



AMR / AMI PROJECT PHASE 1

Miami County Sanitary Engineering

September 3, 2019

Automated Meter Reading (AMR) / Advanced Metering Infrastructure (AMI) Project Phase 1

On June 13, 2019 by Resolution No. 19-06-854, the Board of Miami County Commissioners awarded the AMR/AMI Project Phase 1 to Everett J. Prescott, Inc. of West Carrollton, Ohio to upgrade and install a smart metering system. The metering infrastructure upgrades will enhance customer service, provide a tool for leak detection, increase revenue and reduce operating costs. The AMR/AMI Project Phase 1 will begin during the summer of 2019.

This project will help in reducing costs of manual metering reading, help diagnose water leaks and collect data directly with a radio base system therefore helping to identify issues of revenue loss through leaks and faulty meters. Alarms for high usage can be set to help in identifying issues quickly so that Miami County Sanitary Engineering (MCSE) customer service can respond sooner.

The Board of Miami County Commissioners, the Miami County Sanitary Engineering Department and Everett J. Prescott, Inc. are glad to partner with Advanced Utility Services, LLC for the implementation of the AMR/AMI Project Phase 1. Advanced Utility Services, LLC will be responsible for contacting residents and installing the new meters. MCSE continues to move forward in modernizing infrastructure and promote sustainability to our customers.

Miami County Sanitary Engineering will be implementing a smart metering system to replace the standard water/sewer meters in our utility service area. This Project will provide:

- *Enhanced Customer Service and Information*
- *Early Leak Detection*
- *Reduced Operating Costs*



For More Information Regarding This Project See The Attached Sheets

Advanced Utility Services, LLC

New AMR / AMI Compatible Meter



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For Miami County Sanitary Engineering Customers Residing in Monnin Estates, Casstown, Brandt/Phoneton, Deer Cliff Run, Evanston and North County Road 25A

Project Overview

Miami County Sanitary Engineering (MCSE), in efforts to continually improve its infrastructure, has contracted with Everett J. Prescott, Inc. to upgrade the current metering system with a new Advanced Metering Infrastructure (AMI) System. This project will allow meters to be read with Automatic Meter Reading (AMR) and eliminate monthly manual readers. This will significantly reduce meter reading cost and will provide all parties with better customer service and usage data.

The project will include meter upgrades in some homes and the addition of Meter Interface Unit (MIU) for all customers in the Phase 1 Project Area. The MIU will be used to transmit a radio signal with current meter reads to a gateway base station. This unit will reduce the need to manually read the meters and has the ability to aid in finding high water usages.

The meters and MIU's will be installed by contractors working for Everett J. Prescott, Inc.. The contractor, Advanced Utility Services, LLC will be easily identified with company badges and marked vehicles. The contractor will also be scheduling appointments for inside meter change outs. The MIU's will go on the current remote pad that is located on the outside of your home or in a meter pit. Those units will not require an appointment.

Most of the work will be done Monday - Friday 7:30 a.m. to 7:00 p.m. and Saturday's 8:00 am. to 3:00 p.m.

Water interruption is expected to take less than thirty (30) minutes.

Advanced Utility Services, LLC will contact customers by home visit, phone, email, and/or door hangers to schedule appointments for meter change outs that require access inside your home.

Those customers who do not need a new meter will not be contacted on the day of installation.

For additional information please contact the Miami County Sanitary Engineering Department at 937-440-5653 or visit www.miamicountyohio.gov/AMR_AMI.



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Installation Details

In House Meter

An Advanced Utility Services, LLC staff member (Contractor) will set up an appointment to replace your existing water meter if it is over 10 years old with a new meter. A MIU radio transmitter will be installed on your existing meter remote pad on your home. You may experience water service interruption for 10 to 20 minutes while the meter is being exchanged.

Pit Meter

An Advanced Utility Services, LLC staff member (Contractor) will replace your existing water meter if it is over 10 years old with a new meter. The Contractor will knock on the door to let you know that your service will be off temporarily. You may experience water service interruption for 10 to 20 minutes while the meter is being exchanged. A MIU radio transmitter will be installed in the pit meter.

In both cases above if the water service was "ON" before installation, the service will be restored after the installation of the new meter and your water line will be flushed to remove air in the line. If necessary, you may also turn on your sink faucet or outside hose nozzle to flush additional air from the service line.

