



The City of Santa Monica's Water Resources Division is deploying Advanced Metering Infrastructure (AMI) water meters, or intelligent water meters, for all water customers to enhance service and provide customers with real time information about their water usage, billing, and leak detection.



WATER METER SURVEY

Advanced Meter Installation Project

In preparation of an Advanced Meter installation project, we are surveying each meter site to update our field assets, identify the work required to be done at the point of installation, and identifying any materials that will be needed to complete the work.

What is an Advanced Meter?



An advanced meter is a meter with a low-powered communication device that automatically collects multiple meter reads per day and transmits this data wirelessly through a communication network, replacing our current bi-monthly manual meter reading process.

When will Advanced Meters be installed?

The installation of advanced meters will begin mid-2023 and will be completed end of 2024.

How will this installation impact the customer?

Customers will be notified pre and post installation of their meter. 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 will be performing the survey and installation of the meter.

The AMI program is just one of many investments the City is making to reduce our reliance on costly imported water supplies and maintain an affordable, sustainable and drought resilient local water supply.

For questions call (310) 458-8531 or email: water.resources@santamonica.gov



Scan this QR Code with your Smartphone for project updates.

@cityofsantamonica

Concord Utility Services, will be performing the survey and installation of the meter.

Concord technicians can be identified by their vehicles (showing a company logo), by their uniforms, and by their I.D. badges.



This New AMI Program Offers Several Benefits to the Customer

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.

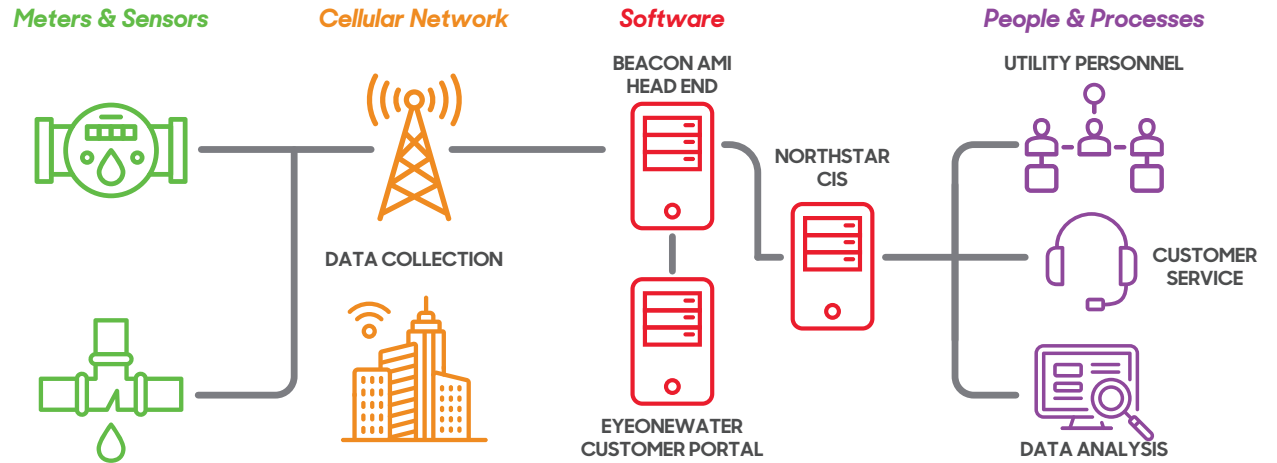
Learn How/When You Use the Most Water

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.

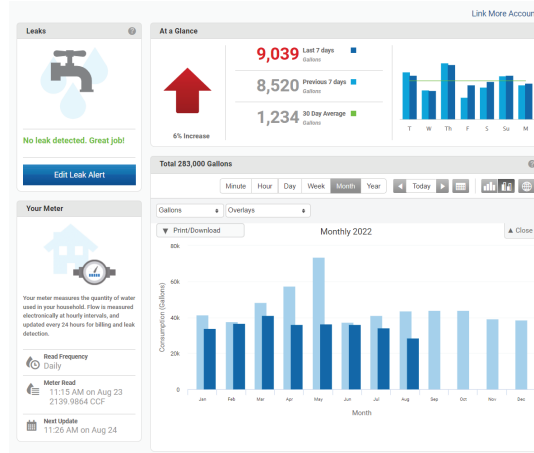
Enhanced Customer Service

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.

The new system will provide 15-minute interval usage information to customers through the customer portal that is transmitted up to four times per day. Customers will no longer have to wait until the end of the bi-monthly billing cycle to see this information on their bill.



With the new advanced meters, customers may avoid unexpected high utility bills and make more informed budgeting decisions. Also, the new meters will allow the City to enhance customer service including leak alerts and quicker response to bill inquiries, re-reads, and service requests.



How can customers access their water data?

Using new self-service functions on the website and alert capabilities, customers can access information at their convenience 24/7.

Sign-up information will be provided after installation and also available on the website.



Water usage displayed on customer portal dashboard