

Cypress Springs Special Utility District AMI Water Meter Upgrade

Project Information Bulletin



The Cypress Springs Special Utility District (C.S.S.U.D.) system is dedicated to providing you the most efficient and safest water service possible. Over the next two months, our partnered Installation Contractor will be installing automated smart meters throughout the C.S.S.U.D. system. With this new system, we will be able to provide you with better visibility and tools to help you manage your water usage, identify potential leaks quickly, and ultimately save money. Due to this instantaneous data transmission, AMI can enhance the overall efficiency of the utility operations. We will always apply the same quality assurance practices to ensure the new meters' accuracy and performance.

The key differences between your current metering system and our new advanced metering infrastructure (AMI) system are the following:

- Meter consumption data will be transmitted wirelessly from each meter to the utility office. C.S.S.U.D. personnel will only visit your water meter to investigate any system-triggered alerts or inquiries you initiate.
- AMI is a robust form of water metering technology that directly transmits water usage data between the point of consumption and the utility. AMI enables almost real-time meter data reading, providing a higher level of accuracy while eliminating the need for manual meter readings.
- Automatic alerts will enable quicker responses to leaks, meter tampering, and unauthorized usage, thereby better protecting your property and water bill.

WHAT DO I NEED TO DO?

There is nothing you need to do; an authorized contractor will install your new smart meter, and the system will be thoroughly checked to ensure it is working properly. When you first use your water after the upgrade, you may experience a "burp" of air and possibly some residue emitted at each faucet. If this happens, run your water briefly until the line flushes and usually flows.

FREQUENTLY ASKED QUESTIONS

- **What is a smart meter?** A smart meter is part of a system that uses wireless radio frequency and cellular technology to send your meter readings to C.S.S.U.D.
- All water meters are scheduled to be replaced with state-of-the-art meters approximately by June 15, 2025.



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- Why change the meters now?** The decision to implement the new system was driven by its ability to help C.S.S.U.D. The Water Department automates the collection of meter readings, provides customers with a clearer understanding of their water bills, and identifies leaks that account for a significant portion of the system's treated water loss. Customers will have more control over their water bills, and C.S.S.U.D. will be able to improve service and operate at a greater level of efficiency.
- What are the benefits of the new meters and technology for the residents?** This technology provides more consistent and accurate readings and 24-hour leak detection.
- Do I need to pay for the installation of my new meters?** No, C.S.S.U.D. pays for the costs of the meters and their installation. During the installation, the authorized installation contractor will wear neon-identified shirts and have their vehicles marked with the "Water Meter Installation" crew.
- Will my bill go up even if I'm using the same amount of water as before?** Whenever a new meter is installed, either a smart meter or a manual-read meter, there is a chance that your bill may increase. As meters age, their accuracy begins to decline. The new meter will accurately reflect your consumption, and as a result, may report higher billable water usage.
- When will I receive my bill?** You will continue to receive your bill on the same cycle.
- What makes "smart meters" different from our current ones?** A smart meter measures water usage every hour, rather than monthly. The readings allow C.S.S.U.D. to quickly manage overall system demand and detect problems like water leaks.
- What technology reads my meter and sends the data to C.S.S.U.D.? Is it safe?** Your new meters use wireless radio frequencies like wireless Internet and cable TV to send and receive information from C.S.S.U.D. The meters and communication network meet all federal safety standards and codes.



The display layout is shown in the figure below



Info code	Icon/Symbol	Meaning
FLOW		The three segments will switch on alternately, to indicate water flow in the meter
REVERSE FLOW		An arrow appears if there is reverse flow
LEAK		Symbol is flashing if the water has not been stagnant in the meter during the past 24 hours. This may be a sign of a leaky faucet or toilet.
BURST		Symbol is flashing if the water flow has exceeded a pre-programmed limit for a minimum of 30 minutes, which is a sign of a pipe leakage
DRY		Symbol is flashing if the meter is not water filled
TAMPER		Icon appears by attempt of fraud. The meter is no longer valid for billing purposes
BATTERY		Icon appears when the expected capacity left is 6 months
ACTIVE METER		A small flashing square indicates that the meter is active
METER ADJUSTMENT		This info code will appear if the meter has been demounted, tested and the basic flow measurement has been adjusted
RADIO OFF		Symbol is flashing if the meter is still in transport mode with the built-in radio transmitter turned off. The transmitter turns on automatically when the first 4 gallon of water has run through the meter
VOLUME AND FLOW UNIT		Showing the configured volume unit. (Note: "GPM" icon flashes continuously when the meter is set up to Imperial gallon)

Information codes "LEAK", "BURST", "DRY" and "REVERSE" switch off automatically, when the conditions that activated them no longer exist. In other words, "LEAK" disappears when the water is stagnant; "BURST" disappears when the consumption falls to normal level; "REVERSE" disappears when the water no longer flows in the wrong direction; and "DRY" disappears when the meter again is filled with water.