

# ADVANCED METERING INFRASTRUCTURE

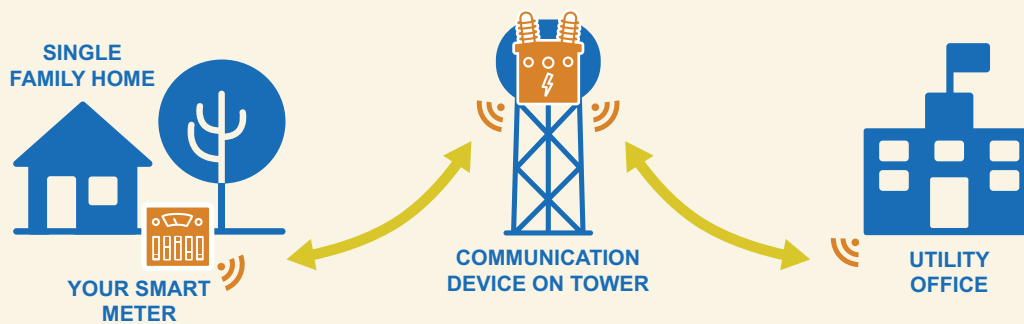


## PROJECT OVERVIEW

The City of Wahoo Utilities will be moving from manual meter reading to Advanced Metering Infrastructure (AMI) for residential electricity, water, and gas utilities.

- AMI includes technologies such as “smart meters” that accurately and securely enable two-way information between customers and the utilities while providing real-time consumption data.
- By switching to AMI, Wahoo Utilities will gather timely utility data to better understand community usage patterns and establish a utility of the future.
- The transition from manual meter reading to AMI is part of normal Wahoo Utilities operations and will have no direct cost to customers.

### Advanced Metering Infrastructure Systems (AMI)



Upgrading from manual meter reading to AMI will improve utility management, allowing customers and Wahoo Utilities to make better informed decisions.

#### BENEFITS TO CUSTOMERS

- Faster response to outages and water meter leaks
- More efficient billing resolutions
- Saving money through energy efficient initiatives

#### BENEFITS TO WAHOO UTILITIES

- Timely access to more utility data
- Lower operational costs
- Ability to remotely disconnect utilities
- Improved customer satisfaction

Wahoo Utilities will begin a four-year rollout plan in 2021 to replace or retrofit residential utility meters.

- All homes within Wahoo city limits will have their electricity, water, and gas meters updated to AMI.
- City representatives will coordinate with homeowners prior to updating water and gas meters within homes.
- The installation process will be rolled out by billing cycle (about one-fourth of the community each phase).

# AMI FAQs

## Who is installing the AMI?

Wahoo Utilities will be responsible for installing the smart meters. The AMI technology is being provided by SENSUS, who has enabled more than 2,000 cities and municipalities with more than 38 million smart devices to provide fast and cost-effective utility solutions.

## When will my smart meter be installed?

Smart meter installation will begin during the second quarter of 2021. Access into homes will be needed to replace the gas and water meters, and Wahoo Utilities will be in contact with homeowners to schedule these appointments. All smart meters will be installed over the next four years.

## Will people have to come into my home to change out the meters?

Yes. Wahoo Utilities employees will need to enter homes to complete installation of the gas and water meters. An adult 18 years or older will need to be home during the scheduled appointment time. It is estimated to take 1-2 hours for Wahoo Utilities employees to complete this work.

## What data is being collected through AMI, and how?

Only kilowatt (kw), cubic feet (CCF), and gallon usage data is being collected through AMI; no private information is being shared. The meters use wireless radio frequencies, similar to wireless Internet, to send and receive information. The meters and communication system meet all federal safety standards and codes.

## Will everyone get new meters, or just those with older ones?

All electric and gas meters will be replaced. Water meters will either be replaced or retrofitted to fit the new AMI technology. Wahoo Utilities will inform you on specific needs.

## Will I be charged for the new meter?

No. The AMI upgrades, including installing smart meters, are part of normal Wahoo Utilities operations and will have no direct costs to customers.

## Will my utility bills increase?

Utility rates will not increase due to the AMI project. Wahoo Utilities performs a rate study every three years to determine if increases are needed. The last study was completed in 2019, with the next study taking place in 2022. Any necessary increases will go into effect in 2023.

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