



## **FAQs on AMI Meters for Residential Customers**

### **WHAT IS AN AMI METER?**

An Advanced Metering Infrastructure (AMI) contains electric or water meters that records the consumption of electricity or water and sends that information back to the City of Rock Hill over the City's network. These meters differ from traditional meters because there is a wireless module installed in the meter which allows for two-way wireless communication (much like a cell phone) between the meter and the utility.

### **HOW DOES THE AMI METER WORK?**

With these meters, the City will be able to read meters, connect and disconnect electric meters remotely from our office.

The technology allows the City to detect problems, such as power outages or water leaks in infrastructure more quickly. Meter alerts can also help the City determine if the meter has been tampered with, **and preventing theft of electricity and water helps the City of Rock Hill keep costs down.**

### **WHY IS THE CITY OF ROCK HILL CHANGING TO AMI METERS?**

The meter upgrade provides our citizens with numerous benefits. The AMI meters will help the City with the following:

- **Improve billing accuracy, eliminating misreads or inaccurate readings.**
- **Pinpoint the exact location of outages more quickly, meaning a faster response time.**
- **Help citizens troubleshoot high-bill problems. Customers will eventually be able to use the City of Rock Hill's online portal to get information about power and water consumption patterns, which might help diagnose problems leading to high utility bills.**
- **Improve electric service reliability and power quality by monitoring loads on transformers and service drops.**
- **Improve water service reliability by detecting leaks earlier and allowing for preventative maintenance.**

**WILL I HAVE TO PAY A FEE TO HAVE AN AMI METER INSTALLED AND WILL MY BILL BE AFFECTED?**

No. There is no additional cost to the customer to install the AMI meter.

**WILL I LOSE ELECTRICAL SERVICE DURING THE INSTALLATION?**

Yes, but only for a few minutes. You will need to reset electronic clocks and other devices.

**WILL I NEED TO BE AT HOME FOR THE INSTALLATION?**

In most cases, no, since water and electric meters are outside of your home. NexGen Utility Solutions has been contracted to assist the City in installing the meters. A door hanger will be left on your door notifying you of the installation or directing you to call for an appointment if your meter is inaccessible.

**WILL METER READERS EVER NEED TO COME TO MY PROPERTY TO READ THE METER MANUALLY AGAIN ONCE THE AMI METER IS IN PLACE?**

Yes. While meter readers will no longer regularly need to travel to every meter for a monthly meter read, the City will manually read each meter periodically for audit purposes.

**ONCE CITY EMPLOYEES NO LONGER NEED TO READ THE METER, CAN OBSTACLES BE CONSTRUCTED THAT MAY MAKE THE METER INACCESSIBLE?**

No. Reasonable access to equipment still must be maintained. This allows for City personnel to either read or maintain the meter if necessary.

**HOW WILL THE CITY READ THE AMI METERS?**

The City has purchased special software and equipment that will communicate with the meters. The meter reading is sent back to the City via a secure network.

**HOW LONG WILL IT TAKE THE CITY TO COMPLETE THE AMI PROJECT?**

Deployment of Phase I and II are complete. Phase III is scheduled to be complete by the end of October 2019. The goal is for all meters to be deployed and have the system fully functional by the end of 2019.