

WATER METER REPLACEMENT FREQUENTLY ASKED QUESTIONS AND ANSWERS

1. Why is the Village of Tinley Park installing and upgrading its water meters?

The Village of Tinley Park will replace about 15,000 Severn-Trent/Elster water meters in town with Sensus iPERL water meters. These new iPERL meters will allow the Village to install Advanced Metering Infrastructure (AMI) that will provide better customer service and greater access to data.

These new meters will automatically transmit readings wirelessly, meaning the Village can be more efficient and reduce water system costs by preventing manual device recording errors and eliminating time-consuming manual meter reading altogether.

2. How does Advanced Metering Infrastructure (AMI) work?

A small box, called a Meter Interface Unit (MIU), or transmitter, is installed on the exterior 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. Your meter reading is then transmitted to Tinley Park Village Hall. Each meter has a unique identification number that ensures only your reading is assigned to your account. This system reduces the need for manual meter readings, potentially catches leaks sooner and is more accurate than the current meter in your home or business.

3. Are there other benefits to Advanced Metering Infrastructure (AMI)?

Yes. The Village and residents will receive the following benefits:

- State of the art technology
- New meters have no moving parts and therefore are not susceptible to mechanical “spinning”
- Improved customer service through near real-time system monitoring
- Less intrusion onto private property
- Remote leak detection from the customer service office, reducing water loss and high water bills
- Reverse water flow warnings
- Damaged meter alerts
- High or unusual consumption alerts, prevents water theft or identifies a large leak in the home/yard
- Meters meet new low-lead requirements
- Reduced risk of injuries to Village employees and contractors in performing meter reading/maintenance activities
- Allows for water conservation monitoring

4. Who will be replacing the water meters?

The Village has contracted with United Meters, Inc. of Morris, Ill. to install most water meters in town. More information will be mailed to you directly via letter on how to schedule an appointment when the project moves into your area of the Village. For more information on United Meters, Inc, please visit www.unitedmeters.com.

Tinley Park Public Works Department staff will be responsible for other installations, including commercial water meters, residential water meters in multi-meter rooms and radio installs on currently installed Sensus products.

5. How much will the water meter replacements cost? Will it affect my rates?

The cost of the water meter replacement will be about \$6.5 million. Installation of the new meters will be conducted at no cost to customers. While there are other matters that may impact the Village's utility rates, such as the Chicago water rate increases, the new meters alone will not result in a rate increase.

6. When will the water meter replacements begin, and how long will they take?

United Meters will begin installing new water meters in October 2016. The project is expected to last 18 to 24 months.

7. Will all meters be replaced?

No. The Village has been actively replacing meters for some time using various models of Sensus meters, including the Acustream and iPERL models for most residential applications, and Omni models for larger water services.

If you already have one of these model meters (installed since Jan. 23, 2013 for the Sensus Accustream or Sensus iPERL, or since Oct. 1, 2009 for the 1.5" or larger size meters) the meter will not be replaced. However, a new radio device will be installed over the existing touch pad on the outside of the house as part of the AMI metering enhancements. It is unlikely that technicians installing the radio equipment will require access inside the home.

8. Where is my water meter located?

Water meters are typically located in basements, crawl spaces or utility closets that include your furnace or water heater.

9. What if my water meter isn't accessible?

If your meter is inaccessible, the installer will leave you instructions on how to make modifications so the change-out can occur and provide information on how to set up another appointment.

10. Do you have to enter my home/business to replace my water meter?

Yes. Due to freezing temperatures in the winter, most meters are installed within the home or business.

11. What if I live in an apartment/townhome/condo?

If all units in your building are served by a single meter, the contractor will coordinate the meter change-out with either your association and/or your property manager. If your individual residence is served by a single meter, the contractor will be reaching out to you via letter to set up an appointment. If you have an individual meter, you receive a bill directly from the Village of Tinley Park.

12. Do I have to have my water meter replaced?

Yes. Meter replacement is mandatory for all Village of Tinley Park water customers. Failure to accommodate a meter replacement within a reasonable period of time may result in account surcharges or termination of service.

13. What is involved with a typical installation?

The Village has contracted with United Meters, Inc. to install your new water meter. More information will be mailed to you directly via postcard on how to schedule an appointment when the project moves to your area of the Village.

United Meters personnel 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 they work inside the premises. Please make sure that there are no obstructions around your 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. United Meter employees are required to provide proper identification when installing your meters. More information on the installation process is available at www.tinleypark.org/watermeters.

14. Why was the Sensus iPERL meter chosen?

The Village selected the iPERL due to its good performance record, greater access to data, overall service, as well as the experience of the manufacturer, cost savings it provides to the Village, and its 20-year warranty, which is much greater than the meters they will replace.

About 5,000 Sensus iPERL water meters are already installed in Tinley Park homes and have been for more than two years. The Village has seen no major issues in the operation of the Sensus iPERL meters since their introduction. In fact, more than 3 million iPERL meters have been in service since 2010 in other municipalities in the Chicago area and across the country.

15. Is the Sensus iPERL water meter safe?

Yes. The power and duration of the radio signal is too low to pose a health risk. The products that make up the system are evaluated for safety and are below levels specified by the Federal Communications Commission (FCC).

16. Will the transmitter radio signal interfere with other electronics?

No. The radio transmission operates in compliance with FCC regulations to avoid interference with other electronic devices. The transmitter is located outside of your home or business to reduce radio frequencies inside the structure and provide the best signal to the radio tower.

17. Will the Village be able to turn off my water remotely with the Sensus iPERL water meter?

No. The Sensus iPERL water meter is not equipped with that functionality. If you experience a loss of water pressure after the meter has been installed, call the Public Works Department at (708) 444-5500.

18. Will my information be secure?

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

19. Will the Village be monitoring my water consumption?

No. The Village does not actively monitor water consumption by individual users. The system is designed to provide the Village an alert if your meter registers extraordinary

consumption, allowing us to notify the customer of a possible meter or system problem.

20. How is the data from my meter used?

The Village uses the data from the meter to generate water and sewer bills. The consumption data is also used in aggregate to understand peak usage factors that may affect the volume of water needed in the system at any given time.

21. How do I know my meter is accurate?

All meters are tested and calibrated by Sensus at the factory before shipping. Meters are compliant with the American National Standards Institute and the American Water Works Association standards. All meters come with a 20-year material and accuracy warranty.

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. In addition, the meter reading system has a 35-day logging capability for accuracy reconciliation/troubleshooting.

22. Will the new system impact when I receive my water bill? Will my bill still be estimated?

No. You will continue to receive your bill at approximately the same time of the month you do now; however, a review of billing practices may change (shorten) the length between billing periods. The advanced meter reading system will allow the Village to more consistently bill you at the same time each month. The new system also will virtually eliminate estimated readings altogether.

23. What if I have questions or concerns?

For additional information about the water meter project, call United Meters at (815) 941-1061 or the Tinley Park Public Works Department at (708) 444-5500.