

## Automatic Meter Reading System

Automatic Meter Reading (AMR) is the technology of automatically collecting consumption, diagnostic and status data from water meters and transferring that data to a central database for billing, troubleshooting(leak detection) and analysis. This advance mainly saves utility providers the expense of periodic trips to each physical location to read a meter. Another advantage is billing can be based on near real time consumption. This real-time data, coupled with analysis, can help both utility providers and customers better control water consumption.

The goal of Bath Water District is to eventually have a fixed network AMR system where a network is permanently installed to capture meter readings. This method can consist of a series of antennas, towers, and repeaters that would collect transmissions of meter readings from AMR capable meters and transmit them to a central computer without a person in the field having to collect it.

The equipment is not the same as the Smart Meter System being installed by Central Maine Power Company; it is an extremely low power radio transmitter that will operate on a 20 year battery. Each radio transmission will last only a fraction of a second which will occur once every three months. During the transmission there will be no interference with televisions, cordless phones, garage doors or pacemakers. There will be no personal information transmitted, only meter readings and meter numbers.

### ***Following are a list of frequently asked questions regarding AMR:***

***What does AMR stand for?*** AMR is an acronym for Automated Meter Reading and in Bath Water District's case includes the meter box. It does not include the incoming or outgoing lines or valves.

### ***How will AMR affect my bill?***

AMR will increase billing accuracy. AMR can also help alert you to household leaks so you are able to fix them before they become costly problems. You will continue to receive your water and sewer bills in the mail in accordance with your normal billing schedule.

***How do I know that my reading is accurate?*** These state-of-the-art water meters have electronic registers, which verifies the meter reading three times before it is sent to the transmitting unit. This reading is deemed more accurate than visually reading the meter.

***What areas will be getting Meter change outs?*** Over time all meters in the system will be switched to AMR. West Bath and Woolwich will be first on this schedule.

***Do I need to be home during the installation?*** No. Unless circumstances prohibit the installation, only then will the customer be contacted for assistance.

***How much is it going to cost me for the new meters?*** There is no additional cost to you.

***Will AMR interfere with TV, personal computers, or other electronic equipment?***

AMR equipment operates on a low-power frequency band reserved specifically for this purpose. It is highly unlikely to interfere with the operation of any other electronic equipment.

***I still have questions about my meter. Who can I call?*** You can call our office from 7:30-3:30 pm Monday – Friday and talk to a customer service representative.