



PO Box 190 – 1037 NW Grebe Street – Seal Rock, Oregon 97376
Phone: 541.563.3529 – Fax 541.563.4246 – Email: info@srwd.org

Seal Rock Water District

Date: August 21, 2017
To: Seal Rock Water District Customers
From: Seal Rock Water District
RE: Advanced Metering Infrastructure (AMI)



Dear Customer,

As part of our ongoing commitment to maintain a high quality of life for our citizens through cost-effective, innovative systems, contractors working for the District will be installing an advanced metering infrastructure (AMI) system for our water utility system. Advanced metering also supports the District's commitment to preserve and protect our environment by reducing carbon emissions by taking meter readers off the road, enhancing our ability to quickly detect and stop leaks, and provide customers with daily information on water use so that they can improve their efforts to conserve.

The project includes replacing nearly every residential and commercial water meter in the District with new, state-of-the-art technology that can wirelessly communicate usage data to the District office. We'll start upgrading the system in September of this year, a process that can take up to 6-months to complete. Once installed, advanced meter technology will be able to collect multiple remote meter reads per day, allowing for better leak detection and improved customer service.

District customers can expect to be notified when your meter is scheduled to be replaced. A brief disruption in service will occur as individual meters are replaced, this typically takes 15-minutes or less. Our communities' drinking water system will remain safe throughout the project. AMI installation is a \$1.5 million-dollar project, fully funded through a grant provided by the United States Department of Agriculture (USDA) Rural Development through its Water and Waste Disposal Loan and Grant Program.

Included with this letter is a two-page question and answer sheet to provide more information regarding AMI. Please feel free to contact the District at 541.563.3529 with questions or feedback. For more information regarding this project and other projects please visit us on the Web at www.srwd.org.

Sincerely,

A. Denlinger

Adam Denlinger, General Manager

Inc: AMI Customer Handout



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SRWD is in the process of upgrading our water meter system to Advanced Metering Infrastructure (AMI). AMI installation is a \$1.5 million-dollar project, fully funded through a grant provided by the United States Department of Agriculture (USDA) Rural Development through its Water and Waste Disposal Loan and Grant Program. AMI provides a payload of actionable information which will benefit the District and our customers. The District will be able to improve customer service and operate your utility system at a greater level of efficiency. The District expects system-wide replacement and integration of all meters to begin in September 2017.

What we would like you to know about AMI:

WHAT IS IT?

Advanced metering systems are comprised of electronic/digital hardware and software, which combine interval data measurement with continuously available remote communications. These systems enable measurement of detailed, time-based information and frequent collection and transmittal of such information to various parties. AMI typically refers to the full measurement and collection system that includes meters at the customer site, communication networks between the customer and a service provider, such as an electric, gas, or water utility, and data reception and management systems that make the information available to the service provider. In laymen's terms, the meter reading, or consumption, will become available remotely by the Customer Service Representatives in the Utility Billing Department.

WHEN WILL MY METER BE REPLACED?

The meters will be installed in the next 4 to 6 months. Meters that are newer (installed since 2014) will be retrofitted. Our crews may have already been to your location to install a new meter. The District will use reader boards to notify property owners in the areas we are servicing.

WHY INSTALL THIS ADVANCED METERING INFRASTRUCTURE (AMI) NOW?

The District is installing this new infrastructure because the old meters are wearing out; many of them have been in use for over 15 years. As meters' age, their accuracy tends to under register, in addition the new system will include new technology that will save labor time, prevent recording errors, minimize wear and tear on vehicles, minimize the need for District employees to make site visits for reads, and identify leaks earlier by analysis of data collected. AMI technology will also streamline the process of transferring responsibility for an account when a customer moves in or out.

WILL MY RATES INCREASE?

The cost to install the AMI system is covered by a grant provided by USDA-RD. It is anticipated that the AMI system will provide greater accuracy and benefit the District in reducing water loss.

WILL THIS AFFECT MY BILL?

District customers will notice a change on the water meter reads on your bill for one month. You will be billed for your total usage, but your bill will show a zero in the previous reading. If you have questions regarding your previous read when that time comes, please call our office at 541-563-3529.

SHOULD I BE CONCERNED WITH PRIVACY ISSUES?

There is no video system connected and the only data that is passed is the Encoder Receiver Transmitter (ERT) number (123456) and Usage. The new meters use wireless radio frequencies—just like wireless Internet and cable TV—to send and receive information from the District office. The meters and communication system meet all federal safety standards and codes.

MY METER WORKS FINE; DOES IT HAVE TO BE UPGRADED?

Yes. It is necessary to equip all water meters with an ERT.

WILL THE RADIO TRANSMITTER INTERFERE WITH MY TELEVISION, CORDLESS PHONE, GARAGE DOORS OR PACEMAKER?

No, the radio transmissions occur on a frequency different from those used by television signals, cordless phones, garage doors, and pacemakers. In addition, the transmissions last less than one second.

WHAT POWERS THE AMI RADIO TRANSMITTER (ERT)?

The ERT is a battery-powered device. The warranty of the battery is 20 years.

HOW DOES THE NEW METER READING SYSTEM WORK?

A “smart” meter uses relatively low radio signals, similar to the technology used by cable TV and wireless internet, to transmit water readings to the District.

WILL THE TIMING OF MY WATER BILLS CHANGE?

There will be no change to your monthly billing period at this time.

HOW DO I KNOW THAT YOU HAVE MY READING AND NOT SOMEONE ELSE’S?

Each radio frequency device has a unique identification number, which is transmitted along with the meter reading. The unique identification number is compared to your account record to ensure that there is a match.

WILL MY WATER BILL GO UP?

Older meters tend to run slower and therefore do not measure all the water going through them. The new water meter will accurately measure the water that you use. All new meters are tested at the factory to ensure that they register properly. If you see a higher bill, it is usually not because your new meter is reading too high; it is because the old meter was running slow and did not accurately record all the water going through it.

DO I HAVE TO BE HOME FOR THE PROCESS?

No, the meter is located outside in a meter box near the street you do not need to be home for this work to be completed.

HOW LONG WILL THE METER INSTALLATION TAKE?

For meters that will be replaced, under normal circumstances, the installation will take 15 minutes or less. The water will have to be turned off until the meter is changed. Please be advised that there may be some trapped air or slight discoloration in the water line. This will clear up after running your water for a few moments. You may hear some noise as the air exits spigots and fixtures. This is normal.

WHAT IF WE HAVE A LEAK AFTER THE METER IS INSTALLED?

Seal Rock Water District will make every effort to dispatch service personnel as quickly as possible to determine the cause of the leak and to take appropriate action. You may call the District at (541)563-3529 during normal working hours (8:00 AM – 4:00 PM Monday thru Friday) or after hours emergency (541) 265-1935.

DIDN'T SEE THE ANSWER YOU WERE LOOKING FOR? OR WOULD LIKE MORE INFORMATION?

Please visit our website at www.srwd.org, or contact the Utility Billing Department at (541) 563-3529.