usage. The new metering system ensures equality for all customers by measuring and billing residents and businesses accurately.

◆ **How much will the system cost me?**

There is no charge for the installation. Automated Meter Reading (AMR) is designed to help control costs by increasing meter reading accuracy and efficiency.

◆ **Does Automated Meter Reading (AMR) have any other benefits for me?**

Yes. AMR improves accuracy. It will detect possible leaks faster and notify you of problems before they become serious, and costly. It also eliminates the need for manually reading meters, except for periodical maintenance or replacement of system components, when needed. This allows the City to be more efficient and save money by preventing recording errors. The water meter replacement project also supports the City's sustainability goals.



◆ **Will the radio frequency interfere with my television or phones?**

No, the radio transmission operates in compliance with FCC regulations to avoid interference with other electronic devices.

◆ **Is AMR new technology?**

AMR technology has been used for several years and is being used across the country with much success.

◆ **Will my information be secure?**

Yes, only meter consumption readings and meter numbers are transmitted. Personal customer information is not loaded into the transmitter and therefore will not be transmitted.

◆ **How do I know that my reading is accurate?**

Each radio frequency device has a unique identification number, which is transmitted along with the meter reading. The unique number is compared to your account record to ensure a match. This reading is deemed more accurate than visually reading the meter.

◆ **What if I have questions or concerns?**

If you have questions about the project or your water service, contact City of Highland Park Public Works Department at 847-432-0807. If you have questions about installation or scheduling, contact WRI at 800-355-7299.