If your water service, was "OFF" before installation, the meter will be replaced and the water service will be left "OFF".

For questions, concerns, or to report a leak following installation, please contact Brian Berry, Project Manager with Advanced Utility Services, LLC (Contractor) at 888-815-8516. If no answer, please call the Miami County Sanitary Engineering Department at 937-440-5653.

MIU Radio Only

An Advanced Utility Services, LLC staff member (Contractor) will install a MIU radio transmitter either on your meter remote pad that is located on your home/building or in the pit meter on the property.

The Miami County Sanitary Engineering Department and Advanced Utility Services, LLC thank you for your cooperation in making this a successful program.



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Frequently Asked Questions

What is AMR / AMI?

Automated Meter Reading (AMR) and Advanced Metering Infrastructure (AMI), allow water utilities to gather utility usage data from its customers, both residential and commercial, without manually reading meters. Miami County Sanitary Engineering (MCSE) improves services and saves money by minimizing the costs associated with reading individual residential and commercial meters while allowing more time to do other required maintenance activities. In addition, Automated Meter Reading/ Advanced Metering Infrastructure improves data accuracy and helps identify anomalies.

Why is Miami County undertaking this effort?

Automated meter systems and Advanced Metering Infrastructure are quickly becoming the standard for utilities around the country. These new devices allow for more accurate and faster collection of water usage readings than the current manual method and improve safety conditions for MCSE staff. Currently, the meter readers must manually read every meter to obtain a reading from the meter. Introducing automatic meter reading as the standard for MCSE is one of the ways we can better serve our customers and improve the overall efficiency of the water/sewer department.

Will the electronic device on the meter interfere with other electronic equipment?

No. The radio transmission operates in compliance with FCC regulations to avoid interference with other electronic devices.

Do I have to be home for the meter replacement?

Maybe. Some of the water meters are located inside of the home and may need changed out due to age. An Advanced Utility Services, LLC staff member (Contractor) will need to setup a time to change the inside meter out.



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Frequently Asked Questions Continued...

What happens if I have a problem after the installation?

If you have a leak, low pressure or some other problem after the installation, or at any other time, you will be provided contact numbers that you can call to report your concern. Because your water will be turned off temporarily during the meter change process, you may experience a brief period of air or discolored water. In most cases, briefly running your cold water will clear this situation.

Why is the water meter being replaced?

To upgrade the meter to one capable of communicating with the AMI equipment, and as a means to replace aging meters after they have reached the end of their life cycle. With the introduction of newer technology, the existing meters are not able to communicate using the AMI technology. The newer meters will save labor time, prevent recording errors, minimize wear and tear on vehicles, and minimize the need for MCSE employees to access the meter pit, or coming into your house.

Does the meter have to be replaced?

Maybe. Some meters will be changed to be read by the automated metering infrastructure technology. It will depend on the age of the meter. Meters over 10 years old will be replaced.

Has this new AMI equipment been tested for accuracy and reliability?

Yes. Meters come pretested along with results directly from the manufacturer. The radio device will be tested for accuracy during the meter collection process regularly.

How does AMI benefit customers?

- Improved customer service by increasing accuracy of meter readings.
- Minimized need to access meters at the property.



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Frequently Asked Questions Continued...

Will my water/sewer bill go up?

Possibly. Older meters tend to lose accuracy as they age 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 prior to delivery by the manufacturer to ensure that they register properly. If you see a higher bill immediately upon the new meter installation, it is likely the old meter was running slow.

Can I cover up the meter after the installation?

No. Access needs to be available at all times. There will still be occurrences when meter technicians will visit the meter on site to perform routine maintenance or verify high readings. Obstructions to the meter box are subject to removal by MCSE personnel.

What if there is something blocking or in front of the meter?

Please keep access to the water meter available at all times to ensure it is accessible for any potential emergency that would require the meter to be turned off.

Can I read the meter?

No. Only MCSE staff are authorized to open the meter lid. Plumbers are not authorized to open meter lids.

How will 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 number is compared to your account record to ensure a match.



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Frequently Asked Questions Continued...

How will this affect meter reader personnel?

The number of meter readers will be reduced and retrained for other jobs within the MCSE department. Technicians will be inspecting all water meters periodically to assure they are still assessable and in proper working order. MCSE staff will continue to visit your property for routine service, maintenance or repair. We will continue to respond to water emergencies.