

Advanced Metering Infrastructure FAQs



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What is Advanced Metering Infrastructure (AMI)?

An integrated system of advanced meters, communication networks, and data management systems that **enable communication between the AMI meter, customer, and utility.**



What is an AMI Meter?

An AMI meter is a meter with a low-powered communication device (called an endpoint) that automatically collects meter **reads on 15-minute intervals** and **transmits this data wirelessly** through a communication network up to 4 times per day. Cellular communication only occurs when data is transmitted. **PERSONAL CUSTOMER INFORMATION IS NOT TRANSMITTED.**

What endpoint brand are you using?

Mustang SUD is using **Badger Meter Orion** cellular endpoints. Cellular technology for machine-to-machine applications is designed to ensure transmission accuracy, immunity from outside interference and other forms of attenuation to avoid the loss of customer data. Likewise, the **Orion Cellular** endpoint is designed to eliminate interference from outside electromagnetic and radio frequency energy fields. As its primary communication, it utilizes licensed frequencies that are specifically set aside for its cellular communications, recognized as **one of the most secure approaches to network communication available.**

What are the health impacts of AMI meters?

Many organizations focused on public health and safety have studied AMI meters and found their use to be **appropriate and safe.** The radio frequency (RF) signals from the Orion cellular endpoints are well below the levels most people encounter on a typical day. Devices such as televisions, microwaves, and cell phones all utilize RF technology which provides greater contact with RF signals.



The endpoint only transmits data 4 brief times per day.

Exposure to RF signals is further reduced due to the location of the meter.

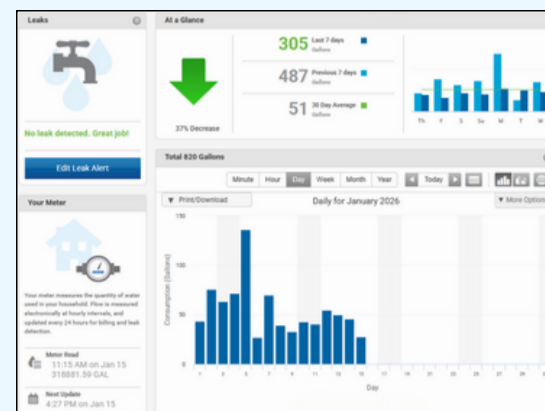
Mustang SUD AMI meters and endpoints are inside a box, near the street, buried in the ground, which further reduces contact with RF signals.

How will I know that you have my reading and not someone else's?

Each radio frequency device has a **unique identification number** which is transmitted along with the meter reading. The unique number is **electronically compared to your account record** to ensure a match.

Will the new meter affect my water bill?

As water meters age, their accuracy begins to decline. That typically results in under measuring water usage. If the current water meter is old, there is a chance your bill may increase after the installation of the new meter. If you see a higher bill and have not changed your water usage, it's likely the old meter was measuring your usage incorrectly or you have a leak that was not registering correctly through the old meter.



Account Snapshot: Customer Portal Dashboard

Am I charged for the new meter?

You are not charged for the new meter. There are **no additional expenses or fees to the customer.**

Do customers have to allow AMI to be installed?

Yes. Mustang SUD owns the metering equipment and is responsible for reading, testing, installing, and maintaining meters. While the Public Utility Commission requires electric companies to have an opt-out program for their smart meters, which are located in an open space near or attached to a customer's home, they do not require an opt-out program for smart water meters.



What are the benefits of the AMI system?

In addition to greatly improving the customer service experience, AMI reduces operating costs for meter reading and billing.

The direct benefits to Mustang SUD and its customers include:

1. **Highly accurate data collection** which decreases the possibility of incorrect meter readings.
2. Timely information on water usage that allows Mustang SUD staff to provide **better customer service.**
3. **Timely identification of water leaks**, which reduces water waste and higher-than-normal water bills due to these leaks.
4. **Multiple meter reads daily**, instead of once per month.
5. Transmission of information from water meters using low-power radio signals **means employees can more often work remotely.**
6. Customers can create an account with **EyeOnWater.com** to monitor and manage their water usage and receive leak alerts.



Easy access:
Track your usage
at home or on the go!

Second to *None!*

Providing Life's Precious Resource