FAQ – Automatic Meter Reading

The Clay Rural Water System completed installation of an automatic meter reading system in 2015. Following are answers to some frequently asked questions.

Transmitter

Q. Why is the system being installed?
A. The AMR system will provide the water system with accurate, timely readings; better sales and production figures; better customer service; it will save on manpower gathering readings; it will improve water loss and will allow for better demand analysis.

Q. Who is installing the system?
A. All equipment is being installed by water system personnel.

Q. How will my meter readings be collected?
A. Each member's water meter will have a transmitter attached to it by a small wire. The transmitter will be mounted either in the basement ceiling, on the outside of the house or on a post if the meter is located in a meter pit. The transmitter will read the meter every hour and then every six hours will send the reading via radio frequency to one of three data collectors located throughout the water system service area. These data collectors forward the data to a computer server at the water system office over the internet.

Q. Is my water use information private?
A. The data that is forwarded to the water system office over the internet is benign – it only contains water meter and transmitter ID numbers and the meter readings. Once it is collected at the water system server, it is matched up with account and billing information.

Q. Do I need to be concerned about radio frequency waves from the transmitter?
A. The transmitter will transmit readings four times per day for a few second each time. It will be operational for less than 1% of the day. The World Health Organization has found no evidence of health impacts from exposure to low-level Electro Magnetic Fields. The Federal Communications Commission has set guidelines to protect public health by establishing standards for safe levels of Radio Frequency exposure. And finally, information published by the Utilities Telecom Council found that the energy from water meters is actually less than many common household wireless devices such as wireless routers and baby monitors (which transmit continuously).

Disclaimer

CRWS utilizes a remote meter reading application to facilitate customer billing. This application is not available to the customers. CRWS does not monitor the water usage data for customers to determine if there is an unreasonably large water usage by any one customer. The customer shall not rely upon the remote meter reading application utilized by CRWS for billing purposes as a substitute for their own diligence in monitoring their water usage. The customer is responsible for all water loss on the customer's side of the meter, whether or not detected by the remote meter reading application. The customer is required to make a physical inspection of the customer's own system on a regular basis to avoid unintended water loss.