



Coming Soon

Water Meter Upgrade Project

Overview

Soon the City of Sonoma will start a project to modernize the water metering system and help our community to better manage our water resources. The City will replace all existing residential and commercial water meters with water meters that incorporate Advanced Metering Infrastructure (AMI) to accurately read and securely transmit water readings. AMI uses a low-powered communication device that's attached to your new water meter to record water usage in 15-minute increments and transmit usage information over a secure network four times per day to the City's utility billing system.



Benefits

- **Access your water usage information.** After your new AMI meter is installed, you'll have the option to register for the City's new online water use portal to find out your water usage on a near real-time basis.
- **Detect potential leaks.** Water leaks on the homeowner's or business owner's side of the water meter can be identified and repaired more quickly.
- **Save water and money.** Knowing your detailed water consumption history lets you better understand and make informed decisions about your water use and how it impacts your water bill.
- **Water alerts.** You can set up usage alerts so that they are automatically sent to you when continuous water flow is identified, which often indicates a water leak. This can save money and prevent property damage that often results when leaks run undetected.

Installation

The City is working with Ferguson Waterworks and Concord Utility Services to replace existing water meters as part of this AMI project. Ferguson and Concord employees will be properly identified with their company logos on their uniforms and vehicles. Contractors will not have to enter any residences or businesses to perform the work. More details on what to expect are provided on the other side of this sheet.



Questions?

Please visit our Frequently Asked Questions list available on the City's website at: www.sonomacity.org/advanced-metering-infrastructure-ami/. If you still have questions, please contact the City of Sonoma Public Works Department by email at publicworks@sonomacity.org or phone at (707) 938-3332.



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What to Expect

Pre-Installation

- From mid-April to mid-May, the contractor will conduct a pre-installation audit to inspect the condition of existing water meter boxes and confirm water meter sizes and quantities. Customers' water service will not be affected.
- About 2-3 weeks before installation, a post card will be mailed to the physical address of the meter to let you know that the contractor will be in your area to install your new water meter.
- Installation of new water meters is planned to start by June and be finished by late September.
- The City is aware of some water meters that are not readily accessible and staff will be contacting those customers to arrange access for the pre-installation audit and meter replacement.

Day of Installation

- The contractor will arrive and provide a courtesy knock to inform you that your water meter will be replaced. For a residential water meter, the installation takes about 30 minutes to complete, during which the water will be shut off for about 15 minutes. The time is about double for a commercial water meter. A new water meter box lid will also be installed.
- When the work is complete, the contractor will leave a door hanger to confirm the contractor was there, confirm the meter was replaced (or reason why not with corrective action needed), and who to contact for any questions.
- Pre and post installation photographs will be taken.
- Except for unusual circumstances, work will only be performed on weekdays between 8:00 a.m. and 4:00 p.m.

Post-Installation

- After installation of your new meter, you may still see the contractor or City employees in the area conducting quality assurance audits on the installations performed in your area.
- Once all water meters have been replaced, you'll receive information on how to register for and use the new online customer portal to manage your water use, pay your water bill and get near real-time water use information.

How You Can Help

- Let family members or tenants know about the upcoming installation and provide access to the water meter box, generally located in your driveway, or near the sidewalk or edge of road.
- Please ensure that the area around the water meter box is clear and accessible. Clear any obstructions and trim back plants or bushes from the meter box area. Secure pets away from the water meter and move any vehicles parked over the meter box.