



# Automated Meter Reading Project

## Project Overview:

Through its Automated Meter Reading (AMR) project, the Department of Watershed Management will install a radio-based AMR system that will allow Atlanta's water meters to be read electronically. AMR system technology permits the electronic collection and transmission of customer water usage data from water meters, to the billing office through the use of both fixed radio and mobile radio methods.

The AMR system will allow the Department to increase revenue by replacing aged, under-registering meters and reduce operating expenses associated with meter reading and billing. It will also allow the Department to prevent water loss by easily identifying leaks and other distribution system problems as well as detect meter malfunction, vandalism and device tampering. Most importantly, the AMR system will allow the Department to ensure the accuracy of customer usage readings and billing, thereby enhancing customer service. The AMR project is a part of the City's \$3.9 billion Clean Water Atlanta infrastructure improvement program to provide clean, safe water to residents and downstream neighbors.

## Project Implementation:

The project will include the repair/replacement of Atlanta's existing residential and commercial water meters and the installation of a radio-based AMR system. Old, non-functioning meters will be replaced with new meters already fitted with the AMR device. The AMR device will be installed on existing meters that are still functioning properly and that are compatible with the device. The AMR device is made up of an electronic meter register and a meter interface unit (MIU). Once connected, the MIU's circuitry reads the water meter and transmits a radio signal to a data collector, which can be a handheld or mobile device or a data unit on a utility pole or building. Meter readers are able to drive by in vehicles fitted with mobile devices and receive usage readings for each meter. The information is then transmitted to the billing system. Data collectors affixed to utility poles are programmed to receive transmissions from MIU's on nearby meters and re-transmit them by radio signal to the utility office.

## Project Impacts:

Community impacts associated with this project are minimal. No construction work or access to private property is required. Residents will notice crews in the roadway and working at meter boxes to install the radio-based device. There may be a brief interruption of water service (approximately 30 minutes) and/or irregular water pressure in cases where the water meter must be replaced.

Facts





City of Atlanta

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## Project Location:

The project will take place system-wide on a meter route/billing cycle basis.

## Project Start:

December 2006

## Project Duration:

3 years

## Contractor:

K & V Automation, LLC

## Project Manager:

Sylvia Glover

## Public Information Manager:

Caryn I. Anderson



For more information or to report a project-related problem, please call the Project Helpline at (404) 529-9211

