

**City of Dunn, NC Project Media Release**

December 12, 2018

CITY OF DUNN, NORTH CAROLINA: The City of Dunn has awarded a contract to Ferguson Waterworks, Inc. for the upgrade of its public water utility meters to advanced, hourly-read meters utilizing the Sensus FlexNet solution. This Advanced Metering Infrastructure (AMI) two-way communication technology will enable the City to automate its meter reading process, provide improved customer service, increase billing accuracy, reduce leaks to promote water resource conservation, and improve Utility operational efficiencies by capturing real-time meter reading data.

These new meters to replace existing, manually-read meters, as they have reached or exceeded useful life. Approximately 75% of the City's meters were installed over 10 years ago and may no longer be recording water consumption accurately. The new AMI system uses wireless and radio frequency technology to transmit hourly water usage data from individual meters to a base station at a City-owned water tank. The data transmissions sent by the meters are secured by encryption and contain no customer information.

Installation will require a short disruption of service, generally less than 10 minutes for residential customers and less than 30 minutes for commercial and industrial customers. After the new meter has been installed, a door tag will be placed on the front door notifying customers the work has been completed. Commercial and industrial customers will be contacted by Ferguson Waterworks to have their meter replacement scheduled outside of business hours to limit service disruption.

Installers will carry proper identification and have a City Contractor magnetic decal on their vehicle. All installers have successfully completed a background check and received extensive training on the equipment and technology. The meter replacement project will be managed by a team comprised of the vendors and City staff. Project management is being provided by MeterSYS, a Raleigh-based advanced metering services firm specializing in AMI projects.

More information on the project and answers to Frequently Asked Questions may be found on the City of Dunn's website at [www.dunn-nc.org](http://www.dunn-nc.org).