

Advanced Metering Infrastructure

What is Advanced Metering Infrastructure?

The City of Delaware is upgrading water meters with state-of-the-art equipment that will allow us to remotely read customer meters and relay the data to the billing office. The project will deliver better customer service and overall improved efficiency.

How does it work? AMI stands for Advanced Meter Infrastructure. Through AMI, a small battery-powered transmitter is connected to your water meter. The transmitter will read the meter and send a brief, low-powered radio signal to a nearby collector. Collectors then transmit meter reads to the City of Delaware Utility Billing Office, eliminating the need for manual meter readings.



How much will this upgrade cost me? There is NO COST to customers for the upgrade.

The Benefits

AMI virtually guarantees all our customers will receive bills based on actual consumption. By collecting meter reads from all of our customers on a regular basis, we will also be able to provide more information to help you manage your consumption and more quickly identify leaks. AMI helps to more consistently deliver accurate bills by essentially eliminating the “estimated reading” every other month. This technology will resolve this issue.

By collecting information on a regular basis, we will know almost immediately if a meter is working improperly and proactively provide leak alerts. Additionally, by collecting the meter reads through a remote collection system, AMI eliminates the need for meter readers to come to your home or business to manually read the water meter. AMI technology will provide additional information to help customers understand their bills and manage water consumption. AMI is an environmentally friendly technology that will reduce Delaware’s operating costs. By eliminating manual meter reads, we will reduce the number of vehicles we have on the road, vehicle maintenance costs, fuel costs, and vehicle emissions.

How does it work?

Through AMI - Advanced Metering Infrastructure - a small battery-powered transmitter is connected to your water meter. The transmitter will read the meter and send a brief, low-powered radio signal to a nearby collector. Collectors then transmit meter reads to the City of Delaware Utility Billing Office, eliminating the need for manual meter readings.

How do you know that the reading is accurate?

The reading at the meter is converted into a digital format using technology that is highly reliable and secure. Similar systems are already in use in Gahanna (OH), Marysville (OH), and the Delco Water Company.

Are there health concerns with radio signals?

No. The power and duration of the radio signal is too low to pose a health risk. The products that make up the AMI system meet all standards established by the Federal Communications Commission (FCC), and Institute of Electrical (IEEE) and Electronics Engineers.

How much will this upgrade cost me?

There is NO COST for the meter upgrade.

How will AMI benefit me?

You will have access to an AMI web portal and information about your water consumption. In addition, AMI is an environmentally friendly technology that will reduce Delaware's operating costs. By eliminating manual meter reads, we will reduce the number of vehicles we have on the road, vehicle maintenance costs, fuel costs, and vehicle emissions.

How will I know that you have my meter reading and not someone else's?

The endpoint that sends your meter reading has a unique identifier that is transmitted along with the read data. This identifier is compared electronically to your account record to ensure that the reading matches the meter assigned to your account.

Will the radio transmitter interfere with electronic devices?

The technology operates as a very low-powered signal that is regulated by the (FCC) against interference. It is unlikely that it will interfere with the operation of other electronic devices.

Will my water bill go up?

AMI technology ensures that customers pay only for the water they use – no more and no less. Some customers may see an increase in their water bill. This is because the new meter is measuring water usage accurately.

When will my installation occur?

Installations will be completed gradually in 2016 and 2017.

How will I be notified of the installation?

Customers with an outdoor meter (pit), receive this notification letter about 2 weeks before installation, followed by a door hanger after the installation. For customers with an indoor (basement) meter, the City of Delaware will contact you to schedule an appointment for the installation.

How long will installation take?

Installation generally takes less than 30 minutes.

Will water service be interrupted during installation?

Water service interruptions, if necessary, will be brief. The installer will make certain that service is restored before leaving your home.

Who can I talk to more about this?

The City of Delaware has contracted with Keystone Utility Systems to oversee AMI installation. Keystone Utility Systems can be reached toll free at (877) 587-2279 24 hours a day.

To contact the City of Delaware with project questions, phone 740-203-1904 or email pmickley@delawareohio.net.