

# Water Meter Replacement

## Frequently Asked Questions

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### **PROGRAM OVERVIEW**

#### **Why is Glenview installing and upgrading water meters?**

Water meters across the Village are approaching or beyond the manufacturer's recommended lifecycle of 20 years. In addition to replacing aging water meters, these new meters will allow the Village to implement an automated meter reading process that will provide better customer service, greater data accuracy, and reduced operational costs.

#### **How many meters will be installed?**

The Village will be replacing all water meters in the water system – nearly 16,000 – during this program.

#### **What if my meter had been replaced in the last couple of years?**

Even if your meter was replaced after January 2012 you will need to have your meter replaced to provide the latest technology. The replacement process is the same as customers with an older meter.

#### **Where is my water meter?**

Most water meters are located inside the house or business in a basement, crawl space or utility closet.

#### **Will someone have to come into my house or business?**

Yes, a meter installer must enter your house or business and replace the meter. You will need to make an appointment for the meter replacement (see Scheduling section).

#### **Am I required to participate?**

Yes, participation in this program is mandatory. All meters in the Village, both at homes and businesses, will be replaced over the course of 14 months. Your cooperation in scheduling an appointment after you receive a notification letter is appreciated.

#### **Will I be charged for the installation?**

No. The meter installer will not be collecting any money.

### **How are the new meters different from what we have now?**

The Village has been utilizing meters manufactured by Sensus USA, Inc. for 30+ years and has moved to the Sensus iPerl meter for water meter replacements completed since 2012, with approximately 1,500 iPerl meters already installed in the community. The iPerl meter utilizes magnetic flow technology to measure the flow of water rather than a mechanical meter with internal moving parts that can become worn over time.



### **Will anything be on the outside of my building?**

Yes. There will be a box (also called transmitter) on the outside of your home (pictured at right). It will be located in or around the same area that your current water meter remote is located. The installer will attempt to reuse the hardware that is currently on your home or business.

### **What is the process for replacement?**

Please read more about the process [here](#).

### **Will I ever receive a bill with an estimated reading again?**

The new system will virtually eliminate estimated readings.

## **TECHNOLOGY**

### **How does the system work?**

The water usage data from each meter will be transmitted wirelessly by a radio signal to the Village.

### **How often will the new meter transmit my data?**

The meter will transmit a signal approximately 5 times a day. Each transmission lasts no longer than 15 seconds.

### **Is this new system safe?**

Yes, the power and duration of the radio signal is too low to pose a health risk. The products that make up the system are evaluated for safety and are below levels specified by the Federal Communications Commission.

### **Is my meter data secure?**

Yes, only meter consumption readings and meter identification numbers are transmitted. Personal customer information is not transmitted.

**Does the meter interfere with other electronics?**

No, the technology operates as a very low-powered signal that is regulated by the FCC to eliminate interference. It will not interfere with the operation of other electronic services such as telephone, television, garage door openers, pacemakers or baby monitors.

**Does the AMI transmitter run on my home's electricity?**

No, AMI transmitters run on batteries with a 20- year lifespan.

**SCHEDULING****When will the meters be replaced or upgraded?**

Meters will be replaced between September 2015 and summer of 2016.

**What if I am out of town for an extended period of time?**

If you plan on being away from your home for an extended period of time while your neighborhood is scheduled for meter replacement, call Siemens at (866) 623-0784 to schedule an appointment before you leave.

**Do I have to be at my home or business during the appointment?**

Yes, because meters are located inside buildings, a person 18 years of age or older must be present throughout the entire appointment.

**How long will the replacement take?**

Meter replacements typically take about 30 minutes.

**How should I prepare the area around my meter for the appointment?**

Please make sure that your water meter is easily accessible by removing any items that might be in the way. It is the property owners' responsibility to provide access to the meter.

**REPLACEMENT PROCESS****Who will be replacing my meter?**

The Village has contracted with Siemens Industries. Installers will have a marked vehicle, uniform, and an identification badge showing their affiliation with the Village and Siemens. They will not ask for any personal information or for you to pay any money. If you have concerns whether someone is acting in official capacity, please dial 911.

**Will I have to sign anything?**

The installer will record the new meter's serial number and final read of the old meter. You will be asked to sign it before the installer leaves.

**Will my water be turned off?**

Your water will be turned off for about 15 minutes while the installer is present.

**What if I need to reschedule my appointment?**

If you are unable to be present for your original appointment, you may reschedule. Contact information for rescheduling will be provided when available. Please reschedule at least 24 hours before your original appointment.

**What if other components with my water system are not working?**

It is possible the installer may find another component is not working correctly. At that time, the installer will work directly with you on the appropriate repair at no cost.

The new meters have no moving parts, making them less susceptible to malfunctioning over time. They also have a small radio transmitter to communicate the water usage to the Village, which eliminates the need for a water meter reader.