



ADVANCED METERING INFRASTRUCTURE

The town of Vanceboro has contracted with USG Water Solutions for the installation of an Advanced Metering Infrastructure (AMI) system. This innovative system will collect multiple reads per day, allowing for better detection of continuous consumption, closer meter reading and billing dates, and improved customer service.

Benefits to Customers:

- The town of Vanceboro can provide your detailed consumption (hourly readings), a customer portal to provide you with access is planned for the future
- Smarter decisions regarding service and usage
- Higher reliability due to timely readings
- Closer meter reading and billing dates
- Problem solving capabilities
- Improved customer engagement and service.

Benefits to the town of Vanceboro:

- Improve customer relationship
- Increase efficiency in billing and customer service
- Improve operations
- Reduced labor and travel for meter reading
- Improve non-revenue water analysis
- Improve workforce management
- Reduce carbon footprint
- Improve safety and security
- Improved leak detection

Advanced Metering also supports the Town's commitment to preserving and protecting the environment:

- Carbon emissions will be greatly reduced by taking meter readers off the road.

- Vanceboro's ability to quickly detect and stop leaks will be greatly enhanced.
- By providing up-to-date water usage data, customers can improve their efforts to conserve.

ADVANCED METERING INFRASTRUCTURE - FREQUENTLY ASKED QUESTIONS

How can I access the data provided by the new meters?

If you would like to review your usage data, contact the town hall at 252-244-0919 and a Customer Service Representative will assist you.

How does the town of Vanceboro know these meters are accurate?

The meters are tested by the manufacturers and comply with the American Water Works Association standards. If for any reason you are concerned about the accuracy of your meter or inaccurate billing, call the town of Vanceboro's Customer Service Department at 252-244-0919 or email beverlyd@vanceboronc.com.

How does the AMI system work?

It uses a cellular network to transmit customer usage data allowing electronic reading and eliminating the need for visual inspection.

How is the installation done?

- Many water meters have been replaced and are AMI ready. These meters will simply be fitted with the AMI transmitter.
- Older meters will be replaced with new meters and the AMI transmitter.
- Installers will clean the area and make sure the new device is working properly.

How long will the installation process take?

In most cases, less than 30 minutes. During this time, your water service may be turned off to complete the install of the new meter if needed.

How long will this new device work?

The life expectancy of the devices installed in the field is 20 years. Periodic inspection and maintenance will be performed to ensure all devices are performing as expected.

How will the project benefit the town of Vanceboro and its customers?

AMI technology has been proven in many utilities across the country. AMI minimizes meter reading costs and is faster and more efficient than automated or manual meter reading.

Benefits to Customers:

- Ability to track consumption (hourly readings);
- Smarter decisions regarding service and usage;
- Higher reliability due to timely readings;
- Closer meter reading and billing dates;
- Problem solving capabilities;
- Improved customer engagement and service.

Benefits to the town of Vanceboro:

- Improve customer relationships
- Increase efficiency in billing and customer service
- Improve operations
- Reduced labor and travel for meter reading
- Improve non-revenue water analysis
- Improve workforce management
- Reduce carbon footprint
- Improve safety and security

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- Vanceboro's ability to quickly detect and stop leaks will be greatly enhanced.
- By providing up-to-date water usage data, customers can improve their efforts to conserve.

If I notice a problem after installation, whom should I contact?

If you notice a problem after installation, please email beverlyd@vanceboronc.com or call 252-244-0919.

Is my privacy secure?

Yes, measures are in place to ensure your information is secure and kept safe at all times. The town of Vanceboro will not provide this information to any other person or business. Only account holders or authorized persons will receive information regarding meter readings.

What are smart meters?

Smart meters are water meters that offer two-way communications between the meter at your home or business and the town of Vanceboro. They are a key component of our new Advanced Metering Infrastructure (AMI) system.

When will I get my smart meter?

Installations will begin the week of 6/9/2025. The entire project should take approximately 2-3 weeks to complete. In most cases, the transition will be completely transparent and will have minimal effect for customers. The work will be performed during the normal working hours of Monday-Saturday 9:00AM – 5:00PM.

Who do I call if I have questions or concerns about my smart meter?

The town of Vanceboro's Customer Service Representatives are available Monday – Friday from 9:00 am until 5:00 pm. You can reach a representative by calling 252-244-0919 or emailing beverlyd@vanceboronc.com.

Who will install the AMI device?

The town of Vanceboro has contracted with HST to install all meters. They will be driving vehicles marked with both the town of Vanceboro's logo and HST logo.

Why is the town of Vanceboro installing smart meters? What are the benefits?

The town of Vanceboro is in the process of upgrading its technology to better serve customers. Smart meters offer a number of benefits for both the town of Vanceboro and our customers, including more detailed water usage information and the ability to address issues more quickly and effectively. The new

smart meters help the town of Vanceboro operate more efficiently and pass on benefits to customers, including the following:

- Improved customer service and support
- Fewer estimated bills
- Detailed hourly usage data
- Data to help resolve billing and usage questions
- Faster service for customers who open and close accounts
- Reduced operating costs
- Better data allowing staff to plan, construct and optimize the water distribution system

Will I be able to read my water meter after the AMI device is installed?

Yes, visual meter reading will still be available as a back-up.

Will I be charged for this new service?

No, there is no additional cost for the new meter. The funding for this technology is incorporated in the water bill you already receive.

Will my water bill look different?

No. The look of your water bill will remain the same for now.

Will my water service be disrupted during this process?

A 30 minute service shut-off will be necessary during your meter replacement.

Will the AMI device's radio signals affect the operation of other electronic devices in my home?

No, the device's radio signal is similar but significantly weaker than that of a cordless phone.

Will the new device affect my bill?

Installation of the AMI transmitter will not affect your bill. A new meter is more accurate than old meters, so your bill may change to reflect the accurate measurement of your water use.