

# ADVANCED METERING INFRASTRUCTURE PROJECT – FAQs



The following document is for external use to explain the Advanced Metering Infrastructure (AMI) Project and answer Frequently Asked Questions (FAQs).

## What is Advanced Metering Infrastructure (AMI)?

Advanced Metering Infrastructure, or AMI, is an integrated system of advanced meters, communication networks, and data management systems that enable communication between the AMI meter, customer, and utility.

## What is an AMI Meter?

An AMI meter is a meter with a low-powered communication device that automatically collects meter reads on 15 minute intervals and transmits this data wirelessly through a communication network up to 4 times per day, replacing the current bi-monthly manual meter reading process and provide our customers with real time data on their water usage.



## What Technology do AMI Meters use?

The City's chosen advanced metering technology uses cellular communication. This technology provides 15-minute intervals of water usage data, transmitted securely four times per day over a communication network. The cellular communication is only when data is being transmitted and is off at all other times.

## When and who will install the AMI Meters?

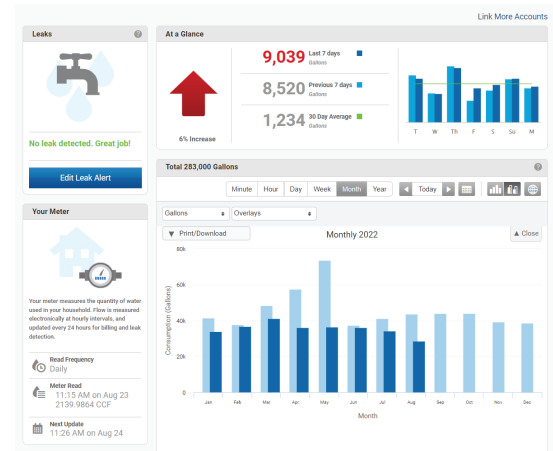


The City has contracted with Badger to begin installation of AMI meters in Summer 2023. The project is expected to be completed over a two year period. A survey of all meters will be performed before installation occurs. Customers will be notified pre and post installation of their meter as water service shutoff is required to perform the meter installation. On the day of your meter installation, if your meter is running, the installer will do a courtesy knock on the door to explain the work to be performed and let customers know that their water service will be briefly interrupted. The installation will take between ten (10) and forty-five (45) minutes. Concord Utility Services, subcontractor to Badger, will be performing the survey and installation of the meter.

## Will the new Meter affect my Water Bill?

As water meters age, their accuracy begins to decline and typically under measure water usage. If the current water meter is old, there is a chance that your bill may increase after the installation of the new meter. The new meter will accurately reflect your consumption. If you have any questions about your bill, please contact us.

  
**Water usage displayed on  
customer portal dashboard**



## How does this new AMI Meter benefit me?



### **Leak Alerts**

Through advanced analytics within the customer portal, potential leaks will be detected early and customers who have chosen to opt-in for leak notifications will be notified.



### **Learn How/When You Use the Most Water**

Customers will have access to their up-to-date water usage, reducing surprise high water bills from leaks, and allowing customers to better understand and make informed decisions about their water use and associated bill.



### **Enhanced Customer Service**

Customers will have access to the customer portal, accessible by computer or smart phone application, providing self-service features and alert capabilities. The City's Customer Service team will be able to answer questions and resolve several issues more quickly over the phone using the information readily available.

## What are the health impacts of AMI Meters?

Many organizations focused on public health and safety, including the American Cancer Society, have studied AMI meters and found their use to be appropriate and safe. The radio frequency emitted by the AMI meter is much less than other common household devices such as cellular phones, microwaves, televisions, and WiFi routers. Exposure to radio frequency from the AMI meter is reduced further due to the location of the meter (typically near the street or in the alley) and the very brief period of transmission each day.

## Do customers have to allow AMI to be installed on their meter?

No. An option to opt-out will be available. However, there will be fees associated with opting out such as an initial opt-out processing fee, and an ongoing fee to manually read the meter for each billing cycle (e.g., bi-monthly or monthly).

## How is this project being funded?

The initial project cost of \$13.5 million is being funded by the Water Revenue Bond issued in 2022 and already accounted for in the current water rate structure. Ongoing annual fees will be funded by the Water Fund's operating budget.



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Project updates, frequently asked questions and additional information about this project is on our website. Access it with the QR code or visit [www.santamonica.gov/advanced-metering-infrastructure-project](http://www.santamonica.gov/advanced-metering-infrastructure-project).