



City of Santa Fe



# City of Santa Fe

## Utility Billing Division

Dear Water Service Customer:

The City of Santa Fe is moving forward with a major improvement project which will change how water meters are read throughout our service territory. The Automated Metering Infrastructure (AMI) project will begin on June 22, 2015. This is the first full meter exchange for the City of Santa Fe in 30 years.

The installation of new meters for approximately 34,000 customers will be a 2-year project. The 2-year project includes the planning and set-up of the parties below. The project will be co-led by Badger Meter, Inc. and the City of Santa Fe Utility Billing Division, Transmission & Distribution and Meter Reading. The contractor, PMI, hired by Badger Meter, Inc. will be doing the actual meter exchanges. It is estimated there will be 4,000 meter exchanges per month until completion. Once completed, the City will be able to more efficiently manage the water system and provide you with better customer service.

With the new AMI system, your water can be measured more accurately and efficiently with fewer billing mistakes while also providing the City with ongoing accounting of the overall water system's demands. In addition, customer service will be improved through the ability to notify our customers of potential leaks and by providing access to more up-to-date and detailed information online.

### **Q. Do I need to be home to have my meter changed?**

- A. The meter is located outside in a meter pit and is readily accessible, no appointment will be necessary.

### **Q. Is there a cost for this new meter?**

- A. There is no charge for the new meter. The system is intended to allow the City to better manage operating costs and keep your water rates as low as possible.

### **Q. How long will it take to install the new meter?**

- A. The installation will be completed with a minimal interruption to your water service. Typically, an installation will take 15-30 minutes to complete if the plumbing is in good working order.

### **Q. How do I make an appointment to have my meter changed?**

- A. Our installation contractor PMI will be in contact with you if an appointment is required in order to complete the meter installation. ***\*Please note, if you have medical equipment that does not allow for an interruption in service, please call (866)965-0657 for special arrangements.***

All work will be completed by PMI, a contractor under the City's direct supervision. All contractors will have badges and vehicles marked with their company logo. PMI will drive white vans with the logo below easily visible.



The initial start-up will begin in the Tierra Contenta subdivision on June 22, 2015. The Airport Road area will follow in July, 2015. The planning committee for this project will have a 30-day lead for each route the meter exchanges will be occurring, and will be posted on our website as well as door hangers at the residence.

If you have any further questions about the project, please don't hesitate to contact PMI at (866)965-0657.