



ADVANCED METERING INFRASTRUCTURE (AMI) PROJECT BRIEF

WSSC is modernizing its operations and technology infrastructure to improve customer service. A key part of this effort is the Advanced Metering Infrastructure (AMI) project. AMI is the foundation of a smart utility, enabling WSSC to use the latest technology and data to better serve our customers.

AMI Overview

AMI is technology that allows water meters to communicate water usage information wirelessly using radio or cellular technology. The resulting data is used to optimize operations, administration and infrastructure management. AMI consists of a number of components:

- Water meter – equipment that measures the water used at each location.
- Encoder register – device attached to the meter that converts water usage into electronic data.
- Small radio or cellular transmitter - typically mounted outside a building, this transmitter sends encrypted water usage data back to WSSC.

AMI Provides Many Benefits

AMI will benefit **customers** in a number of ways:

- Access to meter information through a secured web portal allows customers to better monitor and understand their water usage.
- Billing accuracy as a result of real-time data.
- Early leak detection and notification in customer's water system, which can help avoid large water bills.
- Allows WSSC to move to monthly billing -- assisting customers with budgeting and smaller payments.

AMI will result in a number of **environmental and economic** benefits:

- Reduces the WSSC carbon footprint by decreasing the need to drive to locations to read meters.
- Reduces operating costs for meter reading, allowing WSSC to reallocate those resources to other priorities.
- Improves monitoring and identification of leaks in the distribution system, reducing lost water and preventing larger main breaks.

Question	Response
Can the data from a meter be intercepted?	Customer information and usage data transmitted to WSSC from a meter is encrypted using industry standard processes and technologies. Personally identifiable information, such as name, address, bill account number, or credit/collection information, is not transmitted to or from the meter.
Is AMI technology safe?	AMI uses non-ionizing radio frequencies (RF) to communicate water usage information. Approved by the Federal Communications Commission (FCC), this type of RF is commonly used in mobile phones, broadcasting signals, baby monitors, medical monitors and Bluetooth devices. RF also exists naturally in our environment due to the sun's interaction with our atmosphere. The World Health Organization, American Cancer Society, National Toxicology Project (National Institutes of Health), and International Agency for Research on Cancer, among others, have all studied RF safety. As a result of these studies, no public agency has identified RF as harmful to human health.
When is the project scheduled?	The project is currently in the planning phase, with installing of AMI technology scheduled to begin in late 2019. The entire project should be complete by late 2023 / early 2024.