



### **What is an AMI Project?**

The AMI stands for Automatic Meter Infrastructure (AMI). The city wide project will replace all meters with new, state of the art meters with radio frequency (RF) devices that will allow the City of White Plains to obtain meter readings without entering your property. The RF device will reduce the need for us to come on or into your property to read your water meter.

### **Where is my water meter?**

Most water meters are located outside in meter pits near the street.

### **Why do I need a new meter?**

Many of the water meters are over 25 years old. Older meters are less accurate and more costly to maintain, and require a crew member to enter your property to read the meter.

### **My meter works fine; does it have to be upgraded?**

Yes. In order to take advantage of the new technology, efficiencies, and cost-savings that the AMI system will provide, all water meters in the City will be changed out.

### **How does the new meter reading system work?**

The new water meter sends a radio frequency to a collector unit, which is stored for up to 24 hours, and is then sent to a server that is controlled by the City. The radio frequencies sent out by the new meters are much smaller, and far less invasive than antiquated drive by radio systems.

### **Will the timing of my water bills change?**

Water bills will begin to be sent out to all customers on a quarterly basis as this installation process is completed.

### **How do I know that you have my reading and not someone else's?**

Each radio frequency device has a unique identification number, which is transmitted along with the meter reading. The unique identification number is compared to your account record to ensure that there is a match.

### **How do you know that my reading is accurate?**

The new meters are tested before installation. These state of the art water meters have electronic registers, which verifies the meter reading before it is sent to the transmitting unit. This reading is deemed more accurate than visually reading the meter.



### **How do I know if higher usage may be a result of a leak in my plumbing system?**

A new, more accurate meter may detect small leaks that the older meter missed. Check faucets for small drips. Also check your toilet tank for small leaks in the toilet bowl. You may want to place a few drops of food coloring in your toilet tank. If the water in the bowl changes to the color of dye used in the tank, you have a leak. Seek assistance from your local home improvement center or plumbing professional to fix all such leaks.

### **Will my water bill go up?**

Older meters tend to run slower and therefore do not measure all the water going through them. The new water meter will accurately measure the water that you use. All new meters are tested at the factory to ensure that they register properly. If you see a higher bill, it is usually not because your new meter is reading too high; it is because the old meter was running slow and did not count all the water thru it.

### **Do I have to be home for the process?**

If the meter is located outside in a meter pit near the street you do not need to be home for this work to be completed.

### **Why is the water utility hiring a private contractor to do the installation work?**

The City has thousands and thousands of meters. The City does not have the staff to complete the job in a timely manner. Most installers are hired in the immediate area of the city.

### **How long will the meter installation take?**

Under normal circumstances, the installation will take 15 minutes. The water will have to be turned off for about 10 to 20 minutes until the meter is changed. Please be advised that there may be some trapped air or slight discoloration in the water line. This will clear up after running your water for a few moments. You may hear some noise as the air exits spigots and fixtures. This is normal.

### **How will I know your installer works for you?**

Each installer will have a picture ID badge. If you are unsure about the installer's identity, call the Water Utility service office at 914-422-1220 for confirmation.

### **What if we have a leak after the meter is installed?**

The City of White Plains will make every effort to dispatch service personnel as quickly as possible to determine the cause of the leak and to take appropriate action. You may call the Water Utility service office at 914-422-1220 during normal working hours (8:00AM – 5:00 PM Monday thru Friday) or after hours emergency 914-422-1333.