

## **City of Maryville – Water Meter Infrastructure Upgrade Project**

The City of Maryville is undergoing a holistic metering upgrade and retrofit program across the entire metering infrastructure. This project includes replacement of approximately 4,200 water meters and conversion to an advanced metering infrastructure (AMI). This project will support the current efforts of the City to improve customer services and reduce unaccounted for utility losses due to meter inaccuracy. The AMI will also assist with advanced leak detection on water mains and customer accounts.

### **Meter Replacement Frequently Asked Questions (FAQs)**

#### **Why is the meter being replaced?**

Meters often lose accuracy over the course of their life and industry standards recommend that they are replaced every 15 – 20 years. The City's current metering population is a mix of old and new meters, with some meters over 20 years old that are in dire need of replacement. The new system will upgrade the meter population and allow the city to implement an advanced metering infrastructure technology that will save time, prevent recording errors, create a more efficient public works staff, minimize City employees need to go on private property, and improve the overall services being provided to Maryville's citizens.

#### **What is the cost to a customer?**

There is no additional rate increase to the customer for this project. The City is not increasing rates because of the meter project and will be using revenues generated from improved meter accuracy and operational efficiency gains to pay for the project.

#### **Does this mean my bill will be increasing?**

Not necessarily. Some utility customers will see an increase if your current meter is inaccurate and underreporting usage. While most residents are paying for the water, however some customers are getting a discounted rate because of the inaccuracy of the current system. The newly installed meters will ensure fairness and equity in billings for all the residents and businesses once installed and limit the need for future rate increases to replace the City's metering infrastructure.

#### **Who is replacing the meters?**

The City of Maryville has partnered with Schneider Electric to help oversee the design, engineering, and now implementation, of the entire project. The installation of meters is being handled by one of Schneider Electric's subcontractors, Retro-Tech Systems (RTS).

#### **When will the work be performed?**

The majority of work will take place Monday-Friday from 8:00 am to 5:00 pm, starting in October of 2016 and continuing into early next year.

## **How will I be notified when my meters are scheduled to be replaced?**

Prior to meters being replaced, the resident or business owner will be provided a door tag the week prior to make sure they are aware of their upcoming meter replacement. The tag will include detailed information for what to do during the meter replacement and what to expect immediately following the replacement of your meters. Should you require constant water for medical equipment or have specific needs relating to your water issue, please contact the Public Works Department at 660-562-8025.

## **How will this affect my service?**

The Schneider Electric/RTS team will come to your residence or place of business to replace your meters during normal business hours. A team member will notify all occupants of the residence or business of that their meter(s) are going to be replaced. Before the water meter is replaced, the existing meter will be checked and verified for any leaks or issues related to its service and that no water is being used. If no water is being used, the meter will be replaced. The interruption in services should last approximately 30 minutes. Once complete with the meter change out, a team member will knock on your door to inform you the process is complete and what to expect with your new meter.

## **How long with this take?**

For residential customers, it is a simple process and should only disrupt service for about 30 minutes.

## **How do I know who is authorized to complete the work?**

ALL Schneider Electric and RTS Employees will be wearing properly marked badges, uniforms, and trucks will be clearly marked with one of our logos (see below). If you have any questions or concerns, please contact City Hall immediately to make us aware of any issues.



## **Do they need to come inside my house or business?**

Some meters may be located within a home or business and the team member will need to come inside, but most of the meters are located outside of the buildings already.

If I own a business, who do I call to schedule an appointment?

A Schneider Electric / RTS team member will contact you to schedule a date and time for your meter replacement.

What if I cannot be home during my scheduled meter replacement time?

In most cases, no one will need to be at home during your meter replacement. The majority of work will take place outside of the home and there will be no need for someone to stay home or be at the residence.

**How will I know my meter was replaced?**

The City of Maryville will have updated counts of meter replacements provided by Schneider Electric and RTS. Unless there is a problem, you should not notice any changes in service as it relates to your utilities.