

## Village of Newark Update on New Water Meter Remote System

In the near future our Village will begin to utilize a state of the art Water Meter reading system. This upgrade was necessary because the FCC allocated the frequency that the old meters transmitted on to emergency first responders. We would no longer be able to effectively and efficiently read our meters with our current technology. The meter reading will be accomplished by an automated system through fixed gateways which receive the usage information directly from the meters. The new technology will also monitor for continuous flow from a water use that may indicate some type of leak issue with the customer. We invested close to \$ 700,000 in this meter replacement program that didn't raise the water rate. Through the excellent co-ordination of our DPW workforce and office staff this project of installing the replacement meters was completed one (1) year ahead of schedule with no additional costs to our Village. The implementation of the system will allow the Village to reallocate personnel to other areas of importance to help maintain control of costs.

We are currently working with our supplier Badger Meter for the final installation of two Gateway Towers for the automated reading our meters, and some final software configurations. When this work is accomplished we will begin the process of implementation. It is our goal to have the system ready for the November Meter Reading; if not, we look forward to start-up in February.

Once the system is active the Village will have the capability to monitor excessive water usage on a daily basis. For example, in the event that a Water Customer had continuous water usage for a 24 hour period, a message would be sent to our Village Office indicating this usage. The Village will respond with a call to a customer and report this information. The customer may then do their research and possibly find that some type of leak that is occurring. In the past the Village or the Customer would not have knowledge of this leak until the quarterly reading was done. This new system provides for earlier notification and potentially saving the Customer a great deal of money.

Another benefit of the new system is its capability to analyze water usage on an hourly basis. This will provide the customer with more detailed information in the event that they believe they have a higher than expected Water Bill. They can contact the Village Office and a profile of the water usage for that account can be generated and can be printed out. This print-out will show hourly water usage for the last 90 days to show our Customer how they used water.

For those Village water users with internet access, they will also be able to monitor a specific water account's usage activity on their computer, laptop, notebook and/or smart phone devices. The system has the latest security protocols in place to protect the user's personal information that is obtained in this fashion. This tool allows the customer to monitor water usage and set up alerts to be sent to them also, should they so desire.