

Water is Going Wireless[™]

Dear Saskatoon Water Customer,

Saskatoon Water has now completed over 75% of all Advanced Metering Infrastructure (AMI) installations. With the new system, your water meter is read automatically each day, so that catch-up bills resulting from estimates are eliminated. Our records indicate that your water meter has not received the mandatory upgrade. Please book an appointment at your earliest convenience.

It is important to note:

- **This is the second notice you have received. A response is required.**
- Even if you do not own the home, you must make an appointment to have the AMI meter installed. The landlord should also be informed that the upgrade is being completed.
- There is no cost to you to have this work done.

How you can help

1. Go to saskatoon.ca/watermeter to quickly and easily book your appointment online.
If you don't have web access, use the contact information at the top right of this page.
2. Water meter technicians must access the water meter inside your home. If you don't make an appointment, Saskatoon Water will continue to contact you until the AMI meter is installed.
3. Have the following ready:
 - Your street address, name, phone number, and email address (you must receive an email to confirm your booking).
 - The preferred date and one-hour time frame when you would like the work to be done.
4. The online application system will not allow bookings for addresses that already have the AMI system. Please contact Saskatoon Water if you have any issues with booking.
5. In multi-unit dwellings, only units with water meters need to book appointments.

What you can expect

1. A Saskatoon Water technician will arrive sometime within the requested one-hour time frame to access the water meter inside your home. You will be contacted if there are any delays. **All COVID-19 safety precautions will be followed.**
2. A wire will be connected to your water meter, which typically takes about 10 minutes.
3. If you have a scan pad (a small black puck) on the outside of your home it will be replaced with a communication module (a small grey box), which will take about 15 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.

Please turn over for more information.

Frequently Asked Questions

What is Advanced Metering Infrastructure (AMI)?

AMI is the equipment which allows utility meters to be read remotely. The project is expected to be completed in 2022. Already, over 57,000 water meters are being read remotely.

Is AMI safe and secure?

Radio frequency emissions are lower than cellular devices and well below Health Canada and Industry Canada regulations. All meter reading data and meter identification are encrypted, and no personal information is sent through AMI.

How will the new water meter reading 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.
- **Customer water management:** A web-based application is being developed for customers to track and control their water usage.

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

Saskatoon Water will continue to contact you until the work is completed. Homes without AMI will require a meter reader to be sent to the home.

Will my water bill be higher as a result of AMI?

Some customers may receive a higher water bill after AMI is installed because an actual meter reading is being used. If previous estimates were below usage, then you will receive a catch-up bill. AMI will eliminate estimates and will also detect any issues before they become larger.

What are the benefits for Saskatoon Water?

- **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:** Meter readers will no longer need to visit homes, saving time.
- **Maintenance Savings:** Saskatoon Water will be able to detect leaks before major issues occur.

What does the new water meter reading system look like?

We're replacing the **scan pad**...



...with this new **module**.

Visit saskatoon.ca/watermeter for more information and to view the photo gallery.