

Advanced Metering Project Key Messages

- Advanced metering technology represents the City of Dunn’s commitment to maintaining the highest level of customer service and using cost-effective technology to improve water conservation and operational efficiencies.
- The City of Dunn’s advanced metering technology is referred to as AMI (Advanced Meter Infrastructure) and provides for constant two-way communication between the customer’s meter and the City for leak detection, consumption information, and meter operations management.
- The advanced meter installation process will disrupt service to customers for approximately 10 minutes. Customers will be notified through bill statements, announcements on local radio stations, website messaging, and by door hangers at the time of meter changeout.
- Some minor water discoloration or air within the lines may occur immediately following installation and may be eliminated through water line flushing. The installation contractors will flush lines following installation utilizing an outside spigot to reduce this, but running your bath tub cold water faucet for 30 seconds should alleviate this problem.
- AMI will significantly reduce vehicle emissions resulting from manual meter reading, as well as improving utility efficiencies by eliminating the need for monthly visits to each meter to manually record customer consumption information for billing.
- The information transmitted between the customer’s advanced meter and the City of Dunn is encrypted and contains no customer information.
- Advanced metering will enhance customer service through enhanced consumption data to trend and identify issues, allowing staff to better predict and respond to customer questions or concerns.
- The City of Dunn’s AMI system will allow improved water resource management through enhanced data to track and identify water leaks.