

Advanced Water Meter Infrastructure



Coastside County Water District is investing in new water meter infrastructure. The improvements include replacing all the District's small meters and installing a secure radio read network that is known as advanced metering infrastructure or AMI.

The installations are planned to begin in November of 2017 and should be completed by March of 2018. The AMI system will provide the District with automated meter reads for our customers throughout the service area. It will also provide the District with hourly meter readings which will assist the District in contacting customers with high water usage due to possible leaks.

Water Meters

The District's small meters have an average age of 20 years and have reached the end of their useful life. The new meters will use ultrasonic, solid-state technology that is suitable for residential and commercial water services.



Most of the large meters and a very small portion of residential meters have already been replaced by the District and are compatible with the Advanced Meter Reading technology. These meters will just have a meter transmission unit attached and the meter lids replaced.

Advanced Meter Reading

The District is installing the Aclara Fixed Network AMI STAR[®] System. The component attached to water meters is called the meter transmission unit (MTU) and this radio unit transmits meter readings every six hours to a data collection unit (DCU). From the DCU, the meter readings are sent to a database from which the District can access the meter readings and import them into our utility billing database.

Coastside County Water District

766 Main Street, Half Moon Bay CA 94019

www.coastsidewater.org

customerservice@coastsidewater.org | (650) 726-4405



How You Can Help

Let family members, tenants and neighbors know about the upcoming installation program. Please provide safe access to the installers by:

- Clearing all obstructions, including bushes and fencing near your meter
- Unlocking any gates that would prevent installers from accessing meters
- Moving vehicles, so they do not block access to meters
- Securing pets away from the water meter

Installation – What to Expect

Most of the installations of the new meters and the meter transmission units will be performed by Professional Meters, Inc. (PMI). PMI employees will have personal identification and all of their vehicles will have a logo for identification. District staff will be focused on the more challenging installations, including dedicated fire services.



The installation will take about 30 minutes to complete and your water will be turned off during the installation. When the work is complete, the installer will leave a door hanger explaining the procedures that took place and communicating any further action needed by the customer. You may notice a new meter lid and for quality control purposes the installer will take before and after photographs. There will be planned and random quality assurance checks by both the installer and by District staff after installations.

Contact Information

Professional Meters Inc., (PMI): (866) 270-9629 (toll free)

Coastside County Water District: (650) 726-4405 | customerservice@coastsidewater.org

- Visit our website for more information <http://www.coastsidewater.org/meter.html>

Thank you for your cooperation and patience during this transition to an advanced water metering infrastructure.

