

## **South Milwaukee Water Utility Fixed Network Automated Meter Infrastructure**

### **Water Utility Automated Meter Reading System**

The City of South Milwaukee Water Utility began a water meter replacement program in 2013 that affects our Water Utility customers. Utility Representatives are in the process of installing new Automated Meters. The Utility plans to replace or retrofit all of its water meters with automated meters. This will increase meter reading efficiency in addition to providing meaningful real time data for customers. South Milwaukee Water Utility will be able to remotely read all of our customers from one location without physically having to read your meter on site. The Utility will have the ability to catch a customer's leak in a timely manner, helping conserve water and save customers from potential high water and sewer bills.

### **Why is the Utility replacing meters?**

The useful life of a meter is typically twenty years. The Wisconsin Public Service Commission (PSC) requires utilities to replace meters within this time frame. In addition, the outside read o'matic registers currently used by the Water Utility are being discontinued; therefore parts and service will no longer be available for repairing meters.

### **What is this going to cost me?**

The Water Utility will pick up the cost of the meter installations. The meter replacement is a mandatory installation and there is no cost to the property owner for the installation. Each installation will take approximately one half hour to complete, with the area surrounding the base meter (usually located in the basement) clear. Failure to allow access to replace the meter will be handled in accordance with Wisconsin Administrative Code PSC 185.37 (2)(e,f).

### **Will anyone need to enter my home?**

Yes. The water meter and main water shut off valve are inside the house. In most cases the meter is wired to a remote READ-O-MATIC device. Each water meter will be replaced with a galaxy meter manufactured by Badger Meter. The new meter communicates with a wireless fixed network via a transmitter.

### **What will the Utility Representative need to do to replace the meter?**

Installation of this new system will require that Utility Representative access the meter in the basement replacing it with a new meter with a transmitter. If a Utility Servicemen stops at your house and finds no one at home, a door hanger will be placed on the door. Please make every effort to contact the Utility and set up an appointment to have the meter changed. On the day of your appointment, please have everything away from the meter so the Representative can get in and complete his work.

### **When will the meter replacement be scheduled?**

We hope to install most of the meters during regular business hours: Monday-Friday 7:00 am to 3:30 pm. The Utility will make every effort to accommodate each customer's schedule.

### **Do I need to have any plumbing work done in conjunction with the meter replacement?**

Usually not. The new meters are the same size as the existing ones, so we don't expect problems. You should have a working valve before the meter, the valve in the basement is customer owned and if it not working right, the utility may shut the water off at the curb box for the meter installation.

### **Must an Adult be home at the time of the appointment?**

Yes. It is the Utility's policy that the owner or an adult representative (age 18 or older) be present during the replacement.

### **What if I encounter a problem with the newly installed meter?**

Contact the Water Utility Office at 414-768-8070