

## WATER METER PROJECT

The City of La Palma will be conducting its Water Meter Replacement project during the months of October 2012 through January 2013. The scope of work for the project consists of the removal and replacement of residential water meters and the installation of meter reading radios. The project also includes retrofit of commercial water meters to a radio read system, installation of three radio antennas, installation of meter reading server and related software, migration of meter read



data, project management, staff training and software and warranty support. This new system will allow for advanced leak detection, improved water conservation, enhanced customer service, increased security measures, increased operational efficiency, elimination of human error in meter reading, and increased accuracy.

Concord Utility Services will be the City's contractor performing this work and the trucks and employees will be clearly identified with their logo. Message boards and/or signage will be placed at the entrances of each neighborhood 24 hours in advance to the work and the service crews will try to contact each home before they turn off the water. Parking will not be affected during the entire duration of this project, however you may be asked to move your vehicle to allow access to the meter box. The replacement of the water meter will typically affect each property no more than 1 hour barring any problems with the shut off valves or other related piping.

Concord will attempt to flush out any introduced air into the lines after each installation however you could experience air in your water lines after the work is completed. Please open a non-screened faucet like your bathtub or hose bib to thoroughly flush out your pipes.

### OPT-OUT OPTION:

The radio interference or background noise generated by the AMI system will have negligible effect. The meters transmit data once daily at midnight, at a Federal Communications Commission (FCC) approved frequency with very low power, when compared to many other radio devices. Additionally, the radios are installed away from the residential structure of the property and in most cases are installed in the existing public right-of-way. With all of the advantages and added value of conversion to an AMI system and the very limited negative impact to our residents, it is preferred to have a 100% implementation for our water meters.

However, due to the possibility of residents requesting an alternative to having an AMI system, the City has developed the proposed Opt-Out policy. The proposed policy consists of the following:

- 1) The resident will be responsible for all costs associated with the installation of a direct read water meter in-lieu of the AMI system. The typical direct read water meter is \$56.50 plus tax and shipping and installation includes full-cost recovery of one staff member and service vehicle for one hour of labor to coordinate shutdown of service, remove and prepare the water meter service for installation, replace the meter, flush out the water service and record the new meter ID number and obtain the closing read of the old meter. Currently this would be approximately \$141, which would be a one-time charge to the resident at the time of replacement. If the resident wishes to convert to an AMI water meter at a later date the resident shall be responsible for all costs incurred to convert their account to an AMI water meter, including but not limited to: an AMI water meter, encoded register, AMI radio endpoint and all installation costs based on the costs for the materials and labor at that time.
- 2) The resident will be responsible for the extra labor costs incurred to directly read their water meter on a bi-monthly basis. This bi-monthly cost will be for one staff member and service vehicle for 15 minutes to read the meter, record the reads and enter the reads into the meter reading database for billing. Currently this would be approximately \$20, which would be a bi-monthly fee added to each bill. If the City determines that monthly billing is in the best interests of the City, the resident will be responsible for the additional costs incurred for reading their meter on a monthly basis.

If you have any questions, please contact the City of La Palma Public Works Department at (714) 690-3310.