

# Water is Going Wireless<sup>®</sup>

Dear Saskatoon Water Customer,

The City of Saskatoon is implementing a new mandatory Advanced Metering Infrastructure (AMI) system for all customers. With the new system, your water meter is read automatically each day, so that catch-up bills resulting from estimates are eliminated.

## It is important to note:

- Every water meter in Saskatoon needs to be upgraded to the AMI system and access into your home is required.
- There is **no cost to you** to have this work done.

## How you can help

1. Go to [saskatoon.ca/watermeter](http://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. Some evening and Saturday time slots are available for your convenience.*
2. Water meter technicians are in your neighbourhood for the next few weeks and need access to the City's water meter inside your home. If you don't make an installation appointment, it could be two years before the next opportunity in your neighbourhood occurs.
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 the 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. Should there be any delays and they cannot arrive before the end of your time slot, you will be contacted as quickly as possible.
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

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## *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.

## *Is AMI safe and secure?*

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

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

The City will be contacting residents in various ways to complete the work. Houses without AMI will require a meter reader to be sent to the home for readings. Technicians will be working through all the city neighbourhoods and it will be some time before returning to yours.

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

Some people have a higher water bill after AMI is installed because an actual meter reading is being used. If previous estimates were below usage, then a catch-up bill is needed. AMI will eliminate estimates and will also detect problems before they become bigger issues.

## *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 time.

## *What does the new water meter reading system look like?*

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



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

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