

City of Oxnard Advanced Metering Infrastructure (AMI) Project *Frequently Asked Questions*

1. What is the Advanced Metering Infrastructure (AMI) project?

Advanced metering infrastructure (AMI) is new technology that allows real-time data regarding your water consumption to be communicated automatically with your water utility service provider (Oxnard Water). Oxnard Water Customers will have access to the same data, as well as leak notification, via the Badger Meter Beacon Dashboard.

2. Whose meters will be replaced during the AMI project?

All commercial and residential properties in Oxnard will have their meters replaced during the estimated 3-year project (1 year for the pilot and 2 years for the citywide installation).

3. What is the project timeline?

In January 2022, the City started conducting field surveys in order to determine water meter lay-length, size and location. Citywide meter installations will begin in early 2023 and are expected to be completed by Spring of 2025.

4. Who will notify me when my installation is scheduled?

Professional Meters Inc. (PMI), the contractor selected to perform installations for the City. Water customers will receive a door hanger on their door at least 7 days before work begins in their area to notify them of when their meter upgrade is scheduled to be completed.

5. Why is my water meter being replaced?

Water meters have a limited useful life and eventually require replacement. Most City meters have reached or exceeded this life span. New meters will allow for remote readings over a cellular system, instead of the traditional drive-by method used today.

When the project is complete, all water meters within the City limits will be replaced with the new AMI technology.

The new water meters have integrated leak detection that will notify the customer and Oxnard Water when a meter is registering continuous flow, preventing high bills. Via the web-based Badger Meter Beacon Dashboard, customers will be able to monitor their water consumption, as well as track and trend usage.

6. What if my meter was replaced recently?

To allow for automatic meter readings and maximize system accuracy, all meters that are of the old style will be replaced with new Badger Meter brand E-Series Meters.

7. What's new about these meters?

Traditional meters wear down over time, creating the potential for inaccuracies. The new meters, called E-Series Meters, have no moving parts, and include ultrasonic sensors to register the volume of water flowing through. This method for measuring water flow maintains a high level of accuracy throughout the 20-year life of the new meter.

8. How does the new technology work for reading meters?

The Advanced Metering Infrastructure (AMI) technology automatically sends water consumption data through the cellular network, much like a text message. Information can also be accessed in real time by the customer via the web-based Badger Meter Beacon Dashboard.

9. How does the meter replacement process work?

The City has partnered with Badger Meters and its vendor, Professional Meters Inc. (PMI), to install the new meters. Water customers will be grouped by neighborhood and assigned a month and year in which their meter will be replaced. PMI will need access to water meters, typically located in the ground near the curb in front of the house or behind the home in the alley.

- **Notification:** A door hanger will be placed on your door at least 7 days before work begins in your area to notify you of when your meter upgrade is scheduled to be completed.
- **Meter Access:** Contractors may need to access your meter. Please ensure there are no obstructions to your meter, such as a locked gate or a parked car.
- **Impacts to You:** You do not need to be home during the meter installation. Contractors will knock on your door to notify you that your installation is starting. The installation should be completed in approximately 15-30 minutes. Contractors will temporarily shut off your water, for up to 30 minutes, while your new meter is being installed.
- **Work Hours:** Meter upgrades will take place between 8 a.m. and 4 p.m., Monday through Friday.

If you have a medical condition that requires planned water disruption, please call the Contractor Superintendent phone number that is listed on the door hanger notification that you received. You may also call PMI at 1-855-229-5562 (toll free) to schedule an appointment to install your new meter.

10. Will my water bill change?

The new water meters are designed to provide better readings of the actual water usage throughout their entire useful life.

However, 80% of the old water meters in Oxnard are more than 15 years old and at the end of their functional life. As water meters age, they tend to run slower, pieces may fail or corrode, and they may not measure all of the water going through them.

Therefore, depending on the age and accuracy of your current meter, you may see a change in your bill (e.g. increase or decrease) based on more accurate readings.

11. How will I be able to access my water usage information?

In addition to your water bill, water usage data will be available through the Beacon Advanced Metering Analytics, a web-based portal accessible to registered water customers.

12. How much will the meter replacement cost me?

There is no additional charge to customers for meter installation.

13. Will my information be secure?

Only meter consumption data and meter numbers are transmitted. Personal customer information is not loaded into the transmitter and, therefore, will not be transmitted.

14. What do I do after my meter is replaced?

After your meter has been replaced, simply turn on a water fixture in your home and allow any air to escape. If you have a multi-story home, open a fixture on the upper story.

15. What if my current water meter is behind a locked gate or I require planned water disruption?

Installations citywide will begin in January 2023. Residents will receive an installation notice prior to their scheduled installation. If at the time you receive your notice of your meter installation you deem that your water meter cannot be accessed without your assistance or you require planned water disruption, please call the Contractor Superintendent phone number that is listed on the door hanger notification that you received. You may also call **PMI at 1-855-229-5562** (toll free) to schedule an appointment to install your new meter.

16. What if I have a hot water recirculation pump or I require planned water disruption?

Installations citywide will begin in January 2023. Residents will receive an installation notice prior to their scheduled installation. If at the time you receive your notice of your meter installation you deem that your hot water system

includes a recirculation pump or you require planned water disruption, please call the Contractor Superintendent phone number that is listed on the door hanger notification that you received. You may also call **PMI at 1-855-229-5562** (toll free) to schedule an appointment to install your new meter.

17. Who can I contact if I have more questions?

For additional information, please visit oxnardwater.org or contact the Water Division at 805-385-8136.