



Detroit Water Automated Meter Reading (AMR) Program Frequently Asked Questions

Q: What is the Detroit Water Automated Meter Reading (AMR) Program?

A: Detroit Water AMR is a citywide program of the Detroit Water and Sewerage Department (DWSD) to update the city's water system by installing or retrofitting every residence in Detroit with new meter reading technology that will eliminate estimated water bills.

The program is now expanding to homes on Detroit's east side with the goal of completing the process east of Woodward Avenue and south of Eight Mile Road in the next six months.

Q: How long will the installation program take to complete?

A: Meter installations began in December 2007 and will continue for three years until all 275,000 Detroit residences and 3,000 businesses are equipped with new meter equipment.

Q: How many homes have been upgraded so far?

A: As of August 2008, approximately 20,000 homes and 1,200 businesses have been upgraded. Of the 275,000 scheduled installations, about 160,000 will require new water meters, with the

remaining 115,000 requiring simple retrofitting only. These meters can be retrofitted as part of the Detroit Water AMR program.

Q: How will the new meter technology affect my water bill?


A: The AMR system will eliminate estimated water bills. Once the meter equipment is installed, every homeowner or renter will receive a bill each month based on the actual usage of water. That means each customer will pay his or her fair share for water service.

Q: If I have an overdue bill will my water be shut off when a technician comes to install my new meter?

A: No. Technicians are not looking to collect outstanding bills—they are only installing water meters.

Q: How do I get my new meter?

A: You will receive an Installation Alert in the mail that will notify you when installations are being done in your neighborhood. The notice will tell you how to schedule an appointment to have the new meter technology installed in your home.



Q: How do I schedule an appointment?

A: Once you receive the Installation Alert in the mail, you can schedule an appointment by: (1) filling out and returning the prepaid-postage Appointment Scheduling Card attached to the Installation Alert or (2) calling the contact number that is on the notice. Appointments are available during the daytime, evenings and Saturdays.

Q: How does the new AMR system work?

A: A technician will come to your house to install new meter equipment. Most water meters are located in the basement where the technician will hook the meter by wire to a transmitting device that will be installed on the outside of your house. Up to six times a day, water usage data from your home will be transmitted to an antenna located in your neighborhood. The information is then transmitted to DWSD's main database, which keeps a record of each customer's water usage.

Q: Once the new meter equipment is installed, will DWSD meter readers still come to my house to read the meter?

A: No. The AMR system will eliminate the need for manual readings. Once the new meter and transmitter box are installed, no one from DWSD will have to come to your house to read your meter.

Q: On the day of my appointment, how long will I have to wait for the technician?

A: The installation program is designed so a technician will arrive within two hours of the scheduled appointment time. For example, if your appointment is scheduled for 2 p.m., the technician will arrive between 2 p.m. and 4 p.m.

Q: Where is my water meter located?

A: Most water meters are located in the basement, crawl space or furnace room inside the house.

Q: Do I need to be home for the installation?


A: Someone 18 years old or older will need to be home to let the technician inside the residence.

Q: How will the AMR technician be identified?

A: All AMR technicians have a photo ID card, are wearing a uniform with DWSD and Detroit Water AMR logos, and drive a utility vehicle marked with the same logos.

Q: Who are the AMR technicians installing my meter?

A: AMR technicians are local workers hired by Detroit Meter Partners, the company contracted by DWSD for the AMR installation program. DWSD employees and Detroit Water AMR technicians are the only workers authorized by DWSD to install automated water meters in Detroit residences.



Q: Will the installation require my water to be shut off?

A: Yes, but only for about 15 minutes while the installation is taking place.

Q: How long will the installation take?

A: The installation should take no longer than 45 minutes.

Q: What will the AMR technician do once inside my house?

A: There are two steps in outfitting a home with the new meter equipment. The first part requires the technician to check the existing water meter in the home and determine if it needs to be replaced. If your meter needs to be replaced, the technician will install a new one. The second step entails installing a transmitter box on the outside of the house which will be attached to the meter and will transmit the meter readings to the DWSD central office.

