

Marshall Municipal Utilities (MMU)
Advanced Metering Infrastructure
2018-2019
Frequently Asked Questions (FAQ)

What is AMI?

- Advanced metering infrastructure (AMI) is an integrated system of smart meters, communications networks, and data management systems that enables two-way communication between utilities and their metering equipment.

Is Advanced Metering new technology?

- No. Approximately 50% of all meters in America are Advanced “Smart” meters. They have been around for more than 30 years.

How does AMI work?

- The new meters are electronic and are capable of recording and storing meter data. MMU will send a radio signal to the meter over a communication system that is installed at the time of the project. The meter then sends the stored meter data back to the MMU Headend where the meter data is stored until needed.

How does Advanced Metering benefit me?

- The new metering will allow MMU to reduce the labor cost associated with reading the meters. The additional meter data will enable MMU to better communicate with the customer regarding their water and electricity consumption patterns, detect abnormal consumption due to leaks, faucets running etc. and MMU will be able to help the customer use water and electricity more efficiently.

Why is MMU installing new meters?

- The water and electric meters used in the MMU system need replacement. A decision to install smart meters instead of standard meters which required walking through back yards is consistent with what most utilities in America are doing. Last year, Marshall’s gas company did the same with their natural gas meters.

When will the project begin and end?

- The project is estimated to begin in September 2018 and will be completed by the end of 2019.

Who will be doing the work associated with the meter change?

- MMU has contracted with a company called Compass who specializes in projects like this where there is a complete meter change out. All contracted employees will have an identification badge or tag.

Will you need to enter my house or buildings?

- Yes. The water meter in your home or business will need to be replaced. These are most often found in the basement. Larger apartment buildings typically have one water meter for each apartment complex and will not require access to individual apartments.

Will I be notified prior to any meter installations at my home or business?

- Yes. The installation company Compass, will contact you prior to their arrival to change the water meter. Changing the electric meter is simpler and typically does not require someone entering your house or building. Electric meters are almost always located on the outside of the building.

What work is involved at my property?

- **Electric:** A contracted employee will need to have access to your electric meter which is usually located on the outside of your building. The contractor will remove your old electric meter, complete a visual inspection of your meter socket and install a new electric meter. Contractor will test the electric meter for proper operation before leaving.
- **Water:** A contracted employee will need access to the water meter which in almost all cases is inside the home or building. Residential water meters are typically in a basement utility room.

How long should the meter replacement take to complete at my home?

- **Electric:** The complete process of the electric meter removal, visual inspection, new electric meter installation and testing should take 15 - 20 minutes.
- **Water:** The installation of a residential water meter typically takes 30 minutes. Larger commercial meters can take longer.

Will my service be interrupted during installations?

- Yes. Depending on the type of electric meter socket, the electric service may be interrupted for a very brief period. The water meter replacement will take a little longer.

Will the installation process interrupt/affect any other devices in my home? Television, internet etc.?

- It may. Some electric powered devices may need to be re-programmed. A good way to understand which ones might be impacted is to ask yourself which devices required attention following the last time your electric power was interrupted due to an unplanned outage like a storm. Many devices today have a built-in battery and can ride through a short power outage.

Are you going to invoice me for the new meters?

- No, we are not. The cost to replace meters is paid by MMU.

Will the appearance of my electric or water meters be different?

- They will look very similar to the current meter.

Does this mean a meter reader will no longer come by my house?

- Yes. There will be no more monthly meter readers.

Will the Utility be able remotely disconnect/reconnect electric service using the new meters?

- Yes. Residential meters will have remote disconnect and reconnect capabilities.

How secure will the new meters be?

- The meter display is visible for customers to be able to check their consumption, just like the old ones. All other information and data stored in the meter is secure and the meter is sealed. Data stored inside the meter is usage and location data only. No personal information (i.e. Customer's information) is stored inside of a meter.

Will the new meters be able to notify the Utility in the event of a power outage or problem with my service?

- Yes. The new AMI meters are capable of initiating two-way communications. This means that the meter can report outages and voltage variances, as well as other service conditions.

Will I continue to be billed the same way?

- The monthly utility bill will look the same. The consumption period will reflect the actual calendar month of the utility bill.

If I have questions about AMI, how do I get those answered?

- You can stop in the MMU office located at 113 South 4th Street or give us a call at 537-7005 and we would be happy to visit with you about the meter change out.