

Si Usted tiene alguna pregunta acerca de este proyecto, por favor llámenos al 918-366-4430. Asistencia en Español esta disponible de Lunes a Viernes de 8:00 a.m. a 4:30 p.m.

If you have any questions regarding this project please call 918-366-4430. Assistance in Spanish is available Monday thru Friday, 8:00 a.m. to 4:30 p.m.

Automated Meter Reading (AMR) Conversion Notification

Dear Customer,

Starting in 2016, the City of Bixby will initiate a comprehensive, multi-year water meter replacement program that will upgrade or replace approximately 9,500 meters to an automatic meter reading [AMR] 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. This upgrade project is scheduled to take place in the upcoming years as budget permits. The following is an overview of the project including public outreach, benefits of the project and frequently asked questions. The City's Public Works Staff will complete the meter conversion. Each crew member working on the meter replacement project for the City of Bixby, should have this logo visible on their vehicle.

OVERVIEW

The AMR system will allow meters to be read from radio receivers in moving vehicles. 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 Bixby can accurately track both individual usage for billing purposes and also monitor and assess community water demands.

PUBLIC OUTREACH

This letter is your initial notification of this program. In addition, a reminder notification will be provided through a door hanger in advance of your scheduled replacement. City workers will perform a courtesy "knock-on-the-door" notification at the time of installation.

COMMERCIAL ACCOUNTS

All commercial accounts will be contacted personally by a representative from the City to schedule a convenient time to complete your meter replacement. We are sensitive to your business water needs and we will do everything possible to minimize any potential service disruptions.

BENEFITS OF AMR TECHNOLOGY

- Improve the efficiency of meter reading and water billing
- Save staff time and fuel
- Prevent reading and recording errors
- Minimize the need for personnel to go on the property
- Ability to detect if a leak or backflow 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 us on Monday-Friday from 8:00 a.m. to 4:30 p.m. at 918.366.4430.

Sincerely,

Bea Aamodt, P.E.
Public Works Director

FREQUENTLY ASKED QUESTIONS

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

A: No, meters will be replaced with automated ones that transmit the meter readings to a 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 we need to replace the meters?

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

Q: Who will install the meters?

A: City of Bixby Staff will replace or upgrade approximately 9,500 water meters throughout Bixby beginning in 2016. The work crews will be driving trucks with the City logo.

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

A: Yes, there will be a temporary service interruption, typically about 15 to 30 minutes, while the meter is replaced. Customers will be notified in person prior to the installation of the new meter. City workers will perform a courtesy “knock-on-the-door” notification at the time of installation.

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

A: No, you do not need to be home. The majority of the work will be performed Monday-Friday between 8:00 a.m. and 5:00 p.m. However, crews might work some Saturdays to expedite the installation of the meters.

Q: How much will the meter cost me?

A: There is no charge for the new meter.

Q: Will my water bill increase?

A: Not necessarily; however, as meters age, they tend to run slower and lose accuracy over time. Depending on the age and accuracy of your existing meter, your bill could change based on the consumption associated with the new meter. The new meters will simply record consumption more accurately.

Q: What if there is a leak at the meter or any problem after the meter is replaced?

A: Please call Public Works at 918.366.4430. After hours, holidays and weekends please contact the Bixby Police Department at 918-366-8294 and a crew will be dispatched.