

Meter Exchange Program Frequently Asked Questions

1) *Is there a cost associated with these AMI improvements?*

There is no cost to customers for the new meter. The AMI improvements are part of the Prop 68 grant. Because these meters can be read remotely, vehicle and other expenses will be greatly reduced. The District expects the AMI improvements to save money over the long term. Together, through the use of this smart technology, we can work toward achieving water conservation and improve water supply reliability for our community while saving money through operational efficiencies.

2) *Will my information be safe?*

Yes. Preserving the security of our customers' data and personal information is our top priority. Data is transmitted over a secure, encrypted cellular connection.

3) *Will the AMI technology attach to the current manually read meter or will it be placed somewhere else on residents' property?*

The AMI device will replace the existing meter in the meter box.

4) *How does the new AMI technology work, and how will the meters be read?*

The AMI technology employs a device that utilizes the cellular network, just like your mobile phone and also found in televisions and wireless home phones. This technology allows meters to be read remotely giving customers daily access to their water consumption data. Not only do the AMI device's radio frequency (RF) waves fall below the level of what is recommended by the Federal Communications Commission (FCC), they are also less powerful than any mobile phone. Additionally, the AMI technology inside your water meter is located outside your house, which reduces contact with the RF waves.

5) *Who will be installing the meters?*

Meters will be installed by the Manufacturer, Metron Farnier. Contractor will be wearing Metron logo hats and shirts/ safety vests

6) *How do I access my real time water usage information?*

Real time water usage will be accessed online at the Waterscope website. It takes about a month to get your water meter set up on Waterscope, but once it has been set up you can create an account and have access to your water usage history. Instructions on how to set up your account will be sent with a future mailing.

7) *What if I notice problems following the meter installation?*

The meter installation crews take caution to flush the line, remove debris and test the meter prior to leaving the site. However, if leaks or other problems are observed, please contact the Borrego Water District.

For additional information or further questions, please contact the Borrego Water District office at 760-767-5806.