



Information and Frequently Asked Questions about the Automated Meter Infrastructure (AMI) Program:

Q: HOW DOES AMI WORK?

A. A small radio unit attached to the water meter sends hourly meter readings to the District.

Q: HOW WILL CUSTOMERS BE INFORMED PRIOR TO THE NEW METER INSTALLATION?

A. The District will send a letter to the property at the beginning of the AMI installation phase entitled "Coming to Your Neighborhood" that will provide details on general time line and other useful information. However, a notice will be placed at the entrance to the property (front door, side door, garage door, gate) no less than two days prior to work being performed in the neighborhood. Since the District will be replacing multiple meters within a neighborhood, most notices will include the week the meter will be replaced.

Q. WHAT CAN WE EXPECT DURING INSTALLATION?

A. We are taking extra care to minimize disruption during installation. All work will be performed between the hours of 7 a.m. and 5 p.m., Monday through Friday. Since all work will be performed at the District's meter location outside your residence, it is not necessary for you to be home during the installation. Representatives from Aqua-Metric will be performing the installations. They are identified with their logo which will be visible on trucks, shirts or hats.



Q. HOW LONG WILL IT TAKE TO INSTALL A METER?

A. Installation of meters usually take no more than 30 minutes with water service being unavailable at that time. Before temporarily interrupting individual water services, crews will make every effort to ensure that doing so will not impose an undue hardship on the customer. For example, crews will observe the meter to see if water is being used and knock on doors to contact those who may be inside. To ensure that the installation is complete, workers will test the new meter. It's normal to experience air in the pipes after installation of the new meter.

Q: HOW WILL CUSTOMERS BE ABLE TO REVIEW THEIR WATER USAGE?

A. The District has an online customer portal that allows customers to review water usage, set up alerts on water usage patterns and manage water usage. Just two weeks after installation, customers can sign up at www.sfidwater.org/mywateruse to start monitoring their hourly water use.

Q: WILL THERE BE ANY CHANGES TO THE BILLING?

A. There will be no changes to your bill due to this & all potable water customers will continue to be billed bi-monthly.

Q: WHAT IS THE PROGRAM COST AND WHEN WILL INSTALLATION BEGIN?

A. The total cost of the Automated Meter Infrastructure Project is \$5.5 million. Installation of the new meters will occur in six phases, which started in the fall of 2016 and will be completed in the summer of 2021. The District is currently starting Phase 5 of the program to begin in February and be complete in June 2020.

Q: IF I HAVE QUESTIONS, WHOM SHOULD I CONTACT?

A. If you have additional questions, please call the District's hotline at (858) 756-2424.

BENEFITS FROM AUTOMATED METER READING:

Knowing your daily and hourly consumption history and water usage comparisons to better understand and make informed decisions about your water use and associated water bill.

Provides early leak detection by providing customers with more timely information about their water use through an online customer portal.

Improves the accuracy of bills – the meter reading data goes straight into the billing system with no additional handling.

Enhances staff safety by reducing staff exposure to potential injuries such as spider and snake bites, bee stings and traffic accidents.