

**City of Barberton**  
**Division of Water**  
**Contact Information**



**Utility Division**  
**576 W. Park Avenue**  
**Barberton, OH 44203**

**Office Hours**  
 Monday-Friday 8:00am to 4:00pm  
 closed weekends and holidays

**Project Installation**  
**Contractor**



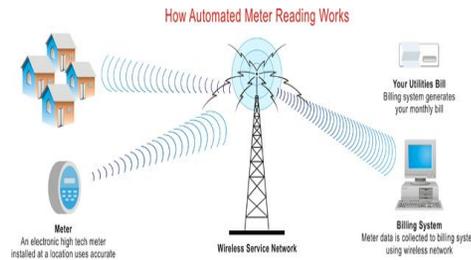
**11082 Southland Road**  
**Cincinnati, OH 45240**

**For Scheduling**  
**800 624-6975**

**Upgrading Water Meter**

The scope of this project is replacing all RF Transmitters within Barberton's service area. These existing 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 City 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 began in October 2017.

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 and troubleshooting.



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**



# City of Barberton 's Automated Meter Infrastructure (AMI) Project

## Frequently Asked Questions (FAQ)

### What is an AMI Project?

The AMI Program means Automated Meter Infrastructure. The City wide project will replace all old outside RF transmitters with new, state of the art RF transmitters that will allow the City 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 RF Transmitter?

The vast majority of water meter RF Transmitters are located outside on the building, usually on either side -wall of your property.

### Why do I need a new RF Transmitter?

City is updating the outdated Meter Reading System. All RF Transmitters will be replaced.

### Is there any cost to me to replace the meter?

No, there is no cost for the RF Transmitters or the installation. The City has scheduled to have all of the RF Transmitters 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 water tower serving your area. Daily, the collector sends the meter readings to the host computer located at the City 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 City's data system for customer questions and billing.

### Will my water bill go up?

As part of the upgrade program, the City will not be replacing the water meter. Only the RF transmitter will be replaced at this time. The replacement of the RF Transmitter will improve the reliability of getting accurate monthly meter readings.

### Do I have to be home for the RF Transmitter replacement work?

**NO.** Since the RF Transmitter is located outside of the property, it will not be necessary to be home. The technician will conduct the RF transmitter replacement from outside your home.

### How long will the RF Transmitter installation take?

Under normal circumstances, the installation will take about 10 minutes. The water will NOT have to be turned off during the upgrade.

### What will they do while at my property?

Generally the technician will locate your RF transmitter that is mounted on the outside of your property, remove the old RF transmitter, and install the new RF 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.

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.

### 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, and you will not notice any interference with your television reception.

### What does the RF Transmitter look like?

