



What is AMI? Advanced Metering Infrastructure (AMI) is an integrated system of smart meters, communication networks, and data management systems that enables two-way communication between utilities and their metering equipment. AMI meters transmit readings over a private, secure wireless network.

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 Advanced Metering benefit me? The new metering will allow Travis Co. WCID No.17 to reduce the labor cost associated with reading the meters. The additional meter data will enable the Travis Co. WCID No. 17 to better communicate with the customer regarding their water consumption patterns, detect abnormal consumption due to leaks, faucets running, etc. and Travis Co. WCID No. 17 will be able to help the customer use water more efficiently.

Do AMI meters use radio frequency communications? Is it safe? Yes. They do use a radio frequency to send data from the meter to the utility billing department. All communication equipment used for the AMI system complies with federal licensing requirements and is considered safe. According to the California Council on Science and Technology, when installed properly and maintained, they result in much smaller levels of radio frequency exposure than many existing common household electronic devices, like cell phones and baby monitors. Radio Frequency (RF) fields from AMI meters have been studied and found to emit very low fields and then only intermittently. Any exposure to humans would be extremely small. There are no known adverse biological effects from these small fields. To provide some perspective, under typical operating conditions, an individual meter would transmit for approximately 45 minutes over a 20-year operating life. This should provide significantly less RF exposure than a single cellular phone call of the same length.

Why is Travis Co. WCID No. 17 installing new meters? The water meters used in Travis Co. WCID No.17 system need to be replaced. A decision to install AMI technology instead of Drive-By technology is consistent with what most utilities in America are doing. AMI network/meters represent a significant improvement over previous metering technology. These AMI meters will allow Travis Co. WCID No. 17 to have better billing and consumption data.

When will the project begin and end? The project is estimated to begin in July 2022 and will be completed by December of 2022. As new meters are changed out, the system will begin reading them using the two-way system.

Who will be doing the work associated with the meter change? Travis Co. WCID No.17 has contracted with HydroPro Solutions for materials and project management. Installation will be performed by Professional Meters, Inc. (PMI) who specializes in projects like this where there is a complete meter change out. All contracted employees will be in uniform and have marked vehicles.

Will you need to enter property? Yes, but not your house. The water meter for your home or business will need to be replaced. These are most often found in the meter box located on your property.

Will I be notified prior to any meter installations at my home or business? Yes. The installation company, PMI, will contact you prior to meter change out via door hanger.

How long should the meter replacement take to complete at my home? The installation of a residential water meter typically takes 15-30 minutes. Larger commercial meters can take longer.

Will my service be interrupted during installations? Yes, PMI and Travis Co. WCID No. 17 will make every effort to notify anyone at home during the installation that service will be interrupted.

Are you going to invoice me for the new meters? No, we are not. The cost to replace meters is paid by Travis Co. WCID No. 17.

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 a meter reader still need to visit to read the meter? Travis Co. WCID No. 17 staff will not be on site to read meters monthly but will continue to need access to the meter for periodic safety and quality assurance testing as well as inspections and maintenance.

Will this affect meter reader jobs? No, not for existing personnel. Our meter readers are being retrained to be meter technicians and will continue to be a vital part of our Customer Service & Billing Department. The AMI project has allowed the District to maintain existing staff levels even with the growth in meters over the last 5 years and will continue to help defer or delay the need to add staff.

Will I continue to be billed the same way? The monthly utility bill will look the same. The consumption period will reflect the same utility bill schedule, mid-month to mid-month.

If I have questions about AMI, how do I get those answered? You can stop by our office at 3812 Eck Lane or give us a call at 512-266-1111. We would be happy to visit with you about the meter change out. Also, project information and updates can be found on our website www.wcid17.org.

