

Kennebunk, Kennebunkport and Wells Water District

Automated Meter Infrastructure (AMI)

How the Project Affects You

How will appointments be made?

We will be contacting all of our customers to make an appointment, primarily by letter but also by phone. If we do not hear back from a customer we will knock on the door when we are working in the area and also leave a note to call us.

This project will take approximately five to seven years to complete, so we will continue to read some meters manually in the interim.

Will I have to be home for you to do this work?

Unless your meter is located in a meter vault, a common area or an externally accessible location, for safety and security reasons, we will need the owner or tenant of the property or a responsible adult to be present. We are scheduling appointments M – F, 7:30am – 2:30pm. If you have any questions or comments regarding our access to your water meter or scheduling an appointment please contact us.

We would also like to point out that the installations will be performed by our own employees, with proper identification and using clearly marked District vehicles. If you ever have a question about who is at your property and why, please do not hesitate to call.

Is there a cost to me for this work?

There is no direct charge to you for us to install the meter or AMI system. A project like this requires a significant capital investment, and we have planned for it in our annual budgets. Therefore it will not have any impact on our rates in the near term. Over the long term, this project will reduce our operating costs and help us keep our rates reasonable.

What's in it for me?

The data we receive from the water meter will be analyzed by our software system to send alerts to our staff if a problem occurs. We can configure the specific settings for alerts, and in general will include:

- Low continuous flow (for example a slowly leaking toilet)
- High continuous flow (a plumbing leak or a hose left running)
- Reverse flow (flow of water in the building back into the public water supply)

After a few months of installations we plan to launch another aspect of the AMI technology, which will be very beneficial to our customers. Mueller offers a Customer Web Portal that customers can use to help identify water leaks that are responsible for property damage, not to mention needlessly high water bills. Customers will be able to monitor their water consumption, compare current usage to

previous periods and set their own customized automatic notifications. Customers will then be made aware of higher than normal water consumption much sooner than with our current system. In addition, we will be able to obtain nearly instantaneous readings for producing final bills when a property is sold or when a tenant moves out. We will also have more information available to answer billing questions. This will significantly reduce the number of field service calls, allowing us to operate more efficiently while also avoiding adding staff to serve an ever increasing customer base.

Occasionally someone's plumbing or meter freezes and bursts while they are away. An early alert may help minimize the property damage that can result.

What if something happens to my meter or endpoint?

If there is a problem with an endpoint, we will receive a signal disruption alert and send a customer service representative to assess the situation. If there is intentional damage to the endpoint, the responsible party will be charged – just as with intentional damage to the meter or any other utility owned equipment. The endpoint units are very damage resistant and will withstand some impact as well as temperature extremes, but they are not indestructible.

I know the endpoint is mounted on the outside of the house, but I need to get the house siding replaced this summer. How do I work around the endpoint?

If the endpoint is in the way of necessary construction work, please call us for assistance. We will remove the unit and replace it when the work is completed. Don't attempt to remove the unit yourself as you may damage it and incur the cost of repair or replacement.

What if my meter is located in an outside meter pit?

A small percentage of our customers have what is known as an outside meter pit. This type of meter requires a slightly different configuration in order to allow for remote reading. Although the meter is owned and maintained by the District, the actual pit is the responsibility of the customer. Please contact us if you need help determining what exactly how you are affected by this type AMI installation.

Still have questions?

Feel free to call. We tried to hit the main points in this Q&A, but there is a lot more information available about the project and the technology that we would be happy to share with you.