



City of Emporia, VA

AMI Installation Water Meters

Dear Customer,

Starting Monday, November 2, 2020, the City of Emporia will initiate a comprehensive water meter replacement program that will upgrade or replace approximately 2,646 meters to an automatic meter reading (AMI) system. The purpose of this effort is to upgrade the City's water distribution system with an electronic reading capability and to replace meters that have served beyond their estimated useful lives. The target meter population includes all commercial and residential meters. The estimated time of completion for the entire project is 4 months. The following is an overview of the project including public outreach, benefits of the program, and frequently asked questions.

Overview:

The new system will allow meters to be read from data collectors mounted to infrastructure across the city. The program is being conducted as part of the City's energy conservation program. Water meters are the devices used to measure the amount of water delivered to our customers. Replacing old meters will ensure that the City of Emporia can accurately track both individual usage for billing purposes, and also monitor and evaluate community demands.

Public Outreach:

All impacted customers will be notified in advance with this customer notification letter and in person prior to the installation of the new meter.

For more information please visit our website at www.ci.emporia.va.us/public-utilities.

Commercial Accounts:

All commercial accounts will be contacted personally by a representative from Pedal Valves Inc. to schedule a convenient time to complete your meter replacement.

Benefits:

- Improve the efficiency of meter reading and water billing
- Increase the quality of customer service by eliminating the need for estimated bills
- Save staff time
- Prevent recording errors
- Minimize the need for personnel to go on the property
- Ability to detect if a leak is occurring in your plumbing system

Your patience throughout this important project is appreciated. If you have any questions or concerns regarding this project, please feel free to contact Melvin Prince, Director of Public Services at 434-634-4500 or via email at mprince@ci.emporia.va.us



Frequently Asked Questions

Q: *Are the new meters the same as the ones being replaced?*

A: Meters will be replaced with automated ones that transmit the meter readings to a data collector or mobile device. These automated meters eliminate the need to obtain readings directly from the meter and therefore improve the efficiency and lower the cost of the meter reading program.

Q: *Why do meters need to be replaced?*

A: As with any measuring device, meters can become less accurate as they age. Water meters have a useful life of 12 to 15 years after which the accuracy may diminish.

Q: *Who will install the new meters?*

A: The contractors, Pedal Valves, Inc., will replace or upgrade approximately 2,646 water meters throughout Emporia beginning August 2020. The work crews will be wearing shirts with the logo "PVI Meter Team" and driving trucks with the same insignia.

Q: *Will my service be interrupted during the installation?*

A: Yes, there will be a temporary service interruption while the meter is replaced – typically about 15 to 30 minutes. A Pedal Valve representative will inform in person each resident prior to the installation of the new meter.

Q: *Do I need to be home for the meter replacement work?*

A: No, you don't need to be home.

Q: *How much will the meter cost me?*

A: There is no charge for the new meter.

Q: *Will my water bill increase?*

A: As meters age, they tend to run slower and may not measure all the water going through them. Depending on the age and accuracy of your existing meter, you may experience a higher bill due to the accuracy of your new meter. The new meters will simply record consumption more accurately.