



CITY OF FORT WALTON BEACH *Florida*

Public Works & Utility Services 850-833-9591 or 850-833-9613

WHAT IS AMI?

Advanced Metering Infrastructure (AMI) provides our residents with an improved meter read and billing accuracy. This state-of-the-art technology will provide water usage data in real time and detect leaks or issues immediately, leading to a faster response time and an increase in customer satisfaction.



An Advanced Meter, such as the one pictured here, is being installed on all City of Fort Walton Beach water accounts.

DEAR VALUED RESIDENT,

As part of our ongoing system-wide improvements to ensure efficient delivery of safe, high-quality water to the residents we serve, the City of Fort Walton Beach began a system-wide water meter upgrade November 2023.

The City has already installed over 1,000 AMI meters City-wide. It is anticipated that the next phase of the installation process will continue through December 2024.

The only action you will need to take is to keep the meter unobstructed and accessible to the installer. The installation work will be done by a City-approved vendor, VEPO Metering. All contractors working on the project will have undergone a background check and will be identifiable by their company-issued photo ID badge, which they are required to wear at all times. Contractor vehicles will also be identifiable by their VEPO Metering decals. **Please note that at no time should these contractors need to enter your home.**

HOW IT WORKS

Data from the meters is encrypted and sent through a secure network to utility databases. The meter system transmits only the water meter readings, the meter identification number, and diagnostic information to verify that the automated meter equipment is operating correctly.

WHAT TO EXPECT DURING INSTALLATION

- On the day of installation, a VEPO contractor will knock on your door prior to the commencement of the installation in order to notify anyone in the house that the work is being performed. If there is no answer and the current meter is not reading any water usage, work will commence. If the current meter is reading water use, the contractor will bypass the house and return later in the day.
- The installation process will take approximately 30-45 minutes and does not require the resident to be at home.
- Water service will be temporarily stopped for 20-30 minutes during the installation.
- Upon completion of the work, the contractor will notify the resident that the installation is complete by knocking on the door. If the resident is not home, a notification will be placed on the front door knob indicating completion of the installation.



Shown here is an example of the decal to be displayed on all contractor vehicles.

FREQUENTLY ASKED QUESTIONS

Q: What exactly will be installed at my property?

A: The new system consists of an integrated meter and radio transmitter. All meters will be replaced with new meters and transmitters. A Dual Check Valve backflow device will be installed behind the meter.

Q: Will I pay more for water as a result of the change?

A: Your water rate will not change due to the installation of the new meter. You will not be charged for the installation of this meter. You may notice changes in your water bill since your water usage will be more accurately reflected.

Q: What if there is a leak at the meter or any other problem after the meter is replaced?

A: The door hanger that will be left by the contractor after the meter installation is complete will have a phone number on it. Please call **VEPO Metering at 877-860-8376** if you experience any leaks or other problems after the meter is replaced.

Q: Why is there a difference in my water pressure?

A: The difference in water pressure may be due to the installation of the backflow prevention device. The backflow prevention device ensures water flows in one direction, preventing contaminants from entering clean water lines, and creating a "closed" plumbing system. This setup can potentially lead to increased pressure from heated water expansion, as it is prevented from reversing its flow back into the City's water supply and may have nowhere else to escape. It is recommended that residents with older plumbing consider contacting a licensed plumber to determine if any additional appurtenances may be needed.

KEY BENEFITS OF AMI

- Improved data analysis will allow the City and you, the customer, to detect leaks earlier, saving both money and water.
- The time it takes the City to respond to emergencies or issues will be decreased as the AMI will notify us of such issues.
- Meter reading will be more precise, thus leading to more accurate billing.
- Accurate, real-time data will allow for quicker resolution to billing questions.
- Older, aging meters will be replaced with state of the art equipment.