



Advanced Metering Infrastructure Installation Project Frequently Asked Questions (FAQ)

What is AMI? Advanced metering infrastructure (AMI) is an integrated system of smart meters, communications networks, and data management systems that enables two-way communication between utilities and their metering equipment. AMI Meters transmits readings over a private, secure wireless network.

Is Advanced Metering new technology? No. Approximately 50% of all meters in America are Advanced “Smart” meters. They have been around for more than 30 years.

How does Advanced Metering benefit me? The new metering will allow Sonterra/Crossroads to reduce the labor cost associated with reading the meters. The additional meter data will enable Sonterra/Crossroads to better communicate with the customer regarding their water consumption patterns, detect abnormal consumption due to leaks, faucets running, etc. and Sonterra/Crossroads will be able to help the customer use water more efficiently.

Do AMI meters use radio frequency communications? Is it safe? Yes. They do use a radio frequency to send data from the meter to the utility billing department. All communication equipment used for the AMI system complies with federal licensing requirements and is considered safe. According to the California Council on Science and Technology, when installed properly and maintained, they result in much smaller levels of radio frequency exposure than many existing common household electronic devices, like cell phones and baby monitors. Radio Frequency (RF) fields from AMI meters have been studied and found to emit very low fields and then only intermittently. Any exposure to humans would be extremely small. There are no known adverse biological effects from these small fields. To provide some perspective, under typical operating conditions, an individual meter would transmit for approximately 45 minutes over a 20-year operating life. This should provide significantly less RF exposure than a single cellular phone call of the same length.

Why is Sonterra installing new meters? The water meters used in the Sonterra system need to be replaced. A decision to install AMI technology instead of Manual Read technology is consistent with what most utilities in America are doing. AMI network/meters represent a significant improvement over previous metering technology. These AMI meters will allow Sonterra/Crossroads to have better billing and consumption data.



When will the project begin and end? The project is estimated to begin in April 2022 and will be completed by September of 2022. As new meters are changed out, the system will begin reading them using the two-way system.

Who will be doing the work associated with the meter change? Sonterra/Crossroads has contracted with HydroPro Solutions for materials and project management. Installation will be performed AUS (Advanced Utility Services) who specializes in projects like this where there is a complete meter change out. All contracted employees will be in uniform and have marked vehicles.

Will you need to enter property? Yes, but not your house. The water meter for your home or business will need to be replaced. These are most often found in the meter box located on your property.

Will I be notified prior to any meter installations at my home or business? Yes. The installation company AUS or Sonterra/Crossroads, will contact you prior to meter change out.

How long should the meter replacement take to complete at my home? The installation of a residential water meter typically takes 15-30 minutes. Larger commercial meters can take longer.

Will my service be interrupted during installations? Yes, AUS and Sonterra/Crossroads will make every effort to notify anyone at home during the installation that service will be interrupted.

Are you going to invoice me for the new meters? No, we are not. The cost to replace meters is paid by Sonterra/Crossroads.

How secure will the new meters be? The meter display is visible for customers to be able to check their consumption, just like the old ones. All other information and data stored in the meter is secure and the meter is sealed. Data stored inside the meter is usage and location data only. No personal information (i.e., Customer's information) is stored inside of a meter.

Will a meter reader still need to visit to read the meter? Sonterra/Crossroads staff will not be on site to read meters monthly but will continue to need access to the meter for periodic safety and quality assurance testing as well as inspections and maintenance.

Will this affect meter reader jobs? No, not for existing personnel. Our meter readers are being retrained to be meter technicians and will continue to be a vital part of our Customer Service & Billing Department. The AMI project will allow the utility to maintain existing staff levels even with the growth in meters over the next 5 years and will continue to help defer or delay the need to add staff.

Will I continue to be billed the same way? Yes

If I have questions about AMI, how do I get those answered? Please call Sonterra billing partner, Crossroads Utility Services at 512-246-1400 or visit their website at www.crossroadsus.com.

