

Smart Water Meters

All of the City's water meters utilize the smart meter technology that utilizes wireless and fiber optic technology to send your meter readings to the City. This new technology automates the City's meter reading-to-billing process by linking its meters, distribution sites and control devices in a single data network.

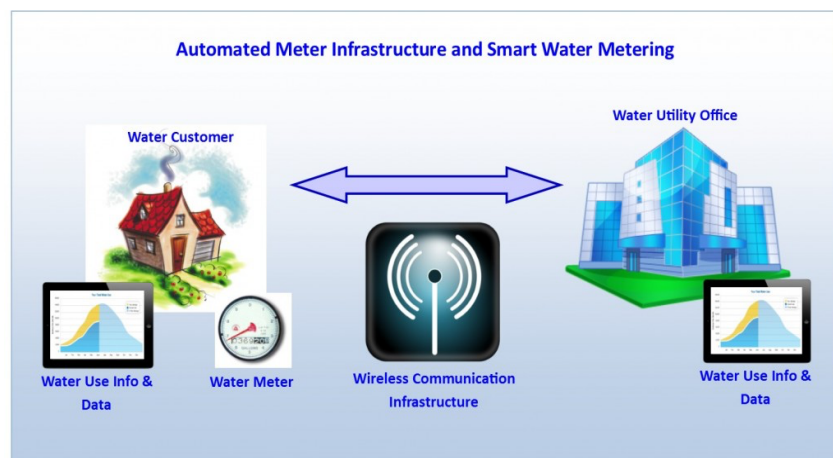
The "Smart Meter" technology is designed to automate the collection of meter readings, provide customers with a better understanding of their water bills and help identify leaks that are responsible for property damage and the loss of water.

Later this year, customers will have access to the Mi. Data customer portal which allows customers to easily monitor their water consumption, compare current usage to previous periods, set alerts and set budget and conservation goals.



How Does It Work?

A "smart" meter uses relatively low radio signals, similar to the technology used by cable TV and wireless internet, to transmit water readings to the City. The primary difference between a smart meter and an older mechanical meter is that the smart meter can automatically and remotely transmit a customer's water usage to the City using a radio signal.



Is it Safe?

Yes. Your new meters use wireless radio frequencies—just like wireless Internet and cable TV—to send and receive information from the City. The meters and communication system meet all federal safety standards and codes. More information on radio frequency safety can be found [here](#).

What Are the Benefits of This New Smart Meter Technology?

- More consistent and accurate consumption readings
- Easily monitor water consumption
- Daily and monthly usage charts
- Compare current usage to previous periods
- 24-hour leak detection
- High and low consumption e-mail or text alerts
- Ability to set budget and conservation goals



Why Did the City Install this Smart Meter Technology?

The City is installed this new infrastructure because the old meters were wearing out; many of them had been in use for over 20 years. As meters age, their accuracy begins to decline.

Mi. Data Customer Portal

Later this year, customers will have access to the Mi. Data customer portal which allows customers to easily monitor their water consumption, compare current usage to previous periods, set alerts and set budget and conservation goals.



Customers will have more control over their bills, and the City will be able to improve customer service and operate your utilities at a greater level of efficiency.

FREQUENTLY ASKED QUESTIONS

What is a smart meter? A smart meter is a system that uses wireless and fiber optic technology to send your meter readings to the City.

What are the benefits of the new meters and technology for the residents? This technology offers more consistent and accurate readings and 24-hour leak detection. Later this year, customers will have access to the Mi. Data customer portal which allows customers to easily monitor their water consumption, compare current usage to previous periods, set alerts and set budget and conservation goals.

Will a smart meter cause my bill go up even if I'm using the same amount of water as before? Whenever a new meter is installed, either an automated water meter or a manual read water meter, there is a chance that your bill may increase. Many of the water meters in Kannapolis were more than 20 years old, and at the end of their functional life. As meters age, their accuracy begins to decline. Your smart meter will accurately reflect your consumption.

When will I receive my bill? You will continue to receive your bill on the same schedule

What is the technology that reads my meter and sends it to the City? Is it safe? Smart meters use wireless radio frequencies—just like wireless Internet and cable TV—to send and receive information from the City. The meters and communication system meet all federal safety standards and codes.

Is my personal water use information confidential? Yes. First, the only information communicated is your meter number and your water usage (the same information that was displayed on the old conventional meters at your premises). Second, your utility usage information will be safely transmitted over secure networks to and from the City. Your utility usage information will be protected and secure. The City must also comply with federal laws regarding the privacy, protection and disclosure of personal information.

Didn't see an answer you were looking for?

Contact the Public Works Department at (704) 920-4200