

Village of Leetonia Water Meter Project Contact Information



Village Administrator
300 East Main Street
Leetonia, OH 44431
Voice: (330) 427-8090

Office Hours
 Monday-Friday 8:00am to 5:00pm
 closed weekends and holidays

**Project Installation
 Contractor**



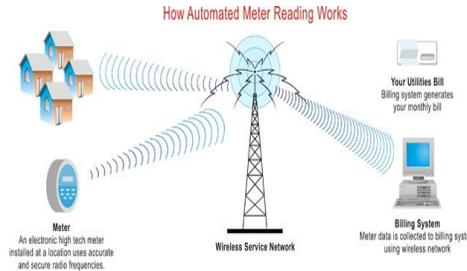
NECO
11082 Southland Road
Cincinnati, OH 45240

For Scheduling
800 624-6975

Upgrading Water Meter

The scope of this project is replacing all water meters within Leetonia's service area. These new meters are outfitted with a radio transmitter that will send its reading to a centralized data collection tower. Then, the collection tower will relay this information back to the Village Hall for billing and/or analysis. We will be able to read each meter approximately 24 times per day, 365 days per year. When implemented, this system will provide better customer service by helping to recognize unusual fluctuations in customers' usage. The project awarded to NECO is scheduled to begin in 2018.

Fixed Base AMI Network is the technology of automatically collecting consumption, diagnostic, and status data from water meters and transferring that data to a central database for billing, troubleshooting, and analyzing. This technology will save the village and customers the expense and inconvenience of periodic trips to each physical location to read a meter. This system consists of: antennas, towers, collectors, and other permanently installed infrastructure.



The advantages of a Fixed Network AMI system are:

- 1.) Accurate "real-time" meter reading
- 2.) Leak Detection
- 3.) Accurately provide "true" operational costs
- 4.) Add security, tamper detection, and reverse flow monitoring to prevent theft
- 5.) Less accrued expenditure
- 6.) Other logged data can be used to:
 - a. Water usage profiling
 - b. Demand forecasting
 - c. Demand response
 - d. Flow monitoring

Example: Water Consumption Graph Based on Data Reported by Meter



Village of Leetonia, Water Department Project Notice

"Water Meter Upgrade Project"

**Automated Radio Read
Water Meters**

**NEW WATER
METERS ARE
ON THE WAY!**



**Finding Water Leaks Means
Saving Money!**

Village of Leetonia's Automated Meter Infrastructure (AMI) Project

Frequently Asked Questions (FAQ)

What is an AMI Project?

The AMI Program means Automated Meter Infrastructure. The Village wide project will replace all old meters with new, state of the art meters that will allow the Village to obtain meter readings using radio frequency technology. The readings will be sent directly to our customer service headquarters. This means you will always be billed from actual meter readings.

Where is my water meter?

The vast majority of water meters are located inside the building in the basement, usually along the front wall of your property. In some instances, it may be inside a closet. Village personnel are already marking the curb stops throughout the community to better assist Neptune installers when they begin replacing the meters.

Why do I need a new meter?

Since this meter reading system is a state of the art technology, practically all the water meters in our service area are not compatible due to age.

Is there any cost to me to replace the meter?

No, there is no cost for the residential meter or the installation. The Village has scheduled to have all of the residential meters replaced as part of the project.

How does the new meter reading system work and how do I know you have my reading and not someone else's?

The electronic transmitter device installed on your property is programmed to automatically send the meter readings several times a day. The signal is sent to a data collector installed on a building or electric pole serving your area. Daily, the collector sends the meter readings to the host computer located at the Village Hall. Each meter and transmitter has a unique identification number that ensures that only your reading is assigned to your account. The meter reading information is uploaded into the Village's data system for customer questions and billing.

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.

Do I have to be home for the meter replacement work?

Since the water meter is located inside, an adult must be present while the meter is being installed. When you receive a notice from NECO and the Village, we ask you to contact the Village to set up an appointment to change your inside meter. We ask that prior to the arrival of the meter technician for you appointment that you remove all personal belongings from around the water meter so there is clear access to and around the meter. The meter technician is not allowed to move your personal items and this may delay the installation process.

How long will the meter installation take?

Under normal circumstances, the installation will take about 30 minutes. The water will have to be turned off for about 5 to 10 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.

What will they do while at my house?

Generally the technician will locate your inside water meter, remove the old meter, and install the new meter equipped with the transmitter. The radio transmitter is connected to the water meter by a wire about the size of a phone line. The transmitting device will either be installed in the same location as the existing remote reading device or on the wall or floor joist inside the building near the water meter. Wire will be secured to the water pipe and floor joist. If wire is ran outside of the building, it will also be secured.

The technician will program the meter and transmitter with the unique numbers for your account. The technician will also run a small amount of water through the meter to test the installation. He will then clean up the work area and inform you that the work is complete.

The installer will note on the work order the last reading on the old water meter and the remote register, should you have one. This record will be used to address any billing issues with the old meter.

Is there a hazard from the radio transmitter in my home?

No, the radio signal is only on for less than a second when it transmits. The reading device meets all FCC requirements and the power level is far below that where any risk occurs.

Will the radio interfere with my television, cordless phone or other electronic devices?

No, the radio transmissions occur on similar RF frequencies like those used by television signals, cordless phones and other electronic devices. However, the transmissions last less than 1 second, which you will not notice any interference with your television reception.

What you, as a customer, can do to help complete the project

A contracted technician will be contacting each property owner to schedule an installation appointment.

Please make the area where the water meter is located accessible for the removal and installation of the new metering equipment



Example: Typical Water Meter, Shut-off, Valves, and Interior Plumbing