

Smart Metering or Automatic Meter Reading (AMR) Frequently asked questions

Q: Why is the Village of Middlefield converting its meters to AMR?

A: The Village of Middlefield decided to take on this project for several reasons, including employee safety, improved meter reading accuracy and increased efficiency.

Q: How long will it take to complete this project?

A: The Village started changing meters in 2010 and anticipating having the majority of meter changed by the end of 2014.

Q: How do you electronically collect the meter reads?

A: The new meters will have an ERT device (Encoder, Receiver, Transmitter) connected to it that operates under a low-power radio frequency. Once the meter is installed the meter reader simply drives down the street and is able to collect the reading on a laptop computer. Each ERT has its own identification number so there is no confusion as to which service address belongs to which meter.

Q: What information is transmitted?

A: The only information that is transmitted is the meter identification number and the meter reading.

Q: Is my account information secure?

A: Yes, only the meter reading and the meter number is transmitted. Personal customer information will not be transmitted.

Q: Will the AMR system interfere with my TV, radio or garage door opener?

A: No. The transmitting devices operate in compliance with FCC regulations at a very low-level radio frequency that will not interfere with nor operate any other electronic devices such as garage door openers, televisions, cordless or cellular phones, wireless computer networks, internet access or cardiac pacemakers.

Q: Are there any potential health concerns with the radio signals?

A: Studies made on low-power radio frequency transmissions have revealed no negative health impacts.

Q: What will happen if I do not call and schedule an appointment to get the AMR installed.

A: The installation of the upgraded AMR meters is mandatory for all residents. Those who do not call and schedule an appointment in a reasonable amount of time are subject to disconnection of water service in violation of the Village of Middlefield Codified Ordinance Section 911.15. The service will not be restored until access is allowed and the installation/upgrade has been completed.