

KEY MESSAGES

1. Advanced metering technology is an example of the City of Shawnee's commitment to maintaining a high quality of life for our citizens through cost-effective, innovative programs.
2. The innovative system replaces monthly manual meter reads with a wireless system that collects multiple remote meter reads per day, allowing for better continuous flow detection, increased billing accuracy, and improved customer service.
3. Our communities' drinking water will remain safe throughout the project.
4. Advanced metering supports the Shawnee's commitment to preserving and protecting our environment in a number of ways, including: reducing carbon emissions by taking meter reading vehicles off of the road; enhancing our ability to quickly detect and stop leaks; and providing customers with daily information on water use so that they can improve their efforts to conserve.
5. Advanced metering will help keep the City of Shawnee's workers safe by reducing job-related injuries like shoulder, ankle, wrist and back injuries as well as spider bites and bee stings.
6. Advanced metering will enhance privacy by removing the need for monthly visits by meter readers. Further, as has always been the case, the City of Shawnee will continue protecting the privacy of utility customer information according to all state and federal laws.
7. Advanced metering will enable us to do everything we can do today, just more efficiently and effectively by relying on advanced radio technology.
8. Advanced metering will enable our customer service to better serve you and answer your questions regarding water usage and billing.

QUESTIONS AND ANSWERS

1. **Can you explain the installation process?**
 - a. The project includes replacing approximately 13,000 residential and commercial water meters with new, technologically advanced meters and registers that can communicate usage data via wireless technology directly to the City of Shawnee.
 - b. All meters in Shawnee's utility service area, including domestic water, irrigation and reclaimed water, will be read using the advanced metering system.
 - c. Installation of the new meter and communication module should take no more than 30 minutes in most cases, with your water service being unavailable for about 15 minutes of that time.
 - d. The City of Shawnee and our contractors and consultants are committed to minimizing impacts from this important project and will, therefore, prepare and work according to reliable, updated schedules and ensure that interruptions in water service are kept to no more than 15 minutes in most cases.
 - e. To ensure that the installation is complete, workers will briefly test the new meter.
 - f. While most work will occur within public rights-of-way and easements, the City will restore to original condition any private property impacted by the installation.

- g. Before temporarily interrupting individual water services, crews will make every effort to ensure that doing so will not impose an undue hardship on the customer. Such efforts will include observing the meter to see if water is being used and knocking on doors to contact those who may be inside.
- h. Before leaving the site, door hangers will be left at all entrances to the property informing the residents of the status of the visit – installation complete, installation pending water was being used, unable to access water meter, other.
- i. The installation process for most instances may be as follows:
 - (1) Meter Tech arrives at customer property and backs his work vehicle in when applicable, strobe light is turned “on” when in park, and safety cones are put out in front and back of work vehicle. Attempt to park in front of property, do not park in driveway.
 - (2) Confirm address matches what is listed on the handheld.
 - (3) Meter Tech grabs his work tools and inventory, then makes an attempt to notify the homeowner by knocking on front door of the home. Sample Script: “Good morning, sir/ma’am. I am a subcontractor for Shawnee Municipal Authority. I am here to install a new water meter. The water service will be interrupted briefly during the process. Please refer to the door hanger for any questions or a phone number to call. Thank you and have a great day! The Meter Tech leaves a door hanger on the door if no one answers and/or it is given to the homeowner.
 - (4) Proceed to locate meter box.
 - (5) Once meter is located conduct a visual inspection to make sure there are no leaks
 - (6) Verify old meter number matches handheld Enter old meter info including current meter read into handheld.
 - (7) Take picture of shut off valve to confirm if it was “off” or “on”.
 - (8) Take picture of old meter number.
 - (9) Take picture of old meter read
 - (10) Remove old meter and old gaskets
 - (11) Install new meter and turn water back on slowly
 - (12) Conduct a visual inspection to make sure there are no leaks
 - (13) Turn on customer outside water source to flush line (e.g. spicket)
 - (14) Verify that new meter is working properly
 - (15) Enter new meter info into the handheld
 - (16) Take picture of the new meter capturing the direction flow
 - (17) Take a final site picture and make sure no trash or the old meter are left behind

2. Do I need to do anything to prepare for the installation?

- a. To help keep everyone safe, dogs and any other domestic pets will need to be kept out of yards during installation.
- b. Always keep meter box lids unobstructed.

- 3. How will I be informed when the installation is taking place at my home or business?**
 - a. Since it may take up to twelve months to complete the project, a letter/postcard will be sent to customers between one and two weeks prior to installation in their area.

- 4. Who is doing the work?**
 - a. The project is being managed for the City by Core & Main, which will ultimately be responsible for the day-to-day execution of the project, including recommending equipment and materials, selecting vendors and contractors, overseeing installation, and ensuring the highest level of customer satisfaction.
 - b. Second Sight Systems will be installing the meters. You will see Second Sight Systems vehicles during the installation process.
 - c. Contractors working on the project will carry proper identification and have successfully completed a background check.
 - d. Contractors will not need to enter residential property, nor will they be asking for any form of payment from customers.

- 5. How does the system work?**
 - a. The system works via wireless signals sent from a small radio unit inside the meter box that is connected to the water meter. The meter radio unit sends readings to regional collector units that then transmit the meter reading data to receivers in City of Shawnee City Hall.
 - b. Regional collectors will be located on existing water tanks, radio and cell phone towers located throughout the City of Shawnee.
 - c. Each radio unit will store 30 plus days of hourly read data and meter alarms. This data is uploaded to the cloud servers for the City to view the next course of action, if any.

- 6. How does this system benefit customers?**
 - a. Currently, every month, the city has to manually visit approximately 13,000 homes and businesses to read meters. The advanced metering system will take vehicles off the road, significantly reducing the city's carbon footprint.
 - b. (IF APPLICABLE) The project includes the addition of a new web-based reporting system that will allow daily water usage to be tracked. Customers can request this information from Customer Service and learn about strategies for saving water and reducing their utility bill.
 - c. Thanks to its advanced technology and backup systems in the field, the new system will provide accurate, timely water use data regardless of weather conditions or power outages.

7. How much does this cost?

- a. The contract for the project is approximately \$4.7 million, which is being funded through the City of Shawnee meter maintenance fee.
- b. Once the project is fully implemented, the City will no longer require four staff to manually read meters. Every effort is being made to place the affected employees in vacant positions within the organization, so that overall budget savings are achieved without job losses.

What happens with the current meters and equipment?

- c. The existing meters being replaced during the project will be recycled or offered to other governments for reuse.
- d. As is currently the case, water meters, and radio units will remain the property of the City of Shawnee and the City will continue to perform the required maintenance on these units.

8. Will wireless technology affect my health or privacy?

- a. The new meters will not negatively affect health or privacy. In fact, overall health will be improved and privacy enhanced by replacing vehicles and manual visits to your home with environmentally clean radio communication. The wireless portions of the system will be operated according to Federal Communications Commission rules, and will not interfere with other radio frequencies in the area. The transmitters use one-quarter of the power of a cellphone. The amount of exposure to radio waves decreases with the square of the distance from the source. Exposure to radio waves from smart meters is absolutely tiny compared to cellphones. In addition, transmission time for the units we are installing totals 15 seconds per day.

9. Where can I get more information?

- a. Call the City of Shawnee Customer Service Department at (405-878-1560) with questions or feedback.