

How does the Advanced Metering Infrastructure (AMI) work?

A small unit is installed above the water meter. It is connected to your water meter and transmits a radio signal to a data collector which relays the information to the City's Water Department Billing Office.

How much will the system cost me?

There is no charge for this technology upgrade, and this system does not increase the cost of water service to you. The Advanced Metering Infrastructure (AMI) is designed to help control costs by increasing meter reading accuracy and efficiency.

Will I pay more for water as a result of the change?

Your water rate will not change at the time of upgrade.

If you have additional questions, contact the Water Department:
Ph: (414) 479-8964
Fx: (414) 479-3588
<http://www.wauwatosa.net>



7725 W North Ave
Wauwatosa, WI 53213



Advanced Metering Infrastructure Project



Thank you

For your cooperation and patience during the upgrade of your water meter. This technology upgrade is an important step in the future of our community. This informational handout will provide you with answers to questions you may have, as well as additional information on the project.

Wauwatosa Water Utility

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Advanced Metering Infrastructure Project

The Wauwatosa Water Department's goal is to provide our customers with an ample amount of high quality water at a fair value for public health, sanitation and fire protection purposes through continual evaluations of utility assets, effective preventative maintenance programs and efficient daily operations.

The Water Department strives to provide customers with both high quality water and high quality service. As part of this ongoing commitment to Wauwatosa customers, the City of Wauwatosa Water Department will begin the **Advanced Metering Infrastructure Project** in April 2012.

During this project, water meters will be upgraded with new advanced metering infrastructure technology.

A water meter upgrade requires access to basements of homes and businesses where the meters are located. Customers will be contacted in advance to schedule appointments for replacement/installation. This project is being coordinated by the Wauwatosa Water Department.

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What is it?

By the end of 2012, approximately 2,000 water meters in Wauwatosa will be upgraded with new reading technology. This upgrade will greatly increase metering accuracy and feature advanced metering infrastructure (AMI) abilities.

During this project, newer meters will be retrofitted with AMI abilities and older meters will be replaced with upgraded meters.



A Water Department employee will retrofit or replace the water meter and install a radio transmitting unit on or near the ceiling above the meter as a part of this technology upgrade.

Why is my meter being upgraded or replaced?

Water meters and their registers often lose accuracy as they age; therefore, they must be replaced every 15 to 20 years. The AMI upgrades will provide dynamic customer service, improve billing accuracy, promote efficient water use and reduce future utility expenses.

What does it mean for me?

The new system will allow water customers to identify waste and consider corrective measures which will translate into "smarter" water use. Efficient water use will also reduce the use of both energy and chemicals in treating and delivering water.

When will my meter be upgraded?

The meters will be installed by geographic "zones". Customers will receive notification letters when it is time for them to schedule an installation appointment for their property.

What do I need to do?

This is a mandatory program. You will receive a letter asking you to schedule an appointment with the Wauwatosa Water Department for your water meter upgrade. Service appointments will be scheduled in "windows" of time, such as 7:20-9:30 a.m. A Water Department employee will arrive during that time period and will require access to the water meter inside the home or business.

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