



## ADVANCED METERING INFRASTRUCTURE - FREQUENTLY ASKED QUESTIONS

The Town of Hilliard has contracted with SUEZ Advanced Solutions for the installation of an Advanced Metering Infrastructure (AMI) system. Advanced metering technology enables the wireless transmission of water meter readings directly to the Town of Hilliard Public Works Department from regional collectors located on existing antennas. This innovative system will collect multiple reads per day, allowing for better detection of continuous consumption, closer meter reading and billing dates, and improved customer service.

### Benefits to Customers:

- Town of Hilliard Public Works Department can provide your detailed consumption (hourly readings)
- Smarter decisions regarding service and usage
- Higher reliability due to timely readings
- Closer meter reading and billing dates
- Problem solving capabilities
- Improved customer engagement and service

### Benefits to the Town of Hilliard:

- Improve customer relationship
- Increase efficiency in billing and customer service
- Improve operations
- Reduced labor and travel for meter reading
- Improve non-revenue water analysis
- Improve workforce management
- Reduce carbon footprint
- Improve safety and security
- Improved leak detection

### Advanced Metering also supports the Town's commitment to preserving and protecting the environment:

- Carbon emissions will be greatly reduced by taking meter readers off the road.
- Town of Hilliard Public Works Department's ability to quickly detect and stop leaks will be greatly enhanced.
- By providing up-to-date water usage data, customers can improve their efforts to conserve.



**How can I access the data provided by the new meters?**

If you would like to review your usage data, contact Town of Hilliard Public Works Department at 904-845-3555 and a Customer Service Representative will assist you.

**How does the Town of Hilliard know these meters are accurate?**

The meters are tested by the manufacturers and comply with the American Water Works Association standards. If for any reason you are concerned about the accuracy of your meter or inaccurate billing, call Town of Hilliard Public Works Department at 904-845-3555.

**How does the AMI system work?**

It uses a radio network to transmit customer usage data allowing electronic reading and eliminating the need for visual inspection.

**How is the installation done?**

- Some water meters have been replaced and are AMI ready. These meters will simply be fitted with the AMI transmitter.
- Older meters will be replaced with new meters and the AMI transmitter.
- Installers will clean the area and make sure the new device is working properly.
- You will notice a small grey rectangular device attached to the meter pit lid that is connected to the meter with a wire, this device is the transmission unit

**How long will the installation process take?**

In most cases, less than 30 minutes. During this time, your water service will be turned off to complete the install of the new meter if needed.

**How long will this new device work?**

The life expectancy of the devices installed in the field is 20 years. Periodic inspection and maintenance will be performed to ensure all devices are performing as expected.

**If I am getting AMI technology, will I be notified before the installation takes place?**

Yes. You will receive a door hanger notification prior to installations beginning in your area. On the date of installation, SUEZ, our certified installation contractor, will inspect your meter for usage prior to turning off your water for installation. If water is being used, SUEZ will attempt to contact you at your home either by



phone or by knocking on the door. If there is no answer, they will leave a door hanger with instructions for you to call and schedule an appointment.

**If I notice a problem after installation, whom should I contact?**

If you notice a problem after installation, please call 904-845-3555.

**Is my privacy secure?**

Yes, measures are in place to ensure your information is secure and kept safe at all times. Town of Hilliard Public Works Department will not provide this information to any other person or business. Only account holders or authorized persons will receive information regarding meter readings.

**Is the AMI technology safe?**

The new meters will not negatively affect your health. The wireless portions of the system will be operated per Federal Communications Commission rules and will not interfere with other radio frequencies in the area. The transmitters use one-quarter of the power of a cellphone transmission. Exposure to radio waves from smart meters is tiny compared to cellphones transmissions. The amount of exposure to radio waves decreases with the square of the distance from the radio source and the total transmission time is less than 2 seconds per day.

**Is there any special care or maintenance that I need to do to my new meter?**

As in the past, Town of Hilliard Public Works Department will maintain your meter. Please know that this new meter has transmitting technology on it that allows your meter to be read remotely on a daily basis.

**What are smart meters?**

Smart meters are water meters that offer two-way communications between the meter at your home or business and Town of Hilliard Public Works Department. They are a key component of our new Advanced Metering Infrastructure (AMI) system.

**What do I need to do to prepare?**

Please provide our installation contractor with a clear and unobstructed path to the water meter. Please ensure dogs are secured.



**When will I get my smart meter?**

Installations will begin in August 2020. The entire project should take approximately 4 months to complete. The installation will be performed by SUEZ Advanced Solutions during the normal working hours of Monday-Saturday 8:00AM – 5:00PM. You will receive a notification prior to your new meter installation, as well as notification when your meter installation is complete.

**Who do I call if I have questions or concerns about my smart meter?**

Town of Hilliard Public Works Department are available Monday – Friday from 9:00 am until 5:00 pm. You can reach a representative by calling 904-845-3555.

**Who is involved in the AMI Initial Implementation Project?**

All meters will be upgraded to an AMI Smart Meter.

**Who will install the AMI device?**

Town of Hilliard Public Works Department has contracted with SUEZ Advanced Solutions to install all meters. They will be driving vehicles marked with “SUEZ Meter Team” placards.

**Will I be able to read my water meter after the AMI device is installed?**

Yes, visual meter reading will still be available as a back-up.

**Will I be charged for this new service?**

No, there is no additional cost for the new meter. The funding for this technology is incorporated in the water bill you already receive.

**Will my water bill look different?**

No. The look of your water bill will remain the same for now.

**Will my water service be disrupted during this process?**

A 30-minute service shut-off will be necessary during your meter replacement.

**Will the new device affect my bill?**

Installation of the AMI transmitter will not affect your bill. A new meter is more accurate than old meters, so your bill may change to reflect the accurate measurement of your water use.