

# Water Meter Upgrade Project

## Overview

The City's Water Meter Upgrade Project is a step toward a more modernized water metering system that will help our community to better manage our water resources. The upgrades will include exchanging the current water meters for new meters with Advanced Metering Infrastructure (AMI). AMI uses a low-powered communication device that's added to your new water meter to transmit hourly water usage information over a secure network approximately four times per day.

## Benefits

- **Access to your water usage information.** After your new AMI meter is installed, you have the option to register for the City's new online water use portal, AquaHawk, to find out your water usage on a daily and hourly basis.
- **Reduction of water loss.** Water leaks on the homeowner's side of the water meter can be identified and repaired more quickly by the homeowner.
- **Save money.** Knowing your daily and hourly consumption history enables you to better understand and make informed decisions about your household water use and how it impacts your water bill.
- **Water Alerts.** You can set-up usage alerts so that they are automatically sent to you when continuous water flow is identified, which is often indicative of a water leak. This can save money and prevent property damage that often results when leaks run undetected.

## Frequently Asked Questions

### Why do I need a new water meter?

The City will be initiating a proactive meter replacement program, to replace meters that have reached the end of their useful life. The majority of existing meters in the City of Davis were installed in 1997 and should be replaced.

### How is this AMI meter different from other meters?

Water meters are typically installed near driveways or sidewalks, away from your home. The communication device is battery powered and is off most of the time. It only turns on for a fraction of a second per day (totaling approximately 2 ½ minutes per year) to securely transmit your water usage data. The AMI meters do not communicate with other meters, or with appliances in the home, and cannot turn on or turn off your water service.

**View the full list of FAQs at [CityofDavis.org/WaterMeterUpgradeProject](http://CityofDavis.org/WaterMeterUpgradeProject)**



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## What to Expect with Your Meter Upgrade

Your new AMI Meter will be installed by Professional Meters, Inc., (PMI), the installation vendor working on behalf of the City, or by City employees. The installer will have identification that shows he or she is a representative of PMI or the City. You do not need to be home if your water meter is outside and accessible. The project is anticipated to begin in early 2018.

### Pre-Installation

- One to two months prior to installation, letters will be sent to all mailing and physical addresses of the water meters to be replaced.
- One to two weeks prior to installation, a post card will be mailed to the physical address of the meter to let you know that the contractor will be in your area to install your new water meter.
- Appointments will be scheduled for customers on an as-needed basis. This includes appointments for customers who have meters that are inaccessible to the installer. Please contact the City's contractor PMI at (866) 965-0657 to schedule an appointment.

### How You Can Help

Let family members or tenants know about the upcoming installation and provide safe access to the water meter, generally located in your driveway or near the sidewalk, by:

- Clearing any obstructions, trimming plants or bushes;
- Unlocking any gates that would block installer access; and
- Securing pets away from the water meter.

### Day of Installation

- On the day of installation, the installer will visit your meter box and exchange your current water meter for a new AMI meter. The installation takes about 30 minutes to complete, during which the water will be shut off for about 15 minutes. When the work is complete, the installer will leave a door hanger which explains the procedure that took place, communicates any further action(s) needed by the customer if the meter was unable to be exchanged and provides instructions for flushing the water line prior to use.
- A new meter box lid may be installed.
- Pre and post installation photographs will be taken.

### Post-Installation

- After installation of your new meter, you may still see the meter installation vendor or City employees in the area conducting quality assurance audits on the installations performed in your neighborhood.
- Once your new meter is installed, your water usage will be read on an hourly basis and transmitted via a secure radio transmission instead of the current manual monthly meter reads.

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