



Town of Carthage

AMI Implementation Project Media Release

The Town has authorized the replacement of its public water utility meters as they have reached or exceeded useful life and may no longer be recording water consumption accurately. In place of the Town's current manual-read system that collects one meter read every 30 days, the Town will implement a cellular based advanced meter reading system that will collect 720 reads a month. This new technology is referred to as Advanced Metering Infrastructure (AMI) and will provide exponential benefits to the Town and customers. Customers will have direct access to detailed usage information and the opportunity to receive alert notifications for water leaks and high consumption to proactively capture leaks. Utility staff will have access to enhanced system reports and detailed trending data to deliver improved customer service support and expedited response time.

The project involves the installation of highly accurate and state-of-the-art metering technology for residential and commercial water customers. The new cellular AMI system uses the Town's existing cellular networks to transmit meter alert and hourly water usage data from individual meters to the Town's meter data management system (MDMS). The MDMS utilized and managed by Utility staff are secured by encryption and contain no customer information.

Project Background: In November of 2018, the Town began researching options for automating its water meter reading processes and replacing meters that had reached the end of its operational useful life. The Town determined through replacement of existing water meters with newer, AMI meters provided far greater benefit to Town utility operations, customer service, and the community than the costs associated with the upgrades. Through a detailed evaluation of new water metering technologies, the Town contracted with Badger Meter, a meter manufacturer and advanced metering solutions company, which will provide significant improvements to customer service, while achieving greater utility operational efficiencies.

The meter upgrade project will be managed by a team comprised of the vendors and Town staff. MeterSYS, a Raleigh-based advanced metering services consulting firm, will provide project management services throughout the implementation and oversee the meter installation work by G2 Utilities, the installation contractor.

Project Implementation: The Project will involve the replacement of Town water meters and integration of the Badger Beacon MDMS with the Town's utility billing system. The project is expected to be completed by November 2021.

Installation will require a short disruption of service, generally 10-15 minutes for residential customers and less than 30 minutes for commercial and industrial customers. After the new meter has been installed, a door tag will be placed on the front door notifying customers the work has been completed. Commercial and industrial customers will be contacted by G2 Utilities to have their meter replacement scheduled outside of business hours to limit service disruption.

Field personnel are properly trained and will have successfully completed a background check. They will carry proper identification and have company decals displayed on their vehicles.

More information on the project and answers to Frequently Asked Questions may be found on the Town's website, www.townofcarthage.org.