

## Advanced Metering Infrastructure (AMI) Frequently Asked Questions

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### **What is Advanced Metering Infrastructure (AMI)?**

AMI is a technology solution that allows two-way communication between electric, gas, water meters, and FVUC. In the future, this two-way network will also be used to communicate with other devices on FVUC's electric, gas, and water distribution systems, thus providing a greater level of information about the status of those systems.

### **What is an Advanced Meter?**

Advanced Meters allow for two-way communication on an Advanced Metering network. The meters collect usage data in increments. FVUC will configure electric meters to collect usage in 15-minute increments, and gas and water meters to collect in hourly increments. The electric meters will also collect incremental data on voltage, current, and temperature. The meters then transmit the data to FVUC via the two-way network. Additionally, FVUC personnel can remotely communicate with the meters to get current reads, check status, and disconnect and reconnect electric power.

### **Is Advanced Metering new technology?**

Advanced Metering has been around for many years and is implemented in millions of homes and businesses across the United States. Advanced Metering is already implemented at many of the utilities that surround the FVUC service territory.

### **Will I be notified prior to any meter installations at my home or business?**

On the day of installation, a uniformed FVUC employee or authorized contractor will knock on your door prior to any installation. If no one answers the door, the technician will proceed with the installation.

**Will the new Advanced Electric Meter fit in my existing meter socket?** Yes, the Advanced Electric Meters we are purchasing will fit your existing meter socket. The swap is quick and easy.

### **Will my service be interrupted during installations?**

Yes, there will be a brief disruption of service while the meter is exchanged.

### **If I have questions about AMI, how do I get those answered?**

- You may email [customerservice@fvutil.com](mailto:customerservice@fvutil.com) with your AMI questions.

### **How does Advanced Metering benefit me?**

Advanced Metering Infrastructure (AMI) will provide you with better information to utilize your utility resources more efficiently. As the system is developed, you will have access to more detailed information about your energy and water usage via the customer portal on our website, [fvutil.com](http://fvutil.com). Additionally, when the power at your home is interrupted, FVUC will be automatically notified. With Advanced Metering, FVUC will be able to provide a higher level of customer service; offer better reliability, and keep our operating costs low. The additional and timelier information available through AMI will enable us to better address customer questions and issues. That same information will give FVUC a view of what is happening throughout the various

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distribution systems, thus enabling us to be more proactive and avoid outages or other system issues. Many functions that require sending crews out to the field today will be performed remotely with AMI, thus saving labor, fuel, and vehicle costs, in addition to being more environmentally friendly.

Below is a short list of benefits related to Advanced Metering:

- Outage notification
- Customer portal – usage data
- Reduction of vehicle emissions (meter reader vehicles)
- Identification of theft (keeps costs low)
- Identification of water leaks or troubleshooting excessive usage
- Customer privacy – no meter reader on-premise
- Reduced risk to utility employees – dog bites, vehicle incidents, other job hazards
- Fewer estimated bills due to inability to conduct manual reads due to locked gates, aggressive animals, etc.

### **What will Advanced Metering cost me?**

There will be no additional customer bill charges for this new technology. The project is being funded out of normal operating budgets.

### **Will I have access to my meter data?**

Yes. As the system is developed, you will have access to more detailed information about your energy and water usage via the FVUC customer web portal. Additional functionality will be added as we continually improve the system. This functionality will enable you to make better choices about how you use your utility resources.

### **Will City Utilities be able to control anything in my home or business?**

No. FVUC has designed our Advanced Metering system such that our access stops at the meter. At no time would FVUC be able to control or monitor anything in the customer's home or business.

### **How does all this work?**

Water and gas meters communicate with nearby electric meters. The electric meters can communicate with other nearby electric meters and ultimately with a collection point, which creates a mesh network. The mesh network is very redundant, resilient, and self-healing.