



## CITY OF GATESVILLE WATER METER REPLACEMENT

### FREQUENTLY ASKED QUESTIONS (FAQ)

#### **1. WHY DID THE CITY DECIDE TO REPLACE ALL OF ITS WATER METERS?**

49 percent of the City's water meters (more than 3,500) are over 20-years old. Over time, mechanical water meters become less accurate and provide inaccurate (low) readings. Contrary to "popular myth" water meters do not speed up/register higher water usage. A third-party audit of the meters indicated that the City was losing up to to \$100,000 per year in water revenues, and the City Council approved a proposal in May 2020 to replace all residential/commercial water meters.

#### **2. DOES THIS MEAN MY MONTHLY WATER BILL WILL BE INCREASING?**

Not necessarily – water rates in Gatesville have remained very consistent, so new water meters will only record your water consumption more accurately; your bill will only increase if your current meter is under-reporting usage. Currently, the overwhelming majority of residents are paying for the water they are actually using, while a few residents are only paying for a fraction of the water they are using. This creates an unfair condition. The City will not make water bills retroactive where under-billing has been noted. The new system will ensure fairness and equality for all residents and businesses in the City from this point forward.

#### **3. WHEN WILL THE METER REPLACEMENT BEGIN?**

City Staff will host a kick-off meeting with the contractor doing the replacement on August 11<sup>th</sup>; we anticipate meter replacement will begin shortly thereafter.

#### **4. WHEN WILL THIS WORK BE PERFORMED? WILL IT AFFECT MY WATER SERVICE?**

In most cases, replacing your water meter will be completely transparent. The work will be performed between 8:00 a.m. and 5:00 p.m. Monday through Friday. You will receive a door hanger approximately two weeks in advance of the installation crews arriving in your neighborhood. Workers will make a courtesy door knock to announce their arrival at your residence/business. This is a simple procedure that in most cases will require less than 30 minutes. The contractor will check the meter, and if no water is being used, the meter will be replaced on the spot.

#### **5. WILL THE CONTRACTOR NEED TO COME INTO MY HOUSE?**

All meters are located outside in meter boxes – the contractor will not need to come into your house.

#### **6. WHO IS DOING THIS WORK?**

The City has contracted with Ameresco to conduct this service. They will be in marked pickup trucks and will be wearing bright yellow shirts marked with "Ameresco Meter Replacement Team"; they will be carrying laminated identification cards and an authorization letter from the City.

#### **7. WHAT IS "AMI"?**

AMI stands for Advanced Metering Infrastructure. The new meters consist of a meter, a digital register and a low-powered communication device integrated into a single unit that will look similar to your existing water meter. The register will continuously record your water usage sending a meter reading every six hours to the data management system in the Cloud. The City will also install a



## CITY OF GATESVILLE WATER METER REPLACEMENT

customer portal which will allow citizens to see detailed information about their water consumption securely. Each communication device has a unique identification number assigned to that meter and the data is securely encrypted throughout the entire process.

### **8. WHAT INFORMATION WILL I BE ABLE TO ACCESS ON THE CUSTOMER PORTAL?**

- a. You can track and view your daily water usage on a smart phone/tablet/computer;
- b. You can view the estimated costs associated with your water consumption;
- c. You can view your projected bill total;
- d. You will be able to sign up for alerts when your estimated bill exceeds a specified threshold – which means once you are signed up, you will be alerted if the meter detects an “unusual” usage pattern – often associated with a plumbing leak.

### **9. WHAT ARE THE OLD METERS BEING REPLACED WITH?**

The City has selected Neptune Mach-10 solid state water meters (with no moving parts) which carry a 20-year warranty.