

## Mandatory Water Meter Work

Dear Saskatoon Water Customer:

The City of Saskatoon is implementing a new Advanced Metering Infrastructure (AMI) system for all customers. With the new system, your water meter is read remotely to improve monthly billing.

- It is important to note:
  - Every water meter in Saskatoon needs to be upgraded to the AMI system, regardless of age.
  - There is no cost to the customer to have this work done.

### **How you can help**

1. Book now at [saskatoon.ca/watermeter](http://saskatoon.ca/watermeter). Water meter technicians will be in your neighbourhood for the next few weeks and require access to the City's water meter inside your home.
2. Have the following ready for online bookings:
  - Your property address, name, phone number, and email address.
  - Preferred date and time frame for the work to be done.
3. The online application will not allow bookings for addresses that already have the proper wiring for the new AMI system. No further action is required by you.
4. In multi-unit dwellings, only the units with a water meter need to book an appointment.
5. If you have any questions, please contact us: [amiwatermeter@saskatoon.ca](mailto:amiwatermeter@saskatoon.ca), text message to 306-250-6008 or call 306-986-1731 during regular business hours.

### **What you can expect from us**

1. A Saskatoon Water technician will arrive within your scheduled time frame to access the water meter inside your home.
2. A wire will be connected to your water meter, which typically takes about ten minutes.
3. The scan pad (a small black puck) on the outside of your home will be replaced with a communication module (a small grey box) which will take about fifteen minutes.
4. Water meters older than 1994 will be replaced, which typically takes about an hour, and the AMI system will be added.

Thank you for your cooperation. To learn more about AMI, read the back of this letter and also visit [saskatoon.ca/watermeter](http://saskatoon.ca/watermeter).

## Frequently Asked Questions

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

AMI is the equipment which allows utility meters to be read remotely. Over the next few years every water meter in the city will receive a communication module that will automatically transmit your water meter readings to City Hall.

### How will the new metering system benefit me?

- **Accurate monthly billing:** Every bill will be based on actual usage, not estimates.
- **Save money by fixing issues:** Continual water usage can be flagged as a problem.
- **Meters are read automatically:** Meter readers no longer visit your property.

### What are the benefits for the City?

- **Improved efficiencies:** Some locations can be difficult for meter readers to access.
- **Reduced greenhouse gas emissions:** No vehicles are needed for meter reading.
- **Cost Savings:** City employees will no longer need to visit homes, saving substantial time.

### What will happen if I don't make an appointment?

The City will be contacting residents in various ways to complete the work. Homes without AMI will need a meter reader to continue visiting their property.

### Is AMI safe?

Radio frequency emissions related to AMI are lower than cellular devices and well below Health Canada and Industry Canada regulations.

### Will my billing data be secure if it's being transmitted wirelessly?

The meter reading data and meter identification are encrypted and no personal information is transmitted through AMI. Saskatoon Water and the City of Saskatoon comply with Saskatchewan's privacy legislation.

Visit [saskatoon.ca/watermeter](http://saskatoon.ca/watermeter) for more information and to view the photo gallery.