Q: How much do I have to pay for the installation?

A: Nothing. There is no charge to DWSD customers for the new meter equipment or the installation.

Q: Will the AMR technician ever arrive without an appointment?

A: Technicians working in your neighborhood may knock on your door and check if they can do the installation at that time. If no one is home, technicians will leave a notice on your door reminding you to schedule an appointment.

Q: What happens if I don't schedule an appointment?

A: The installation team will make a number of attempts to contact you by phone, by mail and will even leave notices at your house. If you still do not respond, a brightly colored sticker will be placed on your front door warning you water service will be shut off in seven (7) days if an appointment is not scheduled.

Q: Will my water really be shut off?

A: Yes. If you have not responded within seven (7) days after you have been warned, your water will be shut off. If your water is shut off, DWSD will not turn it back on until the upgrade is installed.

Q: Can the technician do other plumbing work in my house?

A: No. AMR technicians are not permitted to carry out any other plumbing or utility services. If a plumbing upgrade is necessary to complete the installation, you will be referred to DWSD. The Department has programs available to customers who need assistance with utility upgrades.

Q: How do I contact the Detroit Water AMR installation team?

A: The Detroit Water AMR Call Center's toll free number is 1 (866) 217-2359, and the local number is (313) 372-2100. The program website is www.detroitwateramr.com.



Detroit Water AMR INSTALLATION & SCHEDULING PROCESS

The Detroit Water and Sewerage Department (DWSD) is installing new meter technology in every Detroit residence and business that will eliminate estimated bills and ensure that every customer is paying his or her fair share.

The installation program began in December 2007 and will continue until all 275,000 Detroit residences and 3,000 businesses are equipped with automated water meters.

- ❑ The installation is being done on a neighborhood by neighborhood basis.
- ❑ Approximately 14 days before the start up of installation in a neighborhood, customers living in that area will receive a Detroit Water AMR Installation Alert notice in the mail explaining how they can schedule an appointment to have the meter installed.
- ❑ Once they receive the notice, DWSD customers will be able to make an appointment by (1) filling out and returning a prepaid-postage Appointment Scheduling Card attached to the Installation Alert or (2) by calling a phone number that will be on the notice.
- ❑ Appointments are available during business hours, evenings and Saturdays.
- ❑ An AMR technician will arrive within two hours of the scheduled appointment time. For example, if the appointment is scheduled for 2 p.m., the technician will arrive between 2 p.m. and 4 p.m.
- ❑ All AMR technicians will have a photo ID card, will wear the official uniform with DWSD and Detroit Water AMR logos, and will drive a utility vehicle marked with the same logos.



- ❑ The installation will require the customer's water to be shut off for about 15 minutes while the installation is taking place.
- ❑ The installation should take no longer than 45 minutes.
- ❑ Someone 18 years old or older must be home during the installation.
- ❑ Two steps are involved in outfitting a home with the new meter equipment.
 - In Step 1, the technician will check the existing water meter to determine if it needs to be replaced. If it needs to be replaced the technician will install a new meter. Otherwise, only Step 2 will be required.
 - In Step 2, the technician will install a transmitter box on the outside of the house which will be attached to the meter and will transmit the meter readings to the DWSD central office.
- ❑ The transmission will go to an antenna located in the neighborhood, which will in turn transmit the data to DWSD's main database that keeps a record of each customer's water usage.
- ❑ Technicians working in a designated neighborhood may knock on the doors of customers who have not made an appointment to see if the water meter and transmitter can be installed at that time. If no one is home, technicians will leave a notice on the door reminding the customer to schedule an appointment.
- ❑ Technicians are only installing new meters and are not authorized to shut off customers' service if their bills are overdue.

For more information, visit www.detroitwateramr.com or call the Detroit Water AMR Call Center at 1 (866) 217-2359 or (313) 372-2